



U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: October 2006



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

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

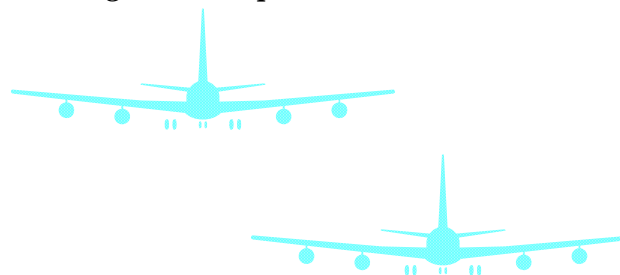
² Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

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

⁴ Data collected by the Aviation Consumer Protection Division

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>2	<i>Mishandled Baggage</i>	
<i>Flight Delays</i>		Explanation29
Explanation3	Ranking--Month30
Table 14	<i>Oversales</i>	
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		Explanation31
Table 1A5	Ranking--Quarter32
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		Ranking—YTD33
Table 26	<i>Consumer Complaints</i>	
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		Explanation34
Table 310	Complaint Tables 1-535
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	
Table 412	Rankings, Table 6 (Month)40
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		Complaint Categories41
Table 514	<i>Customer Service Reports to the Department of Homeland Security</i> 42
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> 43
Table 619		
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More			
Table 720		
On-Time Arrival and Departure Percentage, by Airport			
Table 824		
Overall Number and Percentage of Flight Cancellations, by Carrier			
Table 925		
Flight Causation Data, By Airline and Category			
Table 1026		
Flight Causation Data, Graphic Representation			
Footnotes27		
Appendix28		



INTRODUCTION

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

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

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



FLIGHT DELAYS

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

The rule requires carriers to currently report on operations to and from the 31 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 20* reporting air carriers, 13 carriers (America West*, American, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Southwest, United, and US Airways*) use ACARS exclusively; 3 carriers (AirTran, Atlantic Southeast, and Comair) record arrival times manually; and 4 carriers (Alaska, ATA, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

Information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights 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.**

AUGUST 2006

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	6	86.1	14	95.7
ALOHA AIRLINES S/V	3	83.9	11	93.9
FRONTIER AIRLINES S/V/	21	84.2	42	83.7
SOUTHWEST AIRLINES S/	16	81.0	62	81.0
SKYWEST AIRLINES S/	16	79.7	133	78.6
NORTHWEST AIRLINES S/	30	77.2	106	77.1
EXPRESSJET AIRLINES S/	24	75.8	117	76.5
UNITED AIRLINES S/	31	76.7	79	76.3
CONTINENTAL AIRLINES S/	28	76.4	68	76.3
DELTA AIRLINES S/	30	76.8	99	76.0
JETBLUE AIRWAYS S/	17	75.5	39	75.9
US AIRWAYS S/	29	75.7	83	75.7
AMERICAN AIRLINES S/	29	74.9	80	75.3
MESA AIRLINE S/	25	72.9	118	73.7
AMERICAN EAGLE AIRLINES S/	23	73.9	117	72.9
AIRTRAN AIRWAYS S/	23	72.8	49	72.3
COMAIR S/	23	71.3	104	70.3
ALASKA AIRLINES S/	15	70.7	46	68.5
ATA AIRLINES S/	9	65.7	14	68.3
ATLANTIC SOUTHEAST AIRLINES S/	20	62.2	147	58.1
TOTAL		75.9		75.8

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear as US Airways data in this table.

AUGUST 2006

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	3rd QUARTER		4th QUARTER		1st QUARTER		2nd QUARTER		JUNE - 06		JULY - 06		AUGUST - 06		12 MONTHS ENDING AUGUST 2006		DATABASE TO DATE SEP 1987-AUGUST 2006	
	07 - 09 2005		10 - 12 2005		01 - 03 2006		04 - 06 2006		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	68.4	19	72.6	18	75.8	9	76.6	12	71.5	11	75.6	8	72.3	16	75.4	10	(--)	(--)
ALASKA	70.2	18	74.4	15	71.7	16	76.9	11	72.9	10	69.5	14	68.5	18	73.7	16	75.8	8
ALOHA	(--)	(--)	(--)	(--)	(--)	(--)	82.6	2	85.5	2	92	2	93.9	2	(--)	(--)	(--)	(--)
AMERICA WEST	81.6	5	82.6	2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	73.7	13	76.9	12	76.2	7	76.5	13	75.9	6	75.4	9	75.3	13	76.8	9	79	3
AMERICAN EAGLE	75.1	11	76.2	13	74.6	12	69.7	18	68.6	15	71.5	13	72.9	15	73.8	15	75.1	9
ATA	82.5	4	79.3	8	71	17	65	19	63.7	18	67.4	18	68.3	19	74.3	12	(--)	(--)
ATLANTIC SOUTHEAST	66.8	20	73.4	17	73.1	14	70.8	17	63.5	19	57.3	20	58.1	20	70.6	18	(--)	(--)
COMAIR	81.1	6	79.5	7	81	3	78.3	8	69.2	14	68.6	15	70.3	17	78.7	6	(--)	(--)
CONTINENTAL	74.7	12	76	14	73.3	13	71.5	16	67.8	16	68.5	16	76.3	9	73.8	14	78.7	4
DELTA	72.3	15	77.2	11	77.4	6	79.6	6	74	8	77	7	76	10	78.2	7	77.7	6
EXPRESSJET	70.2	17	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	67.9	17	76.5	7	72.2	17	(--)	(--)
FRONTIER	85.7	2	79.7	6	74.8	11	82.2	3	79.4	4	80.8	3	83.7	3	80.6	2	(--)	(--)
HAWAIIAN	96.8	1	95.4	1	93.7	1	94.6	1	94.6	1	95.8	1	95.7	1	94.9	1	(--)	(--)
INDEPENDENCE AIR	76.5	10	81.9	3	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
JETBLUE	72.7	14	70.8	19	70.6	18	78	9	71.1	12	72.3	11	75.9	11	74.1	13	(--)	(--)
MESA	(--)	(--)	(--)	(--)	76	8	73.7	15	66.7	17	66.7	19	73.7	14	(--)	(--)	(--)	(--)
NORTHWEST	70.5	16	73.7	16	78.2	5	80.9	4	77.8	5	78.8	5	77.1	6	77.4	8	79.7	2
SKYWEST	85.3	3	78.8	9	75.1	10	80.9	5	80.1	3	80	4	78.6	5	79.2	4	(--)	(--)
SOUTHWEST	79.3	7	80.6	4	81	4	78.6	7	75.2	7	77.8	6	81	4	80.3	3	82.2	1
UNITED	78.8	8	77.4	10	73	15	73.7	14	70.6	13	72.7	10	76.3	8	75.3	11	76.3	7
US AIRWAYS	77.1	9	79.7	5	81	2	77.9	10	73	9	72.1	12	75.7	12	79	5	78.5	5
Total	76.1		77.5		76.8		76.5		72.8		73.7		75.8		77.0		78.6	

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

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

AUGUST 2006

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	731	71.3	1166	71.8	434	76.3	155	76.1	H/		847	78.2	713	73.8	14141	80.6
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		62	90.3	H/		H/		H/		93	83.9	217	82.5	93	83.9
B6	H/		1362	78.5	H/		124	62.1	H/		H/		124	66.9	H/	
CO	432	69.0	606	68.0	177	71.2	H/		H/		405	78.0	416	82.5	338	73.4
DL	14077	77.4	1341	79.0	362	73.2	111	57.7	2095	85.3	973	78.6	412	77.4	442	75.8
EV	10050	59.8	H/		4	25.0	67	55.2	427	87.1	71	83.1	H/		4	100.0
F9	93	65.6	H/		31	87.1	H/		H/		89	82.0	4043	86.7	213	80.3
FL	6997	73.2	918	69.2	1327	79.1	309	70.6	H/		156	69.9	107	83.2	470	80.9
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	120	69.2	1413	71.0	248	74.6	457	69.8	395	72.4	917	73.7	H/		8478	79.4
NW	452	61.3	394	77.2	325	73.5	240	61.2	1	100.0	583	77.4	277	61.0	320	75.0
OH	1427	49.0	1196	63.0	342	74.0	228	61.4	7390	83.1	621	68.1	54	83.3	58	87.9
OO	H/		H/		H/		H/		62	74.2	H/		4730	85.4	61	57.4
TZ	H/		H/		H/		H/		H/		116	63.8	H/		144	66.7
UA	217	68.7	970	77.9	490	79.8	155	74.2	31	64.5	463	77.3	7442	80.4	577	73.1
US**	186	62.9	1830	75.5	393	66.9	5571	77.1	H/		2473	83.2	489	70.8	505	64.8
WN	H/		H/		5103	84.3	H/		H/		H/		968	74.8	H/	
XE***	246	79.3	32	84.4	209	65.1	443	65.0	269	72.9	260	73.5	16	93.8	262	79.8
YV	248	61.3	178	52.8	70	81.4	1995	74.5	H/		H/		1490	80.9	88	72.7
TOTAL	35276	69.7	11468	73.1	9515	80.1	9855	74.1	10670	82.9	8067	78.0	21498	81.7	26194	79.4

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

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

*** Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

AUGUST 2006

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	340	73.5	673	66.3	527	77.6	341	76.5	492	77.2	1076	72.3	620	76.5	2680	70.0
AQ	H/		H/		H/		H/		H/		H/		17	94.1	H/	
AS	H/		62	71.0	H/		H/		H/		H/		336	71.1	713	64.7
B6	H/		343	67.3	708	78.8	607	86.7	H/		4546	71.8	341	81.8	H/	
CO	181	84.5	5085	69.0	436	78.9	H/		7614	85.4	93	61.3	518	73.4	778	67.1
DL	155	72.3	379	70.2	832	69.7	325	79.1	151	70.2	1145	69.6	615	71.7	1224	75.8
EV	120	64.2	H/		H/		4	25.0	153	49.0	32	65.6	31	83.9	31	19.4
F9	92	88.0	H/		31	77.4	H/		89	85.4	H/		185	81.6	359	77.4
FL	277	76.9	273	60.4	402	62.4	234	71.4	H/		H/		179	68.7	186	74.7
HA	H/		H/		H/		H/		H/		H/		58	87.9	78	87.2
MQ	236	66.5	294	50.7	H/		151	65.6	H/		671	74.2	126	85.7	1862	88.2
NW	8179	79.7	379	59.4	188	71.8	202	72.3	252	76.6	155	72.9	467	78.4	631	73.9
OH	259	77.2	93	73.1	34	50.0	112	85.7	116	75.9	1454	53.9	H/		H/	
OO	100	67.0	H/		H/		H/		88	86.4	H/		267	79.4	4282	73.3
TZ	H/		H/		H/		H/		H/		2	0.0	31	61.3	84	75.0
UA	210	73.3	430	63.7	186	72.6	2380	82.1	190	67.4	411	81.3	1140	78.2	3203	76.9
US**	217	81.1	316	58.5	716	73.6	210	76.2	151	71.5	217	79.3	3598	75.7	935	68.3
WN	472	73.5	H/		1297	81.0	H/		H/		H/		6853	82.1	3578	76.1
XE***	202	60.4	5442	64.7	H/		414	73.7	10304	83.1	31	74.2	H/		H/	
YV	224	75.9	179	58.7	H/		3350	72.1	179	68.7	155	73.5	793	75.8	93	68.8
TOTAL	11264	78.1	13948	65.9	5357	75.2	8330	76.7	19779	83.0	9988	69.6	16175	78.7	20717	74.7

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

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

*** Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

AUGUST 2006

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		PHL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1839	70.3	992	76.5	93	79.6	3503	71.8	341	77.4	124	78.2	6601	69.0	558	75.8
AQ	H/		H/		H/		H/		H/		95	85.3	H/		H/	
AS	H/		62	74.2	H/		31	51.6	H/		492	74.8	124	65.3	H/	
B6	247	75.3	812	80.4	H/		H/		H/		558	81.0	H/		H/	
CO	397	73.6	580	75.9	100	56.0	286	75.9	135	74.8	93	80.6	474	61.2	204	73.0
DL	1882	72.2	1086	76.3	H/		352	69.3	62	72.6	105	68.6	414	68.1	363	62.8
EV	54	53.7	4	75.0	245	56.3	H/		245	63.7	27	37.0	H/		H/	
F9	92	75.0	64	64.1	164	88.4	H/		112	83.0	H/		H/		62	91.9
FL	469	53.1	1238	79.6	948	71.5	100	69.0	370	74.3	H/		H/		580	70.3
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	1745	67.8	8	100.0	62	80.6	585	72.5	213	70.0	H/		8049	66.5	62	61.3
NW	638	67.2	507	76.9	254	78.0	93	77.4	8500	81.9	H/		607	62.9	403	68.5
OH	1198	55.8	186	82.3	27	33.3	93	72.0	209	70.8	H/		170	63.5	174	64.9
OO	H/		H/		H/		H/		31	96.8	205	76.6	4310	73.7	H/	
TZ	242	57.0	H/		441	65.3	H/		H/		126	80.2	H/		H/	
UA	687	70.7	678	78.2	89	74.2	186	75.3	506	72.1	363	69.4	8247	75.5	553	69.6
US**	1288	74.7	825	75.9	H/		269	64.7	217	75.1	213	76.5	669	62.2	4128	73.0
WN	H/		2899	82.0	6343	82.3	H/		H/		4263	81.4	H/		2011	75.6
XE***	124	73.4	27	74.1	140	80.7	31	96.8	317	72.2	H/		282	72.0	114	86.0
YV	189	54.5	H/		62	61.3	H/		62	59.7	35	94.3	2391	61.2	155	62.6
TOTAL	11091	67.9	9968	78.9	8968	78.9	5529	71.8	11320	79.6	6699	79.6	32338	69.7	9367	72.7

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

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

*** Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

AUGUST 2006

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*														
	PHX		PIT		SAN		SEA		SFO		SLC		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	461	78.3	H/		588	74.0	588	68.5	1142	69.2	216	69.0	682	80.4
AQ	H/		H/		31	74.2	H/		H/		H/		H/	
AS	248	58.9	H/		372	72.0	4618	70.7	399	69.4	H/		H/	
B6	93	71.0	172	76.2	123	87.8	93	48.4	H/		93	75.3	248	81.5
CO	332	78.3	58	74.1	358	76.8	501	69.3	483	70.0	88	75.0	368	78.5
DL	360	84.2	142	62.0	420	76.7	535	69.2	504	66.7	2716	86.6	761	73.7
EV	31	64.5	93	55.9	H/		H/		H/		1026	80.0	H/	
F9	187	86.6	H/		183	78.7	139	77.7	294	81.3	181	75.1	31	87.1
FL	H/		154	74.7	H/		87	42.5	117	70.1	H/		529	76.9
HA	31	83.9	H/		62	87.1	49	79.6	31	90.3	H/		H/	
MQ	H/		434	66.4	914	91.4	H/		147	82.3	H/		H/	
NW	309	70.6	194	80.9	175	54.9	507	75.0	402	64.7	96	79.2	279	71.0
OH	H/		247	68.4	H/		H/		H/		H/		31	38.7
OO	194	69.6	89	75.3	737	71.5	415	86.5	3496	68.1	6715	90.6	H/	
TZ	62	66.1	H/		H/		H/		H/		H/		H/	
UA	624	78.0	190	74.2	770	76.9	1024	72.8	4134	74.9	248	67.7	310	76.5
US**	6039	79.7	1369	79.3	585	70.6	484	67.4	688	73.5	120	85.8	717	77.8
WN	6226	81.9	616	78.4	2812	83.5	1212	81.6	H/		1309	75.8	2219	79.5
XE***	58	75.9	319	61.8	H/		H/		H/		72	73.6	47	91.5
YV	3235	81.3	155	74.8	101	79.2	35	88.6	13	76.9	62	66.1	H/	
TOTAL	18490	80.1	4232	74.0	8231	79.2	10287	72.4	11850	71.4	12942	85.9	6222	77.9

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

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

*** Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

AUGUST 2006

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	82.7	85.2	80.6	80.4	80.8	91.7	93.9	91.7	J/	76.2	75.8	84.6	93.6	74.8	88.9	90.1	85.5	67.3
700 - 759 AM	91.9	88.8	97.2	92.9	89.5	89.7	93.6	90.4	88.3	86.3	38.5	84.3	92.2	80.7	92.0	92.6	85.7	78.8
800 - 859 AM	85.1	86.3	93.1	84.3	87.0	85.4	93.5	89.3	87.1	86.3	90.8	87.7	94.0	81.8	90.9	87.7	81.8	91.8
900 - 959 AM	79.6	83.9	90.6	85.3	86.5	86.4	89.9	89.0	81.3	86.6	89.9	80.6	91.4	84.0	89.7	85.3	83.2	92.8
1000 - 1059 AM	82.3	80.7	91.5	83.7	80.3	85.7	88.2	88.3	86.8	90.2	88.0	83.2	89.7	83.4	85.6	76.8	80.3	90.6
1100 - 1159 AM	84.5	80.1	91.6	80.0	83.5	85.0	89.7	87.4	80.8	83.7	84.6	81.3	92.7	79.4	85.2	77.9	80.2	83.1
1200 - 1259 PM	79.4	78.6	91.4	78.7	87.4	85.2	82.7	86.5	81.7	79.4	81.6	86.8	87.0	65.8	83.7	76.4	82.4	85.0
100 - 159 PM	77.8	74.0	88.1	83.9	84.6	84.1	84.3	88.6	80.8	78.7	73.9	83.0	80.8	84.7	84.1	76.6	74.2	80.7
200 - 259 PM	71.6	80.2	88.6	81.7	85.2	86.1	85.3	85.1	79.6	66.9	81.4	79.6	80.9	79.8	81.3	77.0	68.0	82.5
300 - 359 PM	72.1	79.1	84.0	77.3	84.4	81.8	80.2	81.6	80.5	62.2	80.5	76.1	79.9	73.4	78.5	75.3	63.4	80.8
400 - 459 PM	63.9	72.3	83.2	70.9	73.6	78.5	76.6	76.5	80.1	55.0	75.2	73.3	79.4	60.2	76.7	74.9	69.1	80.6
500 - 559 PM	58.7	70.1	74.9	62.4	82.9	78.6	78.4	72.3	78.4	49.3	74.7	75.2	76.9	69.1	78.3	72.1	57.1	78.2
600 - 659 PM	57.0	65.7	67.6	61.3	84.7	71.0	69.9	66.8	75.4	54.7	73.2	68.8	76.9	59.6	72.3	69.6	56.2	74.2
700 - 759 PM	49.0	58.8	72.1	74.5	78.0	71.3	68.1	65.1	69.0	47.8	64.6	71.0	74.8	61.2	73.3	70.2	54.1	72.3
800 - 859 PM	47.9	62.1	69.2	60.0	64.3	66.0	74.2	65.5	70.5	47.2	70.3	69.5	75.4	59.3	69.4	65.1	52.6	69.7
900 - 959 PM	48.8	62.0	60.6	55.7	64.5	65.6	71.9	65.6	69.5	51.9	53.6	65.1	65.8	60.3	73.6	61.5	53.4	72.5
1000 - 1059 PM	53.4	63.4	74.5	50.3	64.3	63.1	70.8	63.9	58.9	52.6	72.1	70.7	71.9	56.3	62.5	58.4	61.2	63.3
1100 - 559 AM	73.8	68.8	68.8	56.3	60.2	62.1	77.6	73.8	74.1	71.7	57.9	73.3	74.9	70.8	71.5	69.6	63.3	66.6
TOTAL, ALL ARRIVALS, BY AIRPORT	69.7	73.1	80.1	74.1	82.9	78.0	81.7	79.4	78.1	65.9	75.2	76.7	83.0	69.6	78.7	74.7	67.9	78.9

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

AUGUST 2006
AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *														
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	91.3	51.6	88.6	J/	88.3	86.2	89.1	79.7	100.0	92.7	86.3	96.8	62.3	86.2
700 - 759 AM	87.0	75.5	84.5	92.3	83.2	87.3	93.1	90.3	93.5	94.0	91.3	94.9	J/	89.2
800 - 859 AM	88.8	87.1	87.1	94.2	79.5	80.9	87.8	90.1	92.6	93.4	90.1	94.7	93.5	87.6
900 - 959 AM	85.4	81.9	85.9	91.8	79.5	84.6	82.8	89.1	91.6	90.4	72.5	92.5	94.5	85.7
1000 - 1059 AM	87.3	79.5	82.7	91.5	76.7	80.0	87.5	78.9	83.4	77.0	58.8	85.7	93.9	83.9
1100 - 1159 AM	84.4	80.8	81.6	87.9	75.5	81.5	85.1	72.1	81.6	79.6	65.0	88.0	91.6	82.5
1200 - 1259 PM	84.2	79.2	89.2	76.3	70.8	82.5	86.0	81.0	80.4	75.3	68.6	88.0	83.2	81.2
100 - 159 PM	83.5	69.0	79.2	82.5	67.4	81.6	84.9	77.2	82.7	77.5	67.5	75.2	85.1	80.0
200 - 259 PM	89.1	76.7	85.4	84.2	67.5	76.3	78.2	82.5	80.3	70.3	73.8	89.5	86.4	78.7
300 - 359 PM	79.7	69.7	79.2	83.1	66.7	74.3	78.4	83.2	83.6	83.3	74.6	85.2	78.7	76.6
400 - 459 PM	76.4	72.4	75.4	77.2	65.1	68.2	78.8	74.2	83.1	77.1	65.2	84.2	81.8	72.8
500 - 559 PM	74.7	66.8	82.1	77.9	61.4	68.4	75.3	75.1	77.2	66.6	69.1	85.1	73.5	71.5
600 - 659 PM	73.0	60.1	72.3	74.0	63.0	64.8	73.7	57.2	77.4	61.4	78.1	87.1	64.3	68.3
700 - 759 PM	70.9	71.9	70.9	70.5	58.2	53.9	71.5	67.4	70.2	59.4	70.0	79.5	68.8	65.5
800 - 859 PM	65.2	59.1	76.9	75.4	57.0	61.6	68.5	66.9	69.8	63.4	71.6	81.6	69.0	64.6
900 - 959 PM	58.2	55.8	67.3	69.1	60.1	69.1	73.0	55.0	67.9	63.0	64.8	68.4	58.5	62.7
1000 - 1059 PM	69.2	63.4	70.6	71.1	54.9	65.7	67.3	67.9	70.2	62.2	65.0	70.8	68.0	63.6
1100 - 559 AM	71.7	66.9	72.1	68.9	78.4	71.1	67.2	67.6	85.0	70.5	74.6	71.7	65.6	70.9
TOTAL, ALL ARRIVALS, BY AIRPORT	78.9	71.8	79.6	79.6	69.7	72.7	80.1	74.0	79.2	72.4	71.4	85.9	77.9	75.9

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

AUGUST 2006

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	91.0	89.2	92.3	86.3	95.2	92.4	93.1	93.1	92.6	87.8	93.6	90.5	91.3	89.4	95.2	93.0	88.6	97.5
700 - 759 AM	88.4	84.7	90.5	85.1	83.0	90.3	92.6	88.9	88.1	85.7	93.0	84.6	93.4	86.7	90.1	92.2	85.0	92.3
800 - 859 AM	88.3	83.6	88.2	88.8	87.2	89.0	90.9	86.4	89.6	83.0	85.4	82.9	91.8	80.0	86.1	88.4	87.8	90.9
900 - 959 AM	80.6	84.6	88.3	85.8	88.0	86.0	91.8	84.2	88.4	85.3	87.6	85.0	94.6	79.1	86.0	84.5	84.5	93.8
1000 - 1059 AM	78.0	85.2	84.8	77.8	90.3	89.5	86.9	84.1	82.5	85.4	89.2	81.6	88.8	82.6	82.1	79.8	82.2	91.0
1100 - 1159 AM	79.0	79.2	87.1	84.4	81.0	85.5	85.9	82.6	85.1	85.0	87.8	88.2	89.9	86.7	80.7	76.9	81.5	89.5
1200 - 1259 PM	77.7	82.1	82.1	80.0	88.7	87.2	82.6	81.6	77.8	79.4	79.5	78.8	89.6	77.6	78.0	78.5	82.1	79.3
100 - 159 PM	76.5	71.3	81.1	82.7	79.5	84.2	82.5	79.6	78.9	77.3	77.9	83.0	83.8	63.8	75.6	75.5	80.9	79.1
200 - 259 PM	68.1	70.2	78.7	76.5	84.4	83.3	80.9	79.9	77.6	68.9	74.9	73.1	79.8	80.3	76.5	73.5	75.3	67.7
300 - 359 PM	62.4	74.6	76.5	71.3	85.6	82.1	79.8	76.3	71.9	60.3	74.9	75.6	78.7	74.0	61.6	76.6	68.7	71.0
400 - 459 PM	60.0	72.4	72.0	67.3	86.8	75.7	74.4	69.4	75.1	56.6	73.5	61.3	78.5	64.8	71.6	80.3	69.1	71.9
500 - 559 PM	57.6	67.2	72.2	66.2	70.8	77.9	74.3	67.2	76.5	47.1	69.1	58.8	75.0	59.0	70.9	71.9	71.2	69.3
600 - 659 PM	52.1	65.4	68.9	59.1	81.5	78.6	71.9	63.0	73.0	52.2	76.6	73.2	75.6	65.1	74.9	74.2	63.1	72.4
700 - 759 PM	51.5	61.4	66.2	68.5	76.4	70.1	66.2	60.9	72.4	46.2	75.5	65.7	74.1	56.7	64.3	72.9	59.8	73.1
800 - 859 PM	41.9	63.6	66.3	68.8	83.3	79.0	73.2	60.4	62.5	44.6	70.4	57.7	75.8	55.6	67.6	75.4	60.7	73.9
900 - 959 PM	43.5	56.1	58.2	60.8	85.7	73.0	73.9	60.7	77.6	54.1	75.9	67.4	81.7	56.8	64.1	69.9	57.2	68.0
1000 - 1059 PM	52.3	63.0	72.7	74.2	J/	J/	67.9	67.2	67.4	66.7	J/	61.9	77.3	70.2	73.9	81.7	J/	51.6
1100 - 559 AM	54.3	90.7	89.7	J/	J/	J/	80.1	93.3	J/	85.1	93.5	87.1	89.4	89.6	79.9	78.4	100.0	61.3
TOTAL, ALL DEPARTURES, BY AIRPORT	66.4	76.2	79.4	75.1	85.6	83.3	80.9	76.1	78.9	69.4	81.0	74.0	83.5	72.1	77.3	79.9	76.0	80.3

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

AUGUST 2006

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *														
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	88.0	86.0	90.9	94.8	86.5	90.5	94.2	93.3	93.2	88.9	90.4	93.2	92.2	91.2
700 - 759 AM	92.6	82.3	86.3	93.4	84.8	86.0	89.6	89.9	90.8	89.2	88.4	94.4	92.0	89.0
800 - 859 AM	83.1	84.7	85.0	92.3	82.6	83.6	85.7	89.6	90.1	84.6	85.1	93.7	91.0	86.7
900 - 959 AM	82.2	83.7	86.9	88.4	78.3	80.0	80.6	88.6	90.4	85.8	83.8	90.5	92.2	84.9
1000 - 1059 AM	78.8	72.4	85.5	83.0	77.0	74.9	84.2	84.1	86.4	77.6	67.0	82.2	91.9	82.9
1100 - 1159 AM	75.4	81.8	79.5	82.6	73.8	76.3	79.0	83.3	83.7	74.4	67.7	92.1	87.7	82.0
1200 - 1259 PM	77.2	82.4	84.1	74.6	72.0	77.4	81.1	72.6	83.0	76.2	69.8	86.4	87.5	79.7
100 - 159 PM	64.4	68.6	82.1	78.4	70.0	79.0	82.7	76.2	77.9	68.7	74.6	85.0	78.7	77.4
200 - 259 PM	75.8	66.2	75.2	76.1	63.7	76.4	66.7	76.2	78.9	72.6	74.7	83.8	78.5	74.7
300 - 359 PM	68.5	68.2	75.3	76.8	66.3	61.5	75.7	79.2	80.9	66.0	73.6	87.0	76.8	72.5
400 - 459 PM	69.0	63.3	75.5	75.4	62.1	66.2	73.0	79.7	79.8	79.0	77.7	84.7	70.0	70.6
500 - 559 PM	68.5	69.4	70.8	70.5	61.4	60.5	65.8	69.3	81.0	68.9	66.9	86.8	69.3	67.7
600 - 659 PM	61.0	69.2	74.3	67.4	58.6	60.3	68.2	68.9	78.9	66.2	78.4	63.2	67.4	67.3
700 - 759 PM	59.0	60.1	78.4	67.6	59.9	56.7	68.4	61.9	75.5	67.3	79.6	91.7	65.1	65.3
800 - 859 PM	48.1	70.3	71.4	67.7	58.1	58.0	61.0	64.3	70.3	63.7	75.8	85.2	67.9	63.7
900 - 959 PM	48.2	53.2	77.9	69.4	58.7	61.0	77.3	J/	77.5	62.5	73.4	85.3	59.6	66.1
1000 - 1059 PM	J/	J/	75.9	81.0	64.6	67.2	84.9	J/	85.4	79.1	85.3	J/	J/	71.8
1100 - 559 AM	90.3	48.4	86.9	86.0	78.7	87.0	85.7	100.0	J/	76.1	79.2	91.5	J/	78.8
TOTAL, ALL DEPARTURES, BY AIRPORT	72.9	72.6	79.8	79.9	69.7	72.2	78.2	79.9	83.7	75.7	77.6	87.7	81.1	76.6

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

AUGUST 2006

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
EV	4503	ATL-PIA	2043	16	100.00	69	62
OH	5162	JFK-BUF	2059	27	100.00	54	38
OH	5596	JFK-BUF	920	23	100.00	49	46
OH	5590	JFK-BTV	2050	31	96.77	78	65
OH	5073	JFK-ATL	1920	31	96.77	72	68
OH	5285	ATL-RDU	2045	31	96.77	70	48
OH	5040	JFK-ROC	2055	27	96.30	79	66
OH	5520	HPN-ATL	1431	31	93.55	79	65
OH	5334	ATL-AVP	1844	31	93.55	71	66
EV	4440	ATL-ISO	1938	31	93.55	70	48
EV	4425	ATL-ILM	1707	27	92.59	72	65
EV	4394	MLI-ATL	1710	27	92.59	72	44
OH	5036	JFK-RIC	2000	27	92.59	64	60
EV	4371	ATL-FAY	2114	27	92.59	64	36
OH	5145	AVP-ATL	1710	27	92.59	60	46
OH	5306	JFK-PIT	1930	27	92.59	58	55
EV	4507	MDT-ATL	1915	27	92.59	54	42
OH	5357	JFK-ROC	930	27	92.59	49	35
OH	5189	LEX-ATL	1930	26	92.31	69	54
OH	5077	ATL-LEX	1740	26	92.31	66	51
EV	4120	ATL-AGS	1700	25	92.00	89	67
EV	4618	ATL-SYR	2130	25	92.00	79	66
OH	5541	JFK-CLE	855	23	91.30	57	42
EV	4526	TLH-ATL	1900	22	90.91	69	65
EV	4824	ATL-ICT	2040	31	90.32	77	56
EV	4515	ATL-ROA	2129	31	90.32	73	57
OH	5094	ATL-JFK	1945	31	90.32	71	72
DL	873	JFK-SEA	1925	31	90.32	67	50

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

AUGUST 2006

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
DL	1489	JFK-SFO	2105	31	90.32	63	51
OH	5388	JFK-BOS	1800	31	90.32	63	45
EV	4237	PFN-ATL	1830	31	90.32	61	48
EV	4106	MOB-ATL	1735	31	90.32	60	37
EV	4158	ATL-HPN	1836	31	90.32	59	39
OH	5015	RDU-LGA	1627	31	90.32	43	28
EV	4122	AGS-ATL	1840	27	88.89	83	50
FL	579	EWR-ATL	1753	27	88.89	80	61
EV	4931	ATL-SHV	2103	27	88.89	76	51
OH	5062	ATL-CRW	2021	27	88.89	72	70
US**	465	EWR-CLT	1830	27	88.89	70	42
EV	4425	ILM-ATL	1855	27	88.89	67	79
OH	5411	JFK-CLE	1855	27	88.89	61	55
US**	1105	EWR-CLT	1630	27	88.89	58	48
EV	4926	IAH-ATL	1700	31	87.10	75	51
EV	4296	ISO-ATL	1240	31	87.10	56	63
AS	358	SEA-BUR	1848	31	87.10	55	53
US**	893	PHL-SEA	1830	31	87.10	50	39
EV	4296	ATL-ISO	1050	31	87.10	48	54
US**	145	PHL-CLT	1850	31	87.10	43	28
WN	803	PIT-PHL	1810	31	87.10	38	35
XE***	2665	DTW-EWR	2032	23	86.96	43	39
EV	4612	CLE-ATL	1755	22	86.36	77	60
EV	4399	DTW-ATL	1952	27	85.19	77	60
EV	4463	ATL-MDT	2159	27	85.19	61	60
MQ	4627	RDU-EWR	1852	27	85.19	60	46
FL	98	ATL-RDU	1724	27	85.19	46	43
EV	4458	ATL-EVV	1657	27	85.19	44	36

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

** Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and will appear only as US in this table. The designated flight was operated by US Airways, and the flight number is a US Airways flight number.

*** Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

AUGUST 2006

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
EV	4098	ATL-CHA	1816	31	83.87	95	67
FL	577	ATL-EWR	1659	31	83.87	78	64
OH	5283	BUF-JFK	1510	31	83.87	77	50
OH	5510	ATL-MHT	1845	31	83.87	71	63
EV	4476	ATL-PFN	1934	31	83.87	70	64
EV	4176	ATL-MYR	1830	31	83.87	64	54
EV	4460	ATL-MCN	2017	31	83.87	64	49
OH	5591	JFK-RIC	1645	31	83.87	63	45
MQ	4659	EWR-RDU	1700	31	83.87	61	59
XE***	2323	ORF-EWR	1459	31	83.87	59	38
EV	4579	PNS-ATL	1825	31	83.87	57	39
EV	4144	ATL-CHO	2106	31	83.87	56	42
US**	15	PHL-SFO	1830	31	83.87	52	34
OH	5285	SAT-ATL	1625	31	83.87	51	36
AS	173	SEA-ANC	1526	31	83.87	34	27
AS	11	EWR-SEA	800	31	83.87	29	24
OH	5073	ATL-LEX	2245	29	82.76	57	57
OH	5386	CAK-ATL	1830	22	81.82	48	37
XE***	2161	EWR-ORF	1740	27	81.48	72	67
EV	4514	ROA-ATL	1830	27	81.48	66	52
EV	4361	ATL-DSM	2051	27	81.48	64	55
FL	372	ATL-LGA	1758	27	81.48	63	36
XE	3070	EWR-CLT	1955	27	81.48	62	41
EV	4410	HPN-ATL	1859	27	81.48	62	54
XE***	1281	EWR-IAD	1905	27	81.48	58	34
AA	1497	EWR-ORD	2054	27	81.48	58	53
EV	4531	ATL-ROC	1658	27	81.48	55	56
OH	5293	RDU-LGA	1931	27	81.48	54	41

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

** Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and will appear only as US in this table. The designated flight was operated by US Airways, and the flight number is a US Airways flight number.

*** Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

AUGUST 2006

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
OH	5610	ATL-PHF	1738	27	81.48	53	34
EV	4507	ATL-MDT	1655	27	81.48	51	42
EV	4466	MEI-ATL	1730	27	81.48	50	34
WN	2483	HOU-SAT	2100	27	81.48	44	33
EV	4874	ATL-RIC	1700	27	81.48	41	31
US**	1149	RDU-PHL	1750	16	81.25	38	23
EV	4471	ATL-MLU	1739	26	80.77	44	28
EV	4525	BTR-ATL	1616	31	80.65	77	52
EV	4574	ATL-ROC	2105	31	80.65	75	73
EV	4487	ATL-BTR	1925	31	80.65	68	51
EV	4128	ATL-PFN	1834	31	80.65	68	56
EV	4442	ATL-VPS	1740	31	80.65	67	65
EV	4225	MGM-ATL	1703	31	80.65	67	39
EV	4612	ATL-GPT	2109	31	80.65	64	51
OH	5640	ATL-ABE	2022	31	80.65	64	70
EV	4477	PFN-ATL	2004	31	80.65	64	51
OH	5680	JFK-RDU	1705	31	80.65	64	50
DL	175	JFK-ATL	1735	31	80.65	62	39
EV	4580	HPN-ATL	1659	31	80.65	60	47
FL	21	ATL-LAS	2125	31	80.65	60	38
EV	4453	ATL-CAE	1730	31	80.65	59	57
FL	357	LGA-ATL	1859	31	80.65	59	35
FL	370	ATL-LGA	1845	31	80.65	57	35
EV	4094	AVL-ATL	1620	31	80.65	56	45
EV	4828	ATL-MLB	1602	31	80.65	54	30
EV	4090	ATL-AVL	2149	31	80.65	53	38
OH	4967	ATL-DAY	2105	31	80.65	53	48
EV	4132	PNS-ATL	1406	31	80.65	53	26

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

** Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and will appear only as US in this table. The designated flight was operated by US Airways, and the flight number is a US Airways flight number.

AUGUST 2006

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
US**	23	PHL-LAX	1810	31	80.65	52	31
AS	620	SEA-RNO	2102	31	80.65	52	40
EV	4453	DAY-ATL	1514	31	80.65	50	30
EV	4229	ATL-MOB	1655	31	80.65	49	35
FL	709	ATL-RSW	2120	31	80.65	49	36
OH	5614	ATL-MSP	2201	31	80.65	49	46
AS	194	ANC-SEA	1338	31	80.65	48	35
EV	4632	VPS-ATL	1930	31	80.65	48	42
OO	5792	SFO-RDM	1238	31	80.65	46	35
EV	4750	ATL-SYR	1526	31	80.65	46	32
AS	191	SEA-ANC	2025	31	80.65	46	39
OH	5172	ATL-RIC	1600	31	80.65	44	22
OH	5023	JFK-ATL	840	31	80.65	44	42
OH	5350	ATL-RSW	2209	31	80.65	43	43
FL	244	ATL-RIC	1807	31	80.65	42	39
OO	6255	SFO-FAT	1050	31	80.65	38	25
EV	4386	PIT-ATL	1320	31	80.65	37	27
EV	4384	MFE-ATL	1300	31	80.65	31	21
WN	1038	LAS-TPA	1610	31	80.65	31	27
EV	4455	SLC-LAX	950	31	80.65	29	25
EV	4157	ATL-MGM	1901	30	80.00	74	73
EV	4224	TLH-ATL	1535	20	80.00	35	20
US**	300	BDL-CLT	1645	25	80.00	29	26

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

** Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and will appear only as US in this table. The designated flight was operated by US Airways, and the flight number is a US Airways flight number.

AUGUST 2006

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
ATLANTIC SOUTHEAST	789	124	15.7
COMAIR	875	70	8.0
AIRTRAN	677	28	4.1
ALASKA	475	17	3.6
EXPRESSJET	1,369	33	2.4
US AIRWAYS *	1,401	19	1.4
CONTINENTAL	914	10	1.1
DELTA	1,450	11	0.8
SKYWEST	1,584	8	0.5
MESA	907	4	0.4
AMERICAN	1,800	7	0.4
AMERICAN EAGLE	1,583	6	0.4
SOUTHWEST	3,178	11	0.3
NORTHWEST	1,240	4	0.3
JETBLUE	470	1	0.2
UNITED	1,435	3	0.2
FRONTIER	278	0	0.0
HAWAIIAN	152	0	0.0
ALOHA	146	0	0.0
ATA	56	0	0.0
TOTAL	20,779	356	1.7

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

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

AUGUST 2006

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)	73.8	88.5	244	244
ADAK ISLAND AK (ADK)	55.6	11.1	9	9
AGUADILLA PR (BQN)	70.9	83.1	141	124
AKRON/CANTON OH (CAK)	71.6	80.4	807	769
ALBANY GA (ABY)	50.0	64.2	120	120
ALBANY NY (ALB)	71.5	81.3	1,251	1,205
ALBUQUERQUE NM (ABQ)	80.3	83.3	3,284	3,284
ALEXANDRIA LA (AEX)	64.5	79.4	248	248
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	69.5	77.7	488	488
AMARILLO TX (AMA)	75.7	84.9	742	742
ANCHORAGE AK (ANC)	58.3	70.4	2,287	2,287
APPLETON WI (ATW)	66.9	75.2	411	395
ASHEVILLE NC (AVL)	53.0	63.7	279	248
ASHLAND WV (HTS)	91.4	98.3	58	58
ASPEN CO (ASE)	78.2	80.0	551	551
ATLANTA GA (ATL)	69.7	66.4	35,276	36,286
ATLANTIC CITY NJ (ACY)	74.2	93.3	89	89
AUGUSTA GA (AGS)	44.4	58.4	207	209
AUSTIN TX (AUS)	78.6	83.8	3,917	3,887
BAKERSFIELD CA (BFL)	76.7	79.0	493	491
BALTIMORE MD (BWI)	80.1	79.4	9,515	9,517
BANGOR ME (BGR)	68.9	76.5	437	417
BARROW AK (BRW)	64.5	54.8	62	62
BATON ROUGE LA (BTR)	68.0	77.1	923	940
BEAUMONT/PORT ARTHUR TX (BPT)	80.6	96.8	31	31
BELLINGHAM WA (BLI)	90.2	91.9	61	62
BEND/REDMOND OR (RDM)	81.6	86.9	337	337
BETHEL AK (BET)	67.3	57.4	101	101
BILLINGS MT (BIL)	84.3	90.0	458	459
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	66.1	75.8	62	62
BIRMINGHAM AL (BHM)	75.2	81.0	1,627	1,628
BISMARCK/MANDAN ND (BIS)	82.3	90.2	215	215
BLOOMINGTON IL (BMI)	57.9	72.0	439	414
BOISE ID (BOI)	79.2	86.7	1,608	1,608
BOSTON MA (BOS)	73.1	76.2	11,468	11,484
BOZEMAN MT (BZN)	82.9	89.7	497	497
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	56.7	74.5	141	141
BROWNSVILLE TX (BRO)	79.4	93.0	199	199
BRUNSWICK GA (BQK)	51.6	72.0	93	93
BUFFALO NY (BUF)	70.6	78.6	2,514	2,517
BURBANK CA (BUR)	78.0	82.2	2,880	2,880
BURLINGTON VT (BTV)	63.7	72.3	639	639
BUTTE MT (BTM)	89.8	97.7	88	88

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	66.4	69.9	259	259
CASPER WY (CPR)	85.3	90.3	278	279
CEDAR RAPIDS/IOWA CITY IA (CID)	68.2	74.9	743	741
CHAMPAIGN/URBANA IL (CMI)	57.1	78.5	275	275
CHARLESTON SC (CHS)	64.9	75.8	1,089	1,089
CHARLESTON/DUNBAR WV (CRW)	69.4	81.1	359	334
CHARLOTTE AMALIE VI (STT)	77.4	76.1	230	230
CHARLOTTE NC (CLT)	74.1	75.1	9,855	9,850
CHARLOTTESVILLE VA (CHO)	72.4	85.7	181	161
CHATTANOOGA TN (CHA)	69.2	77.3	413	414
CHICAGO IL (MDW)	78.9	72.9	8,968	8,933
CHICAGO IL (ORD)	69.7	69.7	32,338	32,321
CHICO CA (CIC)	67.0	75.9	115	116
CHRISTIANSTED VI (STX)	66.7	65.7	48	35
CLEVELAND OH (CLE)	79.4	84.3	7,638	7,669
CODY WY (COD)	87.2	92.9	156	155
COLLEGE STATION/BRYAN TX (CLL)	77.6	87.2	125	125
COLORADO SPRINGS CO (COS)	76.3	84.6	1,542	1,535
COLUMBIA SC (CAE)	63.1	70.3	869	853
COLUMBUS GA (CSG)	52.2	66.1	115	115
COLUMBUS MS (GTR)	51.8	71.0	83	62
COLUMBUS OH (CMH)	71.2	77.6	3,240	3,237
CORDOVA AK (CDV)	66.1	61.3	62	62
CORPUS CHRISTI TX (CRP)	77.3	86.1	822	822
COVINGTON KY (CVG)	82.9	85.6	10,670	10,666
CRESCENT CITY CA (CEC)	58.1	65.9	86	85
DALLAS TX (DAL)	83.0	82.3	4,380	4,380
DALLAS/FT.WORTH TX (DFW)	79.4	76.1	26,194	26,183
DAYTON OH (DAY)	72.3	81.7	1,144	1,145
DAYTONA BEACH FL (DAB)	62.6	64.8	310	310
DEADHORSE AK (SCC)	55.7	51.4	70	70
DENVER CO (DEN)	81.7	80.9	21,498	21,540
DES MOINES IA (DSM)	69.6	78.8	1,143	1,138
DETROIT MI (DTW)	78.1	78.9	11,264	11,260
DILLINGHAM AK (DLG)	64.5	67.7	31	31
DOTHAN AL (DHN)	43.9	54.1	123	146
DUBUQUE IA (DBQ)	74.2	82.5	120	120
DULUTH MN (DLH)	76.4	85.4	89	89
DURANGO CO (DRO)	79.5	84.2	430	430
EAGLE CO (EGE)	75.3	88.7	186	186
EL CENTRO CA (IPL)	67.6	69.4	108	108
EL PASO TX (ELP)	80.2	86.4	1,913	1,912
ELKO NV (EKO)	91.8	98.0	147	147

AUGUST 2006

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ERIE PA (ERI)	82.8	84.5	58	58
EUGENE OR (EUG)	81.3	87.4	573	573
EUREKA/ARCATA CA (ACV)	65.4	67.3	332	333
EVANSVILLE IN (EVV)	61.7	71.0	266	248
FAIRBANKS AK (FAI)	60.0	76.3	532	532
FARGO ND (FAR)	79.0	85.7	463	463
FAYETTEVILLE AR (XNA)	72.2	79.7	1,026	955
FAYETTEVILLE NC (FAY)	48.0	61.5	150	130
FLAGSTAFF AZ (FLG)	69.7	71.0	155	155
FLINT MI (FNT)	69.6	76.1	526	473
FLORENCE SC (FLO)	59.7	93.5	62	62
FORT LAUDERDALE FL (FLL)	75.2	81.0	5,357	5,361
FORT SMITH AR (FSM)	67.5	76.8	151	151
FORT WAYNE IN (FWA)	65.7	71.0	373	373
FRESNO CA (FAT)	73.3	81.3	1,314	1,312
FT. MYERS FL (RSW)	76.3	83.2	1,786	1,786
GAINESVILLE FL (GNV)	52.8	68.0	178	178
GRAND FORKS ND (GFK)	73.8	83.3	84	84
GRAND JUNCTION CO (GJT)	75.8	83.4	425	422
GRAND RAPIDS MI (GRR)	75.6	83.3	1,361	1,386
GREAT FALLS MT (GTF)	82.0	94.3	294	296
GREEN BAY/CLINTONVILLE WI (GRB)	71.7	79.7	639	639
GREENSBORO/HIGH POINT NC (GSO)	67.1	78.3	1,212	1,211
GREENVILLE/SPARTANBURG SC (GSP)	68.7	79.8	994	994
GULFPORT/BILOXI MS (GPT)	69.4	75.0	617	588
GUNNISON CO (GUC)	86.3	88.7	124	124
GUSTAVUS AK (GST)	51.9	77.8	27	27
HARLINGEN/SAN BENITO TX (HRL)	81.6	86.2	506	506
HARRISBURG PA (MDT)	71.6	77.1	682	680
HARTFORD CT (BDL)	76.5	83.3	2,813	2,798
HELENA MT (HLN)	84.9	91.4	152	151
HILO HI (ITO)	94.5	96.5	825	825
HONOLULU HI (HNL)	91.9	95.2	6,569	6,570
HOUSTON TX (HOU)	79.7	75.4	4,805	4,805
HOUSTON TX (IAH)	83.0	83.5	19,779	19,753
HUNTSVILLE AL (HSV)	69.9	80.4	651	652
IDAHO FALLS ID (IDA)	89.3	97.5	281	279
INDIANAPOLIS IN (IND)	76.3	84.7	3,338	3,340
INDIO/PALM SPRINGS CA (PSP)	75.1	86.1	851	851
INYOKERN CA (IYK)	82.4	87.1	85	85
ISLIP NY (ISP)	79.6	82.6	1,053	1,010
JACKSON WY (JAC)	76.6	84.0	418	419
JACKSON/VICKSBURG MS (JAN)	73.0	79.8	943	914

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSONVILLE FL (JAX)	75.4	83.0	2,696	2,697
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	80.0	80.0	5	5
JUNEAU AK (JNU)	64.9	69.8	527	527
KAHULUI HI (OGG)	91.4	93.4	2,546	2,547
KALAMAZOO MI (AZO)	74.4	83.8	402	402
KALISPELL MT (FCA)	80.3	87.1	264	279
KANSAS CITY MO (MCI)	74.7	81.1	4,915	4,917
KETCHIKAN AK (KTN)	66.1	73.4	248	248
KEY WEST FL (EYW)	45.7	65.9	92	41
KILLEEN TX (GRK)	76.0	84.1	421	422
KING SALMON AK (AKN)	62.5	58.3	48	48
KINSTON NC (ISO)	9.7	50.0	62	62
KNOXVILLE TN (TYS)	71.6	82.9	876	877
KODIAK AK (ADQ)	69.4	59.7	62	62
KONA HI (KOA)	93.7	94.4	1,446	1,446
KOTZEBUE AK (OTZ)	60.2	63.4	93	93
LA CROSSE WI (LSE)	68.1	73.7	119	118
LAFAYETTE LA (LFT)	73.0	79.6	466	466
LAKE CHARLES LA (LCH)	77.7	90.1	121	121
LANSING MI (LAN)	71.1	82.1	394	385
LAREDO TX (LRD)	77.5	89.6	231	231
LAS VEGAS NV (LAS)	78.7	77.3	16,175	16,172
LAWTON/FORT SILL OK (LAW)	76.9	90.1	182	181
LEWISBURG WV (LWB)	74.2	74.2	31	31
LEWISTON ID (LWS)	85.5	96.8	62	62
LEXINGTON KY (LEX)	68.9	79.4	698	717
LIHUE HI (LIH)	94.7	96.2	1,539	1,539
LINCOLN NE (LNK)	65.3	75.3	248	247
LITTLE ROCK AR (LIT)	72.5	77.5	1,427	1,428
LONG BEACH CA (LGB)	83.9	86.0	1,197	1,197
LONGVIEW/KILGOR/GLADWATR TX (GGG)	72.0	90.3	93	93
LOS ANGELES CA (LAX)	74.7	79.9	20,717	20,716
LOUISVILLE KY (SDF)	73.5	78.2	1,583	1,583
LUBBOCK TX (LBB)	79.4	85.0	804	804
LYNCHBURG VA (LYH)	49.4	66.3	89	89
MACON GA (MCN)	34.4	78.5	93	93
MADISON WI (MSN)	69.0	78.5	1,129	1,128
MANCHESTER NH (MHT)	74.4	79.6	1,847	1,847
MARQUETTE MI (MQT)	52.9	82.4	85	85
MEDFORD OR (MFR)	79.5	82.2	572	573
MELBOURNE FL (MLB)	51.1	72.5	182	182
MEMPHIS TN (MEM)	78.6	81.7	4,006	4,009
MERIDIAN MS (MEI)	46.1	65.2	89	89

AUGUST 2006

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.
MIAMI FL (MIA)	71.8	72.6	5,529	5,529
MIDLAND/ODESSA TX (MAF)	75.9	82.5	743	743
MILWAUKEE WI (MKE)	71.6	82.5	2,057	2,055
MINNEAPOLIS/ST. PAUL MN (MSP)	79.6	79.8	11,320	11,320
MINOT ND (MOT)	76.3	90.3	93	93
MISSION/MCALLEN/EDINBURG TX (MFE)	76.3	85.6	451	451
MISSOULA MT (MSO)	84.0	90.4	438	438
MOBILE AL (MOB)	67.5	78.0	437	413
MODESTO CA (MOD)	65.7	74.9	251	251
MOLINE IL (MLI)	63.8	73.1	621	591
MONROE LA (MLU)	56.3	78.9	272	228
MONTEREY CA (MRY)	74.4	76.4	691	691
MONTGOMERY AL (MGM)	65.7	76.8	274	250
MONTROSE/DELTA CO (MTJ)	87.5	95.7	256	256
MYRTLE BEACH SC (MYR)	65.4	77.0	690	669
NANTUCKET MA (ACK)	54.8	65.6	93	93
NAPLES FL (APF)	52.5	87.1	61	62
NASHVILLE TN (BNA)	76.8	79.5	5,268	5,266
NEW ORLEANS LA (MSY)	78.3	83.7	2,737	2,737
NEW YORK NY (JFK)	69.6	72.1	9,988	9,930
NEW YORK NY (LGA)	67.9	76.0	11,091	11,086
NEWARK NJ (EWR)	65.9	69.4	13,948	13,955
NEWBURGH/POUGHKEEPSIE NY (SWF)	69.9	67.7	93	93
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	64.1	68.9	526	553
NOME AK (OME)	68.8	69.9	93	93
NORFOLK VA (ORF)	67.8	79.3	1,861	1,834
OAKLAND CA (OAK)	79.6	79.9	6,699	6,698
OKLAHOMA CITY OK (OKC)	73.4	81.3	1,906	1,913
OMAHA NE (OMA)	72.2	82.2	2,039	2,010
ONTARIO/SAN BERNARDINO CA (ONT)	80.1	84.2	3,171	3,170
ORLANDO FL (MCO)	78.9	80.3	9,968	9,971
OXNARD/VENTURA CA (OXR)	74.8	82.7	139	139
PANAMA CITY FL (PFN)	45.2	59.1	252	252
PASCO/KENNEWICK/RICHLAND WA (PSC)	88.7	94.4	213	213
PENSACOLA FL (PNS)	69.8	76.7	931	953
PEORIA IL (PIA)	65.5	75.9	388	398
PETERSBURG AK (PSG)	51.6	53.2	62	62
PHILADELPHIA PA (PHL)	72.7	72.2	9,367	9,370
PHOENIX AZ (PHX)	80.1	78.2	18,490	18,493
PITTSBURGH PA (PIT)	74.0	79.9	4,232	4,247
POCATELLO ID (PIH)	89.7	98.1	155	155
PONCE PR (PSE)	71.4	77.4	70	62
PORTLAND ME (PWM)	60.7	70.0	700	684

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PORTLAND OR (PDX)	78.4	84.9	5,311	5,313
PROVIDENCE RI (PVD)	79.8	82.4	2,212	2,212
RALEIGH/DURHAM NC (RDU)	69.7	75.8	5,103	5,104
RAPID CITY SD (RAP)	77.4	86.1	527	526
REDDING CA (RDD)	62.9	67.4	178	178
RENO NV (RNO)	78.5	83.4	2,286	2,286
RICHMOND VA (RIC)	63.4	73.8	1,759	1,749
ROANOKE VA (ROA)	62.5	74.1	448	448
ROCHESTER MN (RST)	72.8	76.0	246	246
ROCHESTER NY (ROC)	64.2	76.6	1,639	1,609
ROCKFORD IL (RFD)	71.7	87.9	60	58
SACRAMENTO CA (SMF)	78.6	82.8	4,793	4,792
SAGINAW/BAY CITY/MIDLAND MI (MBS)	68.0	79.4	256	257
SALT LAKE CITY UT (SLC)	85.9	87.7	12,942	12,933
SAN ANGELO TX (SJT)	73.2	75.8	123	124
SAN ANTONIO TX (SAT)	79.7	85.6	3,659	3,658
SAN DIEGO CA (SAN)	79.2	83.7	8,231	8,234
SAN FRANCISCO CA (SFO)	71.4	77.6	11,850	11,853
SAN JOSE CA (SJC)	81.2	84.2	5,370	5,369
SAN JUAN PR (SJU)	71.3	80.1	2,268	2,272
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	75.7	79.2	613	614
SANTA ANA CA (SNA)	81.3	84.3	4,598	4,596
SANTA BARBARA CA (SBA)	76.8	80.3	1,231	1,231
SANTA MARIA CA (SMX)	68.7	73.5	147	147
SARASOTA/BRADENTON FL (SRQ)	70.4	79.7	497	497
SAVANNAH GA (SAV)	64.5	78.3	1,186	1,187
SCRANTON/WILKES-BARRE PA (AVP)	55.5	65.7	236	236
SEATTLE WA (SEA)	72.4	75.7	10,287	10,284
SHREVEPORT LA (SHV)	68.5	78.4	606	578
SIOUX FALLS SD (FSD)	76.1	82.0	552	550
SITKA AK (SIT)	70.3	84.5	155	155
SO.PINES/PINHRST/ABERDEEN NC (SOP)	61.5	76.9	26	26
SOUTH BEND IN (SBN)	63.9	65.7	36	35
SPOKANE WA (GEG)	77.8	86.3	1,332	1,332
SPRINGFIELD IL (SPI)	73.9	74.8	153	151
SPRINGFIELD MO (SGF)	71.0	79.2	817	792
ST. GEORGE UT (SGU)	88.4	96.1	310	310
ST. LOUIS MO (STL)	78.5	81.3	5,530	5,526
STATE COLLEGE PA (SCE)	91.8	94.1	85	85
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	78.3	89.5	152	153
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	88.8	92.7	340	341
SYRACUSE NY (SYR)	66.7	80.8	1,106	1,061
TALLAHASSEE FL (TLH)	70.9	76.3	323	312

AUGUST 2006

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.
TAMPA FL (TPA)	77.9	81.1	6,222	6,220
TEXARKANA AR (TXK)	69.9	79.6	93	93
TOLEDO OH (TOL)	73.3	79.8	352	352
TRAVERSE CITY MI (TVC)	74.0	76.0	524	525
TUCSON AZ (TUS)	80.2	86.0	2,082	2,082
TULSA OK (TUL)	73.4	84.5	1,837	1,789
TUPELO MS (TUP)	58.1	75.8	62	62
TWIN FALLS ID (TWF)	86.7	95.5	158	156
TYLER TX (TYR)	78.0	82.3	123	124
VALDOSTA GA (VLD)	46.2	63.4	93	93
VALPARAISO FL (VPS)	67.5	76.8	573	565
WACO TX (ACT)	78.7	88.1	244	244
WASHINGTON DC (DCA)	78.0	83.3	8,067	8,069
WASHINGTON DC (IAD)	76.7	74.0	8,330	8,326
WAUSAU/MARSHFIELD WI (CWA)	70.2	75.0	124	124
WEST PALM BEACH/PALM BEACH FL (PBI)	75.5	83.0	2,052	2,052
WEST YELLOWSTONE MT (WYS)	84.3	100.0	70	70
WHITE PLAINS NY (HPN)	63.9	66.1	606	626
WICHITA FALLS TX (SPS)	78.6	85.6	210	209
WICHITA KS (ICT)	69.6	77.7	1,165	1,164
WILMINGTON DE (ILG)	45.9	80.4	61	51
WILMINGTON NC (ILM)	58.3	71.2	300	274
WRANGELL AK (WRG)	48.4	67.7	62	62
YAKUTAT AK (YAK)	56.5	71.0	62	62
YUMA AZ (YUM)	60.5	66.0	294	294

AUGUST 2006
AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	23	27,576	923	3.3	117	48,096	1,583	3.3
ATLANTIC SOUTHEAST	20	13,657	407	3.0	144	24,156	766	3.2
COMAIR	23	15,717	529	3.4	104	25,491	807	3.2
MESA	25	15,536	403	2.6	118	27,803	693	2.5
SKYWEST	16	25,814	433	1.7	126	48,444	848	1.8
AMERICAN	29	42,666	738	1.7	80	55,351	934	1.7
DELTA	30	34,339	535	1.6	99	43,207	664	1.5
UNITED	31	37,104	522	1.4	79	44,062	582	1.3
US AIRWAYS *	29	35,419	475	1.3	83	42,566	552	1.3
ATA	8	1,247	17	1.4	13	1,673	21	1.3
EXPRESSJET	24	19,659	290	1.5	117	39,845	473	1.2
ALASKA	15	7,923	60	0.8	46	14,752	173	1.2
AIRTRAN	23	16,420	183	1.1	49	20,953	229	1.1
ALOHA	3	142	0	0.0	11	4,345	42	1.0
SOUTHWEST	16	48,181	487	1.0	62	95,894	903	0.9
NORTHWEST	30	26,014	209	0.8	106	37,883	299	0.8
HAWAIIAN	6	309	0	0.0	14	4,762	25	0.5
CONTINENTAL	28	21,535	103	0.5	68	26,804	116	0.4
JETBLUE	17	10,566	48	0.5	39	14,258	56	0.4
FRONTIER	21	6,736	14	0.2	42	8,387	17	0.2
Total		406,560	6,376	1.6	Total	628,732	9,783	1.6

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

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

AUGUST 2006
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
AA	55351	41694	75.33%	934	1.69%	188	0.34%	2956	5.34%	744	1.34%	4683	8.46%	297	0.54%	3855	6.96%
AQ	4345	4081	93.92%	42	0.97%	1	0.02%	116	2.66%	0	0.00%	23	0.53%	8	0.18%	74	1.71%
AS	14752	10108	68.52%	173	1.17%	41	0.28%	1162	7.87%	37	0.25%	1237	8.39%	98	0.66%	1897	12.86%
B6	14258	10820	75.89%	56	0.39%	33	0.23%	632	4.44%	62	0.43%	1446	10.14%	72	0.51%	1136	7.97%
CO	26804	20443	76.27%	116	0.43%	109	0.41%	1272	4.75%	163	0.61%	2890	10.78%	218	0.81%	1592	5.94%
DL	43207	32820	75.96%	664	1.54%	155	0.36%	2567	5.94%	230	0.53%	4049	9.37%	57	0.13%	2666	6.17%
EV	24156	14026	58.06%	766	3.17%	75	0.31%	3474	14.38%	1246	5.16%	2866	11.87%	15	0.06%	1688	6.99%
F9	8387	7024	83.75%	17	0.20%	9	0.11%	387	4.62%	49	0.58%	625	7.45%	0	0.00%	276	3.29%
FL	20953	15152	72.31%	229	1.09%	58	0.28%	1255	5.99%	59	0.28%	2007	9.58%	0	0.00%	2193	10.47%
HA	4762	4558	95.72%	25	0.52%	0	0.00%	114	2.38%	1	0.02%	3	0.07%	12	0.25%	50	1.04%
MQ	48096	35058	72.89%	1583	3.29%	129	0.27%	2857	5.94%	402	0.84%	3394	7.06%	55	0.11%	4618	9.60%
NW	37883	29221	77.13%	299	0.79%	55	0.15%	3174	8.38%	423	1.12%	3071	8.11%	152	0.40%	1488	3.93%
OH	25491	17931	70.34%	807	3.17%	54	0.21%	2627	10.31%	1025	4.02%	2702	10.60%	34	0.13%	311	1.22%
OO	48444	38061	78.57%	848	1.75%	45	0.09%	5025	10.37%	199	0.41%	1034	2.13%	63	0.13%	3169	6.54%
TZ	1673	1142	68.26%	21	1.26%	1	0.06%	107	6.42%	0	0.00%	203	12.16%	13	0.76%	186	11.09%
UA	44062	33622	76.31%	582	1.32%	120	0.27%	2179	4.94%	412	0.93%	3229	7.33%	0	0.00%	3918	8.89%
US***	42566	32204	75.66%	552	1.30%	83	0.19%	2894	6.80%	263	0.62%	3629	8.53%	91	0.21%	2851	6.70%
WN	95894	77654	80.98%	903	0.94%	161	0.17%	4163	4.34%	435	0.45%	2436	2.54%	374	0.39%	9769	10.19%
XE****	39845	30473	76.48%	473	1.19%	181	0.45%	1518	3.81%	251	0.63%	3710	9.31%	124	0.31%	3114	7.82%
YV	27803	20503	73.74%	693	2.49%	72	0.26%	2889	10.39%	244	0.88%	1027	3.69%	33	0.12%	2342	8.42%
TOTAL	628732	476595		9783		1570		41366		6245		44265		1713		47194	
			75.80%		1.56%		0.25%		6.58%		0.99%		7.04%		0.27%		7.51%

***Causes of Delay:**

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

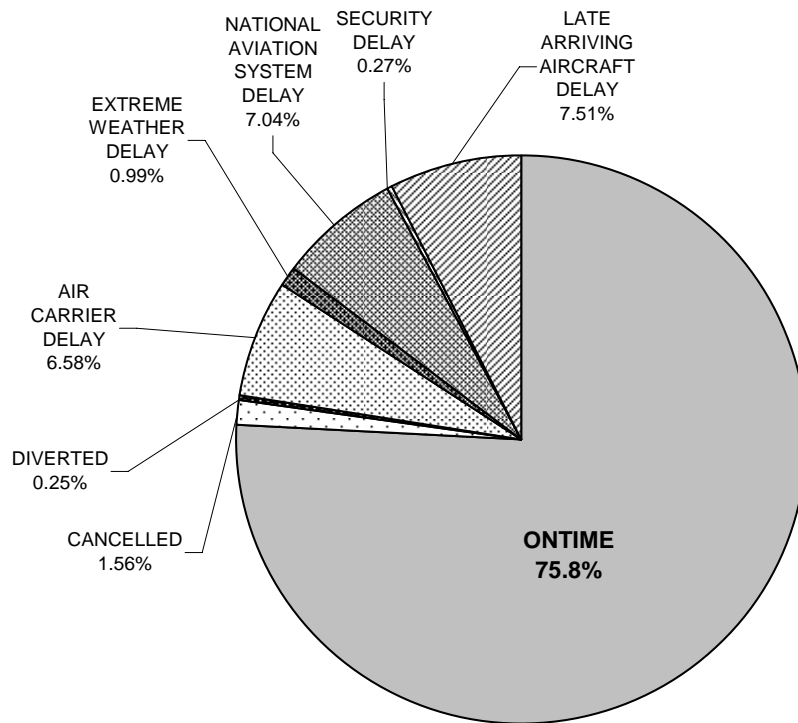
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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

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

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

**** Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

**AUGUST 2006
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 31 airports for which data must be reported. Data include all reported domestic flight operations to the 31 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 31 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

APPENDIX

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

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

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

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

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

Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

AQ	Aloha Airlines (eff. 04/06)
----	-----------------------------

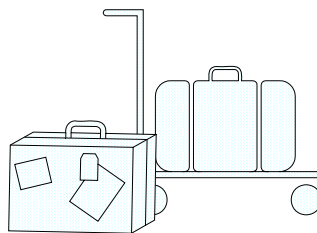
* Revised January 2006, based on Bureau of Transportation Statistic's Technical Reporting Directive #13, issued September 20, 2005.

** Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

*** 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.



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

RANK	AIRLINE	AUGUST 2006			AUGUST 2005		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,733	554,502	3.13	1,726	537,881	3.21
2	ALOHA AIRLINES	1,601	338,543	4.73	*	*	*
3	NORTHWEST AIRLINES	21,438	4,156,647	5.16	22,896	4,268,139	5.36
4	CONTINENTAL AIRLINES	16,992	3,245,027	5.24	14,197	3,072,188	4.62
5	FRONTIER AIRLINES	5,004	947,855	5.28	3,938	787,147	5.00
6	JETBLUE AIRWAYS	9,724	1,738,712	5.59	8,096	1,368,165	5.92
7	SOUTHWEST AIRLINES	54,188	8,854,013	6.12	36,663	8,291,425	4.42
8	AMERICAN AIRLINES	46,524	6,767,347	6.87	45,978	7,071,943	6.50
9	AIRTRAN AIRWAYS	12,929	1,849,225	6.99	5,516	1,547,438	3.56
10	ATA AIRLINES	1,694	233,094	7.27	2,328	513,728	4.53
11	UNITED AIRLINES	39,123	5,375,597	7.28	21,000	5,252,634	4.00
12	ALASKA AIRLINES	12,382	1,550,327	7.99	10,742	1,529,356	7.02
13	DELTA AIR LINES	51,346	5,706,173	9.00	58,741	7,310,674	8.03
14	EXPRESSJET AIRLINES	14,212	1,502,792	9.46	8,713	1,344,146	6.48
15	US AIRWAYS **	47,217	4,573,025	10.33	22,660	3,164,521	7.16
16	SKYWEST AIRLINES	19,277	1,769,563	10.89	14,674	1,539,221	9.53
17	MESA AIRLINES	16,668	1,246,060	13.38	*	*	*
18	COMAIR	14,637	984,236	14.87	13,781	1,218,746	11.31
19	AMERICAN EAGLE AIRLINES	27,630	1,648,003	16.77	16,666	1,539,095	10.83
20	ATLANTIC SOUTHEAST AIRLINES	22,462	1,042,021	21.56	20,735	1,039,292	19.95
TOTALS		436,781	54,082,762	8.08	329,050	51,395,739	6.40

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

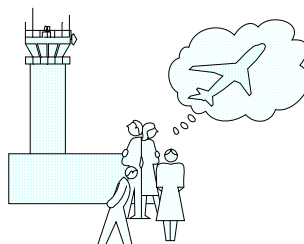
OVERSALES

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

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

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

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



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

RANK	AIRLINE	APRIL-JUNE 2006				APRIL-JUNE 2005			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	ALOHA AIRLINES	41	7	829,591	0.08	*	*	*	*
2	AIRTRAN AIRWAYS	4,907	49	5,409,351	0.09	6,214	215	4,295,783	0.50
3	JETBLUE AIRWAYS	26	58	4,524,719	0.13	10	0	3,695,906	0.00
4	HAWAIIAN AIRLINES	641	27	1,526,360	0.18	685	9	1,432,005	0.06
5	FRONTIER AIRLINES	829	146	2,606,079	0.56	213	58	2,111,042	0.27
6	UNITED AIRLINES	21,728	1,203	16,623,145	0.72	27,662	849	15,628,125	0.54
7	AMERICAN AIRLINES	22,493	1,829	23,260,971	0.79	23,387	1,416	22,957,833	0.62
8	SOUTHWEST AIRLINES	29,026	2,570	25,306,858	1.02	18,571	1,593	22,777,542	0.70
9	NORTHWEST AIRLINES	20,071	1,373	12,838,318	1.07	18,299	1,435	13,695,253	1.05
10	SKYWEST AIRLINES	3,662	163	1,473,391	1.11	1,212	30	655,568	0.46
11	ATA AIRLINES	165	91	682,065	1.33	1,023	206	1,309,913	1.57
12	AMERICAN EAGLE AIRLINES	479	85	634,272	1.34	371	13	572,193	0.23
13	US AIRWAYS**	20,930	2,214	14,249,711	1.55	14,728	675	10,967,859	0.62
14	DELTA AIR LINES	19,648	2,840	17,530,094	1.62	23,197	3,094	21,995,159	1.41
15	CONTINENTAL AIRLINES	10,863	1,919	10,680,150	1.80	9,242	1,382	9,614,684	1.44
16	ALASKA AIRLINES	5,620	789	4,043,982	1.95	7,375	462	3,877,571	1.19
17	COMAIR	1,652	143	601,010	2.38	305	27	706,715	0.38
18	MESA AIRLINES	4,281	415	1,696,331	2.45	*	*	*	*
19	ATLANTIC SOUTHEAST AIRLINES	1,983	402	1,115,387	3.60	566	146	1,109,149	1.32
	TOTALS**	169,045	16,323	145,631,785	1.12	153,060	11,610	137,402,300	0.84

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

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

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

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

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

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

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	AUGUST 2006				AUGUST 2005			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	655	93	5	133	666	74	5	125
FOREIGN AIRLINES	156	3	0	18	128	3	0	4
TRAVEL AGENTS	28	2	0	1	19	1	0	1
TOUR OPERATORS	1	1	0	0	5	0	0	0
MISCELLANEOUS	20	5	0	37	6	5	0	82
INDUSTRY TOTALS	860	104	5	189	824	83	5	212

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	AUGUST 2006			AUGUST 2005		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	223		1	226	
CANCELLATIONS			79			73
DELAYS			62			68
MISCONNECTIONS			45			39
BAGGAGE	2	203		2	166	
RES/TKTG/BOARDING	3	124		4	99	
REFUNDS	4	104		5	74	
CUSTOMER SERVICE	5	101		3	107	
DISABILITY	6	34		6	59	
OTHER	7	23		9	21	
FREQUENT FLYER			15			12
OVERSALES	8	20		8	21	
FARES	9	17		7	34	
DISCRIMINATION	10	9		10	13	
ADVERTISING	11	2		11	4	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		860			824	

* 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*
 AUGUST 2006

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-I-NATION	ANI MALS	OTHER	TOTAL
AIR WISCONSIN	4	1	1	0	0	0	0	0	0	0	0	0	6
AIRTRAN AIRWAYS	7	0	1	1	0	5	1	2	0	0	0	0	17
ALASKA AIRLINES	1	0	1	0	1	2	2	1	0	0	0	0	8
AMERICAN AIRLINES	27	2	10	2	14	36	9	4	0	2	0	6	112
AMERICAN EAGLE AIRLINES	6	1	3	0	2	6	1	1	0	0	0	0	20
ATLANTIC SOUTHEAST AIRLINES	5	0	0	0	0	0	2	1	0	0	0	0	8
COMAIR	10	0	0	0	0	0	0	0	0	0	0	0	10
CONTINENTAL AIRLINES	8	0	8	1	5	6	8	2	0	2	0	0	40
DELTA AIR LINES	16	1	16	4	15	18	11	3	0	0	0	2	86
EXECUTIVE AIRLINES	1	0	0	0	1	2	1	0	0	0	0	0	5
EXPRESSJET AIRLINES	7	0	0	0	0	0	2	0	0	0	0	0	9
FRONTIER AIRLINES	1	1	1	0	1	1	2	0	0	0	0	0	7
JETBLUE AIRWAYS	3	0	0	0	1	4	1	0	0	1	0	0	10
MESA AIRLINES	14	0	1	0	1	2	0	0	0	0	0	0	18
NORTHWEST AIRLINES	10	1	9	1	4	8	7	2	0	0	0	5	47
PINNACLE AIRLINES	3	0	3	0	0	1	1	0	0	0	0	0	8
Piedmont Airlines	0	0	0	0	0	2	1	2	0	0	0	0	5
SKYWEST AIRLINES	6	0	1	0	0	1	1	1	0	0	0	0	10
SOUTHWEST AIRLINES	2	0	0	0	1	1	6	2	0	1	0	0	13
UNITED AIRLINES	26	5	15	2	12	15	16	1	0	0	0	0	92
US AIRWAYS ***	13	1	19	0	12	19	10	6	1	2	0	5	88
OTHER U. S. AIRLINES	17	1	1	0	3	10	1	1	0	0	0	2	36
TOTAL AUGUST 2006	187	14	90	11	73	139	83	29	1	8	0	20	655
% OF TOTAL COMPLAINTS	28.5	2.1	13.7	1.7	11.1	21.2	12.7	4.4	0.2	1.2	0	3.0	
TOTAL AUGUST 2005	204	13	67	24	53	127	98	52	3	10	0	15	666
% OF TOTAL COMPLAINTS	30.6	2.0	10.1	3.6	8.0	19.1	14.7	7.8	0.5	1.5	0	2.3	

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

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

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

Table 4

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

U. S. AIRLINES*	COMPS RECD IN AUG	INCI - DENTS IN AUG	PERCENT	INCI - DENTS IN JULY	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	6	1	16.7	3	50.0	2	33.3	0	0.0
AIRTRAN AIRWAYS	17	6	35.3	7	41.2	1	5.9	3	17.6
ALASKA AIRLINES	8	5	62.5	3	37.5	0	0.0	0	0.0
AMERICAN AIRLINES	112	29	25.9	35	31.2	22	19.6	26	23.2
AMERICAN EAGLE AIRLINES	20	6	30.0	8	40.0	5	25.0	1	5.0
ATLANTIC SOUTHEAST AIRLINES	8	3	37.5	3	37.5	1	12.5	1	12.5
COMAIR	10	2	20.0	4	40.0	3	30.0	1	10.0
CONTINENTAL AIRLINES	40	16	40.0	11	27.5	9	22.5	4	10.0
DELTA AIRLINES	86	30	34.9	17	19.8	24	27.9	15	17.4
EXECUTIVE AIRLINES	5	0	0.0	0	0.0	5	100.0	0	0.0
EXPRESSJET AIRLINES	9	3	33.3	4	44.4	1	11.1	1	11.1
FRONTIER AIRLINES	7	4	57.1	2	28.6	0	0.0	1	14.3
JETBLUE AIRWAYS	10	3	30.0	2	20.0	0	0.0	5	50.0
MESA AIRLINES	18	5	27.8	11	61.1	2	11.1	0	0.0
NORTHWEST AIRLINES	47	17	36.2	9	19.1	10	21.3	11	23.4
PINNACLE AIRLINES	8	5	62.5	0	0.0	1	12.5	2	25.0
PIDMONT AIRLINES	5	0	0.0	1	20.0	1	20.0	3	60.0
SKYWEST AIRLINES	10	4	40.0	3	30.0	2	20.0	1	10.0
SOUTHWEST AIRLINES	13	5	38.5	2	15.4	4	30.8	2	15.4
UNITED AIRLINES	92	13	14.1	42	45.7	22	23.9	15	16.3
US AIRWAYS **	88	25	28.4	26	29.5	15	17.0	22	25.0
OTHER U. S. AIRLINES	36	13	36.1	13	36.1	5	13.9	5	13.9
TOTALS	655	195	29.8	206	31.5	135	20.6	119	18.2
PREVIOUS YEAR'S TOTALS	666	198	29.7	206	30.9	126	18.9	136	20.4

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

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR CANADA	3	0	1	0	1	1	0	0	0	0	0	0	6
AIR FRANCE	1	0	3	2	3	3	2	0	0	0	0	0	14
ALITALIA AIRLINES	2	0	0	0	4	19	1	0	0	0	0	0	26
BRITISH AIRWAYS	1	0	1	0	3	13	1	2	1	0	0	0	22
KLM	1	0	1	1	1	1	1	1	0	0	0	0	7
LUFTHANSA	1	0	0	0	0	6	0	0	0	1	0	0	8
VARI G AIRLINES	5	0	0	0	1	1	0	0	0	0	0	0	7
VIRGIN ATLANTIC AIRWAYS	4	0	0	0	1	4	0	2	0	0	0	1	12
OTHER FOREIGN AIRLINES	12	4	9	1	7	14	7	0	0	0	0	0	54
TOTALS	30	4	15	4	21	62	12	5	1	1	0	1	156
<u>TRAVEL AGENTS</u>													
CHEAP TICKETS	1	0	3	1	1	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	1	0	11	1	7	1	1	0	0	0	0	0	22
TOTALS	2	0	14	2	8	1	1	0	0	0	0	0	28
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	0	1
TOTALS	0	0	0	0	1	0	0	0	0	0	0	0	1
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	4	2	5	0	1	1	5	0	0	0	0	2	20
TOTALS	4	2	5	0	1	1	5	0	0	0	0	2	20

* 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

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

RANK	AIRLINE	AUGUST 2006			AUGUST 2005		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>ALOHA AIRLINES</i>	0	318,851	0.00	*	*	*
2	<i>SOUTHWEST AIRLINES</i>	13	8,661,654	0.15	12	8,133,929	0.15
3	<i>HAWAIIAN AIRLINES</i>	2	548,169	0.36	4	531,934	0.75
4	<i>ALASKA AIRLINES</i>	8	1,669,834	0.48	17	1,655,286	1.03
5	<i>EXPRESSJET AIRLINES</i>	9	1,646,797	0.55	6	1,493,965	0.40
6	<i>SKYWEST AIRLINES</i>	10	1,744,763	0.57	12	1,497,316	0.80
7	<i>JETBLUE AIRWAYS</i>	10	1,678,508	0.60	3	1,329,343	0.23
8	<i>ATLANTIC SOUTHEAST AIRLINES</i>	8	1,054,472	0.76	11	1,041,964	1.06
9	<i>FRONTIER AIRLINES</i>	7	902,537	0.78	6	753,271	0.80
10	<i>AIRTRAN AIRWAYS</i>	17	1,793,795	0.95	20	1,513,405	1.32
11	<i>NORTHWEST AIRLINES</i>	47	4,958,463	0.95	62	5,067,798	1.22
12	<i>CONTINENTAL AIRLINES</i>	40	4,175,807	0.96	35	3,897,838	0.90
13	<i>COMAIR</i>	10	1,007,159	0.99	8	1,207,273	0.66
14	<i>ATA AIRLINES</i>	3	248,725	1.21	2	527,051	0.38
15	<i>AMERICAN EAGLE AIRLINES</i>	20	1,655,219	1.21	8	1,537,279	0.52
16	<i>AMERICAN AIRLINES</i>	112	8,528,661	1.31	109	8,780,679	1.24
17	<i>DELTA AIR LINES</i>	86	6,457,158	1.33	94	7,785,045	1.21
18	<i>MESA AIRLINES</i>	18	1,224,042	1.47	*	*	*
19	<i>UNITED AIRLINES</i>	92	6,215,085	1.48	85	6,021,036	1.41
20	<i>US AIRWAYS **</i>	88	4,972,390	1.77	44	3,627,832	1.21
TOTAL		600	59,462,089	1.01	538	56,402,244	0.95

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. Mesa Airlines' ranking in this table effective January 2006. Aloha Airlines' ranking in this table effective April 2006.

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

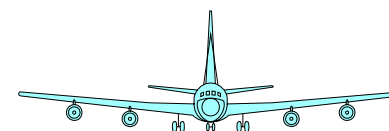
Disability: Civil rights complaints by air travelers with disabilities.

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 August 2006 as provided by the Transportation Security Administration ^a

The Transportation Security Administration protects approximately 62 million airline passengers and screens their 81 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 August.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public ^c	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
201	.00032	100	.00016	17	.00003	452	.0007

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
241	.00039	1401	.0017

NOTES

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

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

^c The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of August.

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

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

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

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

Carrier	Death	Injury	Loss
American Airlines	1		
ATA Airlines			1
Continental Airlines	2		
Hawaiian Airlines	1		
United Airlines	1		1
Total	5	0	2