



U.S. Department
of Transportation



Air Travel Consumer Report

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



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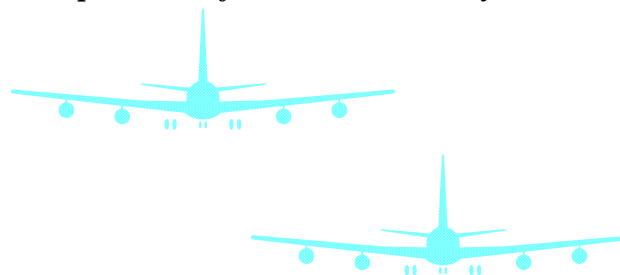
Flight Delays*	April 2005 12 Months Ending April 2005
Mishandled Baggage*	April 2005
Oversales*	1 st Quarter 2005
Consumer Complaints** (Includes Disability and Discrimination Complaints)	April 2005

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

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

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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 five sections (Flight Delays, Mishandled Baggage, Oversales, Consumer Complaints, and Customer Service Reports to the Transportation Security Administration). 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. 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. 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 18 U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, plus 1 other carrier that reports voluntarily.

The rule requires carriers to currently report on operations to and from the 33 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 19 reporting air carriers, 11 carriers (America West, American, Independence Air—formerly Atlantic Coast, Continental, Delta, ExpressJet, Hawaiian, JetBlue, Northwest, United, and US Airways) use ACARS exclusively; 4 carriers (AirTran, Atlantic Southeast, Comair, and Southwest) record arrival times manually; and 4 carriers (Alaska, American Eagle, ATA, 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 33 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 has 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.

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AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 33 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/V/	7	85.8	13	95.6
ATA AIRLINES S/	15	90.5	22	89.0
SKYWEST AIRLINES S/	16	88.0	126	87.6
SOUTHWEST AIRLINES S/	17	86.6	60	86.7
COMAIR S/	23	85.0	112	85.5
AMERICA WEST AIRLINES S/	29	85.1	51	85.2
UNITED AIRLINES S/	33	85.0	84	84.8
INDEPENDENCE AIR *	13	85.7	42	84.6
AMERICAN AIRLINES S/	32	84.2	84	84.4
NORTHWEST AIRLINES S/	32	83.7	119	83.7
DELTA AIRLINES S/	33	82.8	108	82.6
AMERICAN EAGLE AIRLINES S/	23	83.1	104	82.1
EXPRESSJET AIRLINES S/	26	80.2	112	81.7
CONTINENTAL AIRLINES S/	31	80.8	81	80.4
US AIRWAYS S/	27	80.1	63	80.0
AIRTRAN AIRWAYS S/	20	78.5	44	78.8
ATLANTIC SOUTHEAST AIRLINES S/	21	78.8	114	77.3
JETBLUE AIRWAYS S/	14	76.6	27	77.0
ALASKA AIRLINES S/	16	76.9	45	77.0
TOTAL		83.4		83.4

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

* Formerly Atlantic Coast Airlines

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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		FEB - 05		MAR - 05		APR - 05		12 MONTHS ENDING APRIL 2005		DATABASE TO DATE SEPT 1987-APRIL 2005	
	04 - 06 2004		07 - 09 2004		10 - 12 2004		01 - 03 2005		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	79.4	(8)	78.3	(10)	78.0	(10)	68.8	(17)	69.1	(18)	67.4	(18)	78.8	(16)	75.5	(16)	--	(--)
ALASKA	80.8	(5)	78.2	(11)	70.8	(18)	72.9	(15)	73.9	(15)	73.8	(14)	77.0	(19)	75.2	(17)	76.2	(9)
AMERICA WEST	76.7	(14)	77.8	(15)	74.1	(16)	76.7	(6)	76.3	(13)	81.8	(3)	85.2	(6)	77.0	(9)	78.6	(5)
AMERICAN	76.9	(13)	77.8	(14)	78.2	(9)	76.2	(7)	80.5	(4)	78.8	(7)	84.4	(9)	77.4	(8)	79.1	(3)
AMERICAN EAGLE	71.3	(19)	76.0	(18)	74.1	(15)	74.2	(14)	79.0	(8)	78.1	(10)	82.1	(12)	74.3	(18)	75.3	(10)
ATA	81.9	(4)	80.6	(6)	80.8	(2)	77.5	(4)	81.3	(3)	78.6	(8)	89.0	(2)	80.2	(3)	--	(--)
ATLANTIC SOUTHEAST	77.3	(12)	77.6	(16)	70.0	(19)	68.2	(18)	64.5	(19)	71.7	(16)	77.3	(17)	72.5	(19)	--	(--)
COMAIR	79.6	(7)	78.1	(12)	73.4	(17)	74.8	(12)	79.3	(7)	78.2	(9)	85.5	(5)	76.5	(11)	--	(--)
CONTINENTAL	74.3	(16)	81.1	(4)	80.3	(4)	75.8	(9)	77.1	(10)	72.9	(15)	80.4	(14)	78.0	(7)	78.9	(4)
DELTA	75.5	(15)	75.3	(19)	76.6	(12)	75.2	(11)	76.6	(11)	75.6	(13)	82.6	(11)	75.6	(15)	77.7	(7)
EXPRESSJET	74.3	(17)	79.9	(8)	75.1	(14)	74.4	(13)	75.4	(14)	76.3	(12)	81.7	(13)	76.1	(13)	--	(--)
HAWAIIAN	95.1	(1)	96.4	(1)	94.2	(1)	93.0	(1)	96.1	(1)	90.5	(1)	95.6	(1)	94.8	(1)	--	(--)
INDEPENDENCE AIR *	73.7	(18)	76.8	(17)	77.9	(11)	77.4	(5)	78.8	(9)	79.1	(6)	84.6	(8)	76.5	(10)	--	(--)
JETBLUE	84.3	(3)	79.1	(9)	80.3	(5)	65.8	(19)	71.8	(17)	63.3	(19)	77.0	(18)	76.3	(12)	--	(--)
NORTHWEST	78.5	(11)	81.1	(5)	79.8	(6)	75.2	(10)	76.5	(12)	76.6	(11)	83.7	(10)	78.6	(6)	79.9	(2)
SKYWEST	85.3	(2)	86.5	(2)	79.2	(7)	79.3	(2)	82.6	(2)	82.6	(2)	87.6	(3)	82.6	(2)	--	(--)
SOUTHWEST	78.9	(9)	79.9	(7)	78.3	(8)	78.6	(3)	79.9	(6)	80.3	(4)	86.7	(4)	79.3	(4)	82.4	(1)
UNITED	78.6	(10)	81.7	(3)	80.6	(3)	75.9	(8)	80.1	(5)	79.5	(5)	84.8	(7)	79.2	(5)	76.3	(8)
US AIRWAYS	80.7	(6)	78.1	(13)	76.1	(13)	70.2	(16)	73.8	(16)	68.5	(17)	80.0	(15)	75.8	(14)	78.5	(6)
Total	77.9		79.3		77.2		75.3		77.6		76.9		83.4		77.5		78.7	

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* Formerly Atlantic Coast Airlines

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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*	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	629	80.0	1308	85.1	527	86.5	145	84.1	H/		843	85.4	647	83.3	13633	87.1
AS	H/		31	61.3	H/		H/		H/		90	77.8	180	71.7	H/	
B6	H/		600	86.0	H/		H/		H/		H/		90	84.4	H/	
CO	388	79.1	539	79.8	247	86.2	H/		H/		335	87.5	308	74.4	311	83.0
DH	180	82.8	211	82.5	H/		211	84.8	H/		H/		H/		H/	
DL	18946	83.9	1642	83.6	493	82.4	290	76.6	4276	89.0	1005	84.2	500	77.6	658	81.9
EV	9237	78.7	H/		H/		60	80.0	1732	77.9	90	90.0	5	60.0	H/	
FL	5372	80.4	590	81.5	1019	83.3	H/		H/		150	76.7	90	60.0	479	73.3
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	150	80.0	180	77.2	150	86.0	H/		H/		120	70.8	324	83.6	265	86.4
MQ	85	78.8	1756	78.9	202	79.2	270	83.3	381	76.6	875	75.2	H/		7852	85.1
NW	456	77.4	399	70.4	351	86.0	173	80.3	28	78.6	537	79.7	357	79.0	364	85.7
OH	685	83.8	1013	86.8	180	87.2	326	73.3	11392	86.9	540	90.2	30	83.3	H/	
OO	H/		H/		H/		H/		29	31.0	H/		3407	84.2	H/	
RU	168	82.1	41	61.0	156	77.6	398	78.6	224	78.6	263	77.9	37	86.5	186	83.3
TZ	H/		134	94.0	H/		H/		H/		117	95.7	148	93.9	143	95.1
UA	237	76.8	778	74.8	418	82.5	208	79.8	60	70.0	414	85.5	5922	85.3	439	89.3
US	348	63.5	1764	80.8	445	76.9	7886	84.9	H/		3490	83.8	230	77.4	462	79.4
WN	H/		H/		4719	89.8	H/		H/		H/		H/		H/	
TOTAL	36881	81.6	10986	81.5	8907	86.7	9967	83.7	18122	86.1	8869	83.2	12275	83.6	24792	85.9

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

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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	397	87.4	681	75.2	625	84.3	356	86.5	462	86.1	1103	77.0	684	79.5	2577	79.4
AS	H/		60	76.7	H/		30	63.3	H/		H/		425	69.9	612	79.9
B6	H/		H/		870	76.8	270	85.6	H/		3240	71.0	209	88.0	H/	
CO	197	77.2	4576	74.1	462	76.2	22	90.9	7005	87.8	30	83.3	491	76.8	544	71.1
DH	180	85.6	210	74.3	H/		6331	87.0	H/		260	77.7	60	83.3	H/	
DL	311	77.2	606	69.1	1038	78.6	313	84.7	295	74.6	1208	74.4	686	74.8	1035	73.8
EV	30	66.7	H/		H/		5	40.0	95	65.3	87	77.0	90	76.7	55	81.8
FL	H/		150	65.3	495	71.9	150	72.7	H/		H/		120	55.8	120	49.2
HA	H/		H/		H/		H/		H/		H/		49	85.7	90	85.6
HP	180	74.4	180	72.8	90	77.8	91	74.7	180	92.2	240	74.6	3040	86.8	656	88.4
MQ	136	80.9	313	62.6	H/		140	80.0	68	80.9	395	70.1	H/		1716	92.2
NW	9344	86.0	449	66.8	304	68.1	261	73.6	328	86.0	92	62.0	504	84.7	525	79.8
OH	357	82.6	76	72.4	65	81.5	381	82.7	50	74.0	1350	79.6	H/		H/	
OO	30	80.0	H/		H/		H/		753	91.6	H/		234	88.9	4246	93.0
RU	147	72.8	4716	72.2	H/		387	69.5	7782	86.0	30	76.7	H/		2	100.0
TZ	H/		143	81.1	10	70.0	H/		H/		H/		66	90.9	93	83.9
UA	178	80.9	468	72.0	158	82.3	2120	84.5	240	85.4	389	73.3	1021	86.2	2729	87.0
US	212	78.8	301	68.4	951	66.8	140	85.7	287	75.6	H/		325	72.9	285	69.8
WN	443	87.1	H/		1171	84.9	H/		8	87.5	H/		5750	86.6	3432	83.7
TOTAL	12142	85.0	12929	72.4	6239	77.2	10997	84.9	17553	86.5	8424	74.1	13754	84.1	18717	85.1

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

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

ARRIVAL AIRPORT*																
CARRIER*	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1866	73.6	945	85.3	110	83.6	3349	84.8	392	85.5	119	84.9	7131	84.2	171	86.0
AS	H/		60	73.3	H/		30	66.7	H/		466	78.5	120	60.0	1070	83.2
B6	209	68.9	540	79.4	H/		H/		H/		450	88.4	H/		H/	
CO	341	66.9	556	82.7	106	88.7	315	86.0	150	80.7	60	75.0	415	78.1	120	67.5
DH	H/		351	87.7	H/		H/		H/		H/		180	80.0	H/	
DL	1851	77.6	1335	85.0	111	82.9	360	82.5	241	79.3	90	70.0	579	79.1	233	82.0
EV	H/		H/		H/		H/		144	70.8	H/		5	60.0	95	73.7
FL	415	66.5	948	84.4	299	80.9	124	76.6	146	81.5	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		43	86.0
HP	H/		90	81.1	H/		60	96.7	211	85.8	210	83.8	270	77.0	180	86.7
MQ	1512	69.6	27	77.8	H/		273	82.4	94	78.7	H/		7095	85.0	H/	
NW	537	63.7	595	76.6	340	86.2	229	71.6	8758	87.6	H/		535	80.0	171	85.4
OH	1290	76.6	395	85.3	46	95.7	90	83.3	200	91.0	H/		160	83.8	H/	
OO	H/		H/		H/		H/		64	78.1	263	91.6	2220	83.6	664	92.2
RU	136	72.1	26	80.8	119	90.8	30	93.3	235	86.0	H/		246	79.7	H/	
TZ	276	76.4	68	86.8	1361	93.5	H/		226	94.2	H/		H/		H/	
UA	598	74.7	638	85.9	140	86.4	180	77.8	472	80.1	298	84.6	8164	87.8	557	86.5
US	1485	76.1	993	72.8	H/		334	76.6	55	80.0	H/		514	81.1	H/	
WN	H/		2482	89.0	4852	89.9	H/		H/		3732	85.1	H/		1055	81.9
TOTAL	10516	73.5	10049	83.9	7484	89.8	5374	83.2	11388	86.6	5688	84.7	27634	84.8	4359	84.3

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

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

ARRIVAL AIRPORT*																		
CARRIER*	PHL		PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	603	82.3	417	82.5	111	83.8	617	79.9	488	87.5	1063	82.3	210	85.7	1639	89.3	650	85.8
AS	H/		300	71.0	H/		330	71.8	3860	77.3	380	76.1	H/		H/		H/	
B6	H/		30	86.7	H/		60	75.0	30	80.0	H/		60	86.7	H/		300	79.0
CO	193	76.7	325	77.8	50	94.0	270	74.4	302	79.5	360	73.3	89	78.7	1	100.0	416	82.2
DH	H/		H/		210	83.8	17	52.9	H/		H/		H/		H/		209	78.9
DL	628	74.0	294	78.6	298	82.2	363	79.3	469	89.3	440	79.5	3155	88.0	145	77.2	937	81.6
EV	H/		30	66.7	120	87.5	H/		30	73.3	25	72.0	1181	82.9	240	69.6	387	85.0
FL	567	75.1	H/		188	84.6	H/		H/		52	53.8	H/		H/		566	78.4
HA	H/		30	93.3	H/		30	86.7	60	81.7	30	86.7	H/		H/		H/	
HP	150	69.3	5343	86.7	59	67.8	360	80.3	300	85.0	385	87.3	115	91.3	90	88.9	90	82.2
MQ	99	65.7	H/		210	85.2	863	91.2	H/		158	89.2	H/		242	76.9	H/	
NW	426	68.3	417	84.2	154	79.9	180	86.1	330	87.6	299	82.6	118	87.3	348	83.0	442	78.3
OH	130	81.5	H/		182	87.4	H/		H/		H/		H/		208	83.2	60	76.7
OO	H/		541	86.0	H/		710	93.0	472	93.4	3140	86.5	7021	87.5	92	85.9	H/	
RU	168	72.0	50	70.0	269	76.2	H/		H/		H/		55	72.7	417	81.8	5	100.0
TZ	H/		60	91.7	H/		H/		6	66.7	146	84.9	H/		H/		H/	
UA	527	72.1	570	82.1	238	79.8	650	84.9	750	91.3	3447	87.1	240	85.4	145	84.1	360	80.6
US	6286	78.0	265	78.1	2101	84.4	175	74.3	145	80.7	285	75.1	H/		80	87.5	791	77.2
WN	1237	82.9	5602	84.9	H/		2466	84.3	1107	87.5	H/		1154	87.3	1801	88.3	1891	85.5
TOTAL	11014	77.4	14274	84.7	4190	83.4	7091	83.9	8349	83.0	10210	84.5	13398	87.0	5448	85.8	7104	82.1

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

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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	93.1	81.6	79.3	90.6	94.8	90.5	82.9	92.4	100.0	80.5	89.8	81.4	96.5	75.4	91.2	90.9	93.3	89.0
700 - 759 AM	91.7	83.5	96.0	93.5	90.8	87.1	87.1	92.6	87.8	89.4	76.9	87.3	97.4	83.0	94.7	95.1	91.3	92.6
800 - 859 AM	87.9	88.2	95.9	88.2	92.9	90.2	88.5	90.9	92.0	93.3	86.3	92.4	90.0	81.4	93.0	91.2	82.7	92.3
900 - 959 AM	88.9	92.1	96.1	87.4	88.7	87.0	86.9	89.0	90.2	95.0	85.7	91.1	89.7	89.2	90.0	88.4	88.2	92.1
1000 - 1059 AM	88.4	89.0	94.0	85.7	88.5	88.7	83.9	85.9	89.5	88.1	81.9	87.3	85.4	83.3	88.8	86.8	85.6	90.0
1100 - 1159 AM	85.7	86.2	95.4	87.2	88.8	84.5	82.5	88.4	88.1	85.7	78.0	87.1	83.8	84.1	88.1	86.6	82.2	87.6
1200 - 1259 PM	86.8	86.7	89.2	90.1	88.7	84.2	86.8	87.4	88.0	88.4	71.9	87.0	91.0	79.1	87.9	88.0	81.9	85.7
100 - 159 PM	83.0	85.6	91.6	86.7	87.4	85.7	86.9	89.3	83.1	82.7	80.6	82.4	83.9	79.5	86.1	86.4	80.2	88.0
200 - 259 PM	79.9	86.1	86.7	87.0	87.3	86.3	86.3	87.5	85.4	80.0	80.5	83.9	88.3	75.6	83.8	88.6	71.7	87.4
300 - 359 PM	79.6	84.4	87.1	86.0	80.7	79.4	83.3	87.5	85.7	71.3	84.0	75.8	91.4	71.4	85.1	85.9	63.5	86.3
400 - 459 PM	78.3	79.6	86.7	81.1	84.1	84.6	81.1	84.3	83.8	60.9	77.6	80.3	83.9	69.1	81.8	85.7	69.6	84.8
500 - 559 PM	76.8	74.7	84.9	85.1	85.4	82.8	81.9	82.9	84.4	65.7	78.2	87.2	81.6	70.7	82.4	85.4	68.5	80.3
600 - 659 PM	77.7	80.3	81.9	79.1	81.9	79.9	83.5	80.6	80.9	57.1	64.1	80.4	82.8	74.1	84.2	80.0	66.0	80.1
700 - 759 PM	76.7	73.5	82.4	76.2	84.5	75.3	81.0	82.1	78.0	51.5	75.9	81.2	82.6	70.2	80.7	81.4	65.8	77.4
800 - 859 PM	74.6	74.3	77.7	72.5	82.0	79.7	80.6	79.9	83.1	53.4	67.1	81.8	81.4	66.4	76.9	77.6	59.8	72.0
900 - 959 PM	74.2	73.9	78.8	77.7	82.3	78.7	77.3	82.0	82.0	62.5	71.4	82.9	85.9	66.3	81.0	80.9	66.8	79.7
1000 - 1059 PM	76.8	77.4	81.2	79.1	81.2	82.1	72.2	78.5	74.8	67.1	78.9	80.3	80.2	65.0	74.0	73.1	61.8	75.4
1100 - 559 AM	84.6	78.2	84.0	83.3	89.1	76.1	84.6	91.0	81.8	76.1	73.1	84.3	97.1	75.9	76.5	82.6	71.8	79.7
TOTAL, ALL ARRIVALS, BY AIRPORT	81.6	81.5	86.7	83.7	86.1	83.2	83.6	85.9	85.0	72.4	77.2	84.9	86.5	74.1	84.1	85.1	73.5	83.9

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	98.5	84.1	88.4	J/	91.1	89.8	84.3	93.9	81.3	96.7	93.3	91.9	J/	J/	88.5	89.5
700 - 759 AM	97.1	81.7	89.4	98.5	92.9	93.6	87.0	94.5	89.7	93.5	92.7	93.1	91.6	96.3	94.0	91.5
800 - 859 AM	96.0	91.5	94.3	96.1	91.8	96.3	88.2	94.3	90.9	92.7	97.7	91.7	93.8	92.9	91.6	91.0
900 - 959 AM	94.7	87.2	89.3	96.2	91.8	94.5	91.1	84.8	95.4	94.0	92.7	84.0	89.9	90.4	92.7	89.6
1000 - 1059 AM	94.3	93.3	90.6	90.1	90.6	93.6	88.8	89.2	87.0	84.8	90.4	84.5	88.6	90.7	92.1	88.3
1100 - 1159 AM	95.3	85.1	85.1	82.8	89.2	87.7	87.0	93.7	86.1	85.5	90.9	84.1	87.8	90.6	84.9	86.9
1200 - 1259 PM	90.5	82.1	82.6	87.1	88.2	85.4	89.1	85.4	88.5	83.5	87.0	82.2	89.9	88.2	86.5	86.8
100 - 159 PM	93.4	83.7	88.6	88.4	88.5	87.8	88.3	83.8	81.4	88.5	85.7	83.2	83.6	89.9	85.3	86.0
200 - 259 PM	89.2	84.3	88.3	85.8	83.7	81.6	81.4	83.0	87.3	86.7	78.7	87.5	85.6	85.4	81.9	84.5
300 - 359 PM	88.0	83.9	85.6	84.3	83.1	85.0	77.5	80.4	78.3	85.0	79.9	87.0	88.9	85.8	82.8	82.5
400 - 459 PM	88.1	82.2	85.2	77.4	80.8	82.6	75.4	80.9	83.4	82.1	86.5	81.8	86.2	77.8	84.3	80.6
500 - 559 PM	85.9	82.0	86.5	81.8	79.0	76.4	72.4	88.2	86.7	79.6	78.8	84.7	86.3	83.1	76.8	80.9
600 - 659 PM	86.3	83.9	78.7	79.8	77.6	88.7	67.1	77.2	76.3	80.6	74.5	86.3	84.4	80.0	76.9	78.1
700 - 759 PM	87.0	79.0	87.3	84.6	77.6	74.9	63.7	82.0	81.2	80.9	74.7	82.0	83.3	83.2	76.6	78.6
800 - 859 PM	84.8	76.5	81.3	82.0	76.9	83.8	64.0	78.8	74.2	78.8	79.5	79.1	81.9	78.7	76.2	76.3
900 - 959 PM	82.2	77.9	85.2	75.5	76.3	90.0	67.4	80.4	72.0	78.7	76.9	82.3	88.2	87.8	75.6	77.9
1000 - 1059 PM	85.5	76.4	82.5	74.9	78.6	74.9	62.4	78.6	80.2	73.7	81.3	77.4	79.3	78.4	74.2	75.9
1100 - 559 AM	88.1	69.9	83.1	83.5	87.0	77.8	80.3	87.7	75.1	85.2	75.7	86.3	80.8	88.1	77.8	81.1
TOTAL, ALL ARRIVALS, BY AIRPORT	89.8	83.2	86.6	84.7	84.8	84.3	77.4	84.7	83.4	83.9	83.0	84.5	87.0	85.8	82.1	83.4

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	90.3	93.4	95.9	93.1	94.8	97.0	89.7	95.6	94.2	95.2	96.0	95.5	96.3	92.6	96.2	95.1	94.6	96.6
700 - 759 AM	89.6	93.3	95.0	94.5	91.1	94.6	87.8	93.0	91.8	95.5	95.6	91.3	95.4	93.7	93.6	93.9	92.5	94.8
800 - 859 AM	87.6	89.7	94.4	94.4	92.4	92.3	86.8	91.2	89.2	95.1	94.9	92.6	93.0	92.7	90.8	93.8	90.8	94.3
900 - 959 AM	85.7	91.5	95.5	90.9	92.2	91.3	88.0	88.5	90.0	93.7	92.0	90.3	94.5	89.1	91.2	90.0	90.7	92.3
1000 - 1059 AM	86.3	90.0	92.3	94.0	88.2	88.6	83.1	83.9	87.8	91.0	88.2	87.7	91.0	85.6	83.3	87.4	88.9	88.4
1100 - 1159 AM	84.9	90.6	92.1	85.6	89.9	90.5	83.9	85.6	87.3	90.5	80.8	90.1	91.0	88.4	83.4	84.2	88.7	88.9
1200 - 1259 PM	84.1	88.7	86.9	85.3	90.8	85.5	81.1	85.4	89.3	91.0	77.3	90.7	86.6	86.6	84.1	87.3	88.3	88.0
100 - 159 PM	82.3	83.5	89.9	86.6	89.2	89.6	81.5	85.1	83.4	88.1	72.8	85.7	90.7	83.4	81.7	83.2	84.9	84.0
200 - 259 PM	79.2	84.7	81.4	85.1	89.1	87.2	84.5	84.9	82.6	85.1	78.8	82.0	86.9	77.3	76.7	80.5	82.2	81.1
300 - 359 PM	80.2	84.3	81.8	81.6	87.8	80.2	83.1	82.4	80.6	80.8	82.6	81.8	88.8	70.7	82.0	88.1	81.4	86.1
400 - 459 PM	76.5	81.4	80.2	83.4	85.0	77.8	82.2	81.2	82.2	74.6	79.3	73.3	89.1	82.0	81.0	85.5	74.3	82.0
500 - 559 PM	73.9	77.0	79.8	78.1	84.6	80.9	80.7	78.3	84.6	69.7	73.8	82.1	86.5	72.7	77.8	84.6	74.7	79.4
600 - 659 PM	77.2	77.8	77.6	86.4	78.3	86.0	80.5	78.4	79.6	65.6	79.5	81.7	80.6	74.4	81.1	85.7	75.7	80.0
700 - 759 PM	76.4	75.9	80.6	75.3	84.9	75.1	81.2	76.8	81.5	63.4	71.8	80.2	89.3	75.1	81.2	81.6	76.3	80.4
800 - 859 PM	74.6	76.5	78.3	79.6	86.4	79.3	80.2	82.3	83.6	57.5	75.4	83.9	90.7	74.0	72.0	81.9	75.6	77.4
900 - 959 PM	73.9	75.7	77.5	79.4	85.7	80.6	80.1	79.5	83.8	J/	69.2	76.9	90.8	73.6	69.7	86.0	71.1	70.9
1000 - 1059 PM	75.1	84.0	57.7	82.7	88.9	86.7	J/	84.9	85.0	J/	86.7	J/	90.4	60.2	85.2	87.5	J/	88.3
1100 - 559 AM	78.4	90.1	93.3	85.7	89.0	J/	83.3	96.7	88.5	100.0	90.0	100.0	92.3	91.0	84.4	82.4	96.0	96.5
TOTAL, ALL DEPARTURES, BY AIRPORT	80.5	85.6	86.7	84.2	88.1	86.4	83.2	84.2	85.7	82.5	82.3	84.8	89.9	81.3	83.5	87.2	84.0	86.4

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	97.1	92.9	94.3	94.9	94.5	95.6	89.9	97.6	91.1	95.4	93.6	94.7	92.3	95.9	96.2	94.6
700 - 759 AM	95.9	91.7	94.1	95.0	92.9	96.7	90.4	95.2	90.4	95.8	90.0	94.0	94.7	96.5	94.4	93.4
800 - 859 AM	95.0	86.5	96.3	95.3	92.1	95.4	87.6	91.2	90.4	93.1	90.2	92.8	93.1	95.2	93.4	91.7
900 - 959 AM	92.4	93.0	92.1	91.4	91.7	94.1	83.8	82.0	92.7	91.0	90.1	92.1	90.2	92.4	90.8	90.4
1000 - 1059 AM	93.4	89.4	92.2	87.4	91.2	93.3	83.8	88.3	94.1	92.7	85.0	87.0	91.9	93.6	90.2	88.4
1100 - 1159 AM	88.5	91.0	90.5	84.0	89.1	89.2	85.9	83.2	89.9	85.9	82.8	84.2	89.3	92.8	86.6	87.1
1200 - 1259 PM	89.2	88.1	84.1	82.0	88.5	83.0	87.7	82.8	91.9	82.4	84.5	87.4	87.0	90.5	89.1	86.3
100 - 159 PM	84.8	81.8	88.8	82.7	86.3	85.3	86.3	85.0	90.2	84.9	79.2	85.3	87.9	87.8	83.0	85.3
200 - 259 PM	86.4	83.6	86.2	79.7	82.0	82.0	78.9	77.3	81.2	84.2	78.7	84.2	80.6	88.3	82.1	82.7
300 - 359 PM	76.9	79.8	89.6	81.5	80.8	79.3	74.5	75.5	85.9	84.7	74.6	88.3	85.6	83.5	82.3	82.3
400 - 459 PM	84.9	80.1	84.0	75.1	78.1	86.1	70.2	77.0	87.5	82.3	75.3	89.2	84.6	80.4	79.8	80.5
500 - 559 PM	78.5	81.7	85.7	74.9	75.5	75.7	66.8	75.9	81.9	79.8	77.5	80.6	79.0	79.0	81.4	78.3
600 - 659 PM	75.8	81.3	86.8	76.0	75.7	79.3	64.7	81.3	84.0	78.0	73.6	86.9	86.0	81.2	74.9	79.1
700 - 759 PM	86.2	68.0	84.8	76.9	75.1	82.9	69.5	82.1	75.8	81.4	63.0	88.4	82.4	82.1	77.9	78.4
800 - 859 PM	73.5	81.6	77.9	78.2	74.7	71.1	65.4	76.4	83.3	79.8	65.1	87.2	84.8	82.2	84.1	78.1
900 - 959 PM	87.2	75.0	87.2	81.3	79.6	93.3	65.7	83.5	86.7	88.7	82.7	89.9	76.1	93.9	83.7	79.8
1000 - 1059 PM	100.0	J/	87.1	79.7	74.7	95.1	66.3	92.4	J/	87.9	83.5	91.5	90.2	96.2	80.0	82.3
1100 - 559 AM	93.3	90.0	92.9	J/	93.4	93.9	88.6	94.7	96.4	98.3	91.3	89.5	96.4	88.3	96.7	87.5
TOTAL, ALL DEPARTURES, BY AIRPORT	87.1	84.7	89.0	84.3	84.0	87.6	78.0	83.9	88.1	87.3	82.1	88.8	87.5	88.6	85.9	84.9

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

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
OH	5322	JFK-CLT	1800	30	96.67	57	44
FL	47	ATL-LAS	2115	30	83.33	41	31
WN	1660	LAS-PHX	1715	26	80.77	30	30
FL	576	ATL-EWR	1652	30	80.00	66	37
FL	753	PHL-FLL	1010	30	80.00	32	26

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

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TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS // 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
AIRTRAN	532	4	0.8
ALASKA	426	3	0.7
INDEPENDENCE AIR	438	2	0.5
JETBLUE	312	1	0.3
EXPRESSJET	1,192	3	0.3
AMERICA WEST	543	1	0.2
SOUTHWEST	2,950	5	0.2
COMAIR	1,077	1	0.1
US AIRWAYS	1,356	1	0.1
DELTA	1,969	1	0.1
AMERICAN	1,910	0	0.0
AMERICAN EAGLE	1,508	0	0.0
NORTHWEST	1,460	0	0.0
SKYWEST	1,457	0	0.0
UNITED	1,322	0	0.0
CONTINENTAL	863	0	0.0
ATLANTIC SOUTHEAST	852	0	0.0
HAWAIIAN	126	0	0.0
ATA	118	0	0.0
TOTAL	20,411	22	0.1

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

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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.
ABILENE TX (ABI)	78.5	90.4	260	260
ADAK ISLAND AK (ADK)	75.0	87.5	8	8
AGUADILLA PR (BQN)	66.7	96.7	60	60
AKRON/CANTON OH (CAK)	83.6	87.0	799	799
ALBANY GA (ABY)	79.1	80.9	86	115
ALBANY NY (ALB)	83.3	88.4	1,488	1,487
ALBUQUERQUE NM (ABQ)	84.8	88.9	2,891	2,892
ALEXANDRIA LA (AEX)	79.2	89.1	226	211
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	83.3	89.8	406	430
AMARILLO TX (AMA)	84.3	92.0	689	690
ANCHORAGE AK (ANC)	81.9	85.5	1,426	1,423
APPLETON WI (ATW)	77.0	86.0	204	179
ASHEVILLE NC (AVL)	78.5	79.9	335	388
ASHLAND WV (HTS)	91.7	93.3	120	120
ATLANTA GA (ATL)	81.6	80.5	36,881	37,058
ATLANTIC CITY NJ (ACY)	84.7	89.4	85	85
AUGUSTA GA (AGS)	78.8	81.9	260	260
AUSTIN TX (AUS)	85.9	89.7	3,438	3,440
BAKERSFIELD CA (BFL)	88.5	96.0	323	322
BALTIMORE MD (BWI)	86.7	86.7	8,907	8,906
BANGOR ME (BGR)	79.7	87.3	394	394
BARROW AK (BRW)	73.1	65.4	52	52
BATON ROUGE LA (BTR)	78.4	84.6	770	771
BEAUMONT/PORT ARTHUR TX (BPT)	83.2	89.2	167	166
BEND/REDMOND OR (RDM)	91.3	94.7	265	264
BETHEL AK (BET)	84.2	75.8	95	95
BILLINGS MT (BIL)	82.5	87.6	441	442
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	87.8	94.4	90	90
BIRMINGHAM AL (BHM)	82.2	86.4	1,853	1,854
BISMARCK/MANDAN ND (BIS)	85.1	92.6	202	202
BLOOMINGTON IL (BMI)	77.3	85.8	211	212
BOISE ID (BOI)	84.0	90.2	1,340	1,343
BOSTON MA (BOS)	81.5	85.6	10,986	10,984
BOZEMAN MT (BZN)	85.3	90.1	423	424
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	82.8	87.2	320	320
BROWNSVILLE TX (BRO)	85.6	95.2	146	146
BRUNSWICK GA (BQK)	77.3	85.6	110	111
BUFFALO NY (BUF)	79.4	86.1	2,294	2,285
BURBANK CA (BUR)	80.8	84.7	2,321	2,323
BURLINGTON VT (BTV)	77.5	87.8	715	714
BUTTE MT (BTM)	86.4	85.3	110	116
CARLSBAD CA (CLD)	98.2	98.8	166	166
CASPER WY (CPR)	85.2	86.1	283	281

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR CITY UT (CDC)	81.8	84.7	88	85
CEDAR RAPIDS/IOWA CITY IA (CID)	87.2	91.7	532	533
CHAMPAIGN/URBANA IL (CMI)	80.5	89.4	323	322
CHARLESTON SC (CHS)	79.9	85.1	1,274	1,273
CHARLESTON/DUNBAR WV (CRW)	80.5	87.7	415	416
CHARLOTTE AMALIE VI (STT)	81.9	86.3	359	358
CHARLOTTE NC (CLT)	83.7	84.2	9,967	9,956
CHARLOTTESVILLE VA (CHO)	72.3	84.8	148	145
CHATTANOOGA TN (CHA)	80.7	84.3	457	458
CHICAGO IL (MDW)	89.8	87.1	7,484	7,480
CHICAGO IL (ORD)	84.8	84.0	27,634	27,637
CHICO CA (CIC)	91.8	89.4	85	85
CHRISTIANSTED VI (STX)	81.8	79.5	44	44
CLEVELAND OH (CLE)	83.2	89.0	7,401	7,429
CODY WY (COD)	84.7	83.3	59	60
COLLEGE STATION/BRYAN TX (CLL)	85.2	92.2	332	333
COLORADO SPRINGS CO (COS)	80.7	86.1	1,064	1,059
COLUMBIA SC (CAE)	83.7	85.2	1,009	979
COLUMBUS GA (CSG)	83.7	91.2	147	148
COLUMBUS MS (GTR)	71.3	78.3	115	115
COLUMBUS OH (CMH)	82.5	88.7	3,268	3,270
CORDOVA AK (CDV)	80.0	75.0	60	60
CORPUS CHRISTI TX (CRP)	84.0	90.5	782	782
COVINGTON KY (CVG)	86.1	88.1	18,122	18,002
CRESCENT CITY CA (CEC)	88.9	91.4	81	81
DALLAS TX (DAL)	89.2	87.9	3,508	3,509
DALLAS/FT.WORTH TX (DFW)	85.9	84.2	24,792	24,779
DAYTON OH (DAY)	81.5	88.8	1,208	1,201
DAYTONA BEACH FL (DAB)	79.7	85.0	340	340
DEADHORSE AK (SCC)	84.6	73.1	26	26
DENVER CO (DEN)	83.6	83.1	12,275	12,284
DES MOINES IA (DSM)	80.6	88.1	757	759
DETROIT MI (DTW)	85.0	85.7	12,142	12,137
DILLINGHAM AK (DLG)	92.3	84.6	13	13
DOTHAN AL (DHN)	71.4	79.4	175	175
DUBUQUE IA (DBQ)	85.3	92.2	116	115
DULUTH MN (DLH)	86.9	95.4	107	108
DURANGO CO (DRO)	81.0	84.1	63	63
EAGLE CO (EGE)	70.4	86.7	27	30
EL CENTRO CA (IPL)	98.3	95.0	60	60
EL PASO TX (ELP)	85.5	89.0	1,746	1,746
ELKO NV (EKO)	86.3	88.5	131	131
ERIE PA (ERI)	87.8	91.1	90	90

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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.
EUGENE OR (EUG)	86.3	89.1	495	496
EUREKA/ARCATA CA (ACV)	89.0	91.0	310	311
EVANSVILLE IN (EVV)	82.6	86.4	470	448
FAIRBANKS AK (FAI)	82.8	85.5	373	373
FARGO ND (FAR)	85.0	89.3	233	234
FAYETTEVILLE AR (XNA)	82.4	86.5	1,249	1,248
FAYETTEVILLE NC (FAY)	74.2	81.7	120	120
FLINT MI (FNT)	77.1	84.6	729	729
FLORENCE SC (FLO)	77.6	82.4	85	85
FORT LAUDERDALE FL (FLL)	77.2	82.3	6,239	6,242
FORT SMITH AR (FSM)	71.8	86.3	174	175
FORT WAYNE IN (FWA)	81.8	89.7	611	584
FRESNO CA (FAT)	90.8	91.2	1,137	1,135
FT. MYERS FL (RSW)	81.2	87.7	2,855	2,854
GAINESVILLE FL (GNV)	77.1	81.0	210	210
GRAND FORKS ND (GFK)	90.9	96.5	55	57
GRAND JUNCTION CO (GJT)	80.4	81.8	352	347
GRAND RAPIDS MI (GRR)	82.0	87.8	1,407	1,407
GREAT FALLS MT (GTF)	86.1	92.4	330	330
GREEN BAY/CLINTONVILLE WI (GRB)	88.6	91.8	535	535
GREENSBORO/HIGH POINT NC (GSO)	82.1	86.7	1,733	1,735
GREENVILLE/SPARTANBURG SC (GSP)	84.5	87.6	1,229	1,248
GULFPORT/BILOXI MS (GPT)	79.2	84.7	596	595
GUNNISON CO (GUC)	100.0	100.0	6	6
HARLINGEN/SAN BENITO TX (HRL)	86.9	90.8	487	487
HARRISBURG PA (MDT)	83.3	87.8	659	658
HARTFORD CT (BDL)	81.6	90.0	3,207	3,204
HELENA MT (HLN)	84.8	93.3	211	210
HILO HI (ITO)	99.1	98.7	234	234
HONOLULU HI (HNL)	88.3	95.2	3,089	3,090
HOUSTON TX (HOU)	86.9	83.6	4,701	4,674
HOUSTON TX (IAH)	86.5	89.9	17,553	17,559
HUNTSVILLE AL (HSV)	86.6	88.3	1,026	1,027
IDAHO FALLS ID (IDA)	88.7	97.0	266	265
INDIANAPOLIS IN (IND)	84.8	89.1	3,450	3,448
INDIO/PALM SPRINGS CA (PSP)	83.2	85.7	1,054	1,056
INYOKERN CA (IYK)	98.8	97.6	83	85
ISLIP NY (ISP)	85.7	88.1	1,034	1,034
JACKSON WY (JAC)	84.8	88.2	191	195
JACKSON/VICKSBURG MS (JAN)	80.5	86.1	978	978
JACKSONVILLE FL (JAX)	84.5	87.7	2,541	2,541
JUNEAU AK (JNU)	81.7	80.7	301	300
KAHULUI HI (OGG)	90.1	93.2	1,198	1,198

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
KALAMAZOO MI (AZO)	84.3	91.2	350	354
KALISPELL MT (FCA)	90.8	93.9	293	295
KANSAS CITY MO (MCI)	84.9	89.2	4,553	4,556
KETCHIKAN AK (KTN)	71.7	78.9	180	180
KEY WEST FL (EYW)	81.4	71.9	86	57
KILLEEN TX (GRK)	79.8	90.4	531	532
KING SALMON AK (AKN)	90.0	85.0	20	20
KINSTON NC (ISO)	82.2	78.9	90	90
KNOXVILLE TN (TYS)	81.4	87.1	1,282	1,283
KODIAK AK (ADQ)	78.3	80.0	60	60
KONA HI (KOA)	93.1	95.9	583	583
KOTZEBUE AK (OTZ)	73.3	71.1	90	90
LA CROSSE WI (LSE)	85.2	94.3	122	122
LAFAYETTE LA (LFT)	80.1	90.6	306	298
LAKE CHARLES LA (LCH)	81.8	94.7	132	132
LANSING MI (LAN)	82.1	91.8	403	403
LAREDO TX (LRD)	83.4	92.3	247	247
LAS VEGAS NV (LAS)	84.1	83.5	13,754	13,751
LAWTON/FORT SILL OK (LAW)	88.7	98.0	204	204
LEWISBURG WV (LWB)	71.4	71.4	7	7
LEWISTON ID (LWS)	81.7	88.3	60	60
LEXINGTON KY (LEX)	83.7	89.0	682	684
LIHUE HI (LIH)	92.8	96.9	586	586
LINCOLN NE (LNK)	84.2	84.7	177	177
LITTLE ROCK AR (LIT)	81.5	87.0	1,608	1,587
LONG BEACH CA (LGB)	88.7	92.8	895	897
LONGVIEW/KILGOR/GLADWATR TX (GGG)	93.3	93.3	90	90
LOS ANGELES CA (LAX)	85.1	87.2	18,717	18,706
LOUISVILLE KY (SDF)	83.3	87.5	2,000	2,000
LUBBOCK TX (LBB)	84.5	90.1	787	790
LYNCHBURG VA (LYH)	81.2	76.5	85	85
MACON GA (MCN)	67.3	66.1	55	56
MADISON WI (MSN)	88.0	92.0	803	802
MANCHESTER NH (MHT)	83.5	89.6	2,120	2,119
MARQUETTE MI (MQT)	77.6	92.9	85	85
MEDFORD OR (MFR)	87.2	88.5	436	436
MELBOURNE FL (MLB)	83.6	86.1	280	280
MEMPHIS TN (MEM)	84.4	85.8	4,580	4,580
MERIDIAN MS (MEI)	74.8	72.2	115	115
MIAMI FL (MIA)	83.2	84.7	5,374	5,374
MIDLAND/ODESSA TX (MAF)	83.9	90.7	669	669
MILWAUKEE WI (MKE)	82.0	89.7	1,793	1,794
MINNEAPOLIS/ST. PAUL MN (MSP)	86.6	89.0	11,388	11,380

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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.
MINOT ND (MOT)	92.2	96.7	90	90
MISSION/MCALLEN/EDINBURG TX (MFE)	84.4	92.5	295	295
MISSOULA MT (MSO)	90.5	93.8	357	355
MOBILE AL (MOB)	80.9	84.4	372	372
MODESTO CA (MOD)	91.0	87.5	111	112
MOLINE IL (MLI)	85.9	90.8	369	370
MONROE LA (MLU)	80.2	86.8	227	204
MONTEREY CA (MRY)	91.8	93.8	570	569
MONTGOMERY AL (MGM)	75.6	69.6	270	270
MONTROSE/DELTA CO (MTJ)	86.2	89.0	174	173
MYRTLE BEACH SC (MYR)	78.5	81.2	697	697
NAPLES FL (APF)	78.3	85.4	60	82
NASHVILLE TN (BNA)	84.8	87.2	4,862	4,859
NEW HAVEN CT (HVN)	84.7	87.1	85	85
NEW ORLEANS LA (MSY)	82.1	85.7	4,435	4,432
NEW YORK NY (JFK)	74.1	81.3	8,424	8,423
NEW YORK NY (LGA)	73.5	84.0	10,516	10,517
NEWARK NJ (EWR)	72.4	82.5	12,929	12,936
NEWBURGH/POUGHKEEPSIE NY (SWF)	80.7	88.8	358	358
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	85.0	85.9	615	615
NOME AK (OME)	75.6	77.8	90	90
NORFOLK VA (ORF)	81.5	88.2	1,952	1,952
OAKLAND CA (OAK)	84.7	84.3	5,688	5,689
OKLAHOMA CITY OK (OKC)	84.3	89.6	1,732	1,733
OMAHA NE (OMA)	84.3	89.8	1,858	1,860
ONTARIO/SAN BERNARDINO CA (ONT)	84.5	87.5	2,942	2,941
ORLANDO FL (MCO)	83.9	86.4	10,049	10,056
OXNARD/VENTURA CA (OXR)	95.0	95.0	141	141
PANAMA CITY FL (PFN)	75.6	80.4	250	250
PASCO/KENNEWICK/RICHLAND WA (PSC)	88.6	93.0	298	298
PENSACOLA FL (PNS)	76.6	82.6	887	915
PEORIA IL (PIA)	82.9	90.0	450	450
PETERSBURG AK (PSG)	83.3	85.0	60	60
PHILADELPHIA PA (PHL)	77.4	78.0	11,014	11,021
PHOENIX AZ (PHX)	84.7	83.9	14,274	14,276
PITTSBURGH PA (PIT)	83.4	88.1	4,190	4,185
POCATELLO ID (PIH)	85.5	85.5	166	166
PORTLAND ME (PWM)	77.1	85.3	789	795
PORTLAND OR (PDX)	84.3	87.6	4,359	4,354
PROVIDENCE RI (PVD)	83.0	87.9	2,759	2,756
RALEIGH/DURHAM NC (RDU)	82.4	85.4	5,550	5,545
RAPID CITY SD (RAP)	89.8	89.5	305	305
REDDING CA (RDD)	93.3	92.0	150	150

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
RENO NV (RNO)	83.6	87.7	2,284	2,308
RICHMOND VA (RIC)	83.6	87.5	1,516	1,517
ROANOKE VA (ROA)	81.9	83.2	265	273
ROCHESTER MN (RST)	86.4	91.5	198	199
ROCHESTER NY (ROC)	76.7	84.8	1,686	1,667
SACRAMENTO CA (SMF)	83.0	84.9	4,045	4,043
SAGINAW/BAY CITY/MIDLAND MI (MBS)	86.9	89.8	321	322
SALT LAKE CITY UT (SLC)	87.0	87.5	13,398	13,359
SAN ANGELO TX (SJT)	81.5	93.2	205	205
SAN ANTONIO TX (SAT)	84.7	88.9	3,206	3,207
SAN DIEGO CA (SAN)	83.9	87.3	7,091	7,092
SAN FRANCISCO CA (SFO)	84.5	88.8	10,210	10,207
SAN JOSE CA (SJC)	84.8	86.4	4,787	4,789
SAN JUAN PR (SJU)	79.4	86.4	2,244	2,244
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	92.7	93.3	449	448
SANTA ANA CA (SNA)	85.4	88.7	3,872	3,879
SANTA BARBARA CA (SBA)	89.2	91.0	1,034	1,035
SANTA MARIA CA (SMX)	97.8	96.6	179	179
SARASOTA/BRADENTON FL (SRQ)	84.9	89.5	761	763
SAVANNAH GA (SAV)	84.5	87.3	1,169	1,168
SCRANTON/WILKES-BARRE PA (AVP)	81.0	85.2	289	291
SEATTLE WA (SEA)	83.0	82.1	8,349	8,349
SHREVEPORT LA (SHV)	81.6	86.5	761	761
SIOUX FALLS SD (FSD)	88.8	92.7	385	386
SITKA AK (SIT)	71.1	85.6	90	90
SOUTH BEND IN (SBN)	84.7	87.0	340	339
SPOKANE WA (GEG)	84.2	88.8	1,153	1,154
SPRINGFIELD MO (SGF)	82.7	86.9	765	764
ST. GEORGE UT (SGU)	88.9	90.6	253	256
ST. LOUIS MO (STL)	85.8	88.6	5,448	5,445
ST. PETERSBURG FL (PIE)	82.1	85.4	39	41
STATE COLLEGE PA (SCE)	87.8	92.2	90	90
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	81.8	91.3	22	23
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	83.1	81.3	225	235
SYRACUSE NY (SYR)	77.7	87.2	1,202	1,203
TALLAHASSEE FL (TLH)	82.5	86.5	510	510
TAMPA FL (TPA)	82.1	85.9	7,104	7,089
TEXARKANA AR (TXK)	87.6	93.2	161	162
TOLEDO OH (TOL)	86.5	89.0	468	447
TRAVERSE CITY MI (TVC)	83.4	90.0	241	239
TUCSON AZ (TUS)	81.5	88.3	1,618	1,619
TULSA OK (TUL)	84.3	88.4	1,710	1,711
TWIN FALLS ID (TWF)	84.5	87.5	174	168

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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.
TYLER TX (TYR)	87.1	95.8	309	310
VALDOSTA GA (VLD)	76.5	82.6	115	115
VALPARAISO FL (VPS)	80.5	86.1	486	510
VICTORIA TX (VCT)	90.6	94.1	85	85
VISALIA CA (VIS)	90.2	92.2	51	51
WACO TX (ACT)	90.3	93.2	279	279
WASHINGTON DC (DCA)	83.2	86.4	8,869	8,874
WASHINGTON DC (IAD)	84.9	84.8	10,997	10,983
WEST PALM BEACH/PALM BEACH FL (PBI)	79.2	84.7	2,803	2,805
WHITE PLAINS NY (HPN)	79.1	86.1	598	606
WICHITA FALLS TX (SPS)	88.6	93.4	229	229
WICHITA KS (ICT)	83.5	89.7	1,060	1,062
WILMINGTON NC (ILM)	81.3	87.2	342	343
WRANGELL AK (WRG)	76.7	86.7	60	60
YAKUTAT AK (YAK)	78.3	81.7	60	60
YUMA AZ (YUM)	96.5	95.7	115	115

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

CARRIER A/	AT 33 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
ATLANTIC SOUTHEAST	21	13,774	484	3.5	113	25,326	950	3.8
AMERICAN EAGLE	23	24,767	567	2.3	104	43,778	987	2.3
COMAIR	23	19,199	348	1.8	112	32,047	641	2.0
UNITED	33	33,751	637	1.9	84	39,119	734	1.9
ALASKA	16	8,043	128	1.6	45	12,753	236	1.9
SKYWEST	16	23,881	382	1.6	124	42,789	774	1.8
DELTA	33	44,820	769	1.7	108	57,967	1,016	1.8
US AIRWAYS	27	30,630	388	1.3	63	38,419	459	1.2
INDEPENDENCE AIR *	13	8,597	92	1.1	42	13,127	151	1.2
AIRTRAN	20	12,041	106	0.9	44	15,737	148	0.9
EXPRESSJET	26	16,298	145	0.9	112	32,747	256	0.8
NORTHWEST	32	28,345	196	0.7	119	42,625	317	0.7
AMERICA WEST	29	13,756	90	0.7	51	16,196	104	0.6
AMERICAN	32	44,487	281	0.6	84	55,773	358	0.6
JETBLUE	14	6,960	31	0.4	27	9,241	43	0.5
ATA	15	2,995	15	0.5	22	3,616	16	0.4
SOUTHWEST	17	42,895	123	0.3	60	84,517	285	0.3
CONTINENTAL	31	19,520	42	0.2	80	24,826	52	0.2
HAWAIIAN	7	331		0.0	13	3,889	5	0.1
Total		395,090	4,824	1.2	Total	594,492	7,532	1.3

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.

* Formerly Atlantic Coast Airlines

APRIL 2005
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	55773	47099	84.45%	358	0.64%	128	0.23%	2080	3.73%	373	0.67%	3426	6.14%	14	0.02%	2295	4.11%
AS	12753	9814	76.95%	236	1.85%	29	0.23%	1082	8.49%	14	0.11%	494	3.88%	14	0.11%	1069	8.38%
B6	9241	7119	77.04%	43	0.47%	19	0.21%	376	4.06%	25	0.27%	939	10.16%	14	0.15%	707	7.65%
CO	24826	19971	80.44%	52	0.21%	49	0.20%	912	3.68%	100	0.40%	2853	11.49%	23	0.09%	865	3.49%
DH	13127	11100	84.56%	151	1.15%	6	0.05%	411	3.13%	52	0.40%	668	5.09%	3	0.03%	736	5.61%
DL	57967	47884	82.61%	1016	1.75%	72	0.12%	2159	3.72%	201	0.35%	4386	7.57%	7	0.01%	2242	3.87%
EV	25326	19589	77.35%	950	3.75%	44	0.17%	1871	7.39%	742	2.93%	1522	6.01%	7	0.03%	600	2.37%
FL	15737	12397	78.78%	148	0.94%	42	0.27%	689	4.38%	18	0.12%	1093	6.95%	0	0.00%	1349	8.57%
HA	3889	3716	95.55%	5	0.13%	0	0.00%	136	3.50%	0	0.00%	1	0.02%	1	0.03%	30	0.77%
HP	16196	13794	85.17%	104	0.64%	5	0.03%	691	4.27%	16	0.10%	1043	6.44%	27	0.17%	515	3.18%
MQ	43778	35955	82.13%	987	2.25%	54	0.12%	2036	4.65%	217	0.50%	2188	5.00%	11	0.03%	2329	5.32%
NW	42625	35667	83.68%	317	0.74%	60	0.14%	2302	5.40%	322	0.75%	2978	6.99%	12	0.03%	966	2.27%
OH	32047	27387	85.46%	641	2.00%	46	0.14%	1773	5.53%	674	2.10%	1437	4.48%	8	0.03%	81	0.25%
OO	42789	37466	87.56%	774	1.81%	36	0.08%	2887	6.75%	180	0.42%	649	1.52%	16	0.04%	781	1.83%
RU	32747	26741	81.66%	256	0.78%	72	0.22%	819	2.50%	152	0.47%	3251	9.93%	9	0.03%	1447	4.42%
TZ	3616	3219	89.02%	16	0.44%	0	0.00%	77	2.13%	3	0.08%	236	6.53%	1	0.02%	64	1.78%
UA	39119	33161	84.77%	734	1.88%	66	0.17%	1414	3.62%	80	0.20%	2140	5.47%	0	0.00%	1524	3.90%
US	38419	30716	79.95%	459	1.19%	49	0.13%	2170	5.65%	94	0.24%	2740	7.13%	0	0.00%	2191	5.70%
WN	84517	73247	86.67%	285	0.34%	4	0.00%	2524	2.99%	138	0.16%	2217	2.62%	51	0.06%	6051	7.16%
TOTAL	594492	496042		7532		781		26411		3401		34262		219		25844	
			83.44%		1.27%		0.13%		4.44%		0.57%		5.76%		0.04%		4.35%

***Causes of Delay:**

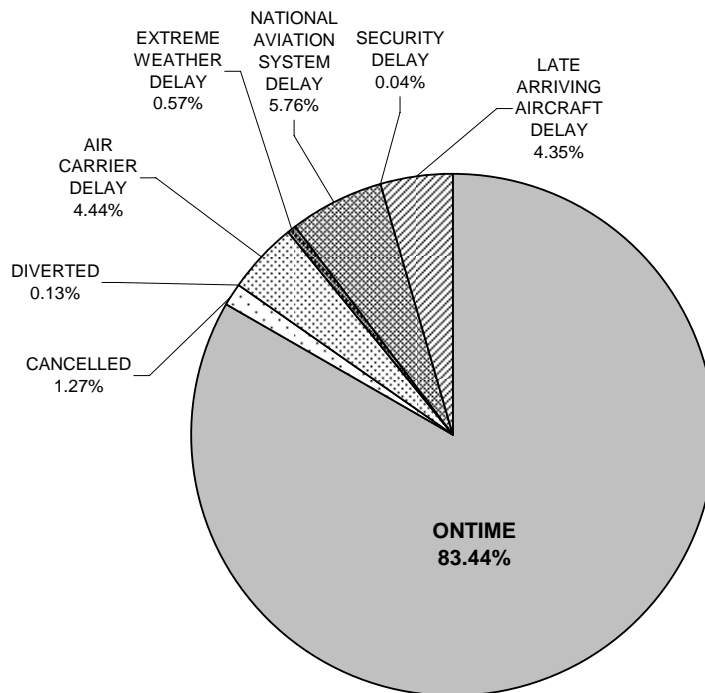
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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

APRIL 2005
 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 33 airports for which data must be reported. Data include all reported domestic flight operations to the 33 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 33 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	ATL
Baltimore/Washington: International	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
Portland: International	PDX
St. Louis: Lambert	STL
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

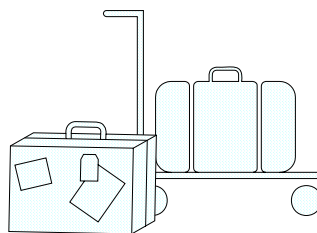
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Independence Air (formerly Atlantic Coast Airlines)
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
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

HA	Hawaiian Airlines
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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. 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.



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

RANK	AIRLINE	APRIL 2005			APRIL 2004		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,348	464,714	2.90	1,350	466,457	2.89
2	INDEPENDENCE AIR **	1,519	522,172	2.91	6,838	696,841	9.81
3	CONTINENTAL AIRLINES	8,865	2,904,569	3.05	8,453	2,922,376	2.89
4	UNITED AIRLINES	14,262	4,628,657	3.08	15,638	5,288,871	2.96
5	JETBLUE	3,904	1,258,446	3.10	2,551	1,017,890	2.51
6	SOUTHWEST AIRLINES	23,644	7,269,671	3.25	21,695	7,282,937	2.98
7	ALASKA AIRLINES	4,056	1,225,824	3.31	3,196	1,171,681	2.73
8	AMERICA WEST AIRLINES	6,103	1,797,650	3.39	5,256	1,710,963	3.07
9	ATA AIRLINES	1,400	390,708	3.58	2,901	904,757	3.21
10	AIRTRAN AIRWAYS	4,921	1,353,802	3.63	3,237	1,175,902	2.75
11	NORTHWEST AIRLINES	15,567	4,184,025	3.72	12,547	3,963,057	3.17
12	AMERICAN AIRLINES	31,316	6,678,550	4.69	22,732	6,504,842	3.49
13	EXPRESSJET AIRLINES	6,053	1,166,859	5.19	4,690	1,058,242	4.43
14	DELTA AIR LINES	46,459	7,135,131	6.51	22,322	7,327,161	3.05
15	AMERICAN EAGLE AIRLINES	11,071	1,443,118	7.67	8,095	1,234,451	6.56
16	SKYWEST AIRLINES	10,696	1,294,779	8.26	8,127	1,020,096	7.97
17	COMAIR	10,990	1,117,954	9.83	8,403	1,065,745	7.88
18	US AIRWAYS	37,592	3,444,406	10.91	13,731	3,423,482	4.01
19	ATLANTIC SOUTHEAST AIRLINES	15,699	997,062	15.75	8,462	824,329	10.27
TOTALS		255,465	49,278,097	5.18	180,224	49,060,080	3.67

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, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Consumer Complaint" sections of this report.

** Formerly Atlantic Coast Airlines

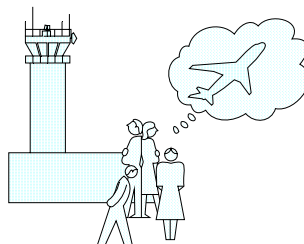
OVERSALES

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 2005				JANUARY - MARCH 2004			
		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	JETBLUE AIRWAYS	15	0	3,400,086	0.00	12	2	2,650,073	0.01
1	INDEPENDENCE AIR	4	0	202,371	0.00	*	*	*	*
3	HAWAIIAN AIRLINES	744	5	1,376,667	0.04	897	68	1,399,228	0.49
4	UNITED AIRLINES	21,687	593	14,160,569	0.42	30,340	1,189	14,482,375	0.82
5	AIRTRAN AIRWAYS	8,334	216	3,543,810	0.61	9,782	254	2,961,286	0.86
6	SKYWEST AIRLINES	1,394	28	399,872	0.70	188	0	14,893	0.00
7	AMERICAN AIRLINES	17,687	1,478	20,623,793	0.72	23,373	1,122	19,689,387	0.57
8	SOUTHWEST AIRLINES	21,530	1,473	19,780,746	0.74	31,275	2,674	18,190,404	1.47
9	AMERICAN EAGLE AIRLINES	682	40	503,598	0.79	572	15	399,270	0.38
10	US AIRWAYS	17,902	1,014	10,074,156	1.01	22,751	494	9,211,456	0.54
11	DELTA AIR LINES	18,494	2,185	20,650,378	1.06	46,243	3,218	19,485,644	1.65
12	COMAIR	693	72	665,595	1.08	1,368	234	510,630	4.58
13	AMERICA WEST AIRLINES	10,330	617	5,101,850	1.21	11,888	363	4,967,978	0.73
14	ALASKA AIRLINES	6,284	511	3,505,624	1.46	8,519	803	3,587,830	2.24
15	NORTHWEST AIRLINES	23,152	2,048	12,061,214	1.70	19,978	963	11,175,103	0.86
16	ATLANTIC SOUTHEAST AIRLINES	1,074	272	1,013,122	2.68	1,425	247	772,227	3.20
17	CONTINENTAL AIRLINES	13,273	2,642	8,775,816	3.01	11,914	953	8,238,969	1.16
18	ATA AIRLINES	1,896	912	1,532,801	5.95	1,638	290	2,442,387	1.19
	TOTALS	165,175	14,106	127,372,068	1.11	222,163	12,889	120,179,140	1.07

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 and operate aircraft with a passenger capacity of more than 60 seats. Independence Air (formerly Atlantic Coast Airlines) was ranked in this table for the first time with the 4th quarter 2004. With the exception of ExpressJet Airlines (whose entire fleet consists of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and "Mishandled Baggage" sections of this report.

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

	APRIL 2005				APRIL 2004			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	504	48	2	80	451	59	0	63
FOREIGN AIRLINES	109	1	0	5	79	0	0	4
TRAVEL AGENTS	19	2	0	1	18	0	0	5
TOUR OPERATORS	2	0	0	0	2	1	0	0
MISCELLANEOUS	12	8	0	28	11	9	0	65
INDUSTRY TOTALS	646	59	2	114	561	69	0	137

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	APRIL 2005			APRIL 2004		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	176		1	124	
CANCELLATIONS			65			43
DELAYS			44			32
MISCONNECTIONS			36			18
BAGGAGE	2	134		2	98	
RES/TKTG/BOARDING	3	78		3	75	
CUSTOMER SERVICE	4	59		4	70	
OVERSALES	5	49		7	40	
REFUNDS	6	47		6	40	
DISABILITY	7	35		5	45	
OTHER	8	31		8	37	
FREQUENT FLYER			22			24
FARES	9	25		9	18	
ADVERTISING	10	7		10	8	
DISCRIMINATION	11	5		11	6	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		646			561	

* 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*

APRIL 2005

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	3	0	0	0	0	1	1	0	0	0	0	0	5
AIRTRAN AIRWAYS	6	0	1	0	0	2	0	2	0	0	0	0	11
ALASKA AIRLINES	1	1	0	0	0	2	0	0	0	0	0	1	5
AMERICA WEST AIRLINES	8	2	1	0	2	1	1	0	0	0	0	0	15
AMERICAN AIRLINES	17	5	7	1	7	22	14	7	2	0	0	5	87
AMERICAN EAGLE AIRLINES	4	2	1	0	1	1	0	1	0	0	0	0	10
ATLANTIC SOUTHEAST AIRLINES	6	0	0	0	0	1	1	1	0	0	0	0	9
CHAUTAUQUA AIRLINES	5	0	1	0	0	1	1	0	0	0	0	0	8
COMAIR	4	0	0	0	0	0	2	0	0	0	0	1	7
CONTINENTAL AIRLINES	12	6	4	3	2	4	3	2	0	0	0	1	37
DELTA AIRLINES	18	3	14	2	4	22	4	0	0	0	0	5	72
FRONTIER AIRLINES	1	0	1	1	0	0	0	0	0	0	0	2	5
GULFSTREAM INT'L AIRLINES	3	0	1	0	0	2	0	1	0	0	0	0	7
MESA AIRLINES	6	0	0	0	0	2	1	1	0	0	0	0	10
MESABA AVIATION	3	1	0	0	0	0	1	0	0	0	0	0	5
NORTHWEST AIRLINES	7	7	9	4	0	7	5	4	0	0	0	3	46
PINNACLE AIRLINES	2	1	0	0	1	0	0	1	0	0	0	0	5
SKYWEST AIRLINES	3	0	1	0	0	0	1	1	0	0	0	0	6
SOUTHWEST AIRLINES	1	1	0	0	0	0	1	3	1	0	0	1	8
SPIRIT AIRLINES	3	1	1	0	0	0	0	0	0	0	0	0	5
UNITED AIRLINES	6	6	5	2	1	10	6	1	1	3	0	3	44
US AIRWAYS	14	2	2	1	3	18	3	3	0	0	0	3	49
USA3000	2	0	1	0	0	1	0	0	1	0	0	0	5
OTHER U. S. AIRLINES	18	1	4	1	2	8	4	2	1	0	0	2	43
TOTAL APRIL 2005	153	39	54	15	23	105	49	30	6	3	0	27	504
% OF TOTAL COMPLAINTS	30.4	7.7	10.7	3.0	4.6	20.8	9.7	6.0	1.2	0.6	0.0	5.4	
TOTAL APRIL 2004	109	32	53	17	19	74	64	42	5	5	0	31	451
% OF TOTAL COMPLAINTS	24.2	7.1	11.8	3.8	4.2	16.4	14.2	9.3	1.1	1.1	0.0	6.9	

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

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

Table 4

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

APRIL 2005

U. S. AIRLINES*	COMPS RECD IN APRIL	INCI - DENTS IN APRIL	PERCENT	INCI - DENTS IN MARCH	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AIR WISCONSIN	5	2	40.0	0	0.0	2	40.0	1	20.0
AIRTRAN AIRWAYS	11	5	45.5	3	27.3	1	9.1	2	18.2
ALASKA AIRLINES	5	3	60.0	1	20.0	0	0.0	1	20.0
AMERICA WEST AIRLINES	15	2	13.3	9	60.0	2	13.3	2	13.3
AMERICAN AIRLINES	87	27	31.0	25	28.7	17	19.5	18	20.7
AMERICAN EAGLE AIRLINES	10	5	50.0	1	10.0	2	20.0	2	20.0
ATLANTIC SOUTHEAST AIRLINES	9	2	22.2	3	33.3	3	33.3	1	11.1
CHAUTAUQUA AIRLINES	8	5	62.5	1	12.5	1	12.5	1	12.5
COMAIR	7	2	28.6	1	14.3	4	57.1	0	0.0
CONTINENTAL AIRLINES	37	9	24.3	9	24.3	10	27.0	9	24.3
DELTA AIRLINES	72	15	20.8	20	27.8	18	25.0	19	26.4
FRONTIER AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
GULFSTREAM INT'L AIRLINES	7	4	57.1	1	14.3	1	14.3	1	14.3
MESA AIRLINES	10	4	40.0	2	20.0	1	10.0	3	30.0
MESABA AVIATION	5	2	40.0	3	60.0	0	0.0	0	0.0
NORTHWEST AIRLINES	46	13	28.3	17	37.0	8	17.4	8	17.4
PI NNACLE AIRLINES	5	1	20.0	0	0.0	3	60.0	1	20.0
SKYWEST AIRLINES	6	4	66.7	0	0.0	2	33.3	0	0.0
SOUTHWEST AIRLINES	8	2	25.0	3	37.5	2	25.0	1	12.5
SPIRIT AIRLINES	5	1	20.0	0	0.0	4	80.0	0	0.0
UNITED AIRLINES	44	15	34.1	11	25.0	12	27.3	6	13.6
US AIRWAYS	49	15	30.6	13	26.5	8	16.3	13	26.5
USA3000	5	2	40.0	1	20.0	2	40.0	0	0.0
OTHER U. S. AIRLINES	43	10	23.3	18	41.9	11	25.6	4	9.3
TOTALS	504	155	30.8	142	28.2	114	22.6	93	18.5
PREVIOUS YEAR'S TOTALS	451	169	37.5	125	27.7	107	23.7	50	11.1

*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**

APRIL 2005

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DI SCRIM- INATION	ANI MALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR CANADA	1	0	1	0	2	2	0	0	0	0	0	0	6
AIR FRANCE	2	2	2	0	1	2	1	1	0	0	0	0	11
AIR JAMAICA	6	1	1	0	0	0	0	0	0	0	0	0	8
ALITALIA AIRLINES	0	1	2	2	1	1	1	0	0	0	0	0	8
KLM	6	0	3	0	0	2	1	0	0	0	0	0	12
OTHER FOREIGN AIRLINES	7	5	7	5	12	14	6	4	0	1	0	3	64
TOTALS	22	9	16	7	16	21	9	5	0	1	0	3	109
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	1	0	6	3	6	1	1	0	1	0	0	0	19
TOTALS	1	0	6	3	6	1	1	0	1	0	0	0	19
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	1	0	1	0	0	0	0	0	0	0	2
TOTALS	0	0	1	0	1	0	0	0	0	0	0	0	2
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	1	1	0	1	7	0	0	0	1	0	1	12
TOTALS	0	1	1	0	1	7	0	0	0	1	0	1	12

* 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

APRIL
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	APRIL 2005			APRIL 2004		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	8	7,133,251	0.11	16	7,122,146	0.22
2	<i>EXPRESSJET AIRLINES</i>	2	1,264,641	0.16	1	1,122,815	0.09
3	<i>JETBLUE AIRWAYS</i>	4	1,225,898	0.33	1	1,122,815	0.09
4	<i>ALASKA AIRLINES</i>	5	1,362,035	0.37	6	1,290,566	0.46
5	<i>SKYWEST AIRLINES</i>	6	1,317,259	0.46	6	981,777	0.61
6	<i>INDEPENDENCE AIR **</i>	3	507,986	0.59	8	719,013	1.11
7	<i>COMAIR</i>	7	1,113,977	0.63	11	1,056,456	1.04
8	<i>AMERICAN EAGLE AIRLINES</i>	10	1,439,873	0.69	5	1,204,268	0.42
9	<i>AMERICA WEST AIRLINES</i>	15	1,847,557	0.81	21	1,735,841	1.21
10	<i>UNITED AIRLINES</i>	44	5,317,910	0.83	48	5,878,403	0.82
11	<i>AIRTRAN AIRWAYS</i>	11	1,326,766	0.83	16	1,156,263	1.38
12	<i>HAWAIIAN AIRLINES</i>	4	455,193	0.88	2	466,457	0.43
13	<i>ATLANTIC SOUTHEAST AIRLINES</i>	9	1,001,430	0.90	1	817,466	0.12
14	<i>NORTHWEST AIRLINES</i>	46	4,872,619	0.94	41	4,565,464	0.90
15	<i>DELTA AIR LINES</i>	72	7,554,276	0.95	50	7,324,615	0.68
16	<i>ATA AIRLINES</i>	4	414,797	0.96	6	927,197	0.65
17	<i>CONTINENTAL AIRLINES</i>	37	3,550,020	1.04	32	3,493,343	0.92
18	<i>AMERICAN AIRLINES</i>	87	8,074,471	1.08	62	7,733,056	0.80
19	<i>US AIRWAYS</i>	49	3,860,664	1.27	40	3,815,938	1.05
	TOTAL	423	53,640,623	0.79	373	52,533,899	0.71

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Mishandled Baggage" sections.

**Formerly Atlantic Coast Airlines

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.

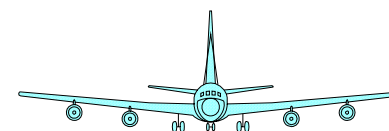
Disability: Civil rights complaints by air travelers with disabilities.

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 April 2005 as provided by the Transportation Security Administration ^a

The Transportation Security Administration protects approximately 50 million airline passengers and screens their 59 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 April.

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
223	.00038	75	.00013	21	.000036	549	.00095

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
223	.00038	75	.00013

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 April.