



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

*Issued: August 2008*



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

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

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

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

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

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## **INTRODUCTION**

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

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

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

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**Director, Aviation Consumer Protection Division**  
**Office of Aviation Enforcement and Proceedings**



## FLIGHT DELAYS

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

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 20 reporting air carriers, 13 carriers (AirTran, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways) use ACARS exclusively; 1 carrier (American) uses a combination of ACARS and DGS; 1 carrier (Comair) records arrival times manually; and 4 carriers (Alaska, Atlantic Southeast, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 32 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 32 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

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

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

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

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

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

Except for the flights listed in Table 5, this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at [http://www.bts.gov/programs/airline\\_information/airline\\_ontime\\_statistics/](http://www.bts.gov/programs/airline_information/airline_ontime_statistics/) Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml> CDs for earlier months can be purchased by sending an email to: [Orders@bts.gov](mailto:Orders@bts.gov) Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp> Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp)

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

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

JUNE 2008

## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	76.8	14	92.2
PINNACLE AIRLINES S/V/	16	78.9	119	80.7
SKYWEST AIRLINES S/	21	78.5	146	77.9
ALASKA AIRLINES S/	16	77.0	46	77.8
ATLANTIC SOUTHEAST AIRLINES S/	19	77.6	128	77.3
US AIRWAYS S/	30	75.8	79	76.3
SOUTHWEST AIRLINES S/	19	76.2	64	76.3
AIRTRAN AIRWAYS S/	25	74.1	57	74.6
FRONTIER AIRLINES S/	22	75.4	44	74.3
DELTA AIR LINES S/	31	72.6	98	72.9
EXPRESSJET AIRLINES S/	28	66.8	124	68.5
NORTHWEST AIRLINES S/	30	67.4	98	67.6
CONTINENTAL AIRLINES S/	28	66.4	66	67.4
MESA AIRLINE S/	21	65.9	119	67.3
AMERICAN EAGLE	18	66.3	116	65.7
JETBLUE AIRWAYS S/	19	64.8	45	64.9
COMAIR S/	23	62.9	90	63.4
UNITED AIRLINES S/	31	59.5	84	59.3
AMERICAN AIRLINES S/	30	58.2	78	58.8
<b>TOTAL</b>		<b>69.7</b>		<b>70.8</b>

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaints" sections of this report.

## JUNE 2008

## 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 - 08		MAY - 08		JUNE - 08		12 MONTHS ENDING JUNE 2008		DATABASE TO DATE SEP 1987-JUNE 2008	
	07 - 09 2007		10 - 12 2007		01 - 03 2008		04 - 06 2008		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	75.0	10	76.0	6	70.8	10	80.1	6	81.1	7	84.7	3	74.6	8	75.6	7	(--)	(--)
ALASKA	69.4	19	73.0	13	75.9	3	79.9	7	81.6	5	80.4	9	77.8	4	74.4	9	75.6	8
ALOHA	94.7	1	92.1	2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	70.5	17	70.1	16	63.4	19	63.8	19	65.3	19	67.3	19	58.8	19	67.0	19	78.2	4
AMERICAN EAGLE	70.7	16	69.6	18	64.4	18	72.1	17	74.4	16	76.3	15	65.7	15	69.2	16	73.6	9
ATLANTIC SOUTHEAST	57.0	20	68.0	20	69.4	13	79.3	8	77.0	10	83.8	6	77.3	5	68.3	18	(--)	(--)
COMAIR	69.6	18	69.7	17	66.7	16	72.4	16	75.3	15	78.4	12	63.4	17	69.6	15	(--)	(--)
CONTINENTAL	77.3	8	74.9	9	71.0	8	73.1	14	76.5	13	75.4	17	67.4	13	74.1	10	78.3	3
DELTA	72.1	12	79.2	4	75.8	4	77.8	9	76.8	11	84.1	5	72.9	10	76.2	6	77.6	6
EXPRESSJET	77.9	6	73.5	11	69.4	12	73.6	13	76.5	12	76.1	16	68.5	11	73.7	11	(--)	(--)
FRONTIER	79.9	3	75.5	7	75.0	5	77.5	10	82.1	4	76.5	14	74.3	9	77.0	3	(--)	(--)
HAWAIIAN	94.0	2	93.0	1	93.9	1	90.6	1	90.5	1	88.9	1	92.2	1	92.9	1	(--)	(--)
JETBLUE	73.9	11	73.9	10	71.7	7	73.7	12	77.0	9	79.2	10	64.9	16	73.3	12	(--)	(--)
MESA	77.1	9	72.4	14	69.1	14	72.4	15	73.2	17	76.9	13	67.3	14	72.9	13	(--)	(--)
NORTHWEST	71.8	13	70.2	15	69.5	11	74.1	11	75.9	14	78.9	11	67.6	12	71.4	14	79.0	2
PINNACLE	77.3	7	73.3	12	68.1	15	82.4	2	80.4	8	85.9	2	80.7	2	75.3	8	(--)	(--)
SKYWEST	78.0	5	75.0	8	70.9	9	82.1	3	84.0	2	84.5	4	77.9	3	76.5	5	(--)	(--)
SOUTHWEST	79.5	4	79.7	3	74.8	6	80.2	5	83.3	3	80.9	8	76.3	7	78.6	2	81.9	1
UNITED	71.3	15	68.2	19	66.4	17	68.1	18	72.8	18	72.4	18	59.3	18	68.6	17	75.9	7
US AIRWAYS	71.7	14	76.9	5	78.3	2	80.4	4	81.3	6	83.6	7	76.3	6	76.8	4	78.1	5
<b>Total</b>	<b>74.2</b>		<b>74.2</b>		<b>70.8</b>		<b>75.8</b>		<b>77.7</b>		<b>79.0</b>		<b>70.8</b>		<b>73.7</b>		<b>78.2</b>	

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

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

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

JUNE 2008

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	646	80.0	111	71.2	59	94.9	102	73.5	221	71.9	159	74.8	64	54.7	8	100.0
AA	703	61.6	1122	60.0	269	64.3	176	63.6	H/		849	59.0	660	54.5	13475	66.9
AS	H/		90	71.1	H/		H/		H/		90	56.7	199	83.9	90	85.6
B6	H/		1506	65.1	H/		178	70.2	H/		H/		90	51.1	H/	
CO	397	64.5	571	59.0	173	71.7	32	50.0	H/		334	62.3	357	65.8	334	62.3
DL	12416	78.7	1206	69.8	339	73.7	231	72.3	1531	79.8	909	70.8	333	59.2	342	74.3
EV	11049	77.5	H/		7	57.1	39	43.6	575	85.2	H/		H/		1	0.0
F9	97	75.3	H/		H/		H/		H/		90	72.2	4301	78.5	175	80.0
FL	7856	79.3	734	69.1	1472	72.3	245	70.2	H/		248	73.8	130	60.8	335	70.7
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	56	55.4	865	57.0	146	58.9	318	59.1	519	64.2	861	63.2	H/		8056	73.3
NW	282	65.6	382	60.2	264	58.0	227	63.9	H/		549	65.8	266	55.6	224	57.1
OH	510	55.9	1066	61.6	333	69.1	220	51.4	4629	73.9	453	62.0	4	25.0	85	56.5
OO	437	72.3	H/		85	74.1	H/		264	67.8	H/		4137	80.3	188	79.8
UA	232	59.5	848	56.1	422	57.1	154	63.6	77	51.9	449	50.3	6641	65.6	355	53.5
US	321	81.3	1672	73.4	373	70.5	6372	81.7	H/		2129	77.9	331	66.8	476	78.2
WN	H/		H/		4890	76.8	H/		H/		H/		2454	76.6	H/	
XE	169	65.1	59	69.5	119	73.1	488	59.4	191	62.3	165	49.1	124	81.5	210	71.4
YV	242	50.4	56	33.9	34	79.4	1851	68.2	H/		H/		1244	77.2	1	100.0
<b>TOTAL</b>	<b>35413</b>	<b>77.1</b>	<b>10288</b>	<b>64.4</b>	<b>8985</b>	<b>73.2</b>	<b>10633</b>	<b>75.1</b>	<b>8007</b>	<b>74.5</b>	<b>7285</b>	<b>67.6</b>	<b>21335</b>	<b>72.6</b>	<b>24355</b>	<b>69.3</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	4443	80.1	H/		30	80.0	81	70.4	103	83.5	H/		H/		H/	
AA	324	57.4	501	47.7	360	72.5	326	58.0	360	60.8	982	46.3	569	53.1	2442	51.4
AS	H/		60	58.3	H/		H/		H/		H/		326	86.5	665	85.4
B6	H/		300	49.3	924	70.0	680	69.0	H/		4439	67.1	354	56.5	H/	
CO	176	64.8	4910	57.2	463	74.3	H/		7529	77.4	108	63.0	528	61.4	718	56.3
DL	142	74.6	320	51.2	682	71.3	248	71.8	89	69.7	1430	62.4	535	60.6	1111	62.3
EV	115	73.0	34	29.4	129	86.0	20	65.0	7	57.1	46	58.7	H/		H/	
F9	90	72.2	H/		30	66.7	H/		90	77.8	H/		181	71.3	180	67.2
FL	179	74.3	187	62.0	479	78.1	206	71.4	H/		H/		264	62.9	314	58.3
HA	H/		H/		H/		H/		H/		H/		60	73.3	70	72.9
MQ	227	54.6	113	58.4	H/		H/		H/		617	61.6	120	88.3	1407	91.3
NW	7007	73.1	316	38.0	150	68.7	98	55.1	169	60.4	176	58.0	363	58.1	592	52.0
OH	222	59.0	129	47.3	26	88.5	108	67.6	81	67.9	1474	55.8	H/		H/	
OO	53	47.2	108	32.4	H/		H/		248	76.6	H/		243	81.5	3672	85.2
UA	172	59.3	419	42.7	124	61.3	2170	64.0	153	61.4	474	57.2	945	62.5	2593	59.6
US	253	83.0	314	54.1	622	79.3	87	69.0	142	77.5	180	66.7	2700	72.1	714	71.0
WN	537	70.9	H/		1346	79.6	326	68.7	H/		H/		7160	76.6	3668	72.0
XE	172	47.7	4133	47.1	H/		289	53.3	6952	75.4	H/		63	92.1	1077	83.5
YV	97	53.6	57	42.1	H/		1862	50.6	240	51.7	4	100.0	342	78.1	34	70.6
<b>TOTAL</b>	<b>14209</b>	<b>73.7</b>	<b>11901</b>	<b>51.4</b>	<b>5365</b>	<b>75.2</b>	<b>6501</b>	<b>60.8</b>	<b>16163</b>	<b>75.4</b>	<b>9930</b>	<b>61.6</b>	<b>14753</b>	<b>72.1</b>	<b>19257</b>	<b>70.7</b>

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



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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	196	54.1	H/		H/		H/		1639	81.0	H/		H/		H/	
AA	1700	45.1	900	56.7	H/		3353	62.1	437	58.8	86	47.7	5886	49.3	210	39.5
AS	H/		90	81.1	H/		30	93.3	H/		231	88.3	120	57.5	928	79.5
B6	240	49.2	1126	70.6	H/		H/		H/		420	51.0	210	51.9	30	33.3
CO	383	48.8	604	73.0	H/		299	69.6	149	67.1	90	64.4	464	45.5	197	62.9
DL	1634	61.7	1013	72.7	H/		352	76.1	117	65.8	31	74.2	323	55.1	261	53.6
EV	51	51.0	428	82.0	H/		76	82.9	71	64.8	H/		1	100.0	H/	
F9	89	41.6	59	64.4	175	80.6	H/		125	77.6	H/		H/		148	61.5
FL	612	45.8	1708	76.0	439	67.9	117	79.5	179	78.2	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		60	88.3
MQ	1537	50.2	H/		H/		323	69.0	H/		H/		7786	58.0	H/	
NW	574	43.9	454	65.9	98	76.5	93	67.7	7352	73.8	H/		567	48.5	206	71.4
OH	1287	48.8	83	75.9	34	35.3	55	72.7	150	36.7	H/		183	54.1	H/	
OO	H/		H/		H/		H/		222	71.2	227	89.9	4254	57.4	866	90.4
UA	644	41.9	618	60.5	H/		38	60.5	458	53.5	145	54.5	7923	59.8	584	48.8
US	1117	65.1	811	74.7	H/		242	73.6	257	82.1	119	84.9	652	56.6	323	66.6
WN	H/		3393	78.8	6553	78.6	H/		H/		3889	75.7	H/		1271	73.2
XE	55	21.8	29	69.0	H/		34	88.2	270	61.1	H/		112	52.7	81	75.3
YV	37	37.8	H/		H/		H/		H/		56	87.5	2061	49.2	H/	
<b>TOTAL</b>	<b>10156</b>	<b>51.2</b>	<b>11316</b>	<b>73.2</b>	<b>7299</b>	<b>77.7</b>	<b>5012</b>	<b>65.8</b>	<b>11426</b>	<b>72.7</b>	<b>5294</b>	<b>74.0</b>	<b>30542</b>	<b>55.6</b>	<b>5165</b>	<b>70.9</b>

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

JUNE 2008

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	PHL		PHX		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	115	71.3	H/		H/		H/		H/		H/		67	86.6	H/	
AA	462	54.1	472	51.9	506	47.6	492	45.9	1037	40.6	206	47.1	1585	65.0	554	62.6
AS	H/		276	88.0	348	86.5	4344	73.8	408	69.1	H/		H/		H/	
B6	H/		51	49.0	231	50.2	180	69.4	206	49.0	234	75.6	H/		261	64.4
CO	175	66.3	339	63.4	347	65.7	448	58.0	447	48.5	79	46.8	H/		414	76.8
DL	331	77.0	315	61.6	395	66.1	519	58.6	418	48.8	2537	75.4	128	74.2	622	76.8
EV	48	60.4	H/		H/		H/		H/		H/		104	82.7	132	82.6
F9	60	71.7	175	78.9	176	65.3	150	70.7	175	56.6	201	74.1	90	66.7	30	66.7
FL	359	70.8	100	77.0	120	69.2	200	64.0	149	45.6	H/		150	84.0	580	75.3
HA	H/		30	63.3	60	75.0	60	85.0	30	70.0	H/		H/		H/	
MQ	H/		H/		647	88.6	H/		141	80.9	H/		86	55.8	H/	
NW	382	56.5	269	51.7	209	46.9	546	62.1	412	40.8	108	67.6	314	68.5	248	71.4
OH	310	52.3	H/		H/		H/		H/		H/		45	40.0	173	32.4
OO	73	61.6	300	85.0	546	87.4	414	90.3	3140	68.3	6406	91.0	107	83.2	H/	
UA	458	52.0	426	61.7	704	56.2	831	53.8	3897	57.2	206	58.3	60	58.3	273	58.6
US	3681	76.5	5509	78.3	451	74.1	384	69.3	592	59.1	178	85.4	148	81.8	658	78.1
WN	2073	75.7	5742	78.1	3173	74.3	1469	71.3	1085	59.2	1491	78.5	2265	77.5	2571	79.1
XE	51	82.4	125	85.6	433	77.4	138	66.7	167	72.5	494	82.8	245	69.0	24	75.0
YV	51	43.1	2868	84.2	4	100.0	H/		H/		62	77.4	61	50.8	H/	
<b>TOTAL</b>	<b>8629</b>	<b>71.1</b>	<b>16997</b>	<b>77.2</b>	<b>8350</b>	<b>71.4</b>	<b>10175</b>	<b>68.5</b>	<b>12304</b>	<b>58.4</b>	<b>12202</b>	<b>83.4</b>	<b>5455</b>	<b>72.2</b>	<b>6540</b>	<b>73.9</b>

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

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## AIR TRAVEL CONSUMER REPORT

TABLE 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	89.1	83.9	44.2	86.0	69.4	J/	87.1	80.6	73.3	60.7	J/	76.0	89.7	62.2	92.2	91.5	58.6	77.4
700 - 759 AM	94.4	71.8	89.9	82.7	90.3	89.6	87.3	82.3	87.7	82.8	92.5	64.8	87.5	79.1	93.6	91.5	85.1	75.0
800 - 859 AM	87.0	79.2	97.1	85.3	85.3	84.8	91.1	81.9	88.2	78.9	91.7	87.8	90.4	78.9	88.8	86.1	73.8	96.3
900 - 959 AM	86.2	82.1	93.6	82.4	83.7	88.4	83.0	75.7	84.7	90.3	92.6	88.5	87.1	89.9	83.9	83.8	75.5	93.5
1000 - 1059 AM	89.0	85.0	92.3	87.8	85.6	80.3	75.5	78.6	79.9	86.0	91.5	74.1	86.7	82.3	76.5	76.8	65.9	88.3
1100 - 1159 AM	87.6	82.2	91.4	85.0	82.9	84.3	81.2	77.8	82.3	82.5	87.6	73.7	87.2	78.5	74.9	74.7	69.2	89.4
1200 - 1259 PM	88.2	79.6	88.6	86.9	84.6	82.2	74.7	73.2	83.3	71.7	83.6	88.8	85.6	80.4	76.9	78.7	68.7	85.2
100 - 159 PM	82.8	78.9	87.7	87.7	56.6	80.5	74.3	72.2	78.0	69.2	87.5	78.3	78.9	75.1	73.4	72.7	62.5	84.3
200 - 259 PM	81.0	70.2	85.1	79.4	81.3	80.2	72.2	74.0	76.3	54.5	75.5	78.1	76.4	69.0	75.7	68.2	55.7	70.5
300 - 359 PM	73.7	68.7	77.6	78.8	76.5	69.9	71.1	69.4	78.3	46.1	78.8	61.6	71.1	62.1	70.9	72.2	51.0	75.1
400 - 459 PM	73.8	63.3	69.4	72.8	67.0	58.6	67.1	66.2	71.6	35.2	76.7	56.8	67.0	61.2	66.8	66.3	42.4	72.4
500 - 559 PM	69.7	58.3	64.1	64.0	47.7	59.9	72.5	64.2	67.5	31.1	71.5	53.8	64.1	60.1	67.4	65.4	39.0	68.5
600 - 659 PM	68.0	53.1	58.9	62.0	69.1	55.4	67.4	62.1	59.1	28.9	66.9	55.4	61.7	48.0	67.3	68.9	30.3	64.6
700 - 759 PM	60.5	49.4	55.8	54.7	55.9	54.3	61.0	59.2	67.1	25.1	66.7	54.6	60.0	41.0	60.8	66.2	33.0	64.1
800 - 859 PM	64.0	39.4	55.1	65.6	55.0	48.6	57.4	58.3	66.0	25.4	68.1	42.8	60.3	38.8	64.9	58.7	31.0	55.9
900 - 959 PM	57.6	47.9	50.7	58.0	42.2	48.2	61.0	52.4	56.2	33.4	55.7	42.3	53.3	40.5	60.6	56.5	30.9	52.0
1000 - 1059 PM	61.2	49.4	49.5	63.6	60.2	45.3	57.8	42.7	42.2	32.2	49.3	48.8	62.7	36.3	67.0	52.8	29.2	58.4
1100 - 559 AM	65.0	54.4	59.4	42.4	49.6	49.8	65.2	58.2	69.3	51.6	59.1	49.0	72.2	55.4	61.4	61.3	41.0	54.1
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>77.1</b>	<b>64.4</b>	<b>73.2</b>	<b>75.1</b>	<b>74.5</b>	<b>67.6</b>	<b>72.6</b>	<b>69.3</b>	<b>73.7</b>	<b>51.4</b>	<b>75.2</b>	<b>60.8</b>	<b>75.4</b>	<b>61.6</b>	<b>72.1</b>	<b>70.7</b>	<b>51.2</b>	<b>73.2</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *															
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	95.7	89.6	92.0	J/	88.8	100.0	82.0	90.4	100.0	90.3	86.7	J/	93.6	89.5	84.0
700 - 759 AM	92.9	87.8	85.0	99.2	83.6	93.8	85.8	86.7	91.5	96.9	91.9	94.5	81.9	97.5	87.2
800 - 859 AM	89.5	86.5	85.3	93.1	76.3	92.4	86.8	89.9	94.7	85.6	88.3	94.4	89.4	92.9	86.2
900 - 959 AM	89.9	84.7	85.9	91.2	75.0	88.2	81.7	73.4	88.3	83.6	67.9	90.4	86.3	92.8	83.2
1000 - 1059 AM	92.3	79.0	80.1	78.3	72.6	82.5	84.7	82.6	80.2	74.8	57.0	86.5	85.8	89.3	80.8
1100 - 1159 AM	93.1	79.3	83.6	87.9	72.9	79.1	84.4	86.2	74.4	71.0	56.4	84.3	86.4	84.4	79.9
1200 - 1259 PM	88.0	71.2	79.2	72.4	63.9	71.3	87.7	81.4	67.8	71.0	53.4	84.4	78.7	82.0	78.0
100 - 159 PM	82.3	79.2	70.6	75.6	57.2	74.6	85.4	80.6	76.2	65.1	56.9	85.6	83.6	88.0	75.6
200 - 259 PM	82.2	59.8	79.3	69.7	55.2	64.8	79.7	81.2	71.9	72.8	53.0	87.6	74.0	78.2	72.8
300 - 359 PM	77.5	67.0	68.2	84.3	47.0	80.7	78.3	79.6	74.3	67.7	56.9	83.9	76.9	75.4	69.1
400 - 459 PM	77.0	60.9	68.6	70.4	40.4	69.1	68.0	78.2	69.8	69.9	56.1	85.7	59.5	72.9	64.8
500 - 559 PM	70.7	64.1	66.9	67.9	35.0	73.0	59.1	82.6	70.8	68.3	53.1	85.9	71.8	61.7	62.4
600 - 659 PM	67.6	53.5	63.5	69.5	33.6	70.4	54.2	67.6	62.9	63.6	58.9	81.4	61.7	65.4	59.9
700 - 759 PM	63.7	53.4	65.4	66.1	32.8	63.6	59.8	68.5	67.8	68.3	50.5	76.2	65.8	76.4	57.2
800 - 859 PM	65.4	53.4	54.7	68.1	31.3	58.9	47.5	68.2	56.4	57.8	53.5	73.2	56.5	64.9	55.1
900 - 959 PM	59.7	52.2	66.6	62.1	31.0	59.7	59.8	62.3	58.2	56.1	47.8	76.1	45.1	52.5	52.5
1000 - 1059 PM	65.5	37.4	48.1	55.7	45.3	54.9	61.0	60.5	54.3	61.2	44.9	65.2	50.6	56.8	52.6
1100 - 559 AM	74.3	50.0	68.8	45.2	59.7	60.9	57.8	67.1	73.7	63.7	51.9	50.1	64.0	61.9	59.0
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>77.7</b>	<b>65.8</b>	<b>72.7</b>	<b>74.0</b>	<b>55.6</b>	<b>70.9</b>	<b>71.1</b>	<b>77.2</b>	<b>71.4</b>	<b>68.5</b>	<b>58.4</b>	<b>83.4</b>	<b>72.2</b>	<b>73.9</b>	<b>69.7</b>

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

JUNE 2008

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	91.5	92.4	94.7	88.5	88.3	91.7	95.4	91.2	92.7	88.8	97.4	90.2	92.7	92.2	97.0	94.0	92.1	93.7
700 - 759 AM	90.6	91.3	93.0	87.7	90.2	93.4	94.4	83.4	89.5	86.5	95.7	86.5	91.3	88.8	92.3	91.9	87.8	94.1
800 - 859 AM	90.7	86.2	88.0	83.2	87.4	90.7	89.5	81.1	86.8	81.3	91.6	73.6	89.5	83.8	88.0	87.5	83.4	91.8
900 - 959 AM	88.5	83.8	86.2	85.3	88.6	84.6	87.7	76.7	84.9	78.3	93.0	85.7	88.7	87.8	85.6	83.8	77.9	89.6
1000 - 1059 AM	85.4	84.2	85.8	82.2	84.7	89.2	79.7	73.4	80.4	80.5	93.1	81.0	86.2	90.2	77.8	77.5	78.9	93.0
1100 - 1159 AM	85.4	85.6	86.6	83.7	78.6	83.8	78.7	71.4	86.8	81.1	85.4	78.3	80.7	84.0	74.7	77.6	77.0	87.2
1200 - 1259 PM	84.8	82.9	84.2	74.3	83.1	84.6	71.3	68.1	76.1	69.2	79.5	72.7	83.6	81.5	77.9	76.6	80.5	81.4
100 - 159 PM	80.9	75.9	76.3	78.2	82.2	76.6	69.9	65.4	71.8	63.8	76.4	80.6	76.8	80.3	74.7	73.0	71.2	81.1
200 - 259 PM	75.2	69.4	75.4	77.5	66.2	76.4	69.9	64.4	66.9	61.6	71.8	65.1	70.8	73.7	68.7	71.5	67.2	63.4
300 - 359 PM	71.8	67.6	72.2	49.0	70.4	69.1	64.9	61.3	69.7	42.3	74.1	64.5	70.6	70.8	62.1	67.2	62.7	56.6
400 - 459 PM	69.3	60.6	59.5	72.0	64.8	58.7	67.3	59.4	67.4	41.9	71.5	48.2	61.2	61.3	62.7	72.6	51.9	68.2
500 - 559 PM	68.0	60.0	54.9	62.8	70.7	58.4	69.8	56.3	64.2	36.3	67.2	50.8	62.4	62.8	59.1	73.2	48.0	64.7
600 - 659 PM	66.7	48.3	53.5	65.0	42.3	56.2	68.7	57.6	63.8	32.4	56.3	44.3	59.8	60.3	66.6	75.8	46.1	57.2
700 - 759 PM	63.6	52.7	45.8	57.1	61.6	56.8	66.5	55.3	59.1	31.0	61.7	50.2	61.2	51.0	67.6	75.4	36.3	49.7
800 - 859 PM	61.9	48.3	41.3	65.2	59.4	56.8	60.9	53.0	51.0	32.9	57.4	55.1	52.7	51.0	56.1	72.2	41.7	57.2
900 - 959 PM	64.6	43.3	43.4	78.3	67.9	56.9	64.3	51.1	69.0	24.6	J/	36.5	65.0	44.5	57.2	71.9	42.2	45.3
1000 - 1059 PM	66.7	J/	J/	70.2	J/	J/	56.0	46.4	58.7	26.3	J/	33.8	72.3	56.9	72.4	72.5	36.4	J/
1100 - 559 AM	67.4	89.8	98.2	J/	J/	80.0	65.9	74.7	J/	92.6	100.0	J/	75.3	70.5	74.2	68.3	86.7	55.9
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>76.3</b>	<b>74.0</b>	<b>72.8</b>	<b>74.8</b>	<b>74.8</b>	<b>75.4</b>	<b>74.0</b>	<b>66.5</b>	<b>72.8</b>	<b>59.8</b>	<b>79.0</b>	<b>64.0</b>	<b>74.4</b>	<b>71.9</b>	<b>73.6</b>	<b>77.8</b>	<b>66.9</b>	<b>75.0</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*															
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	96.3	94.9	90.5	96.3	85.2	93.6	90.4	94.1	95.9	94.7	92.4	95.8	95.7	97.4	92.8
700 - 759 AM	93.6	84.1	90.3	96.1	83.1	87.8	89.7	89.2	86.0	90.8	91.8	94.7	93.3	95.5	89.8
800 - 859 AM	88.4	87.7	84.1	93.6	81.4	88.1	85.9	85.1	86.9	87.6	87.6	93.0	88.9	93.0	86.7
900 - 959 AM	82.2	80.0	90.5	88.5	75.8	87.3	85.7	80.1	83.9	83.2	84.6	93.4	87.3	91.2	84.5
1000 - 1059 AM	87.7	86.4	87.2	85.0	72.7	81.8	83.0	80.8	82.2	78.8	67.7	87.5	82.9	86.8	81.4
1100 - 1159 AM	84.0	77.6	74.8	78.9	71.5	81.6	81.8	79.1	77.7	74.1	56.2	88.4	80.2	82.4	79.0
1200 - 1259 PM	79.5	68.2	73.4	83.2	68.1	82.1	88.5	74.7	74.6	70.9	65.5	83.4	76.2	81.2	76.5
100 - 159 PM	71.8	56.2	77.9	72.7	59.8	76.5	84.0	79.3	68.0	63.8	54.5	88.0	72.0	74.1	72.8
200 - 259 PM	70.4	54.9	72.6	74.1	51.0	61.6	78.2	70.6	70.5	68.8	58.2	82.2	71.7	77.2	69.0
300 - 359 PM	69.4	54.4	74.1	67.2	52.2	75.9	74.2	72.3	67.4	71.9	59.4	91.3	69.2	66.6	65.9
400 - 459 PM	63.2	53.5	62.4	75.2	45.2	78.5	72.8	73.7	70.0	71.0	61.4	81.9	54.2	65.8	64.1
500 - 559 PM	62.5	43.4	65.0	72.9	40.3	61.2	59.7	68.7	72.4	74.2	63.3	83.2	59.3	54.1	60.6
600 - 659 PM	56.6	58.9	68.5	61.0	35.1	73.4	59.3	76.0	75.3	71.3	64.7	78.0	63.9	55.0	59.5
700 - 759 PM	50.1	48.4	69.4	69.0	38.0	72.1	44.2	69.5	68.3	69.2	69.3	79.8	56.8	57.3	57.8
800 - 859 PM	49.8	53.6	71.8	64.5	36.8	67.5	63.8	70.0	68.1	70.2	61.1	78.2	49.4	68.9	56.2
900 - 959 PM	52.4	51.3	71.0	54.2	39.8	77.2	51.5	66.4	60.1	75.9	67.5	85.8	58.2	45.3	60.9
1000 - 1059 PM	J/	60.0	70.1	33.3	54.0	85.4	56.0	78.3	83.2	77.8	58.6	96.8	J/	J/	65.9
1100 - 559 AM	93.3	J/	95.1	71.6	93.3	74.7	84.1	80.9	J/	77.9	59.7	81.8	J/	J/	74.0
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>72.6</b>	<b>64.8</b>	<b>76.2</b>	<b>78.6</b>	<b>59.0</b>	<b>80.0</b>	<b>75.3</b>	<b>78.0</b>	<b>77.5</b>	<b>77.2</b>	<b>69.0</b>	<b>86.8</b>	<b>74.8</b>	<b>76.0</b>	<b>72.7</b>

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
AA	1639	JFK-SJU	1900	30	100.00	128	108
OH	5292	MSP-JFK	1612	26	100.00	123	106
OH	5469	JFK-ORD	1645	30	96.67	84	83
OH	5287	JFK-MSP	2005	26	96.15	90	70
XE	3074	CMH-EWR	2008	26	96.15	70	70
AA	2361	ORD-DFW	2150	26	96.15	65	59
OH	5792	ORD-CVG	1915	22	95.45	77	73
OH	5768	PHL-BOS	1845	22	95.45	56	33
CO	1191	BOS-EWR	1525	21	95.24	95	67
XE	2513	AVL-EWR	1715	19	94.74	136	99
XE	2616	EWR-PWM	1644	19	94.74	123	105
XE	2144	EWR-ROC	1700	19	94.74	99	69
OH	5744	ORF-JFK	1836	19	94.74	67	53
XE	2630	EWR-PWM	2100	18	94.44	78	76
XE	2279	PVD-EWR	1853	16	93.75	128	108
XE	3008	ACK-EWR	1900	16	93.75	81	74
AA	1411	EWR-ORD	1900	30	93.33	78	75
AA	1876	MIA-LGA	1934	30	93.33	73	64
XE	3037	MHT-EWR	1630	29	93.10	78	50
XE	2988	CAE-EWR	1835	27	92.59	102	49
XE	3039	EWR-CAE	1555	27	92.59	102	60
XE	2445	EWR-RDU	2130	27	92.59	72	50
B6	309	IAD-SAN	1750	27	92.59	54	39
OH	5638	RIC-JFK	1700	26	92.31	102	90
XE	3142	EWR-CMH	1725	26	92.31	67	61

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WN	3857	MDW-SMF	1945	26	92.31	62	46
OH	5041	LGA-TPA	1845	22	90.91	76	59
YV	7192	IAD-BOS	1845	22	90.91	67	29
OH	5083	TPA-LGA	1516	22	90.91	64	49
AA	902	MIA-JFK	1440	30	90.00	123	88
AA	1555	MIA-SJU	2015	30	90.00	118	89
AA	1217	JFK-ORD	1715	30	90.00	95	75
UA	95	EWR-SFO	1820	30	90.00	92	63
OH	5145	BDL-TPA	1442	20	90.00	84	55
AA	685	MIA-IAH	1540	30	90.00	83	50
AA	408	ORD-PHL	2040	30	90.00	79	73
CO	1611	EWR-IAH	2015	30	90.00	69	66
FL	344	MKE-SFO	1935	20	90.00	69	50
AA	2211	DFW-PDX	2135	30	90.00	62	51
NW	331	DTW-LAX	1940	30	90.00	62	56
AA	863	PHL-DFW	1830	30	90.00	58	46
XE	2753	EWR-LIT	1930	29	89.66	103	69
XE	2558	EWR-OMA	2100	29	89.66	72	57
XE	2412	PVD-EWR	1640	19	89.47	129	117
XE	2587	EWR-AVL	2055	19	89.47	101	81
XE	3048	CLT-EWR	1851	19	89.47	91	84
XE	2287	EWR-MEM	1600	19	89.47	85	49
XE	2541	PWM-EWR	1850	19	89.47	79	73
XE	2505	RIC-EWR	1715	19	89.47	78	38
XE	3086	EWR-ACK	1700	19	89.47	73	69

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CO	1197	BOS-EWR	1730	28	89.29	88	51
US	1178	CLT-EWR	1815	28	89.29	77	52
CO	1187	EWR-ORD	1829	27	88.89	85	77
XE	1299	EWR-ATL	2115	27	88.89	61	30
XE	1255	EWR-OMA	1620	26	88.46	104	90
OH	5257	EWR-CVG	1750	26	88.46	99	90
OO	2880	MKE-EWR	1650	26	88.46	96	83
YV	7189	CLT-IAD	1930	26	88.46	93	70
XE	2944	MEM-EWR	1810	26	88.46	89	73
OO	2879	EWR-MKE	2050	26	88.46	88	68
XE	2741	CVG-EWR	1815	26	88.46	87	49
YV	7189	IAD-CLT	1722	26	88.46	86	53
XE	2609	EWR-MKE	1915	26	88.46	85	56
YV	7111	BHM-ORD	1859	26	88.46	84	74
UA	1261	ORD-EGE	1737	26	88.46	82	73
AA	2380	DFW-ORD	2205	26	88.46	77	71
AA	1763	ORD-SNA	1640	26	88.46	77	69
MQ	4900	CLT-LGA	1800	26	88.46	77	65
NW	650	DTW-EWR	1911	26	88.46	76	51
CO	552	CMH-EWR	1717	26	88.46	71	46
EV	4826	LGA-CAE	2130	26	88.46	67	52
NW	649	EWR-DTW	1945	26	88.46	67	64
AA	1835	ORD-SFO	1720	26	88.46	64	56
UA	818	ORD-EWR	2050	26	88.46	56	43
MQ	4891	LGA-CLE	2025	26	88.46	54	38

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						AVERAGE	MEDIAN
OH	5678	LGA-JAX	2030	26	88.46	54	42
MQ	4861	DTW-LGA	1910	26	88.46	39	30
NW	269	MEM-SFO	846	26	88.46	35	28
OH	5521	BOS-JFK	1730	25	88.00	61	64
XE	2074	GSP-EWR	1545	16	87.50	134	139
XE	2685	MKE-EWR	1600	16	87.50	132	153
CO	1574	CLT-EWR	1715	16	87.50	118	103
XE	2933	MSN-EWR	1805	16	87.50	114	117
XE	2769	RDU-EWR	1950	16	87.50	96	67
CO	1195	BOS-EWR	1629	24	87.50	94	69
DL	1463	LGA-FLL	1859	16	87.50	61	47
DL	1498	PBI-LGA	1820	16	87.50	56	51
XE	2355	EWR-MSY	1305	16	87.50	44	33
EV	4330	VPS-ATL	1658	23	86.96	73	49
XE	1207	IAD-EWR	1425	30	86.67	144	103
B6	527	EWR-MCO	1815	30	86.67	109	72
UA	1143	EWR-DEN	1731	30	86.67	89	70
AA	2379	DCA-ORD	1735	30	86.67	87	69
AA	1299	MIA-SJU	1635	30	86.67	87	69
XE	2763	BGR-EWR	1345	30	86.67	84	53
UA	836	ORD-LGA	1805	30	86.67	83	81
AA	1530	MIA-LGA	1528	30	86.67	79	47
AA	177	JFK-SFO	1725	30	86.67	78	58
AA	127	JFK-SAN	1525	30	86.67	77	41
AA	607	ORD-LAX	2000	30	86.67	76	64

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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	1472	SFO-ORD	1325	30	86.67	76	76
AA	1773	ORD-ABQ	1915	30	86.67	74	63
AA	1148	MIA-JFK	1925	30	86.67	72	41
XE	2268	EWR-BUF	2115	30	86.67	71	55
UA	378	ORD-BDL	2111	30	86.67	66	54
MQ	4757	JFK-DCA	1845	30	86.67	65	43
AA	197	BOS-SFO	1840	30	86.67	65	46
AA	350	ORD-LGA	1805	30	86.67	64	73
FL	401	ATL-LGA	1608	30	86.67	63	37
AA	1832	MCO-LGA	1955	30	86.67	57	50
F9	513	LGA-DEN	2149	30	86.67	55	50
NW	327	DTW-LAX	1220	30	86.67	33	28
OH	5256	TPA-BOS	1830	22	86.36	62	64
OH	5619	DCA-JAN	2055	22	86.36	62	25
OH	5710	LGA-TYS	2100	22	86.36	47	36
NW	1763	DTW-ORD	2108	22	86.36	46	36
CO	1199	BOS-EWR	1835	21	85.71	63	66
CO	1139	EWR-DFW	1805	27	85.19	80	65
XE	1256	OMA-EWR	1856	26	84.62	110	79
OO	2875	EWR-MKE	1729	26	84.62	96	85
XE	2737	GSP-EWR	1717	26	84.62	95	72
XE	2424	CVG-EWR	1530	26	84.62	91	66
YV	7225	IAD-ORF	1813	26	84.62	84	43
XE	2109	CLT-EWR	1955	26	84.62	81	45
MQ	4745	RDU-LGA	1930	26	84.62	80	67

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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	353	LGA-ORD	1825	26	84.62	77	75
UA	850	ORD-LGA	1900	26	84.62	74	69
YV	7119	PIT-DEN	1840	26	84.62	73	52
AA	744	DFW-LGA	1710	26	84.62	72	74
AA	742	DFW-LGA	1635	26	84.62	70	60
NW	341	DTW-SFO	1542	26	84.62	64	57
AA	1551	LGA-BNA	1955	26	84.62	62	50
DL	147	EWR-ATL	1810	26	84.62	62	42
XE	2774	DAY-EWR	1735	26	84.62	62	66
OH	5594	LGA-CLT	1710	26	84.62	60	52
OH	5787	JFK-PIT	2129	26	84.62	60	55
OH	5291	JFK-MSP	1355	26	84.62	56	38
OH	5584	JAX-LGA	1925	26	84.62	53	36
NW	340	DTW-LGA	1701	26	84.62	52	41
OH	5204	MSP-JFK	825	26	84.62	45	21
WN	1909	MDW-OAK	2055	26	84.62	42	29
AA	750	DFW-LGA	1810	26	84.62	39	42
XE	2542	MHT-EWR	1316	19	84.21	112	85
XE	2212	EWR-PVD	1700	19	84.21	104	34
XE	2381	EWR-PVD	1500	19	84.21	80	47
CO	85	EWR-ATL	1915	19	84.21	69	57
CO	1697	EWR-ABQ	2045	25	84.00	108	101
UA	691	LGA-ORD	1804	25	84.00	68	40
AA	1693	ORD-LAX	2050	30	83.33	143	89
UA	688	ORD-LGA	1555	30	83.33	97	109

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AA	181	JFK-LAX	1655	30	83.33	93	65
AA	1886	MIA-MCO	1325	30	83.33	88	69
AA	1709	LGA-MIA	2015	30	83.33	86	69
B6	524	MCO-EWR	1435	30	83.33	83	66
AA	1692	SJU-JFK	1650	30	83.33	83	52
AA	1733	ORD-PHX	1950	30	83.33	82	73
CO	1198	EWR-BOS	2100	30	83.33	80	76
AA	1761	LGA-MIA	1912	30	83.33	80	50
FL	327	LGA-MKE	1717	30	83.33	77	52
AA	1005	BOS-ORD	1755	30	83.33	77	66
AA	510	IAH-ORD	1530	30	83.33	77	59
AA	2349	ORD-DFW	1855	30	83.33	77	70
AA	1450	ORD-EWR	1440	30	83.33	75	59
AA	1869	ORD-STL	2045	30	83.33	75	76
MQ	3980	SDF-ORD	1435	30	83.33	74	36
UA	447	PHL-SFO	1815	30	83.33	74	54
UA	654	ORD-EWR	1546	30	83.33	74	65
CO	1150	ATL-EWR	1530	30	83.33	73	48
AA	629	ORD-SJC	2040	30	83.33	73	44
FL	514	MKE-LGA	1754	30	83.33	72	43
UA	565	ORD-SLC	2015	30	83.33	71	67
UA	647	EWR-ORD	2005	30	83.33	71	57
YV	7139	IAD-SYR	2205	18	83.33	70	46
OO	6449	ORD-SLC	1745	30	83.33	70	42
MQ	4271	ORD-FWA	2045	30	83.33	67	54

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AA	457	MIA-ORD	1450	30	83.33	64	45
UA	655	EWR-ORD	1851	30	83.33	64	56
AA	119	EWR-LAX	1835	30	83.33	63	35
AA	336	MSY-ORD	1640	30	83.33	63	52
UA	515	ORD-SMF	2020	30	83.33	61	56
UA	463	ORD-MSP	2235	30	83.33	60	54
UA	327	BWI-ORD	1923	30	83.33	59	50
AA	1561	ORD-SFO	1835	30	83.33	59	41
AA	867	STL-ORD	1905	30	83.33	55	46
UA	248	ORD-DTW	1855	30	83.33	55	43
AA	2033	DFW-SEA	1935	30	83.33	53	34
AA	2376	DFW-ORD	2100	30	83.33	53	43
OH	5166	LGA-CVG	2030	30	83.33	50	38
AA	1863	ORD-SFO	2000	30	83.33	45	39
AA	2445	DFW-LAX	1350	30	83.33	40	27
UA	91	EWR-SFO	753	30	83.33	27	23
UA	139	ORD-SFO	958	30	83.33	25	22
XE	2874	CHS-EWR	1755	29	82.76	84	64
XE	1291	EWR-DCA	2135	29	82.76	74	64
XE	2936	EWR-CHS	2010	29	82.76	62	66
CO	529	DEN-EWR	1750	29	82.76	59	58
YV	7141	SYR-IAD	1943	17	82.35	92	80
OO	6128	ORF-ORD	1745	22	81.82	84	58
OO	1976	ATL-CVG	1850	22	81.82	80	45
YV	7052	MBS-ORD	1851	22	81.82	78	74

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YV	7155	SPI-ORD	1825	22	81.82	77	85
EV	4873	EWR-ATL	1920	22	81.82	76	46
YV	7052	ORD-MBS	1615	22	81.82	61	41
OH	5215	BOS-TPA	1440	22	81.82	49	40
OH	5448	GSO-LGA	1650	22	81.82	49	23
XE	2368	MSY-EWR	1545	16	81.25	107	70
CO	1142	EWR-DFW	2000	16	81.25	90	66
XE	3073	GRR-EWR	1835	16	81.25	90	80
XE	2870	TYS-EWR	1940	16	81.25	82	69
XE	3041	EWR-LEX	2115	16	81.25	81	80
XE	2501	SYR-EWR	1710	16	81.25	80	89
XE	2287	MEM-IAH	1824	16	81.25	67	37
XE	2808	EWR-BGR	2105	16	81.25	63	58
CO	1710	EWR-PVD	2159	16	81.25	51	40
MQ	4437	HPN-ORD	1825	21	80.95	38	33
CO	1174	ORD-EWR	1810	26	80.77	95	100
CO	746	IAH-ORD	1435	26	80.77	95	90
XE	2298	IND-EWR	2016	26	80.77	94	51
CO	334	RDU-EWR	1722	26	80.77	83	64
YV	7169	IAD-CAE	2158	26	80.77	77	64
CO	445	EWR-RDU	1845	26	80.77	75	36
YV	7336	IAD-MHT	2205	26	80.77	75	55
OH	5438	TPA-LGA	1815	26	80.77	73	71
YV	7130	CAE-ORD	1749	26	80.77	72	42
AA	1369	EWR-ORD	1555	26	80.77	71	53

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WN	1050	DEN-SLC	2150	26	80.77	71	45
AA	2075	EWR-DFW	1955	26	80.77	70	75
US	688	EWR-PHX	1823	26	80.77	69	38
WN	559	BNA-MCI	2115	26	80.77	67	54
YV	7224	DEN-MLI	2040	26	80.77	67	52
AA	1358	ORD-BOS	2040	26	80.77	67	58
B6	649	JFK-SFO	2030	26	80.77	65	50
EV	4793	CAE-LGA	1850	26	80.77	65	50
AA	362	ORD-LGA	1420	26	80.77	64	35
WN	2279	PHX-OAK	2105	26	80.77	64	38
DL	31	JFK-BOS	1630	26	80.77	62	49
WN	3231	MDW-SAN	1955	26	80.77	61	29
DL	844	ATL-EWR	1725	26	80.77	61	46
YV	7249	IAD-PIT	1700	26	80.77	60	35
XE	2533	DTW-EWR	1300	26	80.77	59	40
MQ	4380	BTR-ORD	1400	26	80.77	58	39
WN	2423	ABQ-TUS	1835	26	80.77	56	41
WN	1226	LAS-LAX	2115	26	80.77	55	42
XE	2877	EWR-MSP	1945	26	80.77	53	30
OH	5259	PHL-CVG	1745	26	80.77	52	40
OH	5649	LGA-RDU	1945	26	80.77	52	42
EV	4378	VPS-ATL	1810	26	80.77	50	30
XE	2607	CLE-LGA	1700	26	80.77	49	26
OH	5774	LGA-SAV	1930	26	80.77	49	39
XE	2675	EWR-GSP	2030	26	80.77	47	38

\* See Appendix at end of this section for list of carrier 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
NW	378	DTW-BOS	1923	26	80.77	46	23
AA	2361	DCA-ORD	2005	26	80.77	45	46
MQ	4793	LGA-DCA	2010	26	80.77	45	37
WN	1491	LAS-SMF	2155	26	80.77	44	22
AA	554	SFO-ORD	1620	26	80.77	44	32
OH	5767	JFK-PHL	1725	26	80.77	43	43
WN	2541	BNA-LAX	1835	26	80.77	42	36
MQ	4179	PVD-ORD	1855	26	80.77	40	33
WN	2541	LAX-SMF	2120	26	80.77	40	29
OH	5685	BOS-DCA	1845	26	80.77	40	25
MQ	4792	DCA-LGA	1745	26	80.77	37	28
AA	613	JFK-MIA	1845	30	80.00	139	73
UA	563	PHL-ORD	1735	30	80.00	104	79
UA	646	ORD-EWR	1310	30	80.00	94	57
XE	3053	DTW-EWR	1435	30	80.00	93	73
XE	2747	EWR-BNA	2010	30	80.00	92	98
AA	1999	EWR-MIA	1705	30	80.00	91	69
OO	2874	MKE-EWR	1330	30	80.00	85	87
AA	1918	ORD-EWR	1945	30	80.00	83	67
AA	363	LGA-ORD	1925	30	80.00	82	66
FL	474	ATL-EWR	1636	30	80.00	81	47
UA	651	EWR-ORD	1719	30	80.00	81	73
AA	345	ORD-SAT	2025	30	80.00	80	69
UA	689	LGA-ORD	1705	30	80.00	79	46
MQ	4807	CVG-LGA	1605	30	80.00	77	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
AA	1693	MIA-ORD	1725	30	80.00	76	78
XE	2236	MSP-EWR	1405	30	80.00	76	64
UA	505	DEN-OAK	2122	25	80.00	75	43
B6	916	ORD-JFK	1605	30	80.00	75	58
AA	2355	ORD-DFW	2005	30	80.00	75	66
UA	371	ORD-PDX	1759	30	80.00	74	52
UA	167	BOS-LAX	1819	30	80.00	74	48
AA	1555	JFK-MIA	1555	30	80.00	74	76
AA	510	ORD-DTW	1850	30	80.00	73	62
DL	639	JFK-PHX	2045	25	80.00	73	63
CO	816	EWR-MSY	2045	30	80.00	72	41
AA	1579	FLL-ORD	1655	30	80.00	72	55
AA	341	ORD-MSP	1855	30	80.00	71	54
AA	2464	ORD-JFK	1655	30	80.00	71	53
XE	3125	EWR-SAV	2100	30	80.00	69	52
CO	1190	EWR-BOS	1800	30	80.00	69	53
MQ	4494	BNA-ORD	1615	30	80.00	65	51
B6	36	JFK-ROC	2100	30	80.00	65	31
UA	1219	PHL-ORD	1845	30	80.00	65	48
UA	307	BWI-LAX	1905	30	80.00	65	44
UA	651	ORD-SAN	2021	30	80.00	65	51
B6	95	JFK-OAK	1805	30	80.00	64	38
FL	213	LGA-CAK	1859	30	80.00	64	40
XE	2840	EWR-MHT	2150	30	80.00	64	65
CO	1567	CLE-EWR	1455	30	80.00	64	37

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
AA	608	AUS-ORD	1530	30	80.00	63	52
AA	2366	DFW-ORD	1740	30	80.00	63	57
AA	352	ORD-LGA	1735	30	80.00	63	61
US	741	PHL-ORD	1800	30	80.00	63	65
FL	328	BWI-BOS	1830	20	80.00	62	38
UA	303	IAD-DEN	1930	25	80.00	60	36
AA	882	MIA-LGA	1755	30	80.00	60	53
YV	7228	AUS-IAD	1629	30	80.00	60	31
NW	261	DTW-PHX	1939	30	80.00	60	33
AA	1283	MIA-ORD	1935	30	80.00	59	46
B6	383	LGA-FLL	2145	30	80.00	59	37
UA	29	JFK-LAX	1859	30	80.00	59	47
CO	702	EWR-LAX	1645	30	80.00	57	33
CO	76	MCO-EWR	1559	30	80.00	57	31
AA	2364	DFW-ORD	1640	30	80.00	57	50
AA	2352	DFW-ORD	1355	30	80.00	56	52
AA	1131	MCO-ORD	1550	30	80.00	55	50
AA	476	DFW-JFK	1710	30	80.00	53	33
MQ	4823	BOS-LGA	1645	30	80.00	52	30
B6	217	JFK-LGB	1815	30	80.00	52	33
FL	357	LGA-ATL	1929	30	80.00	51	29
NW	207	DTW-SEA	1925	30	80.00	51	29
UA	628	ORD-DCA	2100	30	80.00	51	39
AA	558	DFW-EWR	1150	30	80.00	49	48
AA	1236	MIA-MCO	2105	30	80.00	48	28

\* See Appendix at end of this section for list of carrier 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
MQ	4723	JFK-RDU	1555	30	80.00	47	30
MQ	4619	BOS-JFK	1800	30	80.00	46	38
DL	151	JFK-SFO	1700	30	80.00	45	27
AA	1608	SFO-ORD	2320	30	80.00	45	43
AA	1438	TUS-ORD	1200	30	80.00	43	30
AA	404	MIA-MCO	700	30	80.00	42	30
OH	5109	CLE-JFK	1504	30	80.00	39	35
OH	5202	AUS-JFK	1105	30	80.00	39	32
B6	411	BOS-SAN	1725	30	80.00	36	32
UA	137	ORD-SFO	759	30	80.00	34	31

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
AMERICAN	1,721	220	12.8
COMAIR	624	65	10.4
EXPRESSJET	1,209	118	9.8
JETBLUE	560	50	8.9
CONTINENTAL	927	79	8.5
MESA	754	62	8.2
UNITED	1,351	108	8.0
AMERICAN EAGLE	1,510	69	4.6
NORTHWEST	1,087	45	4.1
AIRTRAN	781	23	2.9
DELTA	1,328	29	2.2
SKYWEST	1,714	32	1.9
FRONTIER	287	4	1.4
SOUTHWEST	3,465	38	1.1
US AIRWAYS	1,335	14	1.0
ATLANTIC SOUTHEAST	847	8	0.9
ALASKA	457	1	0.2
PINNACLE	723	0	0.0
HAWAIIAN	176	0	0.0
<b>TOTAL</b>	<b>20,856</b>	<b>965</b>	<b>4.6</b>

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	71.6	87.4	232	231
ADAK ISLAND AK (ADK)	77.8	66.7	9	9
AGUADILLA PR (BQN)	63.3	78.7	150	150
AKRON/CANTON OH (CAK)	74.8	81.5	745	745
ALBANY GA (ABY)	77.4	82.1	84	84
ALBANY NY (ALB)	68.8	76.2	1,135	1,136
ALBUQUERQUE NM (ABQ)	73.9	76.9	3,719	3,721
ALEXANDRIA LA (AEX)	72.1	80.3	204	203
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	66.2	75.5	390	392
AMARILLO TX (AMA)	69.6	77.2	632	631
ANCHORAGE AK (ANC)	73.9	82.7	2,151	2,146
APPLETON WI (ATW)	68.7	74.5	547	548
ASHEVILLE NC (AVL)	67.7	74.2	461	461
ASPEN CO (ASE)	75.3	78.1	430	429
ATLANTA GA (ATL)	77.1	76.3	35,413	35,413
AUGUSTA GA (AGS)	78.8	79.3	198	198
AUSTIN TX (AUS)	73.7	80.5	4,545	4,545
BAKERSFIELD CA (BFL)	80.2	86.2	454	455
BALTIMORE MD (BWI)	73.2	72.8	8,985	8,989
BANGOR ME (BGR)	69.3	73.9	296	295
BARROW AK (BRW)	75.0	63.3	60	60
BATON ROUGE LA (BTR)	72.5	76.9	764	765
BEAUMONT/PORT ARTHUR TX (BPT)	60.0	96.7	30	30
BEMIDJI MN (BJI)	92.3	92.3	26	26
BEND/REDMOND OR (RDM)	88.3	86.3	300	300
BETHEL AK (BET)	84.7	83.5	85	85
BILLINGS MT (BIL)	81.5	89.6	460	460
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	83.3	81.7	60	60
BIRMINGHAM AL (BHM)	72.5	75.9	1,977	1,978
BISMARCK/MANDAN ND (BIS)	72.7	82.7	220	220
BLOOMINGTON IL (BMI)	65.4	77.7	405	404
BOISE ID (BOI)	75.6	83.1	1,548	1,543
BOSTON MA (BOS)	64.4	74.0	10,288	10,280
BOZEMAN MT (BZN)	80.2	88.2	425	425
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	76.8	87.7	155	155
BROWNSVILLE TX (BRO)	75.6	82.8	127	128
BRUNSWICK GA (BQK)	74.7	86.1	79	79
BUFFALO NY (BUF)	69.4	78.8	2,350	2,347
BURBANK CA (BUR)	77.7	83.8	2,686	2,686
BURLINGTON VT (BTV)	68.7	77.9	601	601
BUTTE MT (BTM)	91.5	91.7	59	60
CARLSBAD CA (CLD)	91.3	91.3	196	196
CASPER WY (CPR)	85.5	90.3	227	226

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR CITY UT (CDC)	92.9	94.5	56	55
CEDAR RAPIDS/IOWA CITY IA (CID)	63.5	67.5	773	775
CHAMPAIGN/URBANA IL (CMI)	52.1	72.4	257	257
CHARLESTON SC (CHS)	70.2	76.5	1,196	1,199
CHARLESTON/DUNBAR WV (CRW)	68.2	75.5	274	274
CHARLOTTE AMALIE VI (STT)	74.9	79.8	243	243
CHARLOTTE NC (CLT)	75.1	74.8	10,633	10,642
CHARLOTTESVILLE VA (CHO)	63.6	79.1	66	67
CHATTANOOGA TN (CHA)	71.5	81.8	393	390
CHICAGO IL (MDW)	77.7	72.6	7,299	7,300
CHICAGO IL (ORD)	55.6	59.0	30,542	30,519
CHICO CA (CIC)	55.0	65.0	120	120
CHRISTIANSTED VI (STX)	60.5	57.9	38	38
CLEVELAND OH (CLE)	71.3	76.6	6,072	6,075
CODY WY (COD)	87.9	93.1	116	116
COLLEGE STATION/BRYAN TX (CLL)	76.7	83.6	116	116
COLORADO SPRINGS CO (COS)	72.1	80.3	1,498	1,499
COLUMBIA SC (CAE)	61.7	71.7	843	842
COLUMBUS GA (CSG)	67.8	82.6	115	115
COLUMBUS MS (GTR)	79.0	85.2	81	81
COLUMBUS OH (CMH)	68.0	75.4	2,907	2,906
CORDOVA AK (CDV)	70.0	80.0	60	60
CORPUS CHRISTI TX (CRP)	73.1	80.6	443	443
COVINGTON KY (CVG)	74.5	74.8	8,007	7,990
CRESCENT CITY CA (CEC)	61.1	53.3	90	90
DALLAS TX (DAL)	74.2	71.3	4,686	4,687
DALLAS/FT.WORTH TX (DFW)	69.3	66.5	24,355	24,341
DAYTON OH (DAY)	72.4	81.7	1,364	1,366
DAYTONA BEACH FL (DAB)	74.5	78.0	231	232
DEADHORSE AK (SCC)	83.3	81.7	60	60
DENVER CO (DEN)	72.6	74.0	21,335	21,361
DES MOINES IA (DSM)	65.4	71.7	1,450	1,447
DETROIT MI (DTW)	73.7	72.8	14,209	14,225
DILLINGHAM AK (DLG)	80.8	57.7	26	26
DOTHAN AL (DHN)	73.7	78.8	118	118
DUBUQUE IA (DBQ)	58.6	72.4	116	116
DULUTH MN (DLH)	78.1	85.2	183	183
DURANGO CO (DRO)	87.3	88.6	353	352
EAGLE CO (EGE)	65.5	83.4	165	163
EL CENTRO CA (IPL)	93.2	96.1	103	103
EL PASO TX (ELP)	74.3	83.6	1,750	1,752
ELKO NV (EKO)	96.0	95.2	124	124
ELMIRA/CORNING NY (ELM)	81.1	86.5	111	111

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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.
ERIE PA (ERI)	77.5	89.3	120	121
EUGENE OR (EUG)	75.7	87.5	514	514
EUREKA/ARCATA CA (ACV)	64.3	69.3	336	336
EVANSVILLE IN (EVV)	73.1	77.7	505	507
FAIRBANKS AK (FAI)	75.0	84.1	509	508
FARGO ND (FAR)	73.2	79.1	370	369
FAYETTEVILLE AR (XNA)	64.7	73.3	1,198	1,195
FAYETTEVILLE NC (FAY)	74.0	82.1	173	173
FLAGSTAFF AZ (FLG)	81.5	82.7	168	168
FLINT MI (FNT)	70.6	83.7	761	759
FLORENCE SC (FLO)	83.7	91.8	49	49
FORT LAUDERDALE FL (FLL)	75.2	79.0	5,365	5,365
FORT SMITH AR (FSM)	72.5	82.0	233	233
FORT WAYNE IN (FWA)	65.5	75.3	521	522
FRESNO CA (FAT)	79.7	84.4	1,293	1,292
FT. MYERS FL (RSW)	76.9	80.8	1,747	1,750
GAINESVILLE FL (GNV)	86.5	90.5	170	169
GILLETTE WY (GCC)	76.7	80.0	90	90
GRAND FORKS ND (GFK)	67.5	80.7	120	119
GRAND JUNCTION CO (GJT)	83.6	83.6	439	440
GRAND RAPIDS MI (GRR)	67.3	77.2	1,443	1,442
GREAT FALLS MT (GTF)	85.4	91.3	185	184
GREEN BAY/CLINTONVILLE WI (GRB)	60.3	70.1	741	742
GREENSBORO/HIGH POINT NC (GSO)	71.2	80.3	1,149	1,150
GREENVILLE/SPARTANBURG SC (GSP)	68.8	78.4	1,099	1,100
GULFPORT/BILOXI MS (GPT)	80.2	83.7	738	738
GUNNISON CO (GUC)	81.4	87.2	86	86
GUSTAVUS AK (GST)	78.3	78.3	23	23
HANCOCK/HOUGHTON MI (CMX)	100.0	100.0	4	5
HARLINGEN/SAN BENITO TX (HRL)	75.3	75.3	368	368
HARRISBURG PA (MDT)	65.9	79.7	646	645
HARTFORD CT (BDL)	66.6	78.8	2,529	2,529
HELENA MT (HLN)	87.6	89.6	194	193
HILO HI (ITO)	91.1	91.8	706	706
HILTON HEAD SC (HHH)	77.3	86.4	88	88
HONOLULU HI (HNL)	86.7	91.1	4,819	4,817
HOUSTON TX (HOU)	74.4	70.1	4,670	4,670
HOUSTON TX (IAH)	75.4	74.4	16,163	16,167
HUNTSVILLE AL (HSV)	73.3	78.9	958	961
IDAHO FALLS ID (IDA)	88.4	92.7	301	301
INDIANAPOLIS IN (IND)	70.9	77.5	3,857	3,852
INDIO/PALM SPRINGS CA (PSP)	80.3	87.4	776	778
INTERNATIONAL FALLS MN (INL)	76.9	92.0	26	25

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
INYOKERN CA (IYK)	92.5	89.0	80	82
ISLIP NY (ISP)	73.3	82.1	832	832
JACKSON WY (JAC)	68.1	81.0	458	458
JACKSON/VICKSBURG MS (JAN)	71.9	79.6	1,064	1,062
JACKSONVILLE FL (JAX)	69.5	74.6	2,809	2,803
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	79.8	83.3	84	84
JUNEAU AK (JNU)	76.7	80.3	480	478
KAHULUI HI (OGG)	86.4	90.5	1,715	1,716
KALAMAZOO MI (AZO)	63.4	70.9	402	402
KALISPELL MT (FCA)	82.0	86.3	294	293
KANSAS CITY MO (MCI)	70.5	76.8	5,245	5,252
KETCHIKAN AK (KTN)	78.6	80.3	234	234
KEY WEST FL (EYW)	70.5	76.1	88	88
KILLEEN TX (GRK)	68.7	74.1	470	468
KING SALMON AK (AKN)	65.4	57.7	26	26
KNOXVILLE TN (TYS)	68.1	75.0	1,287	1,286
KODIAK AK (ADQ)	85.0	78.3	60	60
KONA HI (KOA)	85.1	90.2	1,038	1,038
KOTZEBUE AK (OTZ)	74.4	74.4	90	90
LA CROSSE WI (LSE)	60.3	74.2	194	194
LAFAYETTE LA (LFT)	68.3	77.9	401	402
LAKE CHARLES LA (LCH)	62.8	81.4	86	86
LANSING MI (LAN)	66.5	73.9	316	318
LAREDO TX (LRD)	70.8	80.8	171	172
LAS VEGAS NV (LAS)	72.1	73.6	14,753	14,753
LAWTON/FORT SILL OK (LAW)	80.1	85.1	261	262
LEWISBURG WV (LWB)	73.3	73.3	30	30
LEWISTON ID (LWS)	98.2	94.5	55	55
LEXINGTON KY (LEX)	66.8	77.0	951	955
LIHUE HI (LIH)	89.5	92.2	1,210	1,211
LINCOLN NE (LNK)	68.0	70.4	278	277
LITTLE ROCK AR (LIT)	66.5	73.1	1,274	1,274
LONG BEACH CA (LGB)	73.8	79.2	1,440	1,440
LONGVIEW/KILGOR/GLADWATR TX (GGG)	74.4	81.1	90	90
LOS ANGELES CA (LAX)	70.7	77.8	19,257	19,251
LOUISVILLE KY (SDF)	69.7	75.1	1,899	1,904
LUBBOCK TX (LBB)	66.6	73.4	709	710
LYNCHBURG VA (LYH)	71.2	83.1	59	59
MACON GA (MCN)	69.1	69.6	68	69
MADISON WI (MSN)	63.9	72.3	1,234	1,232
MANCHESTER NH (MHT)	69.2	78.8	1,628	1,626
MARQUETTE MI (MQT)	40.2	76.8	82	82
MEDFORD OR (MFR)	78.1	81.8	549	549

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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.
MELBOURNE FL (MLB)	72.7	82.5	154	154
MEMPHIS TN (MEM)	80.3	82.3	6,758	6,764
MERIDIAN MS (MEI)	76.8	87.5	56	56
MIAMI FL (MIA)	65.8	64.8	5,012	5,012
MIDLAND/ODESSA TX (MAF)	67.6	77.5	593	592
MILWAUKEE WI (MKE)	69.9	71.4	4,271	4,273
MINNEAPOLIS/ST. PAUL MN (MSP)	72.7	76.2	11,426	11,430
MINOT ND (MOT)	71.1	93.3	90	90
MISSION/MCALLEN/EDINBURG TX (MFE)	73.1	81.4	334	334
MISSOULA MT (MSO)	80.4	90.3	342	341
MOBILE AL (MOB)	80.9	84.9	602	603
MODESTO CA (MOD)	78.3	78.8	244	245
MOLINE IL (MLI)	73.2	76.6	724	723
MONROE LA (MLU)	76.9	81.6	225	223
MONTEREY CA (MRY)	81.2	80.3	690	690
MONTGOMERY AL (MGM)	80.1	82.8	326	326
MONTROSE/DELTA CO (MTJ)	73.1	77.8	238	239
MUSKEGON MI (MKG)	79.7	83.1	74	77
MYRTLE BEACH SC (MYR)	65.2	79.3	541	541
NANTUCKET MA (ACK)	41.8	55.8	79	77
NASHVILLE TN (BNA)	73.2	74.1	4,877	4,876
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	83.3	82.0	60	61
NEW ORLEANS LA (MSY)	74.8	78.0	3,284	3,288
NEW YORK NY (JFK)	61.6	71.9	9,930	9,939
NEW YORK NY (LGA)	51.2	66.9	10,156	10,150
NEWARK NJ (EWR)	51.4	59.8	11,901	11,896
NEWBURGH/POUGHKEEPSIE NY (SWF)	75.7	85.4	408	410
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	78.7	80.2	602	601
NOME AK (OME)	70.0	70.0	90	90
NORFOLK VA (ORF)	66.7	74.9	1,446	1,443
OAKLAND CA (OAK)	74.0	78.6	5,294	5,294
OKLAHOMA CITY OK (OKC)	68.2	75.9	2,157	2,162
OMAHA NE (OMA)	65.1	75.3	2,332	2,333
ONTARIO/SAN BERNARDINO CA (ONT)	75.6	82.1	3,125	3,118
ORLANDO FL (MCO)	73.2	75.0	11,316	11,321
OXNARD/VENTURA CA (OXR)	92.7	91.8	110	110
PALMDALE CA (PMD)	82.5	78.2	57	55
PANAMA CITY FL (PFN)	78.2	83.2	363	363
PASCO/KENNEWICK/RICHLAND WA (PSC)	89.4	96.6	235	235
PELLSTON MI (PLN)	80.8	94.8	78	77
PENSACOLA FL (PNS)	80.6	82.7	948	948
PEORIA IL (PIA)	68.6	73.1	475	475
PETERSBURG AK (PSG)	71.7	70.0	60	60

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PHILADELPHIA PA (PHL)	71.1	75.3	8,629	8,639
PHOENIX AZ (PHX)	77.2	78.0	16,997	17,004
PITTSBURGH PA (PIT)	71.0	75.8	3,579	3,578
POCATELLO ID (PIH)	97.6	96.0	124	124
PONCE PR (PSE)	60.0	83.3	60	60
PORTLAND ME (PWM)	63.0	69.1	692	695
PORTLAND OR (PDX)	70.9	80.0	5,165	5,167
PROVIDENCE RI (PVD)	67.1	74.9	1,877	1,879
RALEIGH/DURHAM NC (RDU)	67.9	74.8	5,261	5,254
RAPID CITY SD (RAP)	82.0	87.7	367	367
REDDING CA (RDD)	64.0	65.3	150	150
RENO NV (RNO)	76.6	83.7	2,130	2,129
RHINELANDER WI (RHI)	92.3	88.5	26	26
RICHMOND VA (RIC)	67.7	75.5	1,685	1,687
ROANOKE VA (ROA)	73.4	76.1	301	301
ROCHESTER MN (RST)	65.4	67.9	266	265
ROCHESTER NY (ROC)	61.9	73.6	1,162	1,159
ROCK SPRINGS WY (RKS)	78.3	83.3	60	60
ROCKFORD IL (RFD)	100.0	100.0	7	7
ROSWELL NM (ROW)	61.6	75.6	86	86
SACRAMENTO CA (SMF)	72.6	80.7	4,680	4,679
SAGINAW/BAY CITY/MIDLAND MI (MBS)	57.7	73.9	291	291
SALEM OR (SLE)	86.0	89.8	50	49
SALT LAKE CITY UT (SLC)	83.4	86.8	12,202	12,208
SAN ANGELO TX (SJT)	70.7	80.0	150	150
SAN ANTONIO TX (SAT)	73.3	80.6	3,979	3,983
SAN DIEGO CA (SAN)	71.4	77.5	8,350	8,348
SAN FRANCISCO CA (SFO)	58.4	69.0	12,304	12,303
SAN JOSE CA (SJC)	74.7	82.2	5,003	5,000
SAN JUAN PR (SJU)	68.0	77.9	1,923	1,919
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	77.6	80.7	532	533
SANTA ANA CA (SNA)	77.0	81.2	3,934	3,930
SANTA BARBARA CA (SBA)	81.1	80.6	1,091	1,090
SANTA MARIA CA (SMX)	91.1	93.2	146	146
SARASOTA/BRADENTON FL (SRQ)	79.3	83.9	420	422
SAVANNAH GA (SAV)	69.3	74.6	1,350	1,352
SCRANTON/WILKES-BARRE PA (AVP)	63.2	75.4	204	203
SEATTLE WA (SEA)	68.5	77.2	10,175	10,179
SHREVEPORT LA (SHV)	75.2	82.6	703	703
SIOUX CITY IA (SUX)	100.0	100.0	3	4
SIOUX FALLS SD (FSD)	67.7	77.1	489	489
SITKA AK (SIT)	78.3	83.9	143	143
SOUTH BEND IN (SBN)	65.5	65.7	472	472



JUNE 2008

## 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.
SPOKANE WA (GEG)	74.9	85.2	1,436	1,433
SPRINGFIELD IL (SPI)	48.9	60.0	90	90
SPRINGFIELD MO (SGF)	66.6	73.6	879	880
ST. GEORGE UT (SGU)	93.2	94.5	292	292
ST. LOUIS MO (STL)	72.2	74.8	5,455	5,453
STATE COLLEGE PA (SCE)	73.5	88.2	34	34
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	83.5	94.2	139	138
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	96.3	94.9	294	295
SYRACUSE NY (SYR)	63.6	75.1	1,070	1,064
TALLAHASSEE FL (TLH)	81.1	82.2	739	738
TAMPA FL (TPA)	73.9	76.0	6,540	6,539
TEXARKANA AR (TXK)	80.0	85.0	120	120
TOLEDO OH (TOL)	62.1	69.8	116	116
TRAVERSE CITY MI (TVC)	62.2	68.8	529	528
TUCSON AZ (TUS)	76.5	83.4	2,309	2,308
TULSA OK (TUL)	67.7	77.1	2,035	2,036
TWIN FALLS ID (TWF)	96.0	96.0	124	124
TYLER TX (TYR)	83.3	87.3	150	150
VALDOSTA GA (VLD)	73.3	76.7	60	60
VALPARAISO FL (VPS)	67.8	76.4	606	607
WACO TX (ACT)	82.7	86.6	202	202
WASHINGTON DC (DCA)	67.6	75.4	7,285	7,284
WASHINGTON DC (IAD)	60.8	64.0	6,501	6,502
WATERLOO IA (ALO)	70.0	82.8	30	29
WAUSAU/MARSHFIELD WI (CWA)	54.5	63.8	266	265
WEST PALM BEACH/PALM BEACH FL (PBI)	72.0	77.4	1,993	1,993
WEST YELLOWSTONE MT (WYS)	87.5	96.4	56	56
WHITE PLAINS NY (HPN)	67.3	74.4	940	936
WICHITA FALLS TX (SPS)	81.7	83.7	202	202
WICHITA KS (ICT)	67.4	76.3	1,164	1,167
WILMINGTON NC (ILM)	74.3	78.1	315	315
WRANGELL AK (WRG)	76.7	76.7	60	60
YAKIMA WA (YKM)	93.3	96.6	30	29
YAKUTAT AK (YAK)	76.7	81.7	60	60
YUMA AZ (YUM)	82.1	82.6	357	356

JUNE 2008

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
MESA	21	11,264	515	4.6	119	22,438	955	4.3
AMERICAN EAGLE	19	23,824	1,015	4.3	117	43,921	1,865	4.2
COMAIR	23	11,619	456	3.9	95	17,328	633	3.7
UNITED	31	33,497	1,048	3.1	84	40,237	1,204	3.0
EXPRESSJET	28	16,462	572	3.5	124	35,254	976	2.8
JETBLUE	19	11,665	267	2.3	45	16,525	363	2.2
AMERICAN	30	41,007	850	2.1	78	50,842	1,023	2.0
SKYWEST	21	25,993	409	1.6	148	49,636	958	1.9
US AIRWAYS	30	31,821	617	1.9	79	38,567	720	1.9
PINNACLE	16	8,049	147	1.8	119	21,506	347	1.6
NORTHWEST	30	22,907	323	1.4	98	31,821	417	1.3
DELTA	31	30,869	433	1.4	98	37,844	479	1.3
CONTINENTAL	28	21,074	180	0.9	66	26,378	220	0.8
ALASKA	16	8,303	35	0.4	46	13,390	104	0.8
AIRTRAN	25	17,363	125	0.7	57	23,311	156	0.7
ATLANTIC SOUTHEAST	19	12,936	61	0.5	128	24,876	148	0.6
SOUTHWEST	19	55,355	234	0.4	64	100,890	326	0.3
HAWAIIAN	7	369	1	0.3	14	5,301	17	0.3
FRONTIER	22	6,887	17	0.2	45	8,600	20	0.2
<b>Total</b>		<b>391,264</b>	<b>7,305</b>	<b>1.9</b>	<b>Total</b>	<b>608,665</b>	<b>10,931</b>	<b>1.8</b>

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

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	21506	17366	80.75%	347	1.61%	76	0.35%	1066	4.96%	225	1.05%	1348	6.27%	2	0.01%	1076	5.00%
AA	50842	29901	58.81%	1023	2.01%	298	0.59%	4426	8.70%	673	1.32%	8254	16.23%	8	0.02%	6259	12.31%
AS	13390	10419	77.81%	104	0.78%	25	0.19%	755	5.64%	23	0.17%	1120	8.37%	15	0.11%	929	6.94%
B6	16525	10732	64.94%	363	2.20%	113	0.68%	732	4.43%	85	0.52%	2730	16.52%	4	0.02%	1766	10.68%
CO	26378	17789	67.44%	220	0.83%	161	0.61%	1735	6.58%	375	1.42%	4059	15.39%	33	0.12%	2005	7.60%
DL	37844	27604	72.94%	479	1.27%	146	0.39%	2276	6.01%	178	0.47%	4672	12.35%	5	0.01%	2483	6.56%
EV	24876	19221	77.27%	148	0.59%	76	0.31%	2302	9.26%	592	2.38%	2126	8.55%	8	0.03%	402	1.62%
F9	8600	6387	74.27%	20	0.23%	12	0.14%	515	5.99%	25	0.29%	1145	13.31%	0	0.00%	496	5.76%
FL	23311	17399	74.64%	156	0.67%	111	0.48%	898	3.85%	93	0.40%	2127	9.12%	0	0.00%	2527	10.84%
HA	5301	4888	92.21%	17	0.32%	2	0.04%	250	4.71%	0	0.00%	1	0.02%	0	0.01%	143	2.69%
MQ	43921	28837	65.66%	1865	4.25%	152	0.35%	2846	6.48%	556	1.27%	4441	10.11%	3	0.01%	5221	11.89%
NW	31821	21506	67.58%	417	1.31%	89	0.28%	2829	8.89%	689	2.17%	4196	13.19%	15	0.05%	2080	6.54%
OH	17328	10988	63.41%	633	3.65%	87	0.50%	1774	10.24%	1195	6.90%	2458	14.19%	4	0.02%	188	1.09%
OO	49636	38666	77.90%	958	1.93%	119	0.24%	2956	5.95%	280	0.56%	3805	7.67%	27	0.05%	2825	5.69%
UA	40237	23874	59.33%	1204	2.99%	160	0.40%	3266	8.12%	279	0.69%	5672	14.10%	0	0.00%	5782	14.37%
US	38567	29437	76.33%	720	1.87%	137	0.36%	1899	4.93%	231	0.60%	3800	9.85%	28	0.07%	2315	6.00%
WN	100890	76958	76.28%	326	0.32%	263	0.26%	4957	4.91%	880	0.87%	4485	4.45%	54	0.05%	12966	12.85%
XE	35254	24134	68.46%	976	2.77%	165	0.47%	2299	6.52%	337	0.96%	3769	10.69%	63	0.18%	3512	9.96%
YV	22438	15092	67.26%	955	4.26%	84	0.37%	3480	15.51%	207	0.92%	1648	7.34%	26	0.12%	946	4.22%
TOTAL	608665	431198		10931		2276		41261		6926		61857		294		53922	
			70.84%		1.80%		0.37%		6.78%		1.14%		10.16%		0.05%		8.86%

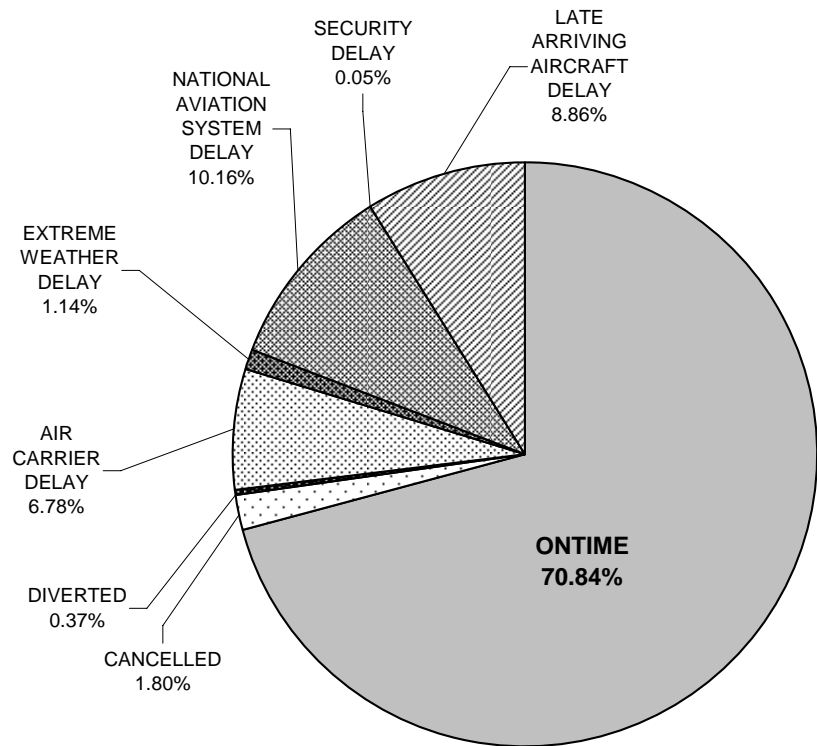
**\*Causes of Delay:**

- 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.

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



**\*Causes of Delay:**

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

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 32 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

## APPENDIX

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

### Airports Covered by the Rule (14 CFR PART 234 \*)

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

### Air Carriers Required to Report

#### Data to DOT and to CRS Vendors \*

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

### Air Carriers Voluntarily Reporting

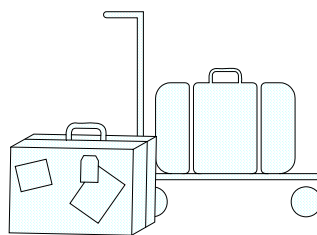
#### Data to DOT and to CRS Vendors

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

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	JUNE 2008			JUNE 2007		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	7,149	2,435,892	2.93	10,248	2,309,430	4.44
2	JETBLUE AIRWAYS	6,222	1,852,088	3.36	9,549	1,809,921	5.28
3	HAWAIIAN AIRLINES	2,618	702,221	3.73	2,163	622,323	3.48
4	NORTHWEST AIRLINES	14,951	3,753,292	3.98	22,616	4,033,478	5.61
5	SOUTHWEST AIRLINES	41,218	9,724,326	4.24	57,626	9,758,810	5.91
6	CONTINENTAL AIRLINES	14,182	3,272,165	4.33	24,069	3,453,009	6.97
7	FRONTIER AIRLINES	4,327	982,395	4.40	7,192	1,057,216	6.80
8	ALASKA AIRLINES	6,557	1,451,885	4.52	12,614	1,536,941	8.21
9	US AIRWAYS	20,821	4,476,683	4.65	50,214	4,739,723	10.59
10	DELTA AIR LINES	25,546	5,481,654	4.66	46,981	5,814,126	8.08
11	UNITED AIRLINES	29,690	5,068,394	5.86	31,242	5,363,878	5.82
12	AMERICAN AIRLINES	41,194	6,792,292	6.06	62,402	7,005,579	8.91
13	SKYWEST AIRLINES	12,275	1,914,494	6.41	21,997	2,007,654	10.96
14	ATLANTIC SOUTHEAST AIRLINES	7,744	1,154,654	6.71	15,355	1,096,976	14.00
15	PINNACLE AIRLINES	6,273	908,363	6.91	9,197	895,824	10.27
16	EXPRESSJET AIRLINES	10,007	1,382,936	7.24	13,614	1,370,543	9.93
17	COMAIR	6,254	756,573	8.27	10,500	857,912	12.24
18	MESA AIRLINES	8,756	1,032,999	8.48	15,605	1,223,135	12.76
19	AMERICAN EAGLE AIRLINES	15,620	1,530,847	10.20	26,213	1,647,953	15.91
TOTALS **		281,404	54,674,153	5.15	449,397	56,604,431	7.94

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

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

ENPLANED PASSENGERS—For the domestic system only.

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay data voluntarily (Pinnacle). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Oversales," and "Consumer Complaints" sections of this report.

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



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

RANK	AIRLINE	JANUARY - JUNE 2008			JANUARY - JUNE 2007		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	12,342	3,926,680	3.14	11,646	3,479,039	3.35
2	AIRTRAN AIRWAYS	41,244	12,713,888	3.24	44,576	11,720,832	3.80
3	JETBLUE AIRWAYS	36,795	10,887,103	3.38	57,174	10,716,492	5.34
4	NORTHWEST AIRLINES	84,995	20,871,800	4.07	115,956	22,595,327	5.13
5	CONTINENTAL AIRLINES	83,871	18,759,136	4.47	111,279	19,397,253	5.74
6	ALASKA AIRLINES	38,354	7,702,793	4.98	44,854	7,638,020	5.87
7	SOUTHWEST AIRLINES	269,340	53,567,487	5.03	324,527	50,921,453	6.37
8	UNITED AIRLINES	148,005	27,632,528	5.36	192,721	29,981,336	6.43
9	US AIRWAYS	144,176	25,662,921	5.62	244,007	27,264,024	8.95
10	FRONTIER AIRLINES	28,883	5,134,157	5.63	36,241	5,284,223	6.86
11	DELTA AIR LINES	184,896	30,579,453	6.05	228,248	31,807,836	7.18
12	AMERICAN AIRLINES	253,277	37,949,348	6.67	299,647	39,347,241	7.62
13	EXPRESSJET AIRLINES	56,597	7,800,545	7.26	71,178	7,645,534	9.31
14	COMAIR	35,523	4,344,443	8.18	58,615	4,573,682	12.82
15	SKYWEST AIRLINES	93,477	10,618,544	8.80	129,574	10,742,781	12.06
16	PINNACLE AIRLINES	45,258	5,073,123	8.92	40,366	4,719,931	8.55
17	MESA AIRLINES	51,981	5,821,407	8.93	78,100	6,950,802	11.24
18	ATLANTIC SOUTHEAST AIRLINES	62,638	6,221,404	10.07	58,760	5,763,196	10.20
19	AMERICAN EAGLE AIRLINES	94,792	8,322,291	11.39	131,776	8,958,938	14.71
TOTALS **		1,766,444	303,589,051	5.82	2,279,245	309,507,940	7.36

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

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

ENPLANED PASSENGERS—For the domestic system only.

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay data voluntarily (Pinnacle). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Oversales," and "Consumer Complaints" sections of this report..

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

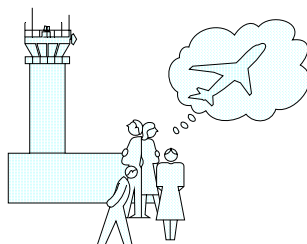
## OVERSALES

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

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues *and* operate aircraft with a passenger capacity of 30 or more 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 four 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; 3) aircraft of smaller capacity is substituted; and (4) passenger is denied boarding due to safety-related weight restrictions on an aircraft with 60 or fewer seats. 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.



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

RANK	AIRLINE	APRIL - JUNE 2008				APRIL - JUNE 2007			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	3	5	5,637,086	<b>0.01</b>	0	14	5,587,025	<b>0.03</b>
2	<b>HAWAIIAN AIRLINES</b>	45	20	2,153,980	<b>0.09</b>	392	13	1,776,049	<b>0.07</b>
3	<b>AIRTRAN AIRWAYS</b>	6,877	139	6,533,427	<b>0.21</b>	7,978	109	6,323,023	<b>0.17</b>
4	<b>ALASKA AIRLINES</b>	1,995	183	4,083,082	<b>0.45</b>	4,190	88	4,236,434	<b>0.21</b>
5	<b>FRONTIER AIRLINES</b>	1,115	150	2,771,920	<b>0.54</b>	1,311	255	2,921,301	<b>0.87</b>
6	<b>NORTHWEST AIRLINES</b>	13,229	730	11,690,963	<b>0.62</b>	21,782	1,144	12,695,660	<b>0.90</b>
7	<b>AMERICAN AIRLINES</b>	13,654	1,389	21,673,408	<b>0.64</b>	22,536	1,562	22,693,023	<b>0.69</b>
8	<b>SOUTHWEST AIRLINES</b>	17,578	2,363	27,550,957	<b>0.86</b>	22,489	2,922	26,889,424	<b>1.09</b>
9	<b>UNITED AIRLINES</b>	29,157	1,535	15,576,992	<b>0.99</b>	33,633	1,681	16,768,255	<b>1.00</b>
10	<b>CONTINENTAL AIRLINES</b>	10,245	1,420	10,819,897	<b>1.31</b>	11,406	1,931	11,251,647	<b>1.72</b>
11	<b>SKYWEST AIRLINES</b>	10,029	490	3,645,605	<b>1.34</b>	5,706	319	2,048,736	<b>1.56</b>
12	<b>DELTA AIR LINES</b>	15,169	2,370	16,734,131	<b>1.42</b>	26,821	5,585	17,500,812	<b>3.19</b>
13	<b>MESA AIRLINES</b>	6,099	417	2,780,662	<b>1.50</b>	5,008	174	1,903,808	<b>0.91</b>
14	<b>US AIRWAYS</b>	21,367	2,042	13,205,783	<b>1.55</b>	24,594	1,782	14,728,126	<b>1.21</b>
15	<b>EXPRESSJET AIRLINES</b>	2,966	332	1,905,479	<b>1.74</b>	*	*	*	*
16	<b>AMERICAN EAGLE AIRLINES</b>	345	164	552,779	<b>2.97</b>	331	95	655,729	<b>1.45</b>
17	<b>ATLANTIC SOUTHEAST AIRLINES</b>	5,014	741	2,234,774	<b>3.32</b>	2,963	556	1,167,577	<b>4.76</b>
18	<b>PINNACLE AIRLINES</b>	306	76	228,366	<b>3.33</b>	*	*	*	*
19	<b>COMAIR</b>	3,056	483	1,364,690	<b>3.54</b>	1,433	159	396,381	<b>4.01</b>
	<b>TOTALS**</b>	158,249	15,049	151,143,981	<b>1.00</b>	192,573	18,389	149,543,010	<b>1.23</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more (prior to the 2<sup>nd</sup> quarter 2008, the reporting threshold was for aircraft with more than 60 seats). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report. Pinnacle Airlines' ranking in this table was effective the 4<sup>th</sup> quarter 2007. ExpressJet Airlines' ranking in this table is effective with this report.

\*\* Aloha Airlines ceased all flight operations on March 31, 2008. Aloha's ranking in this table ceased effective with the May 2008-issued report. The carrier was ranked in this table for each of the four quarters in 2007. Totals for April-June 2007 reflect the deletion of Aloha's data for that quarter.

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

RANK	AIRLINE	JANUARY - JUNE 2008				JANUARY - JUNE 2007			
		<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	<b>JETBLUE AIRWAYS</b>	26	14	11,155,184	<b>0.01</b>	0	33	10,677,840	<b>0.03</b>
2	<b>HAWAIIAN AIRLINES</b>	198	36	3,886,976	<b>0.09</b>	800	98	3,450,865	<b>0.28</b>
3	<b>AIRTRAN AIRWAYS</b>	16,102	341	12,251,746	<b>0.28</b>	14,462	216	11,403,131	<b>0.19</b>
4	<b>ALASKA AIRLINES</b>	4,480	480	7,702,793	<b>0.62</b>	7,447	435	7,638,020	<b>0.57</b>
5	<b>AMERICAN AIRLINES</b>	35,546	3,371	41,905,037	<b>0.80</b>	44,669	3,775	43,543,819	<b>0.87</b>
6	<b>NORTHWEST AIRLINES</b>	29,084	1,963	22,404,805	<b>0.88</b>	41,297	2,568	24,082,246	<b>1.07</b>
7	<b>FRONTIER AIRLINES</b>	2,262	483	5,279,911	<b>0.91</b>	2,406	609	5,135,819	<b>1.19</b>
8	<b>UNITED AIRLINES</b>	42,707	2,774	29,423,158	<b>0.94</b>	51,150	2,285	31,781,817	<b>0.72</b>
9	<b>SOUTHWEST AIRLINES</b>	43,009	6,519	52,259,497	<b>1.25</b>	41,711	5,796	49,792,446	<b>1.16</b>
10	<b>MESA AIRLINES</b>	11,578	606	4,364,830	<b>1.39</b>	8,366	525	3,716,876	<b>1.41</b>
11	<b>CONTINENTAL AIRLINES</b>	20,702	3,006	20,895,198	<b>1.44</b>	19,982	3,856	21,229,298	<b>1.82</b>
12	<b>SKYWEST AIRLINES</b>	13,039	861	5,479,848	<b>1.57</b>	11,136	815	3,863,170	<b>2.11</b>
13	<b>DELTA AIR LINES</b>	30,627	5,206	32,456,741	<b>1.60</b>	54,195	11,101	33,405,147	<b>3.32</b>
14	<b>US AIRWAYS</b>	47,520	4,602	25,961,761	<b>1.77</b>	43,942	3,964	27,722,223	<b>1.43</b>
15	<b>AMERICAN EAGLE AIRLINES</b>	690	318	1,105,558	<b>2.88</b>	650	162	1,216,873	<b>1.33</b>
16	<b>PINNACLE AIRLINES</b>	455	121	323,839	<b>3.74</b>	*	*	*	*
17	<b>COMAIR</b>	4,482	728	1,911,391	<b>3.81</b>	3,278	312	857,829	<b>3.64</b>
18	<b>ATLANTIC SOUTHEAST AIRLINES</b>	7,821	1,293	3,292,545	<b>3.93</b>	5,771	1,083	2,137,893	<b>5.07</b>
*	<b>EXPRESSJET AIRLINES</b>	*	*	*	*	*	*	*	*
	<b>TOTALS**</b>	310,328	32,332	282,060,818	<b>1.16</b>	351,262	37,633	281,655,312	<b>1.34</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more (prior to the 2<sup>nd</sup> quarter 2008, the reporting threshold was for aircraft with more than 60 seats). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report. Pinnacle Airlines' ranking in this table was effective the 4<sup>th</sup> quarter 2007. ExpressJet Airlines' ranking in this table is effective with this report.

\*\* Aloha Airlines ceased all flight operations on March 31, 2008. Aloha's ranking in this table ceased effective with the May 2008-issued report. The carrier was ranked in this table for each of the four quarters in 2007. Totals for January-June 2007 reflect the deletion of Aloha's data for that six-month period.

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JUNE 2008				JUNE 2007			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	763	76	3	119	955	63	6	185
FOREIGN AIRLINES	103	0	0	12	121	0	1	9
TRAVEL AGENTS	10	2	0	0	13	1	0	1
TOUR OPERATORS	0	0	0	0	4	0	0	1
MISCELLANEOUS	5	21	0	2	4	0	0	0
<b>INDUSTRY TOTALS</b>	<b>881</b>	<b>99</b>	<b>3</b>	<b>133</b>	<b>1,097</b>	<b>64</b>	<b>7</b>	<b>196</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JUNE 2008			JUNE 2007		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	264		1	420	
CANCELLATIONS			109			211
DELAYS			76			120
MISCONNECTIONS			49			56
BAGGAGE	2	156		2	201	
RES/TKTG/BOARDING	3	138		3	127	
CUSTOMER SERVICE	4	126		4	118	
REFUNDS	5	55		5	80	
FARES	6	41		9	22	
OVERSALES	7	32		8	31	
OTHER	8	31		7	41	
FREQUENT FLYER			23			29
DISABILITY	9	27		6	48	
DISCRIMINATION	10	8		10	6	
ADVERTISING	11	3		11	3	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		881			1,097	

\* 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 2008

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AI RTRAN AIRWAYS	5	2	2	0	0	4	3	0	0	1	0	0	17
ALASKA AIRLINES	1	1	1	0	0	0	3	0	0	0	0	0	6
ALLEGIAN T AIR	0	0	3	0	0	0	1	1	0	0	0	0	5
AMERICAN AIRLINES	36	3	11	1	9	20	6	4	0	0	0	2	92
AMERICAN EAGLE AIRLINES	3	0	0	0	0	2	1	0	0	0	0	0	6
COLGAN AIRWAYS	3	0	0	0	0	0	1	0	0	0	0	1	5
COMAIR	6	0	0	0	0	2	1	1	0	0	0	0	10
CONTINENTAL AIRLINES	12	3	9	5	0	8	3	2	0	0	0	1	43
DELTA AIR LINES	24	6	14	4	6	26	16	2	0	1	0	8	107
EXECUTIVE AIRLINES	2	0	0	0	1	1	1	0	0	0	0	0	5
EXPRESSJET AIRLINES	1	0	1	0	0	0	2	0	0	1	0	0	5
FRONTIER AIRLINES	1	0	3	0	0	1	2	0	0	0	0	1	8
HAWAIIAN AIRLINES	1	0	1	0	0	1	0	1	0	0	0	1	5
JETBLUE AIRWAYS	4	1	2	0	1	1	1	2	0	0	0	0	12
LYNXAIR INTERNATIONAL	1	0	0	1	3	0	1	0	0	0	0	0	6
MESA AIRLINES	7	0	0	0	0	1	1	1	0	0	0	0	10
NORTHWEST AIRLINES	16	1	4	1	0	4	3	2	0	0	0	2	33
PINNACLE AIRLINES	1	2	2	0	0	0	0	1	0	0	0	0	6
PSA AIRLINES	3	0	1	0	0	0	1	0	0	0	0	0	5
SKYWEST AIRLINES	4	0	0	0	0	1	0	0	0	0	0	0	5
SOUTHWEST AIRLINES	5	2	0	0	0	5	2	1	0	0	0	1	16
SPIRIT AIRLINES	7	0	33	8	12	24	20	0	1	0	0	2	107
TRANS STATES AIRLINES	6	0	0	0	0	0	1	1	0	0	0	0	8
UNITED AIRLINES	44	2	11	5	8	11	17	1	0	1	0	5	105
US AIRWAYS	19	3	17	6	7	7	18	2	0	2	0	4	85
OTHER U. S. AIRLINES	28	1	6	0	3	5	5	3	0	0	0	0	51
TOTAL JUNE 2008	240	27	121	31	50	124	110	25	1	6	0	28	763
% OF TOTAL COMPLAINTS	31.5	3.5	15.9	4.1	6.6	16.3	14.4	3.3	0.1	0.8	0	3.7	
TOTAL JUNE 2007	399	28	99	17	56	160	108	46	3	6	0	33	955
% OF TOTAL COMPLAINTS	41.8	2.9	10.4	1.8	5.9	16.8	11.3	4.8	0.3	0.6	0	3.5	

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

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



Table 4

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

JUNE 2008

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									
AIRTRAN AIRWAYS	17	10	58.8	1	5.9	4	23.5	2	11.8
ALASKA AIRLINES	6	3	50.0	1	16.7	2	33.3	0	0.0
ALLEGiant AIR	5	2	40.0	2	40.0	1	20.0	0	0.0
AMERICAN AIRLINES	92	45	48.9	8	8.7	27	29.3	12	13.0
AMERICAN EAGLE AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
COLGAN AIRWAYS CORPORATION	5	5	100.0	0	0.0	0	0.0	0	0.0
COMAIR	10	6	60.0	2	20.0	1	10.0	1	10.0
CONTINENTAL AIRLINES	43	17	39.5	10	23.3	14	32.6	2	4.7
DELTA AIRLINES	107	48	44.9	14	13.1	33	30.8	12	11.2
EXECUTIVE AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
EXPRESSJET AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
FRONTIER AIRLINES	8	5	62.5	2	25.0	0	0.0	1	12.5
HAWAIIAN AIRLINES	5	2	40.0	0	0.0	2	40.0	1	20.0
JETBLUE AIRWAYS	12	5	41.7	0	0.0	5	41.7	2	16.7
LYNXAIR INTERNATIONAL	6	0	0.0	2	33.3	0	0.0	4	66.7
MESA AIRLINES	10	7	70.0	1	10.0	2	20.0	0	0.0
NORTHWEST AIRLINES	33	15	45.5	5	15.2	6	18.2	7	21.2
PI NNACLE AIRLINES	6	3	50.0	2	33.3	1	16.7	0	0.0
PSA AIRLINES	5	3	60.0	1	20.0	0	0.0	1	20.0
SKYWEST AIRLINES	5	2	40.0	1	20.0	1	20.0	1	20.0
SOUTHWEST AIRLINES	16	10	62.5	1	6.2	4	25.0	1	6.2
SPIRIT AIRLINES	107	32	29.9	15	14.0	40	37.4	20	18.7
TRANS STATES AIRLINES	8	7	87.5	0	0.0	0	0.0	1	12.5
UNI TED AIRLINES	105	50	47.6	19	18.1	29	27.6	7	6.7
US AIRWAYS	85	39	45.9	12	14.1	25	29.4	9	10.6
OTHER U. S. AIRLINES	51	26	51.0	9	17.6	12	23.5	4	7.8
<b>TOTALS</b>	<b>763</b>	<b>353</b>	<b>46.3</b>	<b>110</b>	<b>14.4</b>	<b>212</b>	<b>27.8</b>	<b>88</b>	<b>11.5</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>955</b>	<b>404</b>	<b>42.3</b>	<b>138</b>	<b>14.5</b>	<b>158</b>	<b>16.5</b>	<b>255</b>	<b>26.7</b>

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

Table 5

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

JUNE 2008

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	2	0	3	0	0	3	2	0	0	0	0	0	10
ALITALIA AIRLINES	0	2	1	0	0	3	0	0	0	0	0	0	6
BRITISH AIRWAYS	4	0	0	1	0	4	0	0	0	0	0	0	9
OTHER FOREIGN AIRLINES	17	3	10	3	4	21	12	2	2	2	0	2	78
<b>TOTALS</b>	<b>23</b>	<b>5</b>	<b>14</b>	<b>4</b>	<b>4</b>	<b>31</b>	<b>14</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>103</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	3	5	1	0	1	0	0	0	0	0	10
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER GENERAL COMPLAINTS	1	0	0	1	0	1	1	0	0	0	0	1	5
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>5</b>

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

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

TABLE 6

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

RANK	AIRLINE	JUNE 2008			JUNE 2007		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	16	9,465,108	0.17	16	9,535,022	0.17
2	<i>SKYWEST AIRLINES</i>	5	1,850,532	0.27	16	1,983,283	0.81
3	<i>EXPRESSJET AIRLINES</i>	5	1,525,092	0.33	7	1,494,758	0.47
4	<i>ATLANTIC SOUTHEAST AIRLINES</i>	4	1,175,680	0.34	12	1,125,845	1.07
5	<i>AMERICAN EAGLE AIRLINES</i>	6	1,554,614	0.39	22	1,669,889	1.32
6	<i>ALASKA AIRLINES</i>	6	1,538,020	0.39	8	1,645,894	0.49
7	<i>JETBLUE AIRWAYS</i>	12	1,890,147	0.63	5	1,747,207	0.29
8	<i>PINNACLE AIRLINES</i>	6	917,577	0.65	6	918,408	0.65
9	<i>HAWAIIAN AIRLINES</i>	5	694,348	0.72	5	616,419	0.81
10	<i>NORTHWEST AIRLINES</i>	33	4,562,684	0.72	85	4,773,724	1.78
11	<i>AIRTRAN AIRWAYS</i>	17	2,337,521	0.73	17	2,244,898	0.76
12	<i>FRONTIER AIRLINES</i>	8	1,008,034	0.79	6	1,095,403	0.55
13	<i>CONTINENTAL AIRLINES</i>	43	4,301,146	1.00	42	4,434,485	0.95
14	<i>MESA AIRLINES</i>	10	993,834	1.01	18	1,182,775	1.52
15	<i>AMERICAN AIRLINES</i>	92	8,409,608	1.09	153	8,658,269	1.77
16	<i>COMAIR</i>	10	771,255	1.30	13	874,190	1.49
17	<i>DELTA AIR LINES</i>	107	6,464,199	1.66	102	6,708,399	1.52
18	<i>US AIRWAYS</i>	85	4,866,596	1.75	178	5,153,942	3.45
19	<i>UNITED AIRLINES</i>	105	5,914,009	1.78	137	6,223,597	2.20
	<b>TOTAL **</b>	<b>575</b>	<b>60,240,004</b>	<b>0.95</b>	<b>848</b>	<b>62,086,407</b>	<b>1.37</b>

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily (Pinnacle). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Oversales" sections of this report.

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

Table 1 (YTD)

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS

	JANUARY - JUNE 2008				JANUARY - JUNE 2007			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	5,226	582	26	736	5,119	453	32	1,027
FOREIGN AIRLINES	679	9	0	61	861	8	1	53
TRAVEL AGENTS	76	5	0	4	121	1	1	10
TOUR OPERATORS	7	0	0	2	55	0	0	36
MISCELLANEOUS	13	41	0	18	6	0	0	0
<b>INDUSTRY TOTALS</b>	<b>6,001</b>	<b>637</b>	<b>26</b>	<b>821</b>	<b>6,162</b>	<b>462</b>	<b>34</b>	<b>1,126</b>

Table 2 (YTD)

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - JUNE 2008			JANUARY - JUNE 2007		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	1,861		1	2,012	
CANCELLATIONS			809			949
DELAYS			545			511
MISCONNECTIONS			300			297
BAGGAGE	2	1,237		2	1,347	
RES/TKTG/BOARDING	3	735		4	651	
CUSTOMER SERVICE	4	731		3	687	
REFUNDS	5	467		5	504	
OVERSALES	6	282		6	252	
DISABILITY	7	226		8	212	
FARES	8	201		9	179	
OTHER	9	182		7	238	
FREQUENT FLYER			139			141
DISCRIMINATION	10	55		10	48	
ADVERTISING	11	22		11	27	
ANIMALS	12	2		12	5	
COMPLAINT TOTAL		6,001			6,162	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3 (YTD)

COMPLAINTS AGAINST U. S. AIRLINES / BY COMPLAINT CATEGORY\*  
JANUARY - JUNE 2008

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	15	5	1	0	0	1	2	0	0	0	0	0	24
AIRTRAN AIRWAYS	37	14	12	2	4	31	14	6	0	2	0	0	122
ALASKA AIRLINES	12	2	9	1	3	7	11	0	1	0	0	2	48
ALLEGiant AIR	19	0	5	0	2	6	3	2	1	0	0	0	38
ALOHA AIRLINES	2	0	0	0	8	1	1	0	0	0	0	0	12
AMERICAN AIRLINES	316	15	61	12	34	171	90	17	1	7	0	15	739
AMERICAN EAGLE AIRLINES	53	7	3	1	1	24	6	3	0	1	0	0	99
ATA AIRLINES	7	0	5	1	2	5	2	2	0	0	0	0	24
ATLANTIC SOUTHEAST AIRLINES	32	9	1	0	0	7	1	5	0	0	0	1	56
CHAUTAUQUA AIRLINES	21	0	1	0	0	0	2	1	0	1	0	0	26
COLGAN AIRWAYS	12	0	0	1	0	1	3	0	0	0	0	1	18
COMAIR	26	3	0	0	1	10	4	5	0	2	0	1	52
CONTINENTAL AIRLINES	81	11	42	13	9	49	43	17	0	2	0	6	273
DELTA AIRLINES	166	27	99	32	38	178	83	16	3	7	2	40	691
EXECUTIVE AIRLINES	9	0	1	0	1	9	1	0	0	0	0	0	21
EXPRESSJET AIRLINES	24	0	3	0	0	0	9	1	0	1	0	1	39
FREEDOM AIRLINES	18	1	0	0	0	3	2	1	0	1	0	0	26
FRONTIER AIRLINES	14	5	9	2	3	9	7	0	0	1	0	5	55
HAWAIIAN AIRLINES	5	1	3	3	4	5	5	2	0	0	0	1	29
HORIZON AIRLINES	4	0	3	0	0	4	0	1	0	0	0	2	14
JETBLUE AIRWAYS	27	2	7	1	6	12	8	11	0	0	0	1	75
LYNXAIR INTERNATIONAL	7	0	2	3	5	8	1	1	0	0	0	2	29
MESA AIRLINES	31	1	1	1	0	6	10	5	0	0	0	0	55
MESABA AVIATION	18	4	3	0	0	2	2	6	0	0	0	0	35
MIDWEST AIRLINES	16	2	1	1	1	6	2	3	0	1	0	0	33
NORTHWEST AIRLINES	75	16	35	12	14	50	22	16	1	2	0	9	252
PIEDMONT AIRLINES	8	6	2	0	0	7	2	0	0	0	0	0	25
PINNACLE AIRLINES	38	5	5	0	0	6	10	5	0	0	0	0	69
PSA AIRLINES	11	0	1	0	0	0	2	0	0	0	0	0	14
REPUBLIC AIRWAYS	14	2	0	0	0	1	2	1	0	1	0	0	21
SHUTTLE AMERICA	10	0	0	0	0	3	1	2	0	0	0	0	16
SKYBUS AIRLINES	12	0	8	0	34	6	3	1	0	0	0	0	64
SKYWEST AIRLINES	39	6	0	0	0	12	2	1	0	1	0	1	62
SOUTHWEST AIRLINES	33	6	14	3	8	27	32	29	0	4	0	3	159
SPIRIT AIRLINES	63	16	101	19	68	113	72	6	3	1	0	7	469
TRANS STATES AIRLINES	18	0	1	0	0	5	2	3	0	0	0	0	29
UNITED AIRLINES	221	21	68	23	71	118	93	20	1	6	0	35	677
UNITED EXPRESS	15	1	4	0	1	11	3	0	0	0	0	0	35
US AIRWAYS	149	49	94	29	46	72	89	18	1	4	0	28	579
USA3000	7	0	3	0	2	1	6	0	0	0	0	0	19
VIRGIN AMERICA	2	0	1	2	0	3	2	1	0	0	0	0	11
OTHER U. S. AIRLINES	41	7	12	3	10	10	5	1	2	0	0	1	92
TOTAL JANUARY-JUNE 2008	1,728	244	621	165	376	1,000	660	209	14	45	2	162	5,226
% OF TOTAL COMPLAINTS	33.1	4.7	11.9	3.2	7.2	19.1	12.6	4.0	0.3	0.9	0	3.1	
TOTAL JANUARY-JUNE 2007	1,834	223	482	143	349	1,031	618	193	22	41	3	180	5,119
% OF TOTAL COMPLAINTS	35.8	4.4	9.4	2.8	6.8	20.1	12.1	3.8	0.4	0.8	0.1	3.5	

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

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

TABLE 4 (YTD)

COMPANIES OTHER THAN U. S. AIRLINES\*  
BY COMPLAINT CATEGORY\*\*  
JANUARY-JUNE 2008

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROFLOT	1	0	1	1	0	4	0	1	0	1	0	1	10
AEROLINEAS ARGENTINAS	8	1	0	0	1	3	0	0	0	0	0	0	13
AEROMEXICO	3	6	4	0	0	5	1	1	0	0	0	1	21
AIR CANADA	5	0	2	1	3	7	3	0	0	0	0	0	21
AIR FRANCE	6	2	11	0	6	30	8	2	1	1	0	1	68
AIR INDIA	2	4	0	2	1	8	5	0	0	0	0	0	22
AIR JAMAICA	7	1	3	1	1	9	2	2	0	1	0	0	27
ALITALIA AIRLINES	4	2	3	1	2	20	0	0	0	0	0	0	32
BRITISH AIRWAYS	14	0	5	3	14	28	5	2	0	1	0	2	74
CATHAY PACIFIC AIRWAYS	5	1	0	2	1	2	2	1	0	0	0	0	14
COPA COMPANIA PANAMENA	3	5	2	0	3	4	0	0	0	0	0	0	17
EMIRATES AIRLINES	4	0	1	2	5	12	1	0	0	0	0	1	26
IBERIA AIRLINES	5	2	1	0	4	4	2	2	0	0	0	0	20
KLM	3	2	2	0	1	7	5	0	0	0	0	0	20
LUFTHANSA	3	0	6	0	1	8	0	0	1	1	0	1	21
MEXICANA	1	6	4	2	0	4	2	1	0	0	0	0	20
QATAR AIRWAYS	3	0	2	0	0	1	3	0	0	1	0	0	10
ROYAL AIR MAROC	0	1	0	0	3	9	0	0	0	0	0	0	13
TACA INTERNATIONAL AIRLINES	1	0	1	1	0	6	1	1	0	0	0	0	11
TRAVELSPAN G. T.	5	0	2	0	1	1	1	0	0	0	0	0	10
VIRGIN ATLANTIC AIRWAYS	2	0	4	0	4	2	3	0	0	1	0	2	18
OTHER FOREIGN AIRLINES	37	5	26	9	19	59	17	4	4	3	0	8	191
<b>TOTALS</b>	<b>122</b>	<b>38</b>	<b>80</b>	<b>25</b>	<b>70</b>	<b>233</b>	<b>61</b>	<b>17</b>	<b>6</b>	<b>10</b>	<b>0</b>	<b>17</b>	<b>679</b>
<b><u>TRAVEL AGENTS</u></b>													
CHEAP TICKETS	2	0	3	1	6	0	1	0	0	0	0	0	13
EXPEDIA.COM	1	0	4	1	4	0	1	0	0	0	0	0	11
ORBITZ.COM	0	0	8	1	3	0	4	0	1	0	0	0	17
OTHER TRAVEL AGENTS	0	0	17	7	7	0	2	0	1	0	0	1	35
<b>TOTALS</b>	<b>3</b>	<b>0</b>	<b>32</b>	<b>10</b>	<b>20</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>76</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	5	0	1	0	1	0	0	0	0	0	0	0	7
<b>TOTALS</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER GENERAL COMPLAINTS	3	0	1	1	0	4	2	0	0	0	0	2	13
<b>TOTALS</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>13</b>

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

\*\* 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 2008			JANUARY - JUNE 2007		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	159	52,328,452	0.30	125	49,828,303	0.25
2	<i>EXPRESSJET AIRLINES</i>	39	8,618,385	0.45	27	8,379,872	0.32
3	<i>ALASKA AIRLINES</i>	48	8,505,064	0.56	58	8,489,414	0.68
4	<i>SKYWEST AIRLINES</i>	62	10,496,583	0.59	86	10,771,737	0.80
5	<i>JETBLUE AIRWAYS</i>	75	11,117,674	0.67	85	10,346,476	0.82
6	<i>HAWAIIAN AIRLINES</i>	29	3,886,759	0.75	23	3,454,648	0.67
7	<i>ATLANTIC SOUTHEAST AIRLINES</i>	56	6,387,400	0.88	44	5,979,938	0.74
8	<i>MESA AIRLINES</i>	55	5,610,840	0.98	55	6,775,383	0.81
9	<i>NORTHWEST AIRLINES</i>	252	25,608,834	0.98	351	27,010,968	1.30
10	<i>AIRTRAN AIRWAYS</i>	122	12,240,995	1.00	72	11,399,234	0.63
11	<i>FRONTIER AIRLINES</i>	55	5,301,637	1.04	33	5,228,664	0.63
12	<i>CONTINENTAL AIRLINES</i>	273	24,276,994	1.12	231	24,390,255	0.95
13	<i>AMERICAN EAGLE AIRLINES</i>	99	8,495,620	1.17	93	9,070,888	1.03
14	<i>COMAIR</i>	52	4,425,155	1.18	57	4,666,984	1.22
15	<i>PINNACLE AIRLINES ***</i>	69	5,183,160	1.33	44	4,823,963	0.91
16	<i>AMERICAN AIRLINES</i>	739	47,328,979	1.56	841	48,618,988	1.73
17	<i>DELTA AIR LINES</i>	691	35,374,296	1.95	596	36,103,499	1.65
18	<i>US AIRWAYS</i>	579	27,946,265	2.07	927	29,355,266	3.16
19	<i>UNITED AIRLINES</i>	677	32,243,608	2.10	773	34,540,123	2.24
	<b>TOTAL **</b>	<b>4,131</b>	<b>335,376,700</b>	<b>1.23</b>	<b>4,521</b>	<b>339,234,603</b>	<b>1.33</b>

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily (Pinnacle). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Oversales" sections of this report.

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

\*\*\* Pinnacle Airlines revised the enplanement number originally submitted for May 2008. The carrier's January-June 2008 enplanement number reflects that correction.



## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

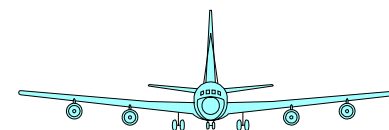
**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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



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

The Transportation Security Administration screened approximately 62.7 million airline passengers and their 56.4 million checked bags during June 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 <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public <sup>c</sup>	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
452	.0007	63	.0001	58	.00009	580	.0009

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
263	.0004	1031	.002

### NOTES

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

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

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

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

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

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">Alaska</a>	1		
<a href="#">Continental</a>	2		1
<b><i>Total</i></b>	<b>3</b>		<b>1</b>

In addition to the information reported above for incidents that occurred during the month of June, on July 22 Continental Airlines reported an incident that occurred on April 22, 2008, which Continental did not report at the time. That incident concerned an [injured dog](#). This incident is not included in the statistics for June incidents reported above.