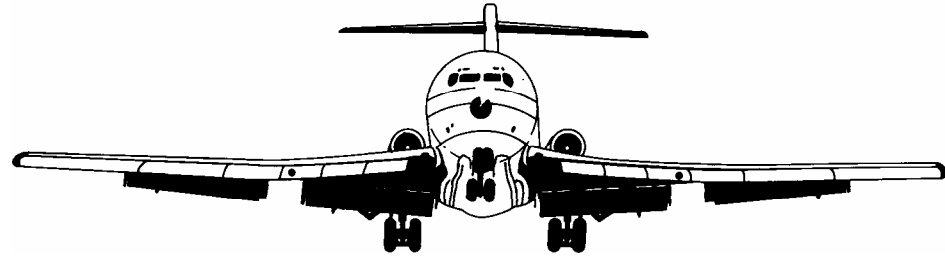




U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

*Issued: July 2006*



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

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

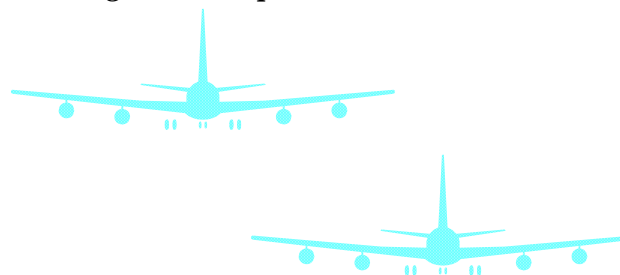
<sup>2</sup> Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

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

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

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## **INTRODUCTION**

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

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

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



## 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 currently 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, and the one U.S. carrier that has opted to report data voluntarily (see Appendix for list of carriers).

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 21\* reporting air carriers, 12 carriers (America West\*, American, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, United, and US Airways\*) use ACARS exclusively; 5 carriers (AirTran, Aloha, Atlantic Southeast, Comair, and Southwest) record arrival times manually; and 4 carriers (Alaska, ATA, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 31 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.**

MAY 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	83.7	14	95.0
ALOHA AIRLINES S/V	3	60.7	11	88.7
FRONTIER AIRLINES S/	21	84.1	40	84.0
NORTHWEST AIRLINES S/	29	82.5	107	82.8
DELTA AIRLINES S/	30	82.0	95	82.2
SKYWEST AIRLINES S/	16	83.2	129	81.9
JETBLUE AIRWAYS S/	15	80.8	34	81.7
ALASKA AIRLINES S/	16	80.9	46	81.6
SOUTHWEST AIRLINES S/	16	81.1	62	81.0
COMAIR S/	22	79.9	102	80.8
US AIRWAYS S/	29	80.3	81	80.6
AIRTRAN AIRWAYS S/	23	77.9	49	78.8
MESA AIRLINE S/	26	77.4	120	77.4
AMERICAN AIRLINES S/	29	76.0	78	76.7
ATLANTIC SOUTHEAST AIRLINES S/	20	74.4	133	74.6
UNITED AIRLINES S/	31	74.7	79	74.3
CONTINENTAL AIRLINES S/	29	74.1	72	74.1
EXPRESSJET AIRLINES S/	24	71.1	115	73.1
AMERICAN EAGLE AIRLINES S/	23	69.9	116	68.4
ATA AIRLINES S/	8	62.8	13	66.1
<b>TOTAL</b>		<b>78.0</b>		<b>78.3</b>

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, 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.

## MAY 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	2nd QUARTER		3rd QUARTER		4th QUARTER		1st QUARTER		MAR - 06		APR - 06		MAY - 06		12 MONTHS ENDING MAY 2006		DATABASE TO DATE SEP 1987-MAY 2006	
	04 - 06 2005		07 - 09 2005		10 - 12 2005		01 - 03 2006		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	75.3	17	68.4	19	72.6	19	75.8	9	79.9	4	79.7	9	78.8	12	73.2	14	(--)	(--)
ALASKA	61.6	19	70.2	18	74.4	15	71.7	17	72.6	13	76.4	13	81.6	8	71.3	17	75.8	8
ALOHA	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	73.2	17	88.7	2	(--)	(--)	(--)	(--)
AMERICA WEST	83.8	6	81.6	5	82.6	2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	80.7	9	73.7	13	76.9	12	76.2	7	74.3	11	77.1	12	76.7	14	75.6	9	79	3
AMERICAN EAGLE	79.3	12	75.1	11	76.2	13	74.6	12	72.9	12	72.2	19	68.4	19	74.4	12	75.2	9
ATA	86.5	2	82.5	4	79.3	8	71	18	70.3	17	65.2	20	66.1	20	77.9	6	(--)	(--)
ATLANTIC SOUTHEAST	75	18	66.8	20	73.4	18	73.1	15	74.3	10	74.2	16	74.6	15	71.3	16	(--)	(--)
COMAIR	85	4	81.1	6	79.5	7	81	3	84.1	2	85.1	2	80.8	10	80.9	2	(--)	(--)
CONTINENTAL	81.1	8	74.7	12	76	14	73.3	14	71	15	72.7	18	74.1	17	74.8	11	78.7	4
DELTA	80.5	10	72.3	15	77.2	11	77.4	6	79.4	6	82.5	4	82.2	5	76.2	7	77.7	6
EXPRESSJET	81.1	7	72	16	74.3	16	74.2	13	71.5	14	75.1	15	73.1	18	74	13	(--)	(--)
FRONTIER	(--)	(--)	85.7	2	79.7	6	74.8	11	70	18	83.6	3	84	3	(--)	(--)	(--)	(--)
HAWAIIAN	95.2	1	96.8	1	95.4	1	93.7	1	90.9	1	94.3	1	95	1	95.1	1	(--)	(--)
INDEPENDENCE AIR	77.7	15	76.5	10	81.9	3	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
JETBLUE	76.2	16	72.7	14	70.8	20	70.6	19	77.9	8	81.1	6	81.7	7	73.1	15	(--)	(--)
MESA	(--)	(--)	(--)	(--)	(--)	(--)	76	8	76.8	9	77.2	11	77.4	13	(--)	(--)	(--)	(--)
NORTHWEST	80.4	11	70.5	17	73.7	17	78.2	5	79.1	7	82.1	5	82.8	4	75.1	10	79.7	2
SKYWEST	86.3	3	85.3	3	78.8	9	75.1	10	71	16	80.7	7	81.9	6	80.3	3	(--)	(--)
SOUTHWEST	84.5	5	79.3	7	80.6	4	81	4	79.7	5	79.7	10	81	9	80.3	4	82.3	1
UNITED	78.4	14	78.8	8	77.4	10	73	16	69.3	19	76.3	14	74.3	16	75.7	8	76.3	7
US AIRWAYS	78.5	13	77.1	9	79.7	5	81	2	82.6	3	80.1	8	80.6	11	78.9	5	78.5	5
<b>Total</b>	<b>80.8</b>		<b>76.1</b>		<b>77.5</b>		<b>76.8</b>		<b>76.1</b>		<b>78.4</b>		<b>78.3</b>		<b>76.7</b>		<b>78.7</b>	

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

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

MAY 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	726	69.0	1157	62.7	433	82.9	154	71.4	H/		840	78.1	705	78.4	13984	81.7
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		62	79.0	H/		H/		H/		93	83.9	182	84.1	62	79.0
B6	H/		1197	73.4	H/		H/		H/		H/		93	77.4	H/	
CO	412	64.8	565	55.0	176	77.8	H/		H/		384	79.4	389	76.1	327	74.3
DL	13462	81.4	1325	71.3	371	85.2	169	79.9	2226	88.4	996	84.0	437	82.2	376	83.0
EV	10535	73.3	H/		4	75.0	36	94.4	280	85.0	81	84.0	2	100.0	12	83.3
F9	89	84.3	H/		62	90.3	H/		H/		89	78.7	3849	86.1	185	82.2
FL	6691	78.1	821	64.3	1119	81.9	259	78.8	H/		154	84.4	105	79.0	425	81.6
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	120	71.7	1398	59.0	248	66.5	456	68.6	390	61.3	910	66.0	H/		8428	73.4
NW	455	72.5	382	60.7	278	78.4	231	74.0	H/		588	82.8	274	85.8	356	84.3
OH	985	67.1	1028	64.5	286	78.7	261	66.7	7803	86.9	527	76.1	30	86.7	49	87.8
OO	H/		H/		H/		H/		34	88.2	H/		3975	88.6	38	68.4
RU	218	73.4	29	82.8	203	68.5	421	69.8	258	69.8	259	78.0	13	84.6	248	79.4
TZ	H/		H/		H/		H/		H/		113	63.7	H/		113	69.0
UA	216	71.8	919	58.7	463	75.4	154	70.1	57	71.9	464	65.7	7389	80.4	541	74.7
US	178	73.6	1817	64.6	377	76.1	5614	84.0	H/		2557	82.8	516	83.5	482	78.0
WN	H/		H/		4944	81.4	H/		H/		H/		626	71.7	H/	
YV	204	68.1	224	44.6	60	70.0	2025	74.2	H/		18	77.8	1347	88.3	96	85.4
<b>TOTAL</b>	<b>34291</b>	<b>77.0</b>	<b>10924</b>	<b>64.0</b>	<b>9024</b>	<b>80.2</b>	<b>9780</b>	<b>79.4</b>	<b>11048</b>	<b>85.8</b>	<b>8073</b>	<b>78.6</b>	<b>19932</b>	<b>83.5</b>	<b>25722</b>	<b>78.7</b>

\* 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.

MAY 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	338	69.2	639	66.5	589	83.0	339	81.1	487	77.8	1072	78.3	620	76.5	2657	79.2
AQ	H/		H/		H/		H/		H/		H/		31	35.5	H/	
AS	H/		62	74.2	H/		31	90.3	H/		H/		363	73.6	651	81.9
B6	H/		351	69.2	727	78.0	507	91.9	H/		3713	81.1	312	84.9	H/	
CO	175	74.3	4921	69.6	472	78.8	1	100.0	7386	78.4	61	65.6	511	77.5	668	74.1
DL	135	84.4	398	71.9	807	83.6	245	84.9	204	73.0	1019	84.4	583	82.7	1142	84.1
EV	60	70.0	H/		H/		49	65.3	99	72.7	54	77.8	27	74.1	H/	
F9	93	83.9	H/		31	87.1	H/		88	87.5	H/		213	80.3	186	81.2
FL	196	82.7	269	65.4	423	77.3	212	84.0	H/		H/		159	81.8	139	73.4
HA	H/		H/		H/		H/		H/		H/		59	89.8	75	84.0
MQ	205	67.8	292	52.1	H/		152	63.2	H/		670	65.5	124	83.1	1852	91.9
NW	7850	83.2	320	62.2	218	82.1	211	78.7	306	81.4	186	74.7	551	86.2	559	84.8
OH	235	80.0	62	62.9	63	84.1	111	94.6	115	80.9	854	73.8	H/		H/	
OO	88	54.5	H/		H/		H/		30	56.7	H/		243	66.7	4194	82.4
RU	203	70.4	5031	63.2	H/		386	73.6	9770	74.5	31	77.4	H/		H/	
TZ	H/		H/		H/		H/		H/		H/		30	73.3	68	66.2
UA	217	75.6	486	62.8	186	74.7	2222	81.0	216	72.2	410	81.7	1193	76.9	3045	75.1
US	222	79.3	324	62.7	729	75.6	204	89.2	191	77.0	219	65.8	3473	83.8	930	81.1
WN	465	71.8	H/		1255	80.2	H/		H/		H/		6615	80.7	3508	80.5
YV	150	70.7	250	66.0	H/		3415	76.5	178	53.4	186	78.5	695	80.1	93	71.0
<b>TOTAL</b>	<b>10632</b>	<b>80.8</b>	<b>13405</b>	<b>66.0</b>	<b>5500</b>	<b>79.7</b>	<b>8085</b>	<b>79.6</b>	<b>19070</b>	<b>76.0</b>	<b>8475</b>	<b>78.4</b>	<b>15802</b>	<b>80.7</b>	<b>19767</b>	<b>81.0</b>

\* 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.



MAY 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	1927	63.9	990	79.9	91	73.6	3503	79.3	336	80.1	124	69.4	6622	64.8	556	75.7
AQ	H/		H/		H/		H/		H/		78	60.3	H/		H/	
AS	H/		62	85.5	H/		31	93.5	H/		453	82.3	124	75.8	H/	
B6	243	73.7	681	84.1	H/		H/		H/		542	87.8	H/		H/	
CO	384	61.5	589	79.6	109	75.2	310	77.1	133	85.7	92	68.5	450	61.6	199	69.8
DL	1858	75.5	1146	83.2	H/		367	78.5	85	80.0	103	81.6	410	67.8	321	81.6
EV	51	68.6	215	82.8	178	68.5	H/		222	71.6	H/		H/		31	38.7
F9	75	62.7	72	90.3	154	83.1	H/		93	72.0	H/		H/		62	88.7
FL	462	55.6	1325	83.8	911	80.5	130	79.2	329	83.0	H/		H/		594	74.7
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	1622	57.7	8	62.5	62	50.0	586	73.2	216	69.4	H/		7989	64.9	62	48.4
NW	616	56.3	509	84.3	240	77.9	126	90.5	7918	88.4	H/		588	63.9	343	67.1
OH	1078	64.2	135	85.2	31	64.5	86	70.9	159	87.4	H/		164	71.3	174	64.9
OO	H/		H/		H/		H/		31	100.0	235	94.0	4729	71.3	H/	
RU	124	65.3	30	83.3	120	82.5	33	93.9	300	76.3	H/		261	69.7	129	70.5
TZ	240	50.4	H/		404	63.1	H/		H/		123	70.7	H/		H/	
UA	669	60.5	697	78.6	89	59.6	186	73.7	489	70.1	302	73.8	8061	71.9	551	63.9
US	1270	75.4	857	81.0	H/		336	74.7	216	75.5	186	87.6	724	63.0	4308	75.6
WN	H/		2833	81.9	6030	77.8	H/		H/		4103	83.6	H/		1739	75.9
YV	182	51.6	H/		81	69.1	H/		62	62.9	60	73.3	1854	66.5	206	73.8
<b>TOTAL</b>	<b>10801</b>	<b>65.0</b>	<b>10149</b>	<b>82.1</b>	<b>8500</b>	<b>76.7</b>	<b>5694</b>	<b>78.3</b>	<b>10589</b>	<b>85.4</b>	<b>6401</b>	<b>82.8</b>	<b>31976</b>	<b>67.7</b>	<b>9275</b>	<b>74.1</b>

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

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*														
CARRIER*	PHX		PIT		SAN		SEA		SFO		SLC		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	460	74.8	H/		585	76.4	589	75.4	1137	80.5	216	76.9	682	79.3
AQ	H/		H/		31	87.1	H/		H/		H/		H/	
AS	279	84.2	H/		341	76.2	4216	82.0	403	72.7	H/		H/	
B6	89	86.5	H/		122	86.1	91	79.1	H/		69	82.6	254	86.6
CO	331	78.9	52	71.2	291	78.7	397	71.5	370	78.1	62	72.6	414	77.3
DL	337	86.6	167	79.0	344	83.4	488	81.4	530	85.3	2601	88.6	711	84.8
EV	H/		32	75.0	31	80.6	H/		H/		721	86.4	H/	
F9	217	89.4	H/		161	73.3	143	81.8	174	77.0	182	73.6	31	87.1
FL	H/		152	84.9	H/		14	64.3	62	79.0	H/		520	85.2
HA	31	74.2	H/		31	93.5	49	69.4	31	93.5	H/		H/	
MQ	H/		425	60.2	905	94.0	H/		147	87.1	H/		H/	
NW	342	87.4	84	66.7	186	82.8	402	79.6	310	86.5	63	96.8	290	77.9
OH	H/		253	92.9	H/		H/		H/		H/		H/	
OO	237	91.6	62	88.7	685	81.6	377	96.0	3431	75.9	6101	93.3	H/	
RU	105	72.4	308	67.2	H/		H/		H/		57	75.4	26	73.1
TZ	51	72.5	H/		H/		H/		H/		H/		H/	
UA	650	74.0	217	65.0	762	76.9	942	74.2	3824	75.8	249	69.9	310	76.1
US	5792	86.6	1425	84.9	566	85.0	432	75.7	654	79.1	117	90.6	724	79.8
WN	5970	84.8	598	78.3	2758	81.7	1143	88.2	H/		1283	83.2	2183	79.2
YV	3243	88.5	163	83.4	97	83.5	37	73.0	32	84.4	62	85.5	H/	
<b>TOTAL</b>	<b>18134</b>	<b>85.4</b>	<b>3938</b>	<b>78.4</b>	<b>7896</b>	<b>82.2</b>	<b>9320</b>	<b>81.1</b>	<b>11105</b>	<b>77.5</b>	<b>11783</b>	<b>89.3</b>	<b>6145</b>	<b>80.4</b>

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

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	92.7	80.7	80.6	83.5	92.5	75.5	84.8	89.3	J/	76.1	87.1	88.0	90.9	81.9	92.9	91.8	87.7	83.2
700 - 759 AM	95.2	81.1	95.6	96.2	87.8	92.6	92.3	87.0	93.7	89.0	74.2	88.0	80.4	89.3	94.0	94.9	85.0	91.6
800 - 859 AM	86.5	77.0	95.2	85.7	85.0	88.7	92.2	88.0	93.7	90.9	94.4	86.6	82.8	83.9	93.0	92.0	86.6	91.3
900 - 959 AM	83.7	80.3	92.5	87.0	88.6	91.1	91.6	86.8	88.2	90.6	90.2	89.5	82.1	88.4	92.7	86.7	81.1	92.5
1000 - 1059 AM	86.0	79.8	91.3	87.0	83.3	86.3	86.6	85.0	88.7	87.7	89.6	82.5	77.0	83.8	92.0	86.2	78.2	90.6
1100 - 1159 AM	87.0	77.5	90.0	83.6	88.2	89.4	89.8	82.9	90.6	86.0	86.9	84.0	77.0	88.3	86.7	84.6	78.1	90.0
1200 - 1259 PM	85.0	73.0	94.3	85.5	84.1	84.3	86.0	83.1	87.4	82.6	86.7	86.8	79.0	83.4	83.3	85.6	74.6	89.1
100 - 159 PM	81.9	69.3	87.7	88.0	89.3	80.8	84.4	83.5	80.9	79.2	85.4	88.4	73.3	90.6	83.0	85.6	73.2	85.3
200 - 259 PM	78.8	75.3	87.5	86.2	87.6	84.0	85.0	79.5	85.7	67.6	83.8	78.9	75.5	80.3	78.9	82.8	64.1	85.3
300 - 359 PM	75.0	70.5	83.1	84.3	86.5	78.1	80.6	78.7	86.3	63.9	87.2	80.2	74.8	78.8	73.6	79.0	57.2	87.6
400 - 459 PM	70.3	59.3	82.0	79.6	77.0	79.5	79.3	77.1	83.1	51.2	73.5	75.4	71.9	73.5	75.8	79.7	62.4	85.2
500 - 559 PM	69.1	56.3	77.4	72.1	87.9	73.9	81.2	69.8	75.0	51.4	76.5	73.9	73.8	76.4	76.2	76.8	59.2	78.5
600 - 659 PM	70.3	50.9	67.8	66.9	85.9	71.6	75.1	71.4	73.4	47.8	75.8	75.6	68.3	78.7	75.5	73.9	54.1	73.6
700 - 759 PM	65.7	45.9	66.7	68.9	81.8	68.6	73.5	70.4	68.8	46.2	72.1	75.7	70.8	72.7	70.5	76.1	54.0	71.8
800 - 859 PM	62.0	42.1	68.6	69.7	71.8	66.2	77.5	70.8	68.7	45.9	73.0	73.2	73.5	74.8	77.1	73.1	48.3	76.3
900 - 959 PM	64.6	44.3	67.1	58.6	53.2	71.4	75.6	72.5	64.6	56.9	72.2	69.4	66.8	69.3	79.5	68.3	49.1	70.6
1000 - 1059 PM	67.3	54.3	71.0	59.1	59.6	69.1	74.9	65.1	61.5	62.3	66.3	73.1	67.6	74.9	68.4	76.4	49.1	69.1
1100 - 559 AM	80.3	65.5	70.6	72.7	71.1	66.5	79.4	77.4	72.3	70.2	73.3	80.2	81.6	75.7	79.8	80.5	69.6	71.6
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>77.0</b>	<b>64.0</b>	<b>80.2</b>	<b>79.4</b>	<b>85.8</b>	<b>78.6</b>	<b>83.5</b>	<b>78.7</b>	<b>80.8</b>	<b>66.0</b>	<b>79.7</b>	<b>79.6</b>	<b>76.0</b>	<b>78.4</b>	<b>80.7</b>	<b>81.0</b>	<b>65.0</b>	<b>82.1</b>

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *														
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	98.5	J/	93.4	J/	90.2	71.3	93.9	82.1	J/	96.7	94.7	100.0	93.6	88.4
700 - 759 AM	91.6	80.6	93.0	92.7	88.8	91.0	90.8	97.7	95.3	97.4	91.9	98.6	100.0	90.8
800 - 859 AM	92.9	90.3	93.9	95.7	85.3	86.0	93.1	95.9	92.9	91.6	88.9	92.5	91.3	88.5
900 - 959 AM	88.8	85.1	89.7	96.5	81.8	84.9	89.8	88.8	90.9	90.3	81.6	95.8	95.0	87.8
1000 - 1059 AM	93.5	87.1	90.7	93.3	81.0	86.2	92.1	79.3	85.8	88.5	77.3	89.6	89.9	86.3
1100 - 1159 AM	84.8	84.4	88.7	89.8	78.2	80.5	87.1	83.4	89.4	87.9	79.4	91.3	86.4	85.1
1200 - 1259 PM	86.7	77.7	93.3	86.0	73.3	85.4	86.3	92.0	85.6	86.9	77.3	91.8	84.7	83.5
100 - 159 PM	88.6	80.6	89.3	85.5	70.9	83.3	89.2	82.2	85.9	80.4	74.8	83.0	89.8	82.1
200 - 259 PM	81.5	79.9	87.6	82.9	66.9	77.5	84.4	85.6	81.5	81.3	75.4	90.9	82.5	79.5
300 - 359 PM	75.2	81.0	87.6	83.8	60.5	69.3	83.4	86.4	83.2	79.6	75.8	88.0	83.9	77.1
400 - 459 PM	70.2	78.0	83.5	79.5	57.0	74.2	81.4	74.8	86.3	79.2	69.9	85.6	78.0	73.5
500 - 559 PM	62.7	71.8	86.9	79.1	53.0	63.9	84.1	80.4	75.8	78.0	74.4	91.1	79.7	72.8
600 - 659 PM	64.2	68.8	80.4	75.3	50.8	69.4	79.1	68.8	75.0	75.9	76.3	91.1	74.6	69.6
700 - 759 PM	66.5	79.7	79.2	75.3	48.5	51.7	81.2	68.9	73.4	71.3	74.0	83.8	72.4	68.4
800 - 859 PM	58.7	68.5	79.3	74.8	49.5	57.6	80.2	67.9	75.8	73.1	76.4	85.0	73.6	68.1
900 - 959 PM	63.9	71.9	65.3	79.8	51.1	68.8	72.0	63.9	79.2	77.4	70.7	83.3	67.9	67.3
1000 - 1059 PM	69.2	63.5	59.6	75.1	56.8	75.9	77.7	72.3	70.7	78.5	71.8	77.3	72.3	68.7
1100 - 559 AM	66.6	70.6	75.9	74.3	78.1	72.6	84.8	68.0	81.0	76.9	77.9	80.6	65.1	74.9
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>76.7</b>	<b>78.3</b>	<b>85.4</b>	<b>82.8</b>	<b>67.7</b>	<b>74.1</b>	<b>85.4</b>	<b>78.4</b>	<b>82.2</b>	<b>81.1</b>	<b>77.5</b>	<b>89.3</b>	<b>80.4</b>	<b>78.0</b>

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

MAY 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	92.3	95.0	94.7	90.8	92.1	94.9	93.2	91.4	93.6	93.9	94.7	94.3	93.1	91.7	96.4	95.5	94.2	97.2
700 - 759 AM	91.7	90.2	93.5	88.0	89.9	92.3	94.4	86.7	93.2	93.0	96.5	90.9	90.8	95.1	94.5	94.6	90.1	95.7
800 - 859 AM	90.8	86.8	88.9	92.0	89.3	91.0	92.3	83.9	92.0	93.7	94.9	86.0	88.0	93.8	90.2	89.4	90.3	91.1
900 - 959 AM	85.0	81.4	88.9	87.6	82.0	89.3	89.4	80.2	90.3	91.6	92.5	87.9	86.5	91.6	89.0	88.5	86.7	92.3
1000 - 1059 AM	83.9	80.7	88.3	83.3	91.9	90.6	88.2	80.9	88.5	89.3	87.9	88.1	80.5	87.2	82.6	83.8	82.1	87.1
1100 - 1159 AM	85.0	84.4	83.4	88.7	83.8	90.8	85.5	77.0	86.8	89.5	83.0	87.9	77.6	89.4	86.4	82.7	84.1	88.0
1200 - 1259 PM	83.5	81.8	80.7	81.3	90.2	87.9	84.6	77.1	86.9	86.5	78.6	81.7	81.6	90.9	79.2	82.6	78.9	87.8
100 - 159 PM	81.5	69.8	78.2	89.6	84.1	81.9	83.2	73.4	81.1	82.6	82.1	85.0	78.6	87.0	70.4	81.4	78.4	82.9
200 - 259 PM	78.6	72.4	79.0	81.6	90.1	83.8	80.1	70.8	79.0	70.5	80.3	73.2	73.3	85.8	74.6	78.7	76.1	73.6
300 - 359 PM	75.3	71.5	71.9	75.4	89.2	80.8	79.6	69.6	77.2	67.9	69.7	75.7	72.7	78.5	63.9	78.0	67.9	73.7
400 - 459 PM	70.5	68.9	72.7	79.2	88.8	72.3	74.0	70.8	67.4	56.7	68.6	69.3	78.7	76.3	71.3	78.0	61.3	75.2
500 - 559 PM	65.1	56.7	68.5	76.5	71.1	71.6	78.7	64.6	79.9	55.2	67.2	67.6	71.5	75.1	66.2	77.4	62.4	75.0
600 - 659 PM	70.0	60.8	65.3	65.2	85.8	76.3	75.5	61.8	63.8	53.8	68.2	71.4	71.7	79.6	70.3	79.0	59.8	71.4
700 - 759 PM	71.2	48.4	54.5	68.5	78.7	66.9	72.6	65.2	73.6	44.2	74.2	66.1	71.4	79.8	60.0	77.8	57.2	71.1
800 - 859 PM	67.1	52.6	61.6	63.3	86.7	75.5	79.5	67.4	64.8	59.4	71.9	65.6	71.0	74.3	73.7	79.7	57.3	70.8
900 - 959 PM	67.1	47.3	53.7	70.4	93.0	78.6	75.5	67.3	71.4	61.2	77.4	71.9	79.9	74.5	66.2	77.0	57.1	63.2
1000 - 1059 PM	77.5	33.3	100.0	88.1	J/	J/	J/	78.4	73.3	87.1	100.0	100.0	80.8	76.5	81.1	85.8	J/	37.9
1100 - 559 AM	74.2	95.8	96.2	J/	J/	J/	89.2	94.4	J/	91.2	96.7	J/	96.3	95.2	86.3	88.7	100.0	79.4
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>77.7</b>	<b>74.2</b>	<b>77.9</b>	<b>80.0</b>	<b>88.3</b>	<b>83.4</b>	<b>82.8</b>	<b>74.0</b>	<b>81.2</b>	<b>75.3</b>	<b>80.9</b>	<b>78.0</b>	<b>78.4</b>	<b>84.5</b>	<b>78.7</b>	<b>83.8</b>	<b>75.3</b>	<b>82.1</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *														
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	94.9	90.4	93.8	95.5	92.1	89.8	94.5	95.8	95.5	92.9	92.1	97.1	95.8	93.9
700 - 759 AM	95.1	88.6	92.9	96.1	89.1	88.9	91.9	94.8	96.2	94.2	92.5	96.6	93.1	92.1
800 - 859 AM	89.5	87.5	88.3	92.7	86.5	89.8	86.7	91.8	91.6	91.5	91.6	94.5	91.4	89.7
900 - 959 AM	83.5	87.1	93.4	94.2	83.1	86.2	85.5	91.8	92.7	86.6	85.8	90.8	90.9	87.1
1000 - 1059 AM	82.3	88.2	90.6	88.8	81.1	82.6	87.5	90.6	87.2	88.6	80.0	90.5	91.4	85.5
1100 - 1159 AM	72.8	89.3	89.4	78.8	79.9	81.6	80.8	83.0	86.7	84.4	75.2	93.7	86.3	84.3
1200 - 1259 PM	72.3	85.5	88.7	84.0	76.3	78.4	82.4	84.5	85.3	82.2	79.2	91.7	84.4	82.4
100 - 159 PM	72.5	80.7	86.6	79.6	72.0	78.6	83.5	83.7	83.5	83.0	76.7	87.9	82.2	79.3
200 - 259 PM	71.8	76.4	86.3	77.7	65.1	80.1	76.4	75.7	80.3	77.8	70.1	89.3	86.8	77.1
300 - 359 PM	61.1	76.8	84.6	75.9	61.5	63.6	77.7	79.2	82.1	77.7	75.8	87.5	75.7	73.6
400 - 459 PM	54.3	71.3	75.6	70.8	55.3	64.0	79.2	70.9	83.2	82.8	75.9	82.2	71.6	71.5
500 - 559 PM	54.5	73.5	81.9	73.7	53.1	61.9	71.2	72.3	77.8	79.9	69.2	87.3	70.8	69.0
600 - 659 PM	51.9	73.9	82.2	74.3	52.6	60.9	78.6	75.0	81.5	82.4	77.3	75.7	73.2	69.6
700 - 759 PM	51.6	66.2	86.5	73.8	52.7	51.1	76.3	61.9	72.0	77.9	75.3	91.6	63.3	67.2
800 - 859 PM	41.1	78.9	84.8	72.5	51.4	57.5	70.9	76.7	77.1	81.8	77.2	90.7	74.6	69.6
900 - 959 PM	46.1	68.3	83.5	80.0	54.5	56.5	85.3	J/	79.1	73.8	74.6	91.7	60.0	72.1
1000 - 1059 PM	J/	J/	81.1	91.4	56.2	73.8	82.8	J/	90.6	88.6	85.1	J/	J/	80.5
1100 - 559 AM	90.3	70.0	93.2	86.9	93.4	100.0	90.8	J/	100.0	87.4	92.9	94.3	J/	88.1
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>69.6</b>	<b>80.4</b>	<b>86.7</b>	<b>83.0</b>	<b>69.2</b>	<b>74.0</b>	<b>82.6</b>	<b>83.0</b>	<b>86.0</b>	<b>85.0</b>	<b>81.2</b>	<b>90.3</b>	<b>82.4</b>	<b>79.3</b>

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

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AIR TRAVEL CONSUMER REPORT  
TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS 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
RU	2030	EWR-OMA	1930	20	95.00	68	54
MQ	4659	EWR-RDU	1700	31	90.32	79	71
RU	3023	CLT-EWR	1420	27	88.89	53	43
RU	2043	GRR-EWR	1710	26	88.46	63	47
RU	2055	EWR-CAE	1945	26	88.46	59	40
CO	1155	EWR-ATL	1935	26	88.46	57	45
RU	2286	EWR-DAY	1905	26	88.46	56	44
AA	1297	LGA-ATL	1915	27	85.19	54	46
OH	5762	LGA-GSP	1155	27	85.19	32	26
RU	2958	CVG-EWR	1420	26	84.62	54	42
RU	2072	EWR-RIC	1910	26	84.62	49	30
RU	2654	EWR-MSY	1905	25	84.00	51	39
AA	2485	ORD-AUS	1735	31	83.87	70	47
MQ	3747	DFW-GSP	1858	31	83.87	36	30
US**	808	PHL-BOS	1630	23	82.61	43	33
AA	1605	EWR-ORD	1810	27	81.48	72	56
CO	1197	BOS-EWR	1730	27	81.48	66	63
AA	1605	ORD-SAN	2026	27	81.48	61	37
MQ	4513	EWR-BOS	1800	27	81.48	61	48
MQ	4784	DCA-BOS	1932	27	81.48	57	42
MQ	4559	BOS-CMH	2015	26	80.77	76	79
AA	358	ORD-LGA	1642	26	80.77	73	39
US**	465	EWR-CLT	1825	26	80.77	51	42
OH	5830	LGA-BHM	2005	26	80.77	38	35
MQ	3939	LIT-ORD	1822	31	80.65	71	32
FL	577	ATL-EWR	1702	31	80.65	59	54
AA	350	ORD-LGA	1820	31	80.65	56	54
AA	2356	DFW-ORD	1440	31	80.65	55	37
MQ	4652	RDU-EWR	1450	31	80.65	48	49
WN	803	PIT-PHL	1815	31	80.65	39	32
FL	299	EWR-ATL	1951	30	80.00	60	46
RU	3070	EWR-CLT	1930	25	80.00	56	44

\* 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.

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,572	34	2.2
EXPRESSJET	1,362	29	2.1
ATA	52	1	1.9
COMAIR	816	13	1.6
AMERICAN	1,804	25	1.4
CONTINENTAL	889	10	1.1
US AIRWAYS*	1,412	12	0.8
AIRTRAN	654	5	0.8
SKYWEST	1,548	6	0.4
ATLANTIC SOUTHEAST	811	3	0.4
MESA	816	3	0.4
UNITED	1,398	5	0.4
SOUTHWEST	3,100	11	0.4
DELTA	1,444	4	0.3
NORTHWEST	1,206	2	0.2
ALASKA	436	0	0.0
JETBLUE	388	0	0.0
FRONTIER	252	0	0.0
HAWAIIAN	130	0	0.0
ALOHA	116	0	0.0
<b>TOTAL</b>	<b>20,206</b>	<b>163</b>	<b>0.8</b>

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

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



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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	62.8	88.8	242	242
ADAK ISLAND AK (ADK)	75.0	75.0	8	8
AGUADILLA PR (BQN)	81.1	95.9	122	121
AKRON/CANTON OH (CAK)	77.4	81.3	870	873
ALBANY GA (ABY)	75.0	79.2	120	120
ALBANY NY (ALB)	75.9	79.9	1,328	1,328
ALBUQUERQUE NM (ABQ)	82.0	84.1	3,194	3,193
ALEXANDRIA LA (AEX)	77.7	83.3	220	222
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	83.2	85.9	416	418
AMARILLO TX (AMA)	71.9	82.2	729	729
ANCHORAGE AK (ANC)	80.6	88.4	1,709	1,709
APPLETON WI (ATW)	71.7	78.0	396	396
ASHEVILLE NC (AVL)	77.9	81.4	263	263
ASHLAND WV (HTS)	86.8	94.3	53	53
ASPEN CO (ASE)	85.3	87.2	259	258
ATLANTA GA (ATL)	77.0	77.7	34,291	34,381
ATLANTIC CITY NJ (ACY)	91.4	93.2	58	59
AUGUSTA GA (AGS)	81.0	82.5	189	189
AUSTIN TX (AUS)	79.3	81.3	3,897	3,870
BAKERSFIELD CA (BFL)	83.1	86.3	503	502
BALTIMORE MD (BWI)	80.2	77.9	9,024	9,026
BANGOR ME (BGR)	58.9	74.4	353	351
BARROW AK (BRW)	77.4	67.9	53	53
BATON ROUGE LA (BTR)	70.1	74.2	1,028	1,022
BEAUMONT/PORT ARTHUR TX (BPT)	74.2	87.1	31	31
BEND/REDMOND OR (RDM)	89.0	89.9	326	326
BETHEL AK (BET)	83.7	80.6	98	98
BILLINGS MT (BIL)	88.5	91.6	418	418
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	91.4	100.0	58	58
BIRMINGHAM AL (BHM)	76.4	78.1	1,627	1,629
BISMARCK/MANDAN ND (BIS)	86.0	96.7	207	209
BLOOMINGTON IL (BMI)	72.2	74.4	450	450
BOISE ID (BOI)	84.9	91.6	1,484	1,483
BOSTON MA (BOS)	64.0	74.2	10,924	10,920
BOZEMAN MT (BZN)	89.2	94.8	389	383
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	83.1	79.8	124	124
BROWNSVILLE TX (BRO)	75.1	80.2	197	197
BRUNSWICK GA (BQK)	73.9	78.4	88	88
BUFFALO NY (BUF)	76.5	80.1	2,207	2,204
BURBANK CA (BUR)	83.2	86.4	2,736	2,736
BURLINGTON VT (BTV)	73.7	81.7	566	567
BUTTE MT (BTM)	95.2	93.5	62	62
CARLSBAD CA (CLD)	79.6	81.2	260	260

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CASPER WY (CPR)	83.3	88.9	270	270
CEDAR CITY UT (CDC)	100.0	100.0	17	17
CEDAR RAPIDS/IOWA CITY IA (CID)	69.7	77.5	803	804
CHAMPAIGN/URBANA IL (CMI)	61.9	79.8	328	327
CHARLESTON SC (CHS)	71.1	78.0	1,018	1,019
CHARLESTON/DUNBAR WV (CRW)	79.3	79.7	372	375
CHARLOTTE AMALIE VI (STT)	88.4	85.9	241	241
CHARLOTTE NC (CLT)	79.4	80.0	9,780	9,779
CHARLOTTESVILLE VA (CHO)	88.8	92.1	178	178
CHATTANOOGA TN (CHA)	77.1	82.0	389	388
CHICAGO IL (MDW)	76.7	69.6	8,500	8,502
CHICAGO IL (ORD)	67.7	69.2	31,976	31,984
CHICO CA (CIC)	64.3	76.5	115	115
CHRISTIANSTED VI (STX)	84.1	97.1	44	35
CLEVELAND OH (CLE)	78.1	83.6	7,274	7,277
CODY WY (COD)	87.1	96.8	93	93
COLLEGE STATION/BRYAN TX (CLL)	73.8	89.7	126	126
COLORADO SPRINGS CO (COS)	78.7	82.7	1,527	1,527
COLUMBIA SC (CAE)	72.5	76.6	1,039	1,024
COLUMBUS GA (CSG)	80.0	80.0	120	120
COLUMBUS MS (GTR)	77.5	82.0	89	89
COLUMBUS OH (CMH)	73.4	79.1	3,013	3,020
CORDOVA AK (CDV)	83.9	93.5	62	62
CORPUS CHRISTI TX (CRP)	70.9	76.8	807	807
COVINGTON KY (CVG)	85.8	88.3	11,048	10,995
CRESCENT CITY CA (CEC)	76.5	85.9	85	85
DALLAS TX (DAL)	83.5	81.7	4,255	4,255
DALLAS/FT.WORTH TX (DFW)	78.7	74.0	25,722	25,706
DAYTON OH (DAY)	74.5	82.5	1,140	1,143
DAYTONA BEACH FL (DAB)	75.3	75.9	295	295
DEADHORSE AK (SCC)	92.6	92.6	27	27
DENVER CO (DEN)	83.5	82.8	19,932	19,929
DES MOINES IA (DSM)	74.0	80.5	1,111	1,110
DETROIT MI (DTW)	80.8	81.2	10,632	10,628
DILLINGHAM AK (DLG)	66.7	72.2	18	18
DOTHAN AL (DHN)	69.8	73.4	169	169
DUBUQUE IA (DBQ)	69.2	81.7	120	120
DULUTH MN (DLH)	88.8	96.6	89	89
DURANGO CO (DRO)	84.4	90.6	288	287
EAGLE CO (EGE)	90.3	88.3	103	103
EL CENTRO CA (IPL)	78.3	80.9	115	115
EL PASO TX (ELP)	81.7	84.8	1,949	1,950
ELKO NV (EKO)	95.9	99.3	146	146

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ERIE PA (ERI)	85.6	90.4	104	104
EUGENE OR (EUG)	84.1	90.9	527	527
EUREKA/ARCATA CA (ACV)	72.8	81.3	294	294
EVANSVILLE IN (EVV)	74.0	75.6	342	348
FAIRBANKS AK (FAI)	83.4	86.7	428	427
FARGO ND (FAR)	82.3	86.3	402	400
FAYETTEVILLE AR (XNA)	75.0	77.5	1,046	1,045
FAYETTEVILLE NC (FAY)	74.2	70.0	120	120
FLAGSTAFF AZ (FLG)	80.1	82.7	156	156
FLINT MI (FNT)	79.7	82.5	526	521
FLORENCE SC (FLO)	71.0	80.6	62	62
FORT LAUDERDALE FL (FLL)	79.7	80.9	5,500	5,506
FORT SMITH AR (FSM)	59.6	74.2	151	151
FORT WAYNE IN (FWA)	68.5	77.1	397	401
FRESNO CA (FAT)	79.3	82.1	1,300	1,300
FT. MYERS FL (RSW)	82.3	81.8	1,936	1,946
GAINESVILLE FL (GNV)	77.5	76.3	173	173
GRAND FORKS ND (GFK)	65.5	86.7	29	30
GRAND JUNCTION CO (GJT)	86.9	88.9	397	396
GRAND RAPIDS MI (GRR)	76.8	83.5	1,388	1,387
GREAT FALLS MT (GTF)	92.2	94.3	333	333
GREEN BAY/CLINTONVILLE WI (GRB)	73.7	79.6	647	648
GREENSBORO/HIGH POINT NC (GSO)	71.2	76.5	1,245	1,243
GREENVILLE/SPARTANBURG SC (GSP)	69.9	80.9	899	901
GULFPORT/BILOXI MS (GPT)	75.3	75.8	657	658
GUNNISON CO (GUC)	87.1	91.9	62	62
HARLINGEN/SAN BENITO TX (HRL)	82.8	85.2	500	500
HARRISBURG PA (MDT)	75.6	80.7	644	644
HARTFORD CT (BDL)	79.5	83.7	2,742	2,743
HELENA MT (HLN)	92.5	95.2	147	147
HILO HI (ITO)	89.8	92.8	581	581
HONOLULU HI (HNL)	90.9	93.7	4,836	4,832
HOUSTON TX (HOU)	80.2	74.2	4,655	4,655
HOUSTON TX (IAH)	76.0	78.4	19,070	19,107
HUNTSVILLE AL (HSV)	74.6	78.8	706	707
IDAHO FALLS ID (IDA)	94.3	97.1	209	209
INDIANAPOLIS IN (IND)	78.0	85.0	3,165	3,150
INDIO/PALM SPRINGS CA (PSP)	80.1	84.9	1,095	1,094
INYOKERN CA (IYK)	81.6	88.6	87	88
ISLIP NY (ISP)	82.5	82.8	977	977
JACKSON WY (JAC)	84.0	86.4	244	242
JACKSON/VICKSBURG MS (JAN)	72.6	78.1	924	924
JACKSONVILLE FL (JAX)	78.7	81.5	2,628	2,629

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	25.0	50.0	4	4
JUNEAU AK (JNU)	88.6	84.3	376	376
KAHULUI HI (OGG)	92.5	93.5	1,819	1,820
KALAMAZOO MI (AZO)	78.9	83.8	465	464
KALISPELL MT (FCA)	88.3	98.1	213	213
KANSAS CITY MO (MCI)	77.4	79.9	4,738	4,740
KETCHIKAN AK (KTN)	81.5	87.3	189	189
KEY WEST FL (EYW)	74.2	67.7	93	93
KILLEEN TX (GRK)	67.7	78.0	405	405
KING SALMON AK (AKN)	82.4	76.5	34	34
KINSTON NC (ISO)	71.0	83.9	62	62
KNOXVILLE TN (TYS)	72.6	79.7	778	780
KODIAK AK (ADQ)	90.3	87.1	62	62
KONA HI (KOA)	90.5	92.6	1,039	1,039
KOTZEBUE AK (OTZ)	78.5	79.6	93	93
LA CROSSE WI (LSE)	73.0	78.5	148	149
LAFAYETTE LA (LFT)	73.9	78.9	482	459
LAKE CHARLES LA (LCH)	79.5	82.8	122	122
LANSING MI (LAN)	80.8	85.5	433	433
LAREDO TX (LRD)	70.4	83.2	226	226
LAS VEGAS NV (LAS)	80.7	78.7	15,802	15,803
LAWTON/FORT SILL OK (LAW)	80.6	82.9	180	181
LEWISBURG WV (LWB)	87.1	83.9	31	31
LEWISTON ID (LWS)	95.2	100.0	62	62
LEXINGTON KY (LEX)	73.7	82.9	841	847
LIHUE HI (LIH)	92.2	94.9	1,113	1,113
LINCOLN NE (LNK)	79.7	80.1	251	251
LITTLE ROCK AR (LIT)	71.5	77.1	1,504	1,503
LONG BEACH CA (LGB)	85.4	94.2	1,073	1,073
LONGVIEW/KILGOR/GLADWATR TX (GGG)	78.5	86.0	93	93
LOS ANGELES CA (LAX)	81.0	83.8	19,767	19,765
LOUISVILLE KY (SDF)	75.2	75.3	1,640	1,657
LUBBOCK TX (LBB)	70.1	78.6	802	802
LYNCHBURG VA (LYH)	88.1	85.7	84	84
MACON GA (MCN)	57.0	83.9	93	93
MADISON WI (MSN)	72.2	80.4	1,130	1,127
MANCHESTER NH (MHT)	73.5	80.5	1,830	1,830
MARQUETTE MI (MQT)	50.6	76.5	85	85
MEDFORD OR (MFR)	71.6	81.2	511	511
MELBOURNE FL (MLB)	72.2	79.8	198	198
MEMPHIS TN (MEM)	80.8	82.6	4,179	4,183
MERIDIAN MS (MEI)	64.3	64.3	84	84
MIAMI FL (MIA)	78.3	80.4	5,694	5,691

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MIDLAND/ODESSA TX (MAF)	73.8	80.5	724	724
MILWAUKEE WI (MKE)	76.2	83.1	1,941	1,941
MINNEAPOLIS/ST. PAUL MN (MSP)	85.4	86.7	10,589	10,590
MINOT ND (MOT)	82.8	94.6	93	93
MISSION/MCALLEN/EDINBURG TX (MFE)	76.0	84.3	433	433
MISSOULA MT (MSO)	93.3	94.8	330	330
MOBILE AL (MOB)	74.5	80.9	443	444
MODESTO CA (MOD)	55.3	68.8	141	141
MOLINE IL (MLI)	72.2	80.0	536	536
MONROE LA (MLU)	66.7	77.1	144	144
MONTEREY CA (MRY)	81.3	83.6	683	684
MONTGOMERY AL (MGM)	72.5	76.8	284	280
MONTROSE/DELTA CO (MTJ)	82.6	91.3	161	161
MYRTLE BEACH SC (MYR)	81.6	84.1	647	647
NAPLES FL (APF)	80.6	84.7	62	59
NASHVILLE TN (BNA)	78.2	78.4	4,970	4,973
NEW ORLEANS LA (MSY)	79.6	81.2	2,550	2,547
NEW YORK NY (JFK)	78.4	84.5	8,475	8,469
NEW YORK NY (LGA)	65.0	75.3	10,801	10,809
NEWARK NJ (EWR)	66.0	75.3	13,405	13,402
NEWBURGH/POUGHKEEPSIE NY (SWF)	59.1	55.9	93	93
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	76.1	76.2	573	580
NOME AK (OME)	87.1	84.9	93	93
NORFOLK VA (ORF)	72.9	78.2	1,713	1,713
OAKLAND CA (OAK)	82.8	83.0	6,401	6,402
OKLAHOMA CITY OK (OKC)	71.9	79.6	1,876	1,876
OMAHA NE (OMA)	73.7	81.5	2,005	2,002
ONTARIO/SAN BERNARDINO CA (ONT)	80.8	84.5	3,061	3,063
ORLANDO FL (MCO)	82.1	82.1	10,149	10,163
OXNARD/VENTURA CA (OXR)	71.2	84.9	146	146
PANAMA CITY FL (PFN)	71.7	74.1	212	212
PASCO/KENNEWICK/RICHLAND WA (PSC)	90.3	95.3	236	234
PENSACOLA FL (PNS)	72.7	77.7	845	844
PEORIA IL (PIA)	68.3	74.4	397	395
PETERSBURG AK (PSG)	77.4	87.1	62	62
PHILADELPHIA PA (PHL)	74.1	74.0	9,275	9,274
PHOENIX AZ (PHX)	85.4	82.6	18,134	18,135
PITTSBURGH PA (PIT)	78.4	83.0	3,938	3,936
POCATELLO ID (PIH)	96.1	100.0	155	155
PONCE PR (PSE)	83.9	93.5	31	31
PORTLAND ME (PWM)	64.5	75.0	600	599
PORTLAND OR (PDX)	82.3	87.7	4,881	4,881
PROVIDENCE RI (PVD)	77.2	80.8	2,250	2,252

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
RALEIGH/DURHAM NC (RDU)	73.6	77.8	4,857	4,856
RAPID CITY SD (RAP)	84.4	87.6	410	410
REDDING CA (RDD)	63.0	75.1	181	181
RENO NV (RNO)	81.7	86.2	2,246	2,244
RICHMOND VA (RIC)	74.5	79.7	1,611	1,612
ROANOKE VA (ROA)	75.5	77.4	359	359
ROCHESTER MN (RST)	68.3	74.7	221	221
ROCHESTER NY (ROC)	75.0	82.6	1,394	1,392
ROCKFORD IL (RFD)	86.4	100.0	59	58
SACRAMENTO CA (SMF)	81.4	83.9	4,698	4,699
SAGINAW/BAY CITY/MIDLAND MI (MBS)	73.7	80.7	262	264
SALT LAKE CITY UT (SLC)	89.3	90.3	11,783	11,769
SAN ANGELO TX (SJT)	71.0	78.7	155	155
SAN ANTONIO TX (SAT)	79.2	83.0	3,762	3,764
SAN DIEGO CA (SAN)	82.2	86.0	7,896	7,900
SAN FRANCISCO CA (SFO)	77.5	81.2	11,105	11,105
SAN JOSE CA (SJC)	82.9	85.6	5,244	5,240
SAN JUAN PR (SJU)	82.9	89.2	2,209	2,209
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	76.8	79.3	581	581
SANTA ANA CA (SNA)	82.3	84.3	4,470	4,473
SANTA BARBARA CA (SBA)	81.9	88.4	1,246	1,246
SANTA MARIA CA (SMX)	78.9	86.1	152	151
SARASOTA/BRADENTON FL (SRQ)	87.3	86.8	552	555
SAVANNAH GA (SAV)	74.1	78.7	1,120	1,119
SCRANTON/WILKES-BARRE PA (AVP)	81.4	81.0	231	231
SEATTLE WA (SEA)	81.1	85.0	9,320	9,318
SHREVEPORT LA (SHV)	72.0	82.2	596	596
SIOUX FALLS SD (FSD)	83.2	83.8	487	487
SITKA AK (SIT)	83.1	87.9	124	124
SOUTH BEND IN (SBN)	77.8	73.6	90	91
SPOKANE WA (GEG)	81.5	91.6	1,172	1,170
SPRINGFIELD IL (SPI)	70.4	70.7	152	150
SPRINGFIELD MO (SGF)	67.2	74.7	805	813
ST. GEORGE UT (SGU)	89.2	91.8	295	294
ST. LOUIS MO (STL)	78.9	79.1	5,548	5,548
STATE COLLEGE PA (SCE)	92.9	97.6	84	84
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	88.3	90.3	103	103
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	93.7	94.2	189	189
SYRACUSE NY (SYR)	73.8	83.3	1,025	1,024
TALLAHASSEE FL (TLH)	79.4	88.0	233	233
TAMPA FL (TPA)	80.4	82.4	6,145	6,154
TELLURIDE CO (TEX)	89.3	89.3	28	28
TEXARKANA AR (TXK)	66.7	86.0	93	93

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TOLEDO OH (TOL)	81.2	83.5	345	345
TRAVERSE CITY MI (TVC)	69.5	75.3	262	263
TUCSON AZ (TUS)	82.3	87.9	2,123	2,122
TULSA OK (TUL)	73.0	79.6	1,853	1,850
TUPELO MS (TUP)	83.9	85.5	62	62
TWIN FALLS ID (TWF)	96.1	98.1	155	155
TYLER TX (TYR)	85.7	89.0	126	127
VALDOSTA GA (VLD)	82.1	82.1	112	123
VALPARAISO FL (VPS)	70.2	78.6	578	547
WACO TX (ACT)	84.4	91.5	212	212
WASHINGTON DC (DCA)	78.6	83.4	8,073	8,071
WASHINGTON DC (IAD)	79.6	78.0	8,085	8,083
WAUSAU/MARSHFIELD WI (CWA)	71.0	73.1	93	93
WEST PALM BEACH/PALM BEACH FL (PBI)	81.5	83.3	2,258	2,263
WHITE PLAINS NY (HPN)	70.0	77.2	570	588
WICHITA FALLS TX (SPS)	80.2	87.4	207	207
WICHITA KS (ICT)	70.1	76.0	1,080	1,060
WILMINGTON NC (ILM)	82.1	81.7	290	290
WRANGELL AK (WRG)	80.6	91.9	62	62
YAKUTAT AK (YAK)	91.9	95.2	62	62
YUMA AZ (YUM)	81.1	81.4	296	295

MAY 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	27,261	956	3.5	116	47,566	1,678	3.5
MESA	26	15,018	304	2.0	120	24,678	538	2.2
EXPRESSJET	24	18,568	394	2.1	115	37,560	704	1.9
SKYWEST	16	24,509	387	1.6	125	46,400	788	1.7
UNITED	31	36,180	621	1.7	79	42,714	711	1.7
ALOHA	3	140		0.0	11	3,653	45	1.2
COMAIR	22	14,430	173	1.2	106	23,411	286	1.2
DELTA	30	33,361	393	1.2	95	41,827	464	1.1
ATA	8	1,144	11	1.0	13	1,541	15	1.0
ATLANTIC SOUTHEAST	20	12,837	121	0.9	132	23,810	225	0.9
AMERICAN	29	42,553	398	0.9	78	55,304	501	0.9
ALASKA	16	7,415	42	0.6	46	13,516	117	0.9
US AIRWAYS*	29	35,439	176	0.5	81	42,537	215	0.5
AIRTRAN	23	15,466	78	0.5	49	19,890	95	0.5
SOUTHWEST	16	46,053	215	0.5	62	92,145	419	0.5
NORTHWEST	29	24,783	95	0.4	107	36,553	152	0.4
HAWAIIAN	6	276		0.0	14	4,131	12	0.3
CONTINENTAL	28	20,629	51	0.2	71	25,950	65	0.3
JETBLUE	15	8,991	21	0.2	34	12,037	23	0.2
FRONTIER	21	6,249	2	0.0	40	7,696	4	0.1
<b>Total</b>		<b>391,302</b>	<b>4,438</b>	<b>1.1</b>	<b>Total</b>	<b>602,919</b>	<b>7,057</b>	<b>1.2</b>

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

\* 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.

**MAY 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	55304	42402	76.67%	501	0.91%	145	0.26%	2969	5.37%	515	0.93%	4750	8.59%	8	0.01%	4013	7.26%
AQ	3653	3239	88.67%	45	1.23%	1	0.03%	163	4.47%	1	0.03%	60	1.63%	0	0.00%	144	3.95%
AS	13516	11034	81.64%	117	0.87%	22	0.16%	838	6.20%	20	0.15%	734	5.43%	21	0.15%	730	5.40%
B6	12037	9830	81.66%	23	0.19%	45	0.37%	394	3.27%	43	0.36%	1083	9.00%	9	0.07%	610	5.07%
CO	25950	19228	74.10%	65	0.25%	94	0.36%	1144	4.41%	282	1.08%	3381	13.03%	24	0.09%	1733	6.68%
DL	41827	34362	82.15%	464	1.11%	68	0.16%	1729	4.13%	122	0.29%	3262	7.80%	6	0.01%	1815	4.34%
EV	23810	17764	74.61%	225	0.94%	22	0.09%	2144	9.00%	845	3.55%	2399	10.08%	6	0.02%	406	1.70%
F9	7696	6461	83.95%	4	0.05%	7	0.09%	350	4.55%	25	0.33%	607	7.88%	0	0.00%	242	3.14%
FL	19890	15682	78.84%	95	0.48%	29	0.15%	619	3.11%	9	0.05%	1511	7.59%	0	0.00%	1945	9.78%
HA	4131	3924	94.99%	12	0.29%	0	0.00%	122	2.97%	0	0.00%	3	0.07%	2	0.05%	68	1.63%
MQ	47566	32519	68.37%	1678	3.53%	98	0.21%	3210	6.75%	362	0.76%	4034	8.48%	2	0.00%	5664	11.91%
NW	36553	30269	82.81%	152	0.42%	60	0.16%	2006	5.49%	639	1.75%	2450	6.70%	7	0.02%	971	2.66%
OH	23411	18924	80.83%	286	1.22%	99	0.42%	1404	6.00%	766	3.27%	1809	7.73%	3	0.01%	119	0.51%
OO	46400	38016	81.93%	788	1.70%	35	0.08%	4068	8.77%	134	0.29%	935	2.02%	32	0.07%	2392	5.16%
RU	37560	27457	73.10%	704	1.87%	172	0.46%	1556	4.14%	467	1.24%	4029	10.73%	32	0.09%	3142	8.37%
TZ	1541	1019	66.13%	15	0.97%	3	0.19%	94	6.11%	0	0.00%	262	17.02%	3	0.21%	144	9.37%
UA	42714	31751	74.33%	711	1.66%	107	0.25%	2320	5.43%	125	0.29%	3916	9.17%	4	0.01%	3780	8.85%
US***	42537	34284	80.60%	215	0.51%	71	0.17%	2206	5.18%	127	0.30%	3506	8.24%	11	0.03%	2117	4.98%
WN	92145	74675	81.04%	419	0.45%	116	0.13%	4138	4.49%	384	0.42%	2946	3.20%	51	0.06%	9415	10.22%
YV	24678	19093	77.37%	538	2.18%	42	0.17%	2129	8.63%	64	0.26%	955	3.87%	13	0.05%	1844	7.47%
TOTAL	602919	471933		7057		1236		33605		4929		42631		234		41294	
			78.27%		1.17%		0.21%		5.57%		0.82%		7.07%		0.04%		6.85%

**\* CAUSES OF DELAY**

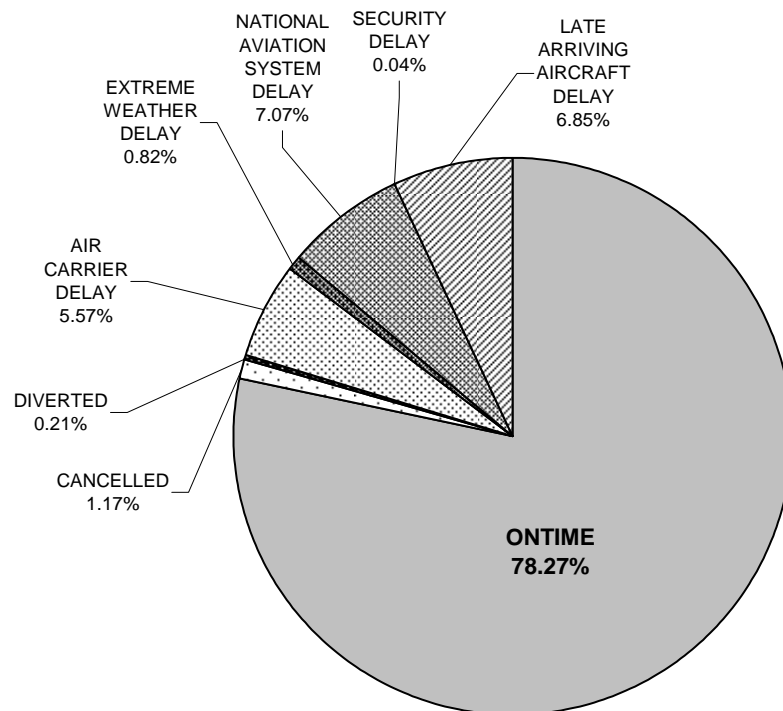
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the 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.

**MAY 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
RU	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US**	US Airways

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

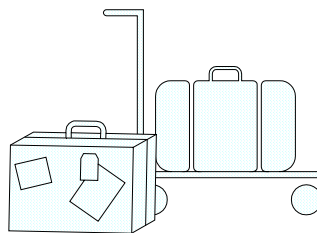
AQ	Aloha Airlines (eff. 04/06)
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\* Revised January 2006, based on Bureau of Transportation Statistic's Technical Reporting Directive #13, issued September 20, 2005.

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

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	MAY 2006			MAY 2005		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,305	508,123	2.57	1,408	507,267	2.78
2	JETBLUE AIRWAYS	4,136	1,437,853	2.88	3,855	1,221,547	3.16
3	NORTHWEST AIRLINES	12,599	4,050,899	3.11	15,204	4,248,035	3.58
4	FRONTIER AIRLINES	3,290	905,268	3.63	3,253	707,229	4.60
5	SOUTHWEST AIRLINES	31,737	8,675,239	3.66	27,395	7,928,675	3.46
6	CONTINENTAL AIRLINES	12,379	3,218,907	3.85	9,770	2,959,732	3.30
7	UNITED AIRLINES	19,966	5,126,212	3.89	19,977	5,000,294	4.00
8	ALASKA AIRLINES	5,743	1,321,748	4.35	6,616	1,244,712	5.32
9	AIRTRAN AIRWAYS	8,005	1,815,132	4.41	5,304	1,478,991	3.59
10	ALOHA AIRLINES	1,370	292,861	4.68	*	*	*
11	DELTA AIR LINES	25,622	5,390,806	4.75	44,840	7,216,761	6.21
12	ATA AIRLINES	948	198,194	4.78	1,222	407,039	3.00
13	AMERICAN AIRLINES	34,656	7,058,980	4.91	31,959	6,982,179	4.58
14	US AIRWAYS **	26,924	4,728,173	5.69	33,391	3,432,633	9.73
15	SKYWEST AIRLINES	11,738	1,713,967	6.85	11,516	1,420,538	8.11
16	EXPRESSJET AIRLINES	10,691	1,496,089	7.15	6,397	1,254,230	5.10
17	COMAIR	7,166	926,661	7.73	9,575	1,144,636	8.37
18	MESA AIRLINES	9,450	1,192,879	7.92	*	*	*
19	ATLANTIC SOUTHEAST AIRLINES	11,898	1,049,821	11.33	15,414	1,062,973	14.50
20	AMERICAN EAGLE AIRLINES	21,248	1,697,845	12.51	12,300	1,558,066	7.89
<b>TOTALS **</b>		<b>260,871</b>	<b>52,805,657</b>	<b>4.94</b>	<b>259,396</b>	<b>49,775,537</b>	<b>5.21</b>

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

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 May 2005 reflect the deletion of America West's and Independence Air's data for that month.

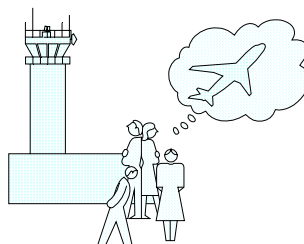
## OVERSALES

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.



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

RANK	AIRLINE	JANUARY-MARCH 2006				JANUARY-MARCH 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	<b>JETBLUE AIRWAYS</b>	17	5	4,334,914	<b>0.01</b>	15	0	3,400,086	<b>0.00</b>
2	<b>HAWAIIAN AIRLINES</b>	647	14	1,460,757	<b>0.10</b>	744	5	1,376,667	<b>0.04</b>
3	<b>AIRTRAN AIRWAYS</b>	4,893	61	4,487,485	<b>0.14</b>	8,334	216	3,543,810	<b>0.61</b>
4	<b>UNITED AIRLINES</b>	17,503	493	14,773,356	<b>0.33</b>	21,687	593	14,160,569	<b>0.42</b>
5	<b>ALASKA AIRLINES</b>	4,852	188	3,424,626	<b>0.55</b>	6,284	511	3,505,624	<b>1.46</b>
6	<b>FRONTIER AIRLINES</b>	510	144	2,165,124	<b>0.67</b>	*	*	*	*
7	<b>NORTHWEST AIRLINES</b>	19,096	1,116	11,155,597	<b>1.00</b>	23,152	2,048	12,061,214	<b>1.70</b>
8	<b>US AIRWAYS **</b>	19,066	1,426	13,370,306	<b>1.07</b>	17,902	1,014	10,074,156	<b>1.01</b>
9	<b>AMERICAN AIRLINES</b>	22,511	2,465	21,213,474	<b>1.16</b>	17,687	1,478	20,623,793	<b>0.72</b>
10	<b>SKYWEST AIRLINES</b>	4,144	154	1,225,894	<b>1.26</b>	1,394	28	399,872	<b>0.70</b>
11	<b>SOUTHWEST AIRLINES</b>	29,804	2,881	22,015,484	<b>1.31</b>	21,530	1,473	19,780,746	<b>0.74</b>
12	<b>MESA AIRLINES</b>	3,828	330	1,946,708	<b>1.70</b>	*	*	*	*
13	<b>AMERICAN EAGLE AIRLINES</b>	583	109	507,758	<b>2.15</b>	682	40	503,598	<b>0.79</b>
14	<b>ATA AIRLINES</b>	298	147	640,100	<b>2.30</b>	1,896	912	1,532,801	<b>5.95</b>
15	<b>DELTA AIR LINES</b>	38,256	4,315	17,079,253	<b>2.53</b>	18,494	2,185	20,650,378	<b>1.06</b>
16	<b>CONTINENTAL AIRLINES</b>	12,227	2,500	9,611,189	<b>2.60</b>	13,273	2,642	8,775,816	<b>3.01</b>
17	<b>COMAIR</b>	2,143	135	455,164	<b>2.97</b>	693	72	665,595	<b>1.08</b>
18	<b>ATLANTIC SOUTHEAST AIRLINES</b>	3,892	714	1,035,886	<b>6.89</b>	1,074	272	1,013,122	<b>2.68</b>
	<b>TOTALS **</b>	184,270	17,197	130,903,075	<b>1.31</b>	154,871	13,489	122,067,847	<b>1.11</b>

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

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

\*\* 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 1st quarter 2005 reflect the deletion of America West's and Independence Air's data for that quarter.

## **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

	MAY 2006				MAY 2005			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	483	64	3	111	484	64	3	105
FOREIGN AIRLINES	117	1	0	13	98	1	0	9
TRAVEL AGENTS	8	0	0	0	24	2	0	0
TOUR OPERATORS	2	0	0	0	2	0	0	0
MISCELLANEOUS	13	14	0	49	5	8	0	75
<b>INDUSTRY TOTALS</b>	<b>623</b>	<b>79</b>	<b>3</b>	<b>173</b>	<b>613</b>	<b>75</b>	<b>3</b>	<b>189</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	MAY 2006			MAY 2005		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	162		1	124	
CANCELLATIONS			61			46
MISCONNECTIONS			42			24
DELAYS			24			27
BAGGAGE	2	128		2	116	
CUSTOMER SERVICE	3	95		4	75	
RES/TKTG/BOARDING	4	67		3	90	
REFUNDS	5	56		6	50	
DISABILITY	6	38		5	51	
OVERSALES	7	24		7	31	
FARES	8	23		9	26	
DISCRIMINATION	9	12		10	13	
OTHER	9	12		8	27	
FREQUENT FLYER			7			19
ADVERTISING	11	6		11	9	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		623			613	

\* 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\*  
MAY 2006

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	2	0	1	0	0	4	5	1	0	0	0	0	13
ALASKA AIRLINES	3	0	0	0	0	1	0	1	0	0	0	0	5
AMERICAN AIRLINES	30	1	9	3	11	27	14	5	1	0	0	4	105
AMERICAN EAGLE AIRLINES	7	0	2	0	1	2	3	0	0	0	0	0	15
ATLANTIC SOUTHEAST AIRLINES	7	0	0	0	0	2	0	1	0	0	0	0	10
CHAUTAUQUA AIRLINES	1	1	0	0	1	0	1	1	0	0	0	0	5
CONTINENTAL AIRLINES	6	3	5	3	0	3	11	3	0	0	0	0	34
DELTA AIRLINES	9	1	6	4	6	12	11	4	0	2	0	1	56
EXPRESSJET AIRLINES	1	1	1	0	1	0	1	0	0	0	0	0	5
FRONTIER AIRLINES	0	0	1	0	0	3	1	1	0	0	0	0	6
MESA AIRLINES	4	0	1	0	0	1	1	0	0	1	0	0	8
NORTHWEST AIRLINES	6	1	5	2	2	5	8	0	2	2	0	0	33
SKYWEST AIRLINES	4	1	0	0	0	0	0	1	0	0	0	0	6
SOUTHWEST AIRLINES	1	1	0	0	1	2	2	4	2	2	0	0	15
UNITED AIRLINES	24	3	7	1	6	14	12	3	0	1	0	1	72
US AIRWAYS ***	11	3	10	3	3	18	6	7	0	0	0	1	62
OTHER U. S. AIRLINES	12	2	1	1	2	5	6	3	0	1	0	0	33
<b>TOTAL MAY 2006</b>	<b>128</b>	<b>18</b>	<b>49</b>	<b>17</b>	<b>34</b>	<b>99</b>	<b>82</b>	<b>35</b>	<b>5</b>	<b>9</b>	<b>0</b>	<b>7</b>	<b>483</b>
% OF TOTAL COMPLAINTS	26.5	3.7	10.1	3.5	7.0	20.5	17.0	7.2	1.0	1.9	0	1.4	
<b>TOTAL MAY 2005</b>	<b>108</b>	<b>23</b>	<b>61</b>	<b>20</b>	<b>35</b>	<b>89</b>	<b>63</b>	<b>44</b>	<b>6</b>	<b>10</b>	<b>1</b>	<b>24</b>	<b>484</b>
% OF TOTAL COMPLAINTS	22.3	4.8	12.6	4.1	7.2	18.4	13.0	9.1	1.2	2.1	0.2	5.0	

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

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

\*\*\* 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  
MAY 2006

U. S. AIRLINES*	COMPS RECD IN MAY	INCI - DENTS IN MAY	PERCENT	INCI - DENTS IN APRI L	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	13	7	53.8	3	23.1	2	15.4	1	7.7
ALASKA AIRLINES	5	2	40.0	1	20.0	1	20.0	1	20.0
AMERICAN AIRLINES	105	30	28.6	34	32.4	23	21.9	18	17.1
AMERICAN EAGLE AIRLINES	15	8	53.3	6	40.0	0	0.0	1	6.7
ATLANTIC SOUTHEAST AIRLINES	10	5	50.0	3	30.0	2	20.0	0	0.0
CHAUTAUQUA AIRLINES	5	2	40.0	3	60.0	0	0.0	0	0.0
CONTINENTAL AIRLINES	34	11	32.4	14	41.2	6	17.6	3	8.8
DELTA AIRLINES	56	20	35.7	10	17.9	19	33.9	7	12.5
EXPRESSJET AIRLINES	5	1	20.0	4	80.0	0	0.0	0	0.0
FRONTIER AIRLINES	6	0	0.0	0	0.0	6	100.0	0	0.0
MESA AIRLINES	8	2	25.0	6	75.0	0	0.0	0	0.0
NORTHWEST AIRLINES	33	13	39.4	8	24.2	6	18.2	6	18.2
SKYWEST AIRLINES	6	3	50.0	2	33.3	1	16.7	0	0.0
SOUTHWEST AIRLINES	15	3	20.0	7	46.7	3	20.0	2	13.3
UNITED AIRLINES	72	25	34.7	12	16.7	24	33.3	11	15.3
US AIRWAYS **	62	18	29.0	17	27.4	20	32.3	7	11.3
OTHER U. S. AIRLINES	33	10	30.3	9	27.3	7	21.2	7	21.2
<b>TOTALS</b>	<b>483</b>	<b>160</b>	<b>33.1</b>	<b>139</b>	<b>28.8</b>	<b>120</b>	<b>24.8</b>	<b>64</b>	<b>13.3</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>484</b>	<b>161</b>	<b>33.3</b>	<b>108</b>	<b>22.3</b>	<b>116</b>	<b>24.0</b>	<b>99</b>	<b>20.5</b>

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

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

Table 5

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

	FLI GHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVI CE	DI SAB- LI LI TY	ADVERT- I SI NG	DI SCRIM- I NATION	ANI MALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROCALIFORNIA	13	0	0	0	2	0	0	0	0	0	0	0	15
AIR FRANCE	3	1	0	1	2	3	0	0	0	0	0	0	10
AVI ANCA	2	1	1	1	1	0	0	0	0	0	0	0	6
BRITISH AIRWAYS	1	0	0	0	1	3	0	2	0	0	0	2	9
LUFTHANSA	0	0	4	1	0	4	0	1	0	0	0	1	11
MEXI CANA	0	1	1	0	1	2	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	10	3	5	2	11	14	11	0	1	3	0	1	61
<b>TOTALS</b>	<b>29</b>	<b>6</b>	<b>11</b>	<b>5</b>	<b>18</b>	<b>26</b>	<b>11</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>117</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	5	1	1	0	1	0	0	0	0	0	8
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	2	0	0	0	0	0	0	0	2
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	5	0	2	0	1	3	1	0	0	0	0	1	13
<b>TOTALS</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>13</b>

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

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

TABLE 6

MAY  
CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	MAY 2006			MAY 2005		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	COMAIR	0	942,318	0.00	3	1,135,192	0.26
1	ALOHA AIRLINES	0	271,050	0.00	*	*	*
3	SOUTHWEST AIRLINES	15	8,494,876	0.18	13	7,778,834	0.17
4	HAWAIIAN AIRLINES	1	502,108	0.20	4	475,341	0.84
5	JETBLUE AIRWAYS	3	1,385,723	0.22	0	1,203,462	0
6	EXPRESSJET AIRLINES	5	1,604,578	0.31	5	1,348,431	0.37
7	ALASKA AIRLINES	5	1,444,190	0.35	16	1,361,133	1.18
8	SKYWEST AIRLINES	6	1,683,858	0.36	5	1,375,905	0.36
9	ATA AIRLINES	1	215,484	0.46	2	418,462	0.48
10	FRONTIER AIRLINES	6	878,717	0.68	3	705,158	0.43
11	MESA AIRLINES	8	1,161,853	0.69	*	*	*
12	NORTHWEST AIRLINES	33	4,783,884	0.69	41	4,967,277	0.83
13	AIRTRAN AIRWAYS	13	1,771,260	0.73	11	1,445,315	0.76
14	CONTINENTAL AIRLINES	34	3,995,357	0.85	32	3,587,831	0.89
15	AMERICAN EAGLE AIRLINES	15	1,702,733	0.88	5	1,561,114	0.32
16	DELTA AIR LINES	56	6,008,063	0.93	70	7,678,041	0.91
17	ATLANTIC SOUTHEAST AIRLINES	10	1,055,067	0.95	3	1,061,728	0.28
18	UNITED AIRLINES	72	6,060,685	1.19	50	5,733,928	0.87
19	AMERICAN AIRLINES	105	8,620,936	1.22	85	8,396,718	1.01
20	US AIRWAYS **	62	5,078,501	1.22	38	3,842,741	0.99
	<b>TOTAL **</b>	<b>450</b>	<b>57,661,241</b>	<b>0.78</b>	<b>386</b>	<b>54,076,611</b>	<b>0.71</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics (BTS), plus any other carrier that voluntarily reports flight delay and mishandled baggage data to BTS. Mesa Airlines' ranking in this table effective January 2006. Aloha Airlines' ranking in this table effective April 2006, when the carrier started voluntarily reporting flight delay and mishandled baggage data.

\*\* 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 May 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 May 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 May 2006 as provided by the Transportation Security Administration <sup>a</sup>

The Transportation Security Administration protects approximately 58 million airline passengers and screens their 75 million checked bags every month as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of May.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public <sup>c</sup>	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
251	.0004	80	.00013	42	.000069	725	.0019

In addition, TSA also processes damage claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. While in most cases TSA screeners handle checked baggage for a very small amount of time relative to the airline personnel, liability is no longer clearly exclusive to the airlines. Consequently, the data for checked baggage claims below includes claims for which TSA and/or the airlines may be liable.

Number of Damage Claims Received			
Checkpoint (TSA)	% of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	% of Total Checked Bags Screened
290	.00048	1226	.0016

### NOTES

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

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

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

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">Alaska Airlines</a>	1		
<a href="#">Shuttle America (United Express)</a>	1		
<b><i>Total</i></b>	<b>2</b>		