



U.S. Department  
of Transportation



---

---

# ***Air Travel Consumer Report***

---

---

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

*Issued: April 2007*



<b>Flight Delays<sup>1</sup></b>	February 2007 12 Months Ending February 2007
<b>Mishandled Baggage<sup>1</sup></b>	February 2007
<b>Oversales<sup>1</sup></b>	4 <sup>th</sup> Quarter 2006 January-December 2006
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	February 2007
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	February 2007
<b>Airline Animal Incident Reports<sup>4</sup></b>	February 2007

---

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

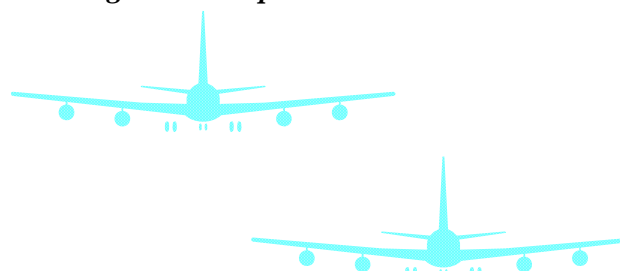
<sup>2</sup> Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

<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

## TABLE OF CONTENTS

<b>Section</b>	<b>Page</b>	<b>Section</b>	<b>Page</b>
<i>Introduction</i>	.....2	<i>Mishandled Baggage</i>	
<i>Flight Delays</i>		<b>Explanation</b>	.....30
<b>Explanation</b>	.....3	<b>Ranking--Month</b>	.....31
<b>Table 1</b>	.....4	<i>Oversales</i>	
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		<b>Explanation</b>	.....32
<b>Table 1A</b>	.....5	<b>Ranking--Quarter</b>	.....33
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		<b>Ranking—YTD</b>	.....34
<b>Table 2</b>	.....6	<i>Consumer Complaints</i>	
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		<b>Explanation</b>	.....35
<b>Table 3</b>	.....10	<b>Complaint Tables 1-5</b>	.....36
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
<b>Table 4</b>	.....12	<b>Rankings, Table 6 (Month)</b>	.....41
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		<b>Complaint Categories</b>	.....42
<b>Table 5</b>	.....14	<i>Customer Service Reports to the Department of Homeland Security</i>	..... 43
List of Regularly Scheduled Flights Arriving Late 80% of the Time or More		<i>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation</i>	..... 44
<b>Table 6</b>	.....20		
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More			
<b>Table 7</b>	.....21		
On-Time Arrival and Departure Percentage, by Airport			
<b>Table 8</b>	.....25		
Overall Number and Percentage of Flight Cancellations, by Carrier			
<b>Table 9</b>	.....26		
Flight Causation Data, By Airline and Category			
<b>Table 10</b>	.....27		
Flight Causation Data, Graphic Representation			
<b>Footnotes</b>	.....28		
<b>Appendix</b>	.....29		



## **INTRODUCTION**

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

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

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



## FLIGHT DELAYS

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

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 21\* reporting air carriers, 14 carriers (America West\*, American, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways\*) use ACARS exclusively; 4 carriers (AirTran, Aloha, Atlantic Southeast, and Comair) record arrival times manually; and 3 carriers (Alaska, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp)

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

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

**\*\*Aloha Airlines and Hawaiian Airlines currently report flight delay data voluntarily, as permitted by Part 234.**

FEBRUARY 2007

## 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/V/	7	72.2	14	91.4
ALOHA AIRLINES S/V/	3	82.7	11	91.1
SOUTHWEST AIRLINES S/	18	77.0	63	77.3
DELTA AIRLINES S/	31	76.7	100	76.7
CONTINENTAL AIRLINES S/	29	73.5	69	73.7
FRONTIER AIRLINES S/	22	72.8	40	72.7
ALASKA AIRLINES S/	16	72.8	45	72.3
AIRTRAN AIRWAYS S/	22	72.1	50	71.2
EXPRESSJET AIRLINES S/	24	68.5	112	70.7
SKYWEST AIRLINES S/	19	66.1	135	65.0
UNITED AIRLINES S/	31	64.7	83	64.5
AMERICAN AIRLINES S/	30	63.4	80	64.2
PINNACLE AIRLINES S/	14	61.9	109	64.2
MESA AIRLINE S/	24	61.5	113	62.5
AMERICAN EAGLE AIRLINES S/	19	62.4	116	62.3
ATLANTIC SOUTHEAST AIRLINES S/	22	63.6	138	60.5
US AIRWAYS S/	30	60.5	81	60.0
NORTHWEST AIRLINES S/	30	58.6	108	58.8
JETBLUE AIRWAYS S/	19	57.3	46	57.4
COMAIR S/	23	54.3	97	53.5
<b>TOTAL</b>		<b>66.8</b>		<b>67.3</b>

- For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.
- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaints" sections of this report.

## FEBRUARY 2007

## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	1st QUARTER		2nd QUARTER		3rd QUARTER		4th QUARTER		DEC - 06		JAN - 07		FEB - 07		12 MONTHS ENDING FEBRUARY 2007		DATABASE TO DATE SEP 1987-FEBRUARY 2007	
	01 - 03 2006		04 - 06 2006		07 - 09 2006		10 - 12 2006		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	75.8	9	76.6	12	73.0	14	73.3	10	75.8	5	79.3	5	71.2	8	74.9	5	(--)	(--)
ALASKA	71.7	17	76.9	11	72.0	16	72.4	12	66.3	17	70.5	14	72.3	7	73.3	11	75.7	8
ALOHA	(--)	(--)	82.6	2	93.8	2	92.8	1	93.7	1	91.6	2	91.1	2	(--)	(--)	(--)	(--)
AMERICAN	76.2	7	76.5	13	75.7	7	73.6	8	67.1	15	67.4	16	64.2	12	73.7	9	78.8	3
AMERICAN EAGLE	74.6	12	69.7	19	72.3	15	69.5	16	64.3	19	67.4	17	62.3	15	69.8	17	74.6	9
ATA	71.0	18	65.0	20	69.8	18	71.7	15	68.8	13	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
ATLANTIC SOUTHEAST	73.1	15	70.8	18	57.0	20	63.3	20	69.9	10	66.9	19	60.5	16	64.6	18	(--)	(--)
COMAIR	81.0	3	78.3	8	69.2	19	66.7	19	68.5	14	67.3	18	53.5	20	71.0	16	(--)	(--)
CONTINENTAL	73.3	14	71.5	17	75.1	8	73.7	7	73.4	6	74.3	8	73.7	5	73.3	10	78.6	4
DELTA	77.4	6	79.6	6	74.0	13	74.1	5	80.8	3	79.5	4	76.7	4	76.6	4	77.6	6
EXPRESSJET	74.2	13	71.8	16	75.1	9	72.1	14	69.4	12	71.6	12	70.7	9	72.6	13	(--)	(--)
FRONTIER	74.8	11	82.2	3	83.5	3	81.4	3	71.8	7	75.1	7	72.7	6	80.1	2	(--)	(--)
HAWAIIAN	93.7	1	94.6	1	95.8	1	90.9	2	90.1	2	91.9	1	91.4	1	93.2	1	(--)	(--)
JETBLUE	70.6	19	78.0	9	74.8	11	68.6	17	64.8	18	68.8	15	57.4	19	72.0	14	(--)	(--)
MESA	76.0	8	73.7	15	71.2	17	72.7	11	69.9	9	70.5	13	62.5	14	71.9	15	(--)	(--)
NORTHWEST	78.2	5	80.9	4	76.6	6	67.9	18	66.6	16	71.8	11	58.8	18	73.9	8	79.5	2
PINNACLE	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	76.8	6	64.2	13	(--)	(--)	(--)	(--)
SKYWEST	75.1	10	80.9	5	78.9	5	72.2	13	63.9	20	65.0	20	65.0	10	74.7	6	(--)	(--)
SOUTHWEST	81.0	4	78.6	7	80.9	4	80.4	4	76.9	4	82.4	3	77.3	3	80.0	3	82.2	1
UNITED	73.0	16	73.7	14	74.9	10	73.8	6	69.4	11	73.2	9	64.5	11	72.9	12	76.2	7
US AIRWAYS	81.0	2	77.9	10	74.8	12	73.5	9	70.9	8	71.8	10	60.0	17	74.6	7	78.4	5
<b>Total</b>	<b>76.8</b>		<b>76.5</b>		<b>75.2</b>		<b>73.4</b>		<b>70.8</b>		<b>73.1</b>		<b>67.3</b>		<b>74.3</b>		<b>78.5</b>	

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Aloha Airlines' reporting (voluntary) is effective April 2006. Pinnacle Airlines' reporting is effective January 2007.

FEBRUARY 2007

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		156	65.4	52	75.0	84	77.4	262	67.2	152	63.2	84	60.7	28	67.9
AA	619	70.3	945	67.2	299	72.2	127	70.1	H/		796	66.5	638	56.9	12678	69.3
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		28	85.7	H/		H/		H/		84	83.3	168	76.2	84	75.0
B6	H/		1499	64.1	H/		112	44.6	H/		H/		84	67.9	H/	
CO	337	79.8	459	70.6	127	85.8	H/		H/		352	76.1	332	75.0	293	75.8
DL	11492	80.9	1284	74.8	287	80.1	141	84.4	1553	80.4	831	73.0	276	79.3	297	76.1
EV	8762	65.4	H/		8	75.0	60	70.0	690	60.7	95	62.1	H/		48	43.8
F9	94	83.0	H/		H/		H/		H/		80	72.5	3445	75.6	164	72.0
FL	6092	76.2	753	74.5	932	72.5	238	72.3	H/		146	67.8	100	63.0	213	61.5
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	108	56.5	1150	66.1	140	38.6	407	61.2	380	60.0	783	65.1	H/		7231	73.3
NW	404	60.9	316	47.8	265	54.3	192	47.9	H/		452	58.6	260	43.8	324	59.9
OH	401	57.9	1295	53.2	273	45.8	201	60.2	5144	61.0	458	45.9	72	51.4	52	38.5
OO	193	66.3	H/		H/		H/		130	56.2	H/		3992	61.9	110	55.5
UA	207	70.0	789	63.0	409	61.1	149	63.1	63	55.6	408	61.0	6322	69.5	445	67.0
US	184	69.6	1656	59.5	344	55.2	5516	62.1	H/		2215	62.0	343	60.9	520	53.3
WN	H/		H/		4620	79.9	H/		H/		H/		932	73.5	H/	
XE	197	73.6	59	74.6	212	59.9	406	62.8	228	65.4	231	61.5	42	66.7	225	73.3
YV	183	59.0	185	45.9	40	77.5	1729	64.7	H/		H/		1231	59.6	19	52.6
<b>TOTAL</b>	<b>29273</b>	<b>73.9</b>	<b>10574</b>	<b>64.1</b>	<b>8008</b>	<b>73.6</b>	<b>9362</b>	<b>62.9</b>	<b>8450</b>	<b>64.7</b>	<b>7083</b>	<b>64.0</b>	<b>18321</b>	<b>67.7</b>	<b>22731</b>	<b>70.0</b>

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

FEBRUARY 2007

## 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	3952	58.0	H/		H/		54	59.3	56	69.6	H/		H/		H/	
AA	325	64.0	562	46.3	532	71.4	273	72.2	384	68.5	892	61.0	560	65.2	2378	66.6
AQ	H/		H/		H/		H/		H/		H/		16	87.5	H/	
AS	H/		56	76.8	H/		H/		H/		H/		275	74.5	572	77.6
B6	H/		337	41.8	877	51.3	629	58.7	H/		4458	56.3	222	65.8	H/	
CO	161	80.1	4644	60.8	495	70.1	48	91.7	6939	83.2	95	75.8	463	76.5	532	68.4
DL	119	68.9	298	64.4	839	68.8	254	79.1	131	71.8	1042	65.8	510	74.7	982	69.2
EV	93	48.4	H/		H/		6	66.7	62	62.9	14	78.6	82	62.2	311	46.0
F9	72	62.5	H/		56	80.4	H/		79	89.9	H/		214	67.8	293	69.3
FL	267	74.9	128	60.9	718	61.3	189	75.1	H/		H/		98	71.4	84	64.3
HA	H/		H/		H/		H/		H/		H/		52	73.1	72	80.6
MQ	187	48.1	264	41.3	H/		108	56.5	H/		564	56.6	108	74.1	1520	87.8
NW	7013	61.3	372	38.4	266	50.0	150	52.7	216	63.4	162	45.7	376	50.3	452	53.1
OH	213	53.5	123	36.6	14	50.0	197	51.3	81	50.6	1585	45.0	H/		H/	
OO	101	41.6	H/		H/		H/		157	61.8	H/		229	75.5	3907	78.1
UA	176	59.7	386	51.8	149	61.7	2269	70.6	189	67.2	384	69.8	927	65.7	2613	68.3
US	240	52.1	239	33.9	752	51.3	148	62.8	82	54.9	196	55.1	2905	63.7	778	61.8
WN	552	71.7	H/		1168	74.1	336	75.0	H/		H/		6112	79.0	3188	75.6
XE	156	50.0	4264	47.8	H/		265	60.4	8140	81.7	28	57.1	H/		H/	
YV	208	58.7	145	44.1	H/		2765	53.2	147	52.4	220	43.2	537	81.2	112	79.5
<b>TOTAL</b>	<b>13835</b>	<b>60.5</b>	<b>11818</b>	<b>52.6</b>	<b>5866</b>	<b>63.5</b>	<b>7691</b>	<b>62.5</b>	<b>16663</b>	<b>80.7</b>	<b>9640</b>	<b>56.2</b>	<b>13686</b>	<b>72.6</b>	<b>17794</b>	<b>72.6</b>

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



FEBRUARY 2007

## 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	108	52.8	H/		H/		H/		2441	66.3	H/		H/		H/	
AA	1632	54.2	840	69.9	H/		3172	67.3	398	58.3	104	70.2	6014	48.9	168	53.0
AQ	H/		H/		H/		H/		H/		83	80.7	H/		H/	
AS	H/		56	82.1	H/		28	71.4	H/		396	75.3	112	63.4	888	76.7
B6	223	54.3	766	57.4	H/		H/		H/		412	64.6	187	47.6	28	46.4
CO	372	65.1	577	73.7	52	55.8	329	75.1	119	73.9	81	77.8	323	62.8	112	67.9
DL	1696	67.3	1054	74.3	H/		356	74.2	93	74.2	76	71.1	269	72.5	196	70.4
EV	48	41.7	H/		147	57.8	H/		145	51.0	69	46.4	14	35.7	4	0.0
F9	83	44.6	69	78.3	152	63.2	H/		84	67.9	H/		H/		84	53.6
FL	359	58.2	1439	71.0	685	63.4	200	69.0	304	70.7	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		56	66.1
MQ	1536	56.0	H/		H/		492	64.4	H/		H/		7054	46.0	H/	
NW	511	44.2	524	54.2	288	53.5	182	50.0	7368	64.4	H/		580	51.4	126	42.1
OH	1066	49.3	134	70.9	64	32.8	28	71.4	55	34.5	H/		247	35.2	H/	
OO	H/		H/		H/		H/		87	67.8	248	58.9	3987	51.7	688	79.9
UA	641	54.8	648	65.7	H/		175	51.4	452	60.0	222	60.4	7033	62.4	644	59.6
US	1132	62.5	768	50.4	H/		392	55.6	247	53.8	120	65.0	564	44.3	200	62.5
WN	H/		2778	77.9	5842	71.3	H/		H/		3800	78.7	H/		1032	76.4
XE	108	49.1	25	92.0	89	62.9	9	33.3	252	65.5	H/		298	53.0	H/	
YV	155	34.2	H/		H/		H/		28	46.4	76	73.7	2306	43.1	H/	
<b>TOTAL</b>	<b>9670</b>	<b>56.8</b>	<b>9678</b>	<b>69.6</b>	<b>7319</b>	<b>68.8</b>	<b>5363</b>	<b>66.1</b>	<b>12073</b>	<b>64.3</b>	<b>5687</b>	<b>74.9</b>	<b>28988</b>	<b>51.7</b>	<b>4226</b>	<b>70.5</b>

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

FEBRUARY 2007

## 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	145	55.9	H/		H/		H/		H/		H/		166	72.9	H/	
AA	469	61.6	443	60.7	527	61.5	428	54.2	974	56.4	196	56.1	1556	68.2	644	71.4
AQ	H/		H/		28	85.7	H/		H/		H/		H/		H/	
AS	H/		279	73.5	383	72.1	3529	71.7	490	62.4	H/		H/		H/	
B6	1	0.0	84	65.5	83	60.2	56	60.7	H/		84	65.5	H/		295	58.6
CO	153	73.2	356	74.7	250	76.4	281	69.0	331	59.2	78	67.9	H/		457	77.5
DL	297	70.4	340	77.4	270	76.3	342	69.6	312	74.7	2117	81.5	108	72.2	765	74.0
EV	17	70.6	H/		H/		H/		84	56.0	229	62.9	65	66.2	H/	
F9	56	78.6	196	71.4	164	73.2	108	60.2	292	66.1	152	57.2	100	83.0	28	92.9
FL	451	70.3	21	66.7	H/		H/		28	67.9	H/		H/		666	71.6
HA	H/		28	46.4	30	63.3	68	79.4	28	78.6	H/		H/		H/	
MQ	H/		H/		734	85.6	H/		108	63.9	H/		140	62.9	H/	
NW	323	54.2	350	51.4	132	47.0	308	50.6	248	44.4	98	41.8	236	64.0	366	49.7
OH	77	45.5	H/		H/		H/		H/		H/		33	42.4	6	33.3
OO	10	70.0	224	60.3	628	73.2	422	74.4	3126	58.1	6430	72.7	40	60.0	H/	
UA	455	63.1	520	61.5	672	61.8	794	59.1	3398	63.0	183	51.4	80	60.0	379	64.6
US	3692	56.7	5234	69.1	473	57.5	248	58.5	513	47.6	138	55.1	84	72.6	681	50.8
WN	1728	74.8	5600	81.3	2484	78.6	1080	76.9	H/		1160	73.7	1864	76.3	2108	75.4
XE	114	55.3	37	64.9	H/		H/		H/		93	68.8	343	68.5	6	66.7
YV	44	45.5	2699	84.3	62	85.5	56	71.4	6	83.3	53	71.7	87	71.3	H/	
<b>TOTAL</b>	<b>8032</b>	<b>62.7</b>	<b>16411</b>	<b>75.1</b>	<b>6920</b>	<b>73.0</b>	<b>7720</b>	<b>68.7</b>	<b>9938</b>	<b>59.9</b>	<b>11011</b>	<b>72.8</b>	<b>4902</b>	<b>71.2</b>	<b>6401</b>	<b>69.1</b>

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

FEBRUARY 2007

## 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	87.0	72.5	42.9	68.5	84.6	90.0	81.3	84.2	J/	72.6	89.3	61.7	91.9	69.6	71.4	80.1	31.9	80.6
700 - 759 AM	84.4	70.5	82.5	74.1	82.0	65.4	74.1	79.4	56.8	72.1	67.9	66.4	86.5	70.2	91.9	90.7	69.2	93.8
800 - 859 AM	79.2	70.3	79.1	67.8	64.2	68.5	77.4	75.2	68.1	77.7	87.8	71.7	80.3	66.4	88.0	85.8	71.1	86.0
900 - 959 AM	77.7	75.1	81.3	67.0	74.7	73.3	77.9	77.5	64.0	82.1	79.2	73.7	80.7	64.3	82.2	83.5	70.8	76.9
1000 - 1059 AM	74.8	70.0	83.8	68.3	66.7	74.0	73.7	72.0	70.5	82.3	76.1	61.6	79.9	70.4	78.0	74.0	68.7	75.6
1100 - 1159 AM	76.6	70.0	80.3	70.0	58.4	74.9	75.1	74.8	66.2	76.4	63.0	66.5	88.6	70.4	75.5	71.0	68.2	71.1
1200 - 1259 PM	76.8	66.6	77.8	68.1	65.5	67.9	67.6	76.4	65.3	72.4	64.5	69.1	84.6	63.3	77.7	77.0	64.6	72.2
100 - 159 PM	72.3	74.6	81.0	64.3	75.5	67.8	68.9	72.4	55.0	68.7	63.9	64.8	81.5	61.9	76.3	76.1	60.9	74.5
200 - 259 PM	73.9	67.9	77.6	65.3	64.9	59.2	67.5	69.5	59.2	50.4	65.8	66.9	85.1	68.7	73.8	74.5	59.0	69.5
300 - 359 PM	73.1	68.4	78.2	66.0	67.9	65.7	66.4	71.4	68.6	43.5	65.9	63.9	83.2	58.6	71.4	76.0	54.5	74.1
400 - 459 PM	73.2	63.3	74.6	61.9	61.5	65.8	60.1	66.3	62.1	41.5	55.5	60.9	78.3	49.0	70.8	73.5	54.0	68.2
500 - 559 PM	71.7	61.1	73.3	61.0	53.8	63.6	61.3	64.6	58.1	32.1	62.9	58.1	77.7	54.4	67.4	66.8	52.7	66.5
600 - 659 PM	70.0	56.6	66.2	54.9	64.1	57.5	58.6	64.0	53.0	33.9	61.9	53.2	80.1	42.9	68.9	68.0	44.0	64.1
700 - 759 PM	67.8	57.1	70.4	62.4	61.9	55.8	56.4	65.1	59.5	30.1	54.6	64.5	76.7	42.3	66.8	67.6	45.8	70.7
800 - 859 PM	69.8	47.4	68.1	51.0	54.9	55.9	65.5	65.0	54.5	29.9	58.1	57.4	72.2	34.5	63.9	63.6	44.8	59.5
900 - 959 PM	67.6	61.1	61.6	59.2	58.3	55.2	63.3	64.0	54.4	37.3	54.6	53.0	69.4	49.1	67.8	62.2	43.9	58.2
1000 - 1059 PM	67.7	53.3	60.9	49.0	63.8	56.9	62.6	52.5	53.0	44.9	59.1	54.8	66.8	41.6	61.9	61.2	47.1	62.0
1100 - 559 AM	80.3	65.2	70.1	66.1	50.0	60.8	67.4	67.8	58.5	62.6	55.6	65.8	80.9	61.9	63.1	66.7	55.4	63.6
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>73.9</b>	<b>64.1</b>	<b>73.6</b>	<b>62.9</b>	<b>64.7</b>	<b>64.0</b>	<b>67.7</b>	<b>70.0</b>	<b>60.6</b>	<b>52.6</b>	<b>63.5</b>	<b>62.5</b>	<b>80.7</b>	<b>56.2</b>	<b>72.6</b>	<b>72.6</b>	<b>56.8</b>	<b>69.6</b>

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

FEBRUARY 2007  
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	85.0	71.4	66.6	92.9	71.9	57.7	62.2	J/	J/	82.1	89.7	83.3	J/	75.0	76.8
700 - 759 AM	74.6	70.5	57.8	90.2	64.2	83.8	87.2	80.9	92.7	91.2	84.4	87.9	83.8	80.0	75.9
800 - 859 AM	75.8	76.9	65.0	89.1	59.9	94.1	70.4	87.7	90.0	82.7	83.2	87.0	82.8	83.3	75.5
900 - 959 AM	77.4	80.5	65.9	83.1	58.2	86.9	66.7	83.5	88.4	78.3	61.5	80.1	77.7	80.5	75.4
1000 - 1059 AM	71.5	72.7	64.9	86.0	53.1	82.2	73.6	75.6	72.8	69.8	59.0	75.6	81.5	76.6	72.0
1100 - 1159 AM	75.5	61.1	71.2	82.6	53.9	76.7	72.5	80.0	72.3	71.8	53.4	78.7	75.8	73.1	71.7
1200 - 1259 PM	76.1	66.5	74.4	77.1	54.9	72.5	70.1	79.3	72.9	70.7	58.0	67.3	75.4	69.8	70.2
100 - 159 PM	73.8	64.9	68.1	73.6	53.1	70.6	69.5	75.8	79.7	74.1	53.8	66.7	76.0	75.9	70.0
200 - 259 PM	75.5	58.8	66.8	78.9	52.1	72.4	67.2	78.5	78.8	69.2	54.9	69.7	80.1	71.1	67.5
300 - 359 PM	71.5	64.2	64.9	72.8	47.0	77.9	64.8	74.3	73.9	72.2	57.1	73.9	63.2	72.2	66.6
400 - 459 PM	70.6	64.2	61.5	74.3	51.5	63.5	60.1	76.2	76.9	65.5	55.6	73.4	74.6	64.9	64.8
500 - 559 PM	63.0	66.5	64.9	72.4	45.9	77.1	62.1	74.1	69.1	69.3	52.3	69.8	61.8	73.0	62.8
600 - 659 PM	55.5	63.1	63.8	73.1	43.7	64.8	51.8	75.0	72.2	64.6	50.0	72.1	67.4	64.4	60.7
700 - 759 PM	56.3	60.9	63.5	71.6	40.8	63.2	44.1	65.4	70.7	62.8	53.5	66.1	73.1	64.1	59.9
800 - 859 PM	59.9	66.7	57.3	69.0	36.9	61.4	50.2	66.6	58.1	60.0	62.4	72.0	65.9	65.4	57.9
900 - 959 PM	63.8	60.9	52.8	69.6	47.4	65.3	58.8	70.8	61.5	64.5	54.0	58.6	61.1	59.9	59.3
1000 - 1059 PM	66.1	61.8	53.6	60.9	49.7	56.0	61.9	72.1	64.1	64.0	45.0	52.1	57.5	68.3	58.6
1100 - 559 AM	67.9	52.7	62.7	66.3	61.1	59.4	66.0	65.6	64.3	65.0	65.4	58.4	62.1	54.5	64.0
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>68.8</b>	<b>66.1</b>	<b>64.3</b>	<b>74.9</b>	<b>51.7</b>	<b>70.5</b>	<b>62.7</b>	<b>75.1</b>	<b>73.0</b>	<b>68.7</b>	<b>59.9</b>	<b>72.8</b>	<b>71.2</b>	<b>69.1</b>	<b>66.8</b>

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

FEBRUARY 2007

## 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	88.2	81.3	83.0	81.4	72.4	84.0	88.0	85.7	81.5	81.2	91.0	76.5	94.8	72.7	95.3	91.7	82.6	93.4
700 - 759 AM	83.2	75.5	86.1	81.9	72.5	79.5	86.8	85.4	79.4	77.7	90.7	77.8	93.0	73.8	93.5	88.7	78.1	91.5
800 - 859 AM	81.6	73.1	84.3	82.4	70.8	72.5	76.3	80.6	72.6	76.3	90.5	68.4	86.5	66.5	88.8	87.0	76.5	90.5
900 - 959 AM	77.9	76.0	80.2	72.7	67.4	74.7	76.7	72.8	70.5	80.7	84.2	71.2	84.7	67.1	79.0	84.5	74.6	83.0
1000 - 1059 AM	72.3	75.5	78.4	80.1	71.1	69.8	74.4	72.4	66.4	75.8	79.1	74.2	86.8	63.0	78.4	81.9	75.0	77.1
1100 - 1159 AM	73.2	69.8	80.6	72.8	67.8	74.9	73.7	66.6	65.6	77.9	74.9	63.0	82.0	74.5	69.5	75.8	72.9	72.8
1200 - 1259 PM	71.6	68.8	73.2	68.2	72.9	72.2	69.4	72.8	67.7	73.4	63.2	63.1	87.7	67.2	73.0	74.8	71.9	70.0
100 - 159 PM	69.9	70.0	73.0	61.3	67.6	66.9	65.8	70.3	61.6	73.9	60.7	59.9	85.4	56.3	69.4	75.8	67.4	69.3
200 - 259 PM	65.6	66.1	66.3	63.0	64.9	62.3	64.7	66.8	63.4	66.4	59.6	55.5	83.6	68.7	69.7	70.0	64.9	63.7
300 - 359 PM	65.5	66.9	72.5	64.2	60.8	57.9	67.2	64.7	58.8	54.1	61.4	61.0	82.4	63.2	64.2	73.2	62.4	64.3
400 - 459 PM	66.0	62.2	71.2	61.2	64.4	57.0	63.0	68.6	58.7	52.6	56.9	52.5	82.1	54.0	65.2	73.8	58.5	63.7
500 - 559 PM	67.1	58.3	66.5	61.8	62.7	63.7	61.4	58.7	62.7	45.2	58.1	60.2	77.9	49.8	62.3	67.6	58.6	69.0
600 - 659 PM	70.0	58.7	64.4	49.6	49.0	67.5	63.1	56.3	55.4	39.2	59.5	57.6	78.0	49.4	61.2	66.7	55.7	59.0
700 - 759 PM	64.6	56.7	66.0	57.4	54.1	53.0	61.1	60.7	58.2	35.1	60.4	52.3	78.5	44.9	62.1	68.1	53.4	66.0
800 - 859 PM	63.6	51.2	63.4	56.9	55.2	71.3	64.0	61.5	48.2	33.9	56.2	54.1	78.8	44.4	64.3	65.7	52.1	61.1
900 - 959 PM	65.0	52.3	58.6	47.4	62.7	54.7	71.1	62.4	59.3	34.7	42.9	57.2	84.8	32.2	59.6	65.2	49.4	73.4
1000 - 1059 PM	73.5	42.9	60.0	85.7	J/	J/	77.8	61.5	57.2	J/	20.0	58.1	89.4	56.5	71.8	75.6	33.3	47.2
1100 - 559 AM	65.9	78.1	82.5	J/	J/	J/	81.2	95.0	J/	76.1	88.1	J/	75.0	66.9	70.5	76.9	100.0	65.5
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>70.7</b>	<b>67.8</b>	<b>73.7</b>	<b>65.7</b>	<b>63.7</b>	<b>67.9</b>	<b>69.6</b>	<b>68.8</b>	<b>64.0</b>	<b>63.1</b>	<b>70.1</b>	<b>62.8</b>	<b>84.0</b>	<b>59.2</b>	<b>72.1</b>	<b>76.7</b>	<b>66.9</b>	<b>72.6</b>

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

FEBRUARY 2007

## 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	80.7	87.5	82.0	91.5	73.2	94.4	80.9	93.4	90.7	93.3	91.6	91.2	87.6	91.3	85.5
700 - 759 AM	78.6	84.0	75.9	89.2	64.7	87.7	73.5	92.8	92.5	86.2	88.5	86.9	87.8	91.2	83.0
800 - 859 AM	74.1	87.0	78.3	87.9	62.0	87.9	73.9	85.4	90.6	84.6	83.0	86.4	86.4	89.9	79.3
900 - 959 AM	68.8	67.4	69.8	84.7	56.1	83.3	68.7	82.1	88.0	74.1	79.1	81.1	77.8	84.4	74.6
1000 - 1059 AM	66.1	76.9	67.4	81.8	52.9	84.8	66.1	75.2	85.0	76.3	64.1	78.1	77.9	81.5	73.0
1100 - 1159 AM	66.3	75.2	63.7	82.7	49.4	85.5	71.1	78.0	69.4	75.3	63.9	80.2	79.0	79.8	71.8
1200 - 1259 PM	65.2	73.3	66.4	73.9	52.2	82.9	71.2	76.5	73.8	73.6	62.2	75.4	75.3	69.7	70.6
100 - 159 PM	68.0	66.8	70.7	68.9	51.9	78.0	68.3	75.5	68.9	69.9	60.4	70.7	69.4	71.0	67.8
200 - 259 PM	65.2	60.4	65.2	65.1	47.7	79.5	63.6	73.6	72.2	75.7	59.9	67.2	72.5	69.9	66.0
300 - 359 PM	63.4	61.3	65.9	67.0	48.1	79.3	61.5	71.8	76.8	66.2	57.6	73.2	73.4	68.6	64.5
400 - 459 PM	59.6	64.8	68.1	59.5	45.1	72.7	60.8	71.4	68.8	75.1	64.2	63.5	63.1	61.3	62.8
500 - 559 PM	58.3	61.8	58.7	69.1	43.8	65.2	54.6	71.3	75.0	64.4	58.3	76.0	67.4	68.9	62.0
600 - 659 PM	50.1	70.9	63.0	68.0	42.8	69.4	58.2	67.0	74.4	67.1	57.7	53.3	62.4	68.7	60.7
700 - 759 PM	47.0	62.9	71.9	63.3	40.0	68.4	58.6	70.2	73.2	65.6	58.6	77.8	66.8	67.1	60.0
800 - 859 PM	47.6	74.5	70.0	60.6	40.6	73.1	45.7	64.4	67.1	67.9	58.4	67.6	67.5	61.3	57.9
900 - 959 PM	60.3	73.0	66.8	64.5	42.0	84.8	68.3	60.8	66.1	62.0	69.0	80.8	75.0	52.6	62.5
1000 - 1059 PM	J/	42.9	65.2	75.0	50.8	86.0	58.2	77.2	80.4	82.1	68.3	62.5	J/	J/	70.0
1100 - 559 AM	89.3	J/	67.9	75.6	75.0	82.0	78.8	78.4	93.1	79.7	76.4	87.2	J/	96.4	76.3
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>63.9</b>	<b>72.1</b>	<b>67.9</b>	<b>75.3</b>	<b>50.8</b>	<b>81.6</b>	<b>64.5</b>	<b>75.3</b>	<b>78.2</b>	<b>75.6</b>	<b>68.6</b>	<b>77.7</b>	<b>75.1</b>	<b>75.7</b>	<b>69.1</b>

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

FEBRUARY 2007

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
US	154	PHL-SFO	810	17	100.00	61	32
B6	76	PBI-JFK	1635	28	96.43	53	34
US	1853	BUF-PHL	1800	25	96.00	41	39
XE	3070	EWR-CLT	2040	24	95.83	69	41
US	1760	EWR-CLT	1830	24	95.83	50	49
YV	2809	JFK-CLT	1635	24	95.83	50	40
US	1010	EWR-CLT	1500	20	95.00	60	51
OH	5133	CVG-ORD	1320	16	93.75	39	31
YV	7174	BHM-ORD	1807	15	93.33	129	100
YV	7214	ROC-ORD	1006	15	93.33	65	51
OH	5297	DCA-JFK	1435	28	92.86	79	62
NW	1225	DTW-DEN	1905	28	92.86	55	42
XE	3127	PIT-EWR	1725	24	91.67	75	80
XE	2675	EWR-GSP	1945	24	91.67	70	66
CO	1112	DCA-EWR	1659	24	91.67	49	38
US	1854	CLT-EWR	1750	24	91.67	46	45
AA	1497	EWR-ORD	2025	23	91.30	74	76
YV	7247	IAD-BHM	1649	28	89.29	119	81
B6	511	EWR-FLL	1735	28	89.29	78	67
AA	1854	ORD-SEA	2110	28	89.29	68	67
MQ	4013	BWI-ORD	1855	28	89.29	49	35
OH	4958	CVG-JFK	1455	28	89.29	49	36
US	1637	CLT-TPA	2135	28	89.29	40	32
NW	1108	DTW-RSW	2102	28	89.29	38	35
AA	1292	ORD-EWR	1905	27	88.89	65	62

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

## FEBRUARY 2007

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

CARRIER *	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
XE	2383	BTV-EWR	1800	26	88.46	70	56
OH	5478	IAD-JFK	1920	24	87.50	91	76
XE	3005	PIT-EWR	1940	24	87.50	82	86
XE	2737	GSP-EWR	1748	24	87.50	79	58
XE	1281	EWR-IAD	1930	24	87.50	77	61
AA	1659	EWR-ORD	1845	24	87.50	68	56
XE	2556	EWR-OKC	1710	24	87.50	64	50
AA	2428	MCI-ORD	1845	24	87.50	63	47
MQ	4545	EWR-BOS	1900	24	87.50	61	47
CO	1186	ORD-EWR	1705	24	87.50	61	46
XE	2396	BDL-EWR	1615	24	87.50	52	43
US	1582	CLT-EWR	1600	24	87.50	51	47
OH	5659	BOS-MDW	1700	24	87.50	40	27
YV	7275	IAD-DAB	1755	15	86.67	127	138
YV	7162	ROC-IAD	1034	15	86.67	98	50
YV	7489	RDU-ORD	1745	15	86.67	95	35
YV	7305	ORD-FWA	1131	15	86.67	74	43
OO	6360	SLC-SFO	1840	15	86.67	65	32
YV	7308	EWR-IAD	1704	15	86.67	61	41
OO	6796	PIT-ORD	1930	15	86.67	54	53
OO	6778	BZN-ORD	1329	15	86.67	49	33
YV	7392	IAD-SAV	2130	15	86.67	48	43
UA	1676	SJU-ORD	1551	28	85.71	85	33
B6	506	FLL-EWR	1345	28	85.71	75	66
B6	5	BUF-JFK	1930	28	85.71	68	40

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



## FEBRUARY 2007

**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	4214	ORD-IND	2045	28	85.71	66	51
AA	350	ORD-LGA	1820	28	85.71	60	55
B6	11	JFK-FLL	2125	28	85.71	57	43
B6	1097	JFK-CMH	1620	28	85.71	56	38
AA	1400	ORD-BOS	2005	28	85.71	55	43
UA	1460	ORD-MIA	2000	28	85.71	52	32
MQ	4398	GRR-ORD	2005	28	85.71	51	47
NW	658	DTW-EWR	1339	28	85.71	48	37
MQ	4656	RDU-JFK	1455	28	85.71	48	40
AA	1217	EWR-ORD	1645	27	85.19	67	62
AA	860	SFO-ORD	1425	27	85.19	39	26
WN	891	DEN-SLC	850	20	85.00	41	34
XE	2117	SDF-EWR	1605	26	84.62	67	51
AA	347	LGA-ORD	1810	26	84.62	53	42
NW	656	DTW-EWR	1526	26	84.62	44	45
FL	658	HPN-PBI	1429	25	84.00	58	33
AA	2222	ORD-MCI	1640	24	83.33	68	47
XE	2521	STL-EWR	1800	24	83.33	66	65
XE	2669	EWR-MCI	2015	24	83.33	66	56
XE	3053	DTW-EWR	1455	24	83.33	65	55
CO	334	RDU-EWR	1710	24	83.33	64	62
XE	2864	EWR-PIT	1950	24	83.33	64	62
MQ	4632	EWR-RDU	2000	24	83.33	63	44
XE	2286	EWR-DAY	1925	24	83.33	62	57
OH	5070	BUF-CVG	640	24	83.33	62	33

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

FEBRUARY 2007

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
OH	5076	CMH-JFK	1931	24	83.33	60	48
MQ	4538	BOS-EWR	1940	24	83.33	59	49
MQ	4627	RDU-EWR	1900	24	83.33	54	47
B6	1057	JFK-PIT	2125	24	83.33	45	39
OH	5456	CVG-ORD	2055	24	83.33	42	25
CO	1114	DCA-EWR	1900	24	83.33	39	32
US	415	TPA-PHX	1654	18	83.33	37	24
NW	1572	DTW-CLT	2101	24	83.33	32	24
XE	2988	CAE-EWR	1810	23	82.61	62	62
US	656	DCA-PHX	1635	23	82.61	43	29
B6	524	MCO-EWR	1510	28	82.14	71	50
EV	4557	ATL-OMA	2010	28	82.14	68	51
XE	2744	EWR-DTW	1925	28	82.14	66	66
XE	2491	BWI-EWR	1740	28	82.14	64	59
B6	50	FLL-JFK	2120	28	82.14	62	58
MQ	4236	CLE-ORD	1517	28	82.14	62	26
B6	547	EWR-PBI	1750	28	82.14	59	53
XE	2825	EWR-BNA	1705	28	82.14	57	52
AA	1999	EWR-MIA	1805	28	82.14	55	49
MQ	4031	IND-ORD	1015	28	82.14	54	39
B6	7	BUF-JFK	1710	28	82.14	52	40
MQ	4425	CLE-ORD	1825	28	82.14	51	29
AA	1400	LAX-ORD	1305	28	82.14	47	34
AA	2031	JFK-MIA	1855	28	82.14	46	31
AA	1844	SAN-ORD	1100	28	82.14	46	31

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

FEBRUARY 2007

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
OH	5244	RIC-JFK	1435	28	82.14	45	42
B6	14	FLL-JFK	1650	28	82.14	42	27
MQ	3931	OMA-ORD	1845	28	82.14	41	33
US	648	LAS-CMH	1610	28	82.14	39	32
EV	4908	LAX-PSP	2150	28	82.14	36	26
EV	4430	ATL-CLE	1051	28	82.14	35	24
NW	484	DTW-TPA	1342	28	82.14	30	27
CO	1197	BOS-EWR	1725	22	81.82	50	49
US	1852	CLT-BWI	2140	16	81.25	32	27
US	1958	CLT-EWR	1925	16	81.25	31	27
OO	5715	CEC-SFO	856	26	80.77	83	41
XE	3068	EWR-CLT	1810	26	80.77	69	52
XE	3065	CLT-EWR	1650	26	80.77	64	67
B6	1608	JFK-PWM	2110	26	80.77	56	43
OO	6906	AZO-ORD	2008	26	80.77	37	28
YV	7137	ORD-MHT	1640	15	80.00	99	47
YV	7479	MCI-ORD	1447	15	80.00	92	71
YV	7308	IAD-EWR	1510	15	80.00	82	45
YV	7373	PIT-IAD	1602	15	80.00	70	34
YV	7499	ORD-OKC	2030	15	80.00	70	67
YV	7496	ORD-DSM	2220	15	80.00	63	21
OO	5832	ASE-ORD	815	15	80.00	61	25
YV	7305	FWA-ORD	1355	15	80.00	61	25
US	1777	BOS-PHL	1830	20	80.00	59	33
YV	7427	ATW-ORD	1936	15	80.00	57	19

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

FEBRUARY 2007

**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
YV	7328	IAD-JAX	1640	15	80.00	55	24
YV	7427	ORD-ATW	1812	15	80.00	55	15
FL	668	HPN-MCO	1840	25	80.00	54	42
YV	7462	ORD-PIT	1148	15	80.00	53	28
YV	7105	ORD-BHM	1043	15	80.00	49	34
MQ	4424	ORD-HPN	1350	20	80.00	47	29
B6	856	RSW-JFK	1935	15	80.00	46	38
US	1784	CLT-EWR	1245	20	80.00	45	41
MQ	4838	XNA-LGA	1710	20	80.00	45	34
OO	6911	PIA-ORD	1805	15	80.00	43	28
MQ	3978	GRR-ORD	930	20	80.00	40	29
OO	5856	ORD-PIT	1632	15	80.00	38	29
UA	371	IND-ORD	1844	15	80.00	38	34
YV	7491	ROC-ORD	1955	15	80.00	37	41
US	1577	DCA-CLT	1915	20	80.00	36	30
YV	7234	CAK-ORD	1243	15	80.00	35	23
OO	6570	HSV-DEN	1439	15	80.00	21	19
US	1067	BDL-CLT	630	20	80.00	20	20

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

FEBRUARY 2007

## 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
JETBLUE	492	48	9.8
EXPRESSJET	761	69	9.1
MESA	801	66	8.2
COMAIR	611	47	7.7
AMERICAN EAGLE	1,514	77	5.1
US AIRWAYS	1,342	63	4.7
NORTHWEST	639	28	4.4
CONTINENTAL	834	32	3.8
ATLANTIC SOUTHEAST	397	14	3.5
AMERICAN	1,808	62	3.4
SKYWEST	1,320	30	2.3
UNITED	1,267	28	2.2
AIRTRAN	624	6	1.0
FRONTIER	266	2	0.8
PINNACLE	504	2	0.4
SOUTHWEST	3,248	8	0.2
ALASKA	423	1	0.2
DELTA	963	0	0.0
HAWAIIAN	147	0	0.0
ALOHA	124	0	0.0
<b>TOTAL</b>	<b>18,085</b>	<b>583</b>	<b>3.2</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.

FEBRUARY 2007

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	74.5	88.6	220	220
ADAK ISLAND AK (ADK)	62.5	50.0	8	8
AGUADILLA PR (BQN)	61.2	85.7	98	98
AKRON/CANTON OH (CAK)	60.1	70.7	681	682
ALBANY GA (ABY)	58.0	79.0	100	100
ALBANY NY (ALB)	63.1	71.1	1,093	1,095
ALBUQUERQUE NM (ABQ)	73.8	79.0	2,795	2,794
ALEXANDRIA LA (AEX)	72.4	80.1	319	321
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	62.3	72.6	435	435
AMARILLO TX (AMA)	73.9	82.7	636	637
ANCHORAGE AK (ANC)	65.5	75.8	1,242	1,243
APPLETON WI (ATW)	55.0	62.0	429	460
ASHEVILLE NC (AVL)	70.2	77.4	238	226
ASHLAND WV (HTS)	69.4	72.9	49	48
ASPEN CO (ASE)	52.3	49.0	606	612
ATLANTA GA (ATL)	73.9	70.7	29,273	29,409
ATLANTIC CITY NJ (ACY)	50.0	75.0	76	76
AUGUSTA GA (AGS)	62.1	71.3	161	160
AUSTIN TX (AUS)	71.5	78.6	3,418	3,419
BAKERSFIELD CA (BFL)	79.1	83.4	421	421
BALTIMORE MD (BWI)	73.6	73.7	8,008	8,017
BANGOR ME (BGR)	59.5	71.2	378	378
BARROW AK (BRW)	60.7	44.6	56	56
BATON ROUGE LA (BTR)	69.6	75.4	891	858
BEAUMONT/PORT ARTHUR TX (BPT)	89.3	89.3	28	28
BELLINGHAM WA (BLI)	76.8	83.9	56	56
BEND/REDMOND OR (RDM)	77.4	77.7	270	273
BETHEL AK (BET)	80.0	73.8	80	80
BILLINGS MT (BIL)	66.4	81.1	304	302
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	57.3	61.8	110	110
BIRMINGHAM AL (BHM)	71.5	77.6	1,566	1,566
BISMARCK/MANDAN ND (BIS)	60.2	71.7	244	244
BLOOMINGTON IL (BMI)	48.9	58.0	264	264
BOISE ID (BOI)	68.1	79.1	1,251	1,251
BOSTON MA (BOS)	64.1	67.8	10,574	10,582
BOZEMAN MT (BZN)	46.8	60.9	376	379
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	65.2	78.5	66	65
BROWNSVILLE TX (BRO)	85.7	92.9	182	182
BRUNSWICK GA (BQK)	64.5	78.9	76	76
BUFFALO NY (BUF)	57.8	61.2	2,092	2,103
BURBANK CA (BUR)	76.2	78.6	2,422	2,422
BURLINGTON VT (BTV)	54.4	63.1	513	512
BUTTE MT (BTM)	63.0	83.3	54	54

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	75.5	81.7	208	208
CASPER WY (CPR)	72.5	78.2	298	298
CEDAR RAPIDS/IOWA CITY IA (CID)	57.7	67.2	840	842
CHAMPAIGN/URBANA IL (CMI)	47.4	58.9	192	192
CHARLESTON SC (CHS)	62.4	71.0	1,069	1,081
CHARLESTON/DUNBAR WV (CRW)	62.2	72.3	267	274
CHARLOTTE AMALIE VI (STT)	67.4	75.7	288	288
CHARLOTTE NC (CLT)	62.9	65.7	9,362	9,363
CHARLOTTESVILLE VA (CHO)	57.7	78.0	123	123
CHATTANOOGA TN (CHA)	65.6	74.5	387	388
CHICAGO IL (MDW)	68.8	63.9	7,319	7,314
CHICAGO IL (ORD)	51.7	50.8	28,988	28,979
CHICO CA (CIC)	47.1	61.5	104	104
CHRISTIANSTED VI (STX)	77.3	77.3	44	44
CLEVELAND OH (CLE)	65.3	71.5	6,446	6,450
CODY WY (COD)	64.6	76.2	82	84
COLLEGE STATION/BRYAN TX (CLL)	78.2	85.3	142	143
COLORADO SPRINGS CO (COS)	63.0	73.2	1,069	1,066
COLUMBIA SC (CAE)	58.0	69.0	809	758
COLUMBUS GA (CSG)	56.7	69.2	104	104
COLUMBUS MS (GTR)	71.1	77.6	76	76
COLUMBUS OH (CMH)	59.4	65.1	3,021	3,022
CORDOVA AK (CDV)	85.7	91.1	56	56
CORPUS CHRISTI TX (CRP)	77.5	82.3	653	656
COVINGTON KY (CVG)	64.7	63.7	8,450	8,422
CRESCENT CITY CA (CEC)	42.3	38.5	78	78
DALLAS TX (DAL)	79.2	77.1	4,022	4,022
DALLAS/FT.WORTH TX (DFW)	70.0	68.8	22,731	22,720
DAYTON OH (DAY)	62.1	68.9	1,132	1,121
DAYTONA BEACH FL (DAB)	68.6	78.8	401	401
DEADHORSE AK (SCC)	51.8	50.0	56	56
DENVER CO (DEN)	67.7	69.6	18,321	18,335
DES MOINES IA (DSM)	59.1	68.8	1,373	1,374
DETROIT MI (DTW)	60.5	64.0	13,835	13,858
DILLINGHAM AK (DLG)	75.0	83.3	12	12
DOTHAN AL (DHN)	55.7	68.2	122	132
DUBUQUE IA (DBQ)	48.1	59.3	108	108
DULUTH MN (DLH)	61.4	73.4	158	158
DURANGO CO (DRO)	69.3	69.9	336	336
EAGLE CO (EGE)	59.3	69.9	492	492
EAU CLAIRE WI (EAU)	75.0	72.7	12	11
EL CENTRO CA (IPL)	55.9	66.7	102	102
EL PASO TX (ELP)	77.1	83.5	1,682	1,682

FEBRUARY 2007

## 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.
ELKO NV (EKO)	86.5	91.9	133	136
ELMIRA/CORNING NY (ELM)	52.2	59.6	90	89
ERIE PA (ERI)	50.5	62.0	97	108
EUGENE OR (EUG)	64.5	74.2	445	445
EUREKA/ARCATA CA (ACV)	56.1	58.1	296	298
EVANSVILLE IN (EVV)	61.6	68.5	427	441
FAIRBANKS AK (FAI)	67.5	77.2	326	325
FARGO ND (FAR)	55.6	70.8	450	449
FAYETTEVILLE AR (XNA)	59.5	66.5	1,058	1,001
FAYETTEVILLE NC (FAY)	65.4	79.6	162	162
FLAGSTAFF AZ (FLG)	88.3	89.1	128	128
FLINT MI (FNT)	58.1	67.9	601	599
FLORENCE SC (FLO)	63.5	78.8	52	52
FORT LAUDERDALE FL (FLL)	63.5	70.1	5,866	5,862
FORT SMITH AR (FSM)	73.1	82.4	160	159
FORT WAYNE IN (FWA)	52.4	60.9	471	470
FRESNO CA (FAT)	74.2	82.9	1,110	1,108
FT. MYERS FL (RSW)	57.2	69.4	2,849	2,847
GAINESVILLE FL (GNV)	57.7	73.9	156	157
GRAND FORKS ND (GFK)	62.0	77.8	108	108
GRAND JUNCTION CO (GJT)	66.4	74.4	414	402
GRAND RAPIDS MI (GRR)	52.6	65.9	1,213	1,226
GREAT FALLS MT (GTF)	58.8	68.9	245	244
GREEN BAY/CLINTONVILLE WI (GRB)	54.9	64.6	681	681
GREENSBORO/HIGH POINT NC (GSO)	65.2	70.0	1,233	1,235
GREENVILLE/SPARTANBURG SC (GSP)	59.6	68.9	1,005	1,003
GULFPORT/BILOXI MS (GPT)	76.1	80.4	494	495
GUNNISON CO (GUC)	61.3	65.7	181	181
HANCOCK/HOUGHTON MI (CMX)	73.1	80.8	26	26
HARLINGEN/SAN BENITO TX (HRL)	69.4	74.4	445	445
HARRISBURG PA (MDT)	54.2	60.9	725	723
HARTFORD CT (BDL)	67.3	73.0	2,504	2,504
HELENA MT (HLN)	70.9	83.8	141	136
HILO HI (ITO)	93.7	94.9	728	728
HONOLULU HI (HNL)	86.7	92.1	5,156	5,158
HOUSTON TX (HOU)	76.1	73.8	4,191	4,191
HOUSTON TX (IAH)	80.7	84.0	16,663	16,679
HUNTSVILLE AL (HSV)	66.6	76.2	617	634
IDAHO FALLS ID (IDA)	75.7	82.9	243	240
INDIANAPOLIS IN (IND)	61.2	68.7	3,330	3,339
INDIO/PALM SPRINGS CA (PSP)	71.3	76.6	1,277	1,277
INYOKERN CA (IYK)	70.3	85.1	74	74
ISLIP NY (ISP)	79.3	78.9	964	964

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON WY (JAC)	42.7	57.0	262	263
JACKSON/VICKSBURG MS (JAN)	72.2	80.9	1,017	992
JACKSONVILLE FL (JAX)	67.7	75.4	2,673	2,674
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	58.9	46.4	56	28
JUNEAU AK (JNU)	70.4	71.1	280	280
KAHULUI HI (OGG)	86.8	89.5	1,979	1,979
KALAMAZOO MI (AZO)	51.4	61.4	401	427
KALISPELL MT (FCA)	60.4	79.5	192	195
KANSAS CITY MO (MCI)	70.7	75.7	4,366	4,357
KETCHIKAN AK (KTN)	66.7	77.4	168	168
KEY WEST FL (EYW)	61.7	58.3	60	84
KILLEEN TX (GRK)	73.3	80.6	408	408
KING SALMON AK (AKN)	65.0	60.0	20	20
KNOXVILLE TN (TYS)	67.3	76.6	949	945
KODIAK AK (ADQ)	72.9	70.8	48	48
KONA HI (KOA)	88.7	92.2	1,203	1,204
KOTZEBUE AK (OTZ)	59.0	53.0	83	83
LA CROSSE WI (LSE)	57.6	66.3	184	184
LAFAYETTE LA (LFT)	79.0	85.3	442	414
LAKE CHARLES LA (LCH)	87.4	91.9	111	111
LANSING MI (LAN)	48.1	59.5	368	368
LAREDO TX (LRD)	79.9	84.2	209	209
LAS VEGAS NV (LAS)	72.6	72.1	13,686	13,681
LAWTON/FORT SILL OK (LAW)	78.4	87.2	162	164
LEWISTON ID (LWS)	68.5	79.6	54	54
LEXINGTON KY (LEX)	58.2	69.4	740	751
LIHUE HI (LIH)	90.4	94.8	1,234	1,233
LINCOLN NE (LNK)	63.0	70.8	357	356
LITTLE ROCK AR (LIT)	69.6	75.7	1,291	1,304
LONG BEACH CA (LGB)	72.8	78.5	1,059	1,061
LONGVIEW/KILGOR/GLADWATR TX (GGG)	71.4	84.5	84	84
LOS ANGELES CA (LAX)	72.6	76.7	17,794	17,789
LOUISVILLE KY (SDF)	68.2	70.1	1,548	1,553
LUBBOCK TX (LBB)	74.9	81.1	724	725
LYNCHBURG VA (LYH)	63.8	76.3	80	80
MACON GA (MCN)	60.7	76.2	84	84
MADISON WI (MSN)	56.3	67.4	1,074	1,072
MANCHESTER NH (MHT)	66.3	73.9	1,581	1,565
MARATHON FL (MTH)	40.0	31.3	15	16
MARQUETTE MI (MQT)	39.5	78.7	76	75
MEDFORD OR (MFR)	68.1	73.2	474	474
MELBOURNE FL (MLB)	77.4	89.3	168	168
MEMPHIS TN (MEM)	69.5	76.5	6,441	6,444

FEBRUARY 2007

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MERIDIAN MS (MEI)	57.7	65.8	52	38
MIAMI FL (MIA)	66.1	72.1	5,363	5,363
MIDLAND/ODESSA TX (MAF)	75.2	84.3	657	657
MILWAUKEE WI (MKE)	58.2	70.6	1,683	1,697
MINNEAPOLIS/ST. PAUL MN (MSP)	64.3	67.9	12,073	12,070
MINOT ND (MOT)	59.5	79.8	84	84
MISSION/MCALLEN/EDINBURG TX (MFE)	78.0	86.8	382	380
MISSOULA MT (MSO)	63.5	71.2	277	281
MOBILE AL (MOB)	74.5	78.3	479	479
MODESTO CA (MOD)	66.5	66.5	242	242
MOLINE IL (MLI)	64.0	70.2	733	738
MONROE LA (MLU)	67.3	76.6	257	244
MONTEREY CA (MRY)	72.0	74.8	625	624
MONTGOMERY AL (MGM)	65.5	77.6	351	303
MONTROSE/DELTA CO (MTJ)	67.9	76.2	302	298
MYRTLE BEACH SC (MYR)	61.6	72.3	474	451
NAPLES FL (APF)	65.7	74.3	70	70
NASHVILLE TN (BNA)	69.2	72.6	4,607	4,610
NEW ORLEANS LA (MSY)	71.9	76.7	2,640	2,637
NEW YORK NY (JFK)	56.2	59.2	9,640	9,661
NEW YORK NY (LGA)	56.8	66.9	9,670	9,670
NEWARK NJ (EWR)	52.6	63.1	11,818	11,820
NEWBURGH/POUGHKEEPSIE NY (SWF)	55.7	63.7	409	408
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	75.5	81.4	421	420
NOME AK (OME)	60.2	49.4	83	83
NORFOLK VA (ORF)	67.1	77.2	1,482	1,481
OAKLAND CA (OAK)	74.9	75.3	5,687	5,682
OKLAHOMA CITY OK (OKC)	67.5	76.0	1,893	1,895
OMAHA NE (OMA)	61.5	72.4	2,062	2,053
ONTARIO/SAN BERNARDINO CA (ONT)	77.1	81.6	2,718	2,718
ORLANDO FL (MCO)	69.6	72.6	9,678	9,672
OXNARD/VENTURA CA (OXR)	85.6	92.3	104	104
PANAMA CITY FL (PFN)	61.3	74.5	269	278
PASCO/KENNEWICK/RICHLAND WA (PSC)	63.2	82.8	204	203
PELLSTON MI (PLN)	50.0	80.0	14	15
PENSACOLA FL (PNS)	72.9	79.8	765	767
PEORIA IL (PIA)	49.2	58.9	378	380
PETERSBURG AK (PSG)	73.2	75.0	56	56
PHILADELPHIA PA (PHL)	62.7	64.5	8,032	8,034
PHOENIX AZ (PHX)	75.1	75.3	16,411	16,409
PITTSBURGH PA (PIT)	61.4	67.9	3,770	3,768
POCATELLO ID (PIH)	83.9	95.7	143	140
PONCE PR (PSE)	71.4	78.6	56	56

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PORTLAND ME (PWM)	53.5	59.6	508	507
PORTLAND OR (PDX)	70.5	81.6	4,226	4,222
PROVIDENCE RI (PVD)	67.4	71.3	1,965	1,963
RALEIGH/DURHAM NC (RDU)	65.6	71.3	4,673	4,669
RAPID CITY SD (RAP)	67.1	72.0	347	350
REDDING CA (RDD)	57.2	67.9	138	137
RENO NV (RNO)	71.4	76.0	2,099	2,098
RICHMOND VA (RIC)	64.6	71.9	1,507	1,506
ROANOKE VA (ROA)	52.9	60.8	327	344
ROCHESTER MN (RST)	54.0	63.5	348	348
ROCHESTER NY (ROC)	53.2	65.2	1,341	1,372
ROCKFORD IL (RFD)	69.6	85.7	56	56
SACRAMENTO CA (SMF)	72.4	78.3	4,076	4,070
SAGINAW/BAY CITY/MIDLAND MI (MBS)	50.3	67.0	294	294
SALT LAKE CITY UT (SLC)	72.8	77.7	11,011	10,998
SAN ANGELO TX (SJT)	73.6	78.6	140	140
SAN ANTONIO TX (SAT)	72.8	81.4	3,169	3,170
SAN DIEGO CA (SAN)	73.0	78.2	6,920	6,922
SAN FRANCISCO CA (SFO)	59.9	68.6	9,938	9,939
SAN JOSE CA (SJC)	74.4	79.3	4,580	4,578
SAN JUAN PR (SJU)	68.0	77.9	2,000	1,995
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	79.0	83.0	499	499
SANTA ANA CA (SNA)	74.8	79.3	4,008	4,009
SANTA BARBARA CA (SBA)	78.1	82.3	1,093	1,094
SANTA MARIA CA (SMX)	72.1	83.1	136	136
SARASOTA/BRADENTON FL (SRQ)	68.3	73.7	714	711
SAVANNAH GA (SAV)	63.2	73.5	967	968
SCRANTON/WILKES-BARRE PA (AVP)	54.9	63.1	235	236
SEATTLE WA (SEA)	68.7	75.6	7,720	7,714
SHREVEPORT LA (SHV)	71.2	80.8	702	687
SIOUX CITY IA (SUX)	52.0	48.0	50	50
SIOUX FALLS SD (FSD)	53.8	63.7	524	526
SITKA AK (SIT)	60.7	70.2	84	84
SOUTH BEND IN (SBN)	50.0	51.1	328	348
SPOKANE WA (GEG)	66.9	80.2	1,056	1,064
SPRINGFIELD IL (SPI)	55.3	60.6	132	132
SPRINGFIELD MO (SGF)	62.8	72.9	822	819
ST. GEORGE UT (SGU)	82.4	87.9	279	280
ST. LOUIS MO (STL)	71.2	75.1	4,902	4,906
STATE COLLEGE PA (SCE)	48.0	56.3	50	48
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	56.2	61.7	356	358
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	80.1	80.2	226	242
SYRACUSE NY (SYR)	54.0	62.1	981	988



FEBRUARY 2007

## 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.
TALLAHASSEE FL (TLH)	74.6	78.3	276	276
TAMPA FL (TPA)	69.1	75.7	6,401	6,390
TELLURIDE CO (TEX)	66.1	66.1	56	56
TEXARKANA AR (TXK)	70.2	77.1	84	83
TOLEDO OH (TOL)	45.1	59.1	164	164
TRAVERSE CITY MI (TVC)	49.8	67.5	251	252
TRENTON NJ (TTN)	58.3	70.4	108	108
TUCSON AZ (TUS)	71.1	81.5	1,953	1,951
TULSA OK (TUL)	71.0	78.2	1,834	1,832
TUPELO MS (TUP)	60.7	75.9	28	54
TWIN FALLS ID (TWF)	79.2	82.9	183	170
TYLER TX (TYR)	73.9	85.7	111	112
VALDOSTA GA (VLD)	46.5	70.0	43	70
VALPARAISO FL (VPS)	67.4	77.9	522	521
WACO TX (ACT)	78.0	87.2	164	164
WASHINGTON DC (DCA)	64.0	67.9	7,083	7,068
WASHINGTON DC (IAD)	62.5	62.8	7,691	7,693
WATERLOO IA (ALO)	57.7	57.7	26	26
WAUSAU/MARSHFIELD WI (CWA)	51.5	57.4	136	136
WEST PALM BEACH/PALM BEACH FL (PBI)	61.4	70.2	2,718	2,715
WHITE PLAINS NY (HPN)	57.3	59.0	858	829
WICHITA FALLS TX (SPS)	79.4	88.1	160	160
WICHITA KS (ICT)	63.4	73.3	1,135	1,135
WILMINGTON DE (ILG)	82.7	76.3	52	38
WILMINGTON NC (ILM)	65.5	79.6	249	221
WRANGELL AK (WRG)	71.4	73.2	56	56
YAKUTAT AK (YAK)	87.5	87.5	56	56
YUMA AZ (YUM)	67.6	78.3	272	272

FEBRUARY 2007  
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
COMAIR	23	11,805	1,304	11.0	98	18,466	1,959	10.6
JETBLUE	18	10,448	959	9.2	45	14,533	1,333	9.2
MESA	24	13,095	1,015	7.8	113	23,528	1,749	7.4
AMERICAN EAGLE	19	23,006	1,677	7.3	116	41,203	2,976	7.2
PINNACLE	14	7,744	554	7.2	109	19,907	1,266	6.4
AMERICAN	30	39,576	2,479	6.3	80	49,503	2,978	6.0
ATLANTIC SOUTHEAST	22	11,144	584	5.2	138	20,176	1,079	5.3
UNITED	31	32,181	1,622	5.0	83	37,665	1,863	4.9
SKYWEST	19	24,712	1,101	4.5	133	44,408	2,172	4.9
US AIRWAYS	30	30,603	1,182	3.9	81	37,951	1,434	3.8
NORTHWEST	30	22,871	874	3.8	108	32,800	1,198	3.7
EXPRESSJET	24	15,828	565	3.6	112	31,702	1,112	3.5
DELTA	31	28,629	880	3.1	100	35,710	1,014	2.8
SOUTHWEST	18	46,384	1,368	2.9	63	86,974	2,217	2.5
ALASKA	16	7,428	158	2.1	45	11,746	278	2.4
AIRTRAN	22	14,115	312	2.2	50	19,194	406	2.1
FRONTIER	22	6,065	87	1.4	40	7,203	112	1.6
CONTINENTAL	29	19,149	191	1.0	69	24,224	230	0.9
ALOHA	3	126	0	0.0	11	3,517	28	0.8
HAWAIIAN	7	334	0	0.0	14	4,172	14	0.3
<b>Total</b>		<b>365,243</b>	<b>16,912</b>	<b>4.6</b>	<b>Total</b>	<b>564,582</b>	<b>25,418</b>	<b>4.5</b>

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

**FEBRUARY 2007  
AIR TRAVEL CONSUMER REPORT  
TABLE 9. CAUSES OF DELAY\*, BY CARRIER\*\***

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	19907	12771	64.15%	1266	6.36%	58	0.29%	1717	8.63%	171	0.86%	1970	9.90%	4	0.02%	1950	9.80%
AA	49503	31770	64.18%	2978	6.02%	95	0.19%	3478	7.03%	1441	2.91%	4813	9.72%	28	0.06%	4899	9.90%
AQ	3517	3203	91.07%	28	0.80%	4	0.11%	119	3.38%	1	0.03%	48	1.37%	2	0.06%	112	3.18%
AS	11746	8487	72.25%	278	2.37%	44	0.37%	868	7.39%	51	0.43%	841	7.16%	26	0.22%	1151	9.80%
B6	14533	8345	57.42%	1333	9.17%	53	0.36%	868	5.97%	119	0.82%	1923	13.23%	13	0.09%	1879	12.93%
CO	24224	17842	73.65%	230	0.95%	33	0.14%	1122	4.63%	236	0.98%	3334	13.76%	51	0.21%	1376	5.68%
DL	35710	27387	76.69%	1014	2.84%	44	0.12%	1906	5.34%	208	0.58%	3182	8.91%	3	0.01%	1967	5.51%
EV	20176	12197	60.45%	1079	5.35%	41	0.20%	3429	16.99%	617	3.06%	1640	8.13%	11	0.06%	1162	5.76%
F9	7203	5236	72.69%	112	1.55%	5	0.07%	471	6.55%	22	0.30%	892	12.39%	0	0.00%	465	6.45%
FL	19194	13675	71.25%	406	2.12%	36	0.19%	1023	5.33%	76	0.40%	1706	8.89%	0	0.00%	2271	11.83%
HA	4172	3814	91.42%	14	0.34%	1	0.02%	215	5.14%	2	0.05%	9	0.21%	1	0.02%	117	2.80%
MQ	41203	25651	62.26%	2976	7.22%	125	0.30%	2593	6.29%	900	2.18%	3913	9.50%	1	0.00%	5044	12.24%
NW	32800	19288	58.80%	1198	3.65%	95	0.29%	3953	12.05%	362	1.10%	5126	15.63%	20	0.06%	2758	8.41%
OH	18466	9885	53.53%	1959	10.61%	45	0.24%	2685	14.54%	1175	6.36%	2362	12.79%	20	0.11%	334	1.81%
OO	44408	28870	65.01%	2172	4.89%	75	0.17%	6543	14.73%	590	1.33%	1171	2.64%	43	0.10%	4944	11.13%
UA	37665	24286	64.48%	1863	4.95%	54	0.14%	2687	7.13%	450	1.19%	4287	11.38%	1	0.00%	4037	10.72%
US	37951	22756	59.96%	1434	3.78%	105	0.28%	4075	10.74%	362	0.95%	4818	12.69%	29	0.08%	4373	11.52%
WN	86974	67218	77.29%	2217	2.55%	189	0.22%	4062	4.67%	430	0.49%	3013	3.46%	129	0.15%	9715	11.17%
XE	31702	22410	70.69%	1112	3.51%	105	0.33%	1387	4.38%	292	0.92%	3752	11.84%	23	0.07%	2621	8.27%
YV	23528	14701	62.48%	1749	7.43%	52	0.22%	2763	11.74%	276	1.17%	1078	4.58%	12	0.05%	2897	12.31%
TOTAL	564582	379792		25418		1259		45965		7780		49880		416		54072	
			67.27%		4.50%		0.22%		8.14%		1.38%		8.83%		0.07%		9.58%

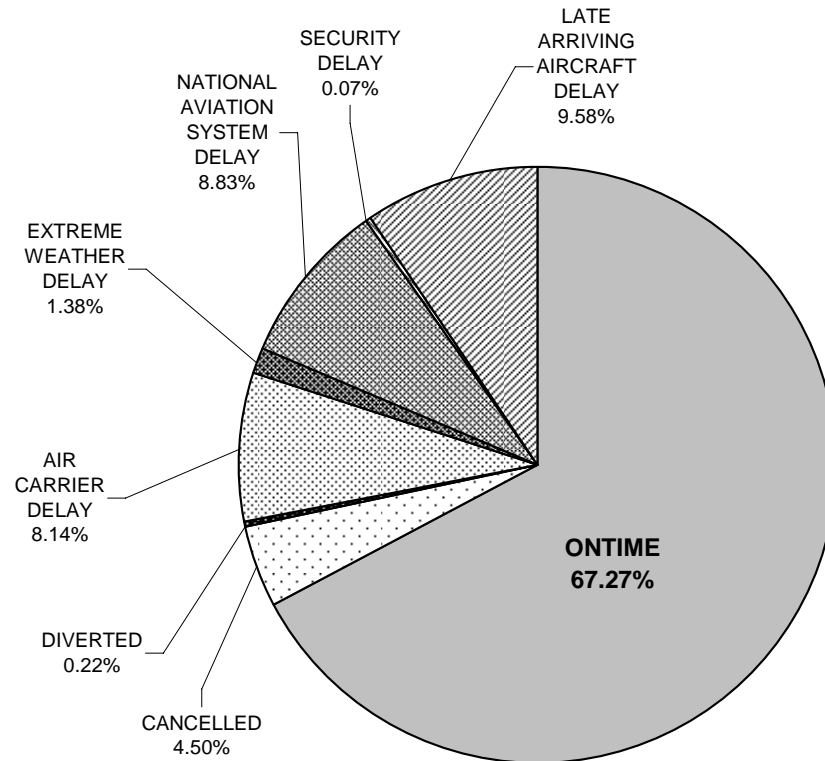
**\*Causes of Delay:**

- 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.

FEBRUARY 2007  
 AIR TRAVEL CONSUMER REPORT  
 TABLE 10. OVERALL CAUSES OF DELAY\*



**\*Causes of Delay:**

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

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

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 31 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

**APPENDIX**

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

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

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

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

FL	AirTran Airways
AS	Alaska Airlines
HP**	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
XE	ExpressJet Airlines
F9	Frontier Airlines
B6	JetBlue Airways
YV	Mesa Airlines
NW	Northwest Airlines
9E	Pinnacle Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US**	US Airways

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

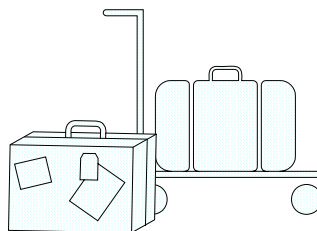
AQ	Aloha Airlines (eff. 04/06)
HA	Hawaiian Airlines (eff. 01/07)

\* Revised January 2007, based on Bureau of Transportation Statistics' Technical Reporting Directive #14, issued October 2, 2006.

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

## MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	FEBRUARY 2007			FEBRUARY 2006		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	5,613	1,598,367	3.51	5,421	1,398,405	3.88
2	ALOHA AIRLINES	1,084	307,184	3.53	*	*	*
3	HAWAIIAN AIRLINES	1,922	524,955	3.66	1,388	463,430	3.00
4	ALASKA AIRLINES	5,060	1,054,788	4.80	4,645	1,063,346	4.37
5	CONTINENTAL AIRLINES	15,029	2,833,275	5.30	11,329	2,711,734	4.18
6	JETBLUE AIRWAYS	8,693	1,512,091	5.75	5,110	1,328,777	3.85
7	NORTHWEST AIRLINES	22,508	3,246,761	6.93	14,068	3,206,302	4.39
8	SOUTHWEST AIRLINES	52,089	7,147,150	7.29	32,473	6,975,610	4.66
9	FRONTIER AIRLINES	5,458	699,824	7.80	3,899	668,179	5.84
10	UNITED AIRLINES	34,581	4,262,812	8.11	18,551	4,334,906	4.28
11	AMERICAN AIRLINES	46,667	5,733,817	8.14	35,329	5,873,652	6.01
12	DELTA AIR LINES	37,157	4,533,088	8.20	32,427	5,041,178	6.43
13	EXPRESSJET AIRLINES	10,042	1,141,170	8.80	9,523	1,104,650	8.62
14	US AIRWAYS	37,633	3,999,447	9.41	20,715	2,497,284	8.30
15	ATLANTIC SOUTHEAST AIRLINES	8,915	811,851	10.98	14,954	905,847	16.51
16	PINNACLE AIRLINES	7,238	653,877	11.07	*	*	*
17	MESA AIRLINES	12,356	994,247	12.43	8,374	991,656	8.44
18	SKYWEST AIRLINES	23,634	1,569,738	15.06	14,645	1,416,668	10.34
19	COMAIR	9,648	601,813	16.03	6,133	735,772	8.34
20	AMERICAN EAGLE AIRLINES	20,753	1,275,159	16.27	17,319	1,321,141	13.11
TOTALS**		366,080	44,501,414	8.23	256,303	42,038,537	6.10

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

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

ENPLANED PASSENGERS—For the domestic system only.

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay data voluntarily (Aloha and Hawaiian). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report. Reporting by Aloha Airlines (voluntary) is effective April 2006.; reporting by Pinnacle Airlines is effective January 2007.

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



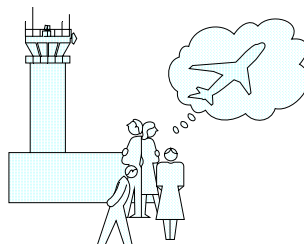
## OVERSALES

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

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

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

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



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

RANK	AIRLINE	OCTOBER-DECEMBER 2006				OCTOBER-DECEMBER 2005			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>ALOHA AIRLINES</b>	32	0	887,148	<b>0.00</b>	*	*	*	*
2	<b>AIRTRAN AIRWAYS</b>	4,781	18	5,017,232	<b>0.04</b>	3,240	45	4,388,198	<b>0.10</b>
3	<b>JETBLUE AIRWAYS</b>	10	29	4,931,609	<b>0.06</b>	6		3,850,507	<b>0.00</b>
4	<b>HAWAIIAN AIRLINES</b>	340	38	1,610,807	<b>0.24</b>	844	16	1,481,486	<b>0.11</b>
5	<b>FRONTIER AIRLINES</b>	644	113	2,249,061	<b>0.50</b>	213	56	2,096,971	<b>0.27</b>
6	<b>UNITED AIRLINES</b>	17,225	866	15,369,958	<b>0.56</b>	12,835	669	15,016,704	<b>0.45</b>
7	<b>NORTHWEST AIRLINES</b>	17,740	851	12,235,357	<b>0.70</b>	16,128	733	11,493,344	<b>0.64</b>
8	<b>SOUTHWEST AIRLINES</b>	24,785	1,748	24,073,919	<b>0.73</b>	15,350	1,368	22,225,722	<b>0.62</b>
9	<b>AMERICAN AIRLINES</b>	21,987	1,877	21,307,774	<b>0.88</b>	18,218	1,443	21,556,675	<b>0.67</b>
10	<b>AMERICAN EAGLE AIRLINES</b>	415	54	610,898	<b>0.88</b>	357	54	560,082	<b>0.96</b>
11	<b>US AIRWAYS **</b>	15,471	1,359	13,695,451	<b>0.99</b>	7,893	357	8,619,527	<b>0.41</b>
12	<b>MESA AIRLINES</b>	3,028	179	1,659,022	<b>1.08</b>	*	*	*	*
13	<b>SKYWEST AIRLINES</b>	3,090	177	1,556,835	<b>1.14</b>	1,465	29	940,641	<b>0.31</b>
14	<b>DELTA AIR LINES</b>	15,096	2,246	16,664,534	<b>1.35</b>	26,089	2,779	18,067,377	<b>1.54</b>
15	<b>CONTINENTAL AIRLINES</b>	8,296	1,442	10,232,687	<b>1.41</b>	9,444	1,918	9,570,637	<b>2.00</b>
16	<b>ALASKA AIRLINES</b>	3,972	549	3,642,976	<b>1.51</b>	4,454	558	3,628,827	<b>1.54</b>
17	<b>COMAIR</b>	1,831	101	599,762	<b>1.68</b>	855	53	573,735	<b>0.92</b>
18	<b>ATA AIRLINES</b>	547	194	620,591	<b>3.13</b>	335	129	1,070,737	<b>1.20</b>
19	<b>ATLANTIC SOUTHEAST AIRLINES</b>	1,657	397	967,995	<b>4.10</b>	1,264	199	979,025	<b>2.03</b>
	<b>TOTALS **</b>	140,947	12,238	137,933,616	<b>0.89</b>	118,990	10,406	126,120,195	<b>0.83</b>

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

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

\*\* Effective the 1<sup>st</sup> quarter 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways in this table. Independence Air ceased operating in December 2005. Effective the 1<sup>st</sup> quarter 2006, America West and Independence Air are no longer ranked in this table. Totals for the 3<sup>rd</sup> quarter 2005 reflect the deletion of America West's and Independence Air's data for that quarter.

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

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

RANK	AIRLINE	JANUARY - DECEMBER 2006				JANUARY - DECEMBER 2005			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	73	126	18,564,558	<b>0.07</b>	32	0	14,729,066	<b>0.00</b>
2	<b>AIRTRAN AIRWAYS</b>	17,698	163	20,051,219	<b>0.08</b>	20,688	615	16,624,315	<b>0.37</b>
3	<b>HAWAIIAN AIRLINES</b>	2,216	79	6,202,663	<b>0.13</b>	3,145	38	5,839,817	<b>0.07</b>
4	<b>FRONTIER AIRLINES</b>	2,566	450	9,656,161	<b>0.47</b>	*	*	*	*
5	<b>UNITED AIRLINES</b>	71,894	3,221	63,157,815	<b>0.51</b>	78,093	2,882	60,646,380	<b>0.48</b>
6	<b>NORTHWEST AIRLINES</b>	73,959	3,988	49,039,931	<b>0.81</b>	76,474	4,846	50,685,645	<b>0.96</b>
7	<b>AMERICAN AIRLINES</b>	81,542	7,393	87,900,592	<b>0.84</b>	78,095	5,557	88,066,928	<b>0.63</b>
8	<b>SOUTHWEST AIRLINES</b>	107,427	8,724	96,276,907	<b>0.91</b>	73,659	6,096	88,379,759	<b>0.69</b>
9	<b>US AIRWAYS</b>	68,174	5,965	55,156,067	<b>1.08</b>	49,867	2,517	39,578,083	<b>0.64</b>
10	<b>SKYWEST AIRLINES</b>	13,791	647	5,786,205	<b>1.12</b>	5,721	100	2,832,218	<b>0.35</b>
11	<b>ALASKA AIRLINES</b>	18,677	1,949	15,492,040	<b>1.26</b>	24,293	2,413	15,305,778	<b>1.58</b>
12	<b>AMERICAN EAGLE AIRLINES</b>	1,724	314	2,388,828	<b>1.31</b>	1,681	133	2,197,619	<b>0.61</b>
13	<b>MESA AIRLINES</b>	14,794	1,095	6,896,908	<b>1.59</b>	*	*	*	*
14	<b>DELTA AIR LINES</b>	88,377	11,644	68,675,523	<b>1.70</b>	90,644	10,743	81,910,297	<b>1.31</b>
15	<b>CONTINENTAL AIRLINES</b>	39,510	7,087	40,807,967	<b>1.74</b>	39,792	7,218	37,518,805	<b>1.92</b>
16	<b>ATA AIRLINES</b>	1,431	578	2,635,802	<b>2.19</b>	4,326	1,479	5,382,300	<b>2.75</b>
17	<b>COMAIR</b>	7,196	559	2,259,675	<b>2.47</b>	1,939	162	2,649,016	<b>0.61</b>
18	<b>ATLANTIC SOUTHEAST AIRLINES</b>	9,531	1,846	4,131,637	<b>4.47</b>	3,345	660	4,207,209	<b>1.57</b>
*	<b>ALOHA AIRLINES</b>	*	*	*	*	*	*	*	*
	<b>TOTALS</b>	620,580	55,828	555,080,498	<b>1.01</b>	551,794	45,459	516,553,235	<b>0.88</b>

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

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

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	FEBRUARY 2007				FEBRUARY 2006			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	666	71	1	105	423	57	1	88
FOREIGN AIRLINES	123	4	0	7	108	1	0	10
TRAVEL AGENTS	19	0	0	0	10	0	0	0
TOUR OPERATORS	0	0	0	0	2	0	0	4
MISCELLANEOUS	15	21	0	27	7	8	0	33
<b>INDUSTRY TOTALS</b>	<b>823</b>	<b>96</b>	<b>1</b>	<b>139</b>	<b>550</b>	<b>66</b>	<b>1</b>	<b>135</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	FEBRUARY 2007			FEBRUARY 2006		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	281		1	147	
CANCELLATIONS			120			51
DELAYS			79			43
MISCONNECTIONS			40			32
BAGGAGE	2	186		2	118	
RES/TKTG/BOARDING	3	88		3	73	
CUSTOMER SERVICE	4	82		4	63	
REFUNDS	5	59		5	59	
OVERSALES	6	39		8	19	
OTHER	7	32		7	24	
FREQUENT FLYER			17			21
FARES	8	23		9	13	
DISABILITY	9	19		6	25	
ADVERTISING	10	7		11	4	
DISCRIMINATION	11	6		10	5	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		823			550	

\* 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\*  
 FEBRUARY 2007

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	4	3	2	0	0	1	3	1	1	0	0	0	15
ALASKA AIRLINES	2	0	0	0	1	1	2	0	0	0	0	0	6
ALLEGiant AIR	1	0	0	0	2	0	1	0	1	0	0	0	5
AMERICAN AIRLINES	54	4	6	6	5	35	16	1	0	2	0	6	135
AMERICAN EAGLE AIRLINES	3	3	2	0	0	1	1	0	0	0	0	0	10
ATLANTIC SOUTHEAST AIRLINES	2	1	1	0	0	2	2	1	0	0	0	0	9
CHAUTAUQUA AIRLINES	3	2	0	0	0	0	0	0	0	0	0	0	5
COMAIR	6	1	0	1	0	0	1	0	0	0	0	0	9
CONTINENTAL AIRLINES	5	0	2	1	0	8	4	0	0	0	0	5	25
DELTA AIRLINES	14	5	12	3	1	27	7	2	0	1	0	5	77
JETBLUE AIRWAYS	25	0	1	0	0	2	1	3	0	0	0	0	32
MESA AIRLINES	8	0	0	0	0	0	0	0	0	0	0	0	8
NORTHWEST AIRLINES	7	0	6	0	2	11	1	5	0	0	1	1	34
PINNACLE AIRLINES	5	0	0	0	0	0	3	0	0	0	0	0	8
SKYWEST AIRLINES	9	4	1	0	1	6	2	0	0	0	0	0	23
SOUTHWEST AIRLINES	6	0	2	0	1	0	5	0	2	0	0	0	16
SPIRIT AIRLINES	5	0	3	0	2	6	1	0	0	0	0	0	17
UNITED AIRLINES	32	2	14	4	11	17	6	2	2	0	0	2	92
US AIRWAYS	25	7	11	4	4	17	10	1	0	1	0	8	88
OTHER U. S. AIRLINES	31	2	3	0	4	5	4	2	0	0	0	1	52
<b>TOTAL FEBRUARY 2007</b>	<b>247</b>	<b>34</b>	<b>66</b>	<b>19</b>	<b>34</b>	<b>139</b>	<b>70</b>	<b>18</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>28</b>	<b>666</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>37.1</b>	<b>5.1</b>	<b>9.9</b>	<b>2.9</b>	<b>5.1</b>	<b>20.9</b>	<b>10.5</b>	<b>2.7</b>	<b>0.9</b>	<b>0.6</b>	<b>0.2</b>	<b>4.2</b>	
<b>TOTAL FEBRUARY 2006</b>	<b>127</b>	<b>12</b>	<b>47</b>	<b>10</b>	<b>34</b>	<b>94</b>	<b>46</b>	<b>23</b>	<b>4</b>	<b>5</b>	<b>0</b>	<b>21</b>	<b>423</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>30.0</b>	<b>2.8</b>	<b>11.1</b>	<b>2.4</b>	<b>8.0</b>	<b>22.2</b>	<b>10.9</b>	<b>5.4</b>	<b>0.9</b>	<b>1.2</b>	<b>0</b>	<b>5.0</b>	

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

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

Table 4

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY INCIDENT DATE  
FEBRUARY 2007

U. S. AIRLINES*	COMPS RECD IN FEB	INCI - DENTS IN FEB	PERCENT	INCI - DENTS IN JAN	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	15	7	46.7	1	6.7	3	20.0	4	26.7
ALASKA AIRLINES	6	1	16.7	2	33.3	3	50.0	0	0.0
ALLEGIAN AIR	5	1	20.0	0	0.0	2	40.0	2	40.0
AMERICAN AIRLINES	135	51	37.8	17	12.6	42	31.1	25	18.5
AMERICAN EAGLE AIRLINES	10	3	30.0	3	30.0	3	30.0	1	10.0
ATLANTIC SOUTHEAST AIRLINES	9	5	55.6	1	11.1	1	11.1	2	22.2
CHAUTAUQUA AIRLINES	5	3	60.0	1	20.0	0	0.0	1	20.0
COMAIR	9	2	22.2	3	33.3	1	11.1	3	33.3
CONTINENTAL AIRLINES	25	7	28.0	2	8.0	7	28.0	9	36.0
DELTA AIRLINES	77	19	24.7	11	14.3	26	33.8	21	27.3
JETBLUE AIRWAYS	32	24	75.0	1	3.1	2	6.2	5	15.6
MESA AIRLINES	8	6	75.0	0	0.0	0	0.0	2	25.0
NORTHWEST AIRLINES	34	11	32.4	5	14.7	8	23.5	10	29.4
PI NNACLE AIRLINES	8	4	50.0	0	0.0	2	25.0	2	25.0
SKYWEST AIRLINES	23	7	30.4	7	30.4	4	17.4	5	21.7
SOUTHWEST AIRLINES	16	8	50.0	4	25.0	2	12.5	2	12.5
SPI RIT AIRLINES	17	7	41.2	4	23.5	3	17.6	3	17.6
UNI TED AIRLINES	92	31	33.7	9	9.8	29	31.5	23	25.0
US AIRWAYS	88	43	48.9	8	9.1	13	14.8	20	22.7
OTHER U. S. AIRLINES	52	18	34.6	9	17.3	19	36.5	10	19.2
<b>TOTALS</b>	<b>666</b>	<b>258</b>	<b>38.7</b>	<b>88</b>	<b>13.2</b>	<b>170</b>	<b>25.5</b>	<b>150</b>	<b>22.5</b>
<b>PREVIOUS YEAR' S TOTALS</b>	<b>423</b>	<b>133</b>	<b>31.4</b>	<b>56</b>	<b>13.2</b>	<b>140</b>	<b>33.1</b>	<b>94</b>	<b>22.2</b>

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



Table 5

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

FEBRUARY 2007

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROCALIFORNIA	10	0	0	0	0	0	0	0	0	0	0	0	10
AIR FRANCE	1	0	1	0	1	7	0	0	0	0	0	1	11
AIR INDIA	6	0	0	0	1	2	1	0	0	0	0	0	10
AIR JAMAICA	0	1	2	0	0	1	1	0	0	0	0	0	5
ALITALIA AIRLINES	0	2	1	0	1	7	0	0	0	0	0	0	11
BRITISH AIRWAYS	1	0	1	1	3	13	0	0	0	1	0	1	21
LUFTHANSA	1	1	2	0	1	2	2	0	0	0	0	0	9
OTHER FOREIGN AIRLINES	9	1	7	1	7	12	6	1	0	1	0	1	46
<b>TOTALS</b>	<b>28</b>	<b>5</b>	<b>14</b>	<b>2</b>	<b>14</b>	<b>44</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>123</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	1	0	7	2	8	0	1	0	0	0	0	0	19
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>2</b>	<b>8</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>19</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	5	0	1	0	3	3	1	0	1	0	0	1	15
<b>TOTALS</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>15</b>

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

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

TABLE 6

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

RANK	AIRLINE	FEBRUARY 2007			FEBRUARY 2006		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HAWAIIAN AIRLINES	1	522,623	0.19	1	459,980	0.22
2	SOUTHWEST AIRLINES	16	6,990,317	0.23	13	6,823,634	0.19
3	EXPRESSJET AIRLINES	4	1,252,546	0.32	1	1,224,016	0.08
4	ALOHA AIRLINES	1	290,783	0.34	*	*	*
5	FRONTIER AIRLINES	3	675,825	0.44	2	655,321	0.31
6	ALASKA AIRLINES	6	1,197,772	0.50	3	1,209,369	0.25
7	CONTINENTAL AIRLINES	25	3,504,776	0.71	16	3,303,971	0.48
8	AMERICAN EAGLE AIRLINES	10	1,289,077	0.78	9	1,321,539	0.68
9	MESA AIRLINES	8	974,914	0.82	9	975,909	0.92
10	NORTHWEST AIRLINES	34	3,935,762	0.86	25	3,839,119	0.65
11	AIRTRAN AIRWAYS	15	1,546,468	0.97	8	1,362,931	0.59
12	ATLANTIC SOUTHEAST AIRLINES	9	846,661	1.06	6	912,096	0.66
13	PINNACLE AIRLINES	8	665,875	1.20	*	*	*
14	COMAIR	9	614,275	1.47	6	730,040	0.82
15	SKYWEST AIRLINES	23	1,559,644	1.47	8	1,395,622	0.57
16	DELTA AIR LINES	77	5,079,925	1.52	48	5,417,169	0.89
17	UNITED AIRLINES	92	4,893,703	1.88	60	4,961,516	1.21
18	AMERICAN AIRLINES	135	7,038,423	1.92	72	7,131,569	1.01
19	US AIRWAYS	88	4,265,009	2.06	41	2,730,648	1.50
20	JETBLUE AIRWAYS	32	1,470,992	2.18	12	1,295,928	0.93
<b>TOTAL **</b>		<b>596</b>	<b>48,615,370</b>	<b>1.23</b>	<b>340</b>	<b>45,750,377</b>	<b>0.74</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.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Pinnacle Airlines' ranking in this table is effective January 2007. Aloha Airlines' ranking in this table is effective April 2006; Pinnacle Airlines' ranking in this table is effective January 2007.

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

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

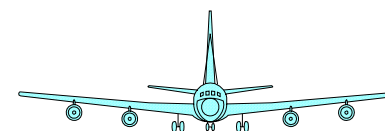
**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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



## Customer Service Reports to the Department of Homeland Security for the Month of February 2007 as provided by the Transportation Security Administration <sup>a</sup>

The Transportation Security Administration protects approximately 50.5 million airline passengers and screens their 65 million checked bags every month as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of February.

**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
120	.00024	43	.00009	6	.00001	196	.0004

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
247	.0005	1164	.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 Monday through Friday, 8:00 AM to 10:00 PM (EST), and Saturdays, Sundays and Holidays, 10:00 AM to 6:00 PM (EST).

<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 February.

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

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

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

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

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