



U.S. Department  
of Transportation



---

---

# ***Air Travel Consumer Report***

---

---

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



*Issued: May 2005*

<b>Flight Delays*</b>	March 2005 12 Months Ending March 2005
<b>Mishandled Baggage*</b>	March 2005 January-March 2005
<b>Oversales*</b>	1 <sup>st</sup> Quarter 2005
<b>Consumer Complaints**</b> (Includes Disability and Discrimination Complaints)	March 2005 January-March 2005

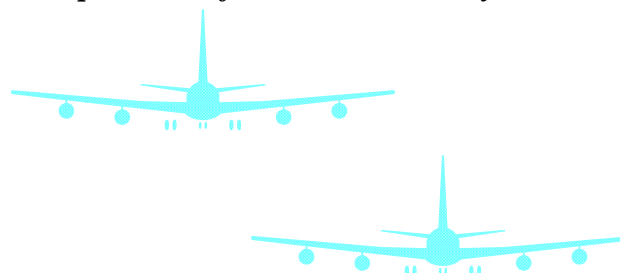
---

\* 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/>

## TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>	.....2		
<i>Flight Delays</i>			
<b>Explanation</b>	.....3	<i>Mishandled Baggage</i>	
<b>Table 1</b>	.....4	<b>Explanation</b>	.....27
Overall Percentage of Reported Flight		<b>Ranking--Month</b>	.....28
Operations Arriving On Time, by Carrier		<b>Ranking--YTD</b>	.....29
<b>Table 1A</b>	.....5		
Overall Percentage of Reported Flight		<i>Oversales</i>	
Operations Arriving On Time and Carrier Rank,		<b>Explanation</b>	.....30
by Month, Quarter, and Data Base to Date		<b>Ranking--Quarter</b>	.....31
<b>Table 2</b>	.....6		
Number of Reported Flight Arrivals and Percentage		<i>Consumer Complaints</i>	
Arriving On Time, by Carrier and Airport		<b>Explanation</b>	.....32
<b>Table 3</b>	.....10	<b>Complaint Tables 1-5</b>	.....33
Percentage of All Carriers' Reported Flight Operations		Summary, Complaint Categories, U.S. Airlines,	
Arriving On Time, by Airport and Time of Day		Incident Date, and Companies Other Than	
<b>Table 4</b>	.....12	U.S. Airlines	
Percentage of All Carriers' Reported Flight Operations		<b>Rankings, Table 6 (Month)</b>	.....38
Departing On Time, by Airport and Time of Day		<b>Complaint Tables 1-4 (YTD)</b>	.....39
<b>Table 5</b>	.....14	Summary, Complaint Categories, U.S. Airlines,	
List of Regularly Scheduled Flights		and Companies Other Than U.S. Airlines	
Arriving Late 80% of the Time or More		<b>Rankings, Table 5 (YTD)</b>	.....43
<b>Table 6</b>	.....17	<b>Complaint Categories</b>	.....44
Number and Percentage of Regularly			
Scheduled Flights Arriving Late 70% of the		<i>Customer Service Reports to the</i>	
Time or More		<i>Department of Homeland Security</i>	..... 45
<b>Table 7</b>	.....18		
On-Time Arrival and Departure			
Percentage, by Airport			
<b>Table 8</b>	.....22		
Overall Number and Percentage of Flight			
Cancellations, by Carrier			
<b>Table 9</b>	.....23		
Flight Causation Data, By Airline and Category			
<b>Table 10</b>	.....24		
Flight Causation Data, Graphic Representation			
<b>Footnotes</b>	.....25		
<b>Appendix</b>	.....26		



## **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.

MARCH 2005

## 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	79.4	13	90.5
SKYWEST AIRLINES S/	16	82.5	120	82.6
AMERICA WEST AIRLINES S/	29	81.7	50	81.8
SOUTHWEST AIRLINES S/	17	79.9	60	80.3
UNITED AIRLINES S/	32	80.1	83	79.5
INDEPENDENCE AIR * S/	12	81.2	41	79.1
AMERICAN AIRLINES S/	32	78.2	84	78.8
ATA AIRLINES S/	15	79.0	22	78.6
COMAIR S/	23	78.3	113	78.2
AMERICAN EAGLE AIRLINES S/	23	78.2	104	78.1
NORTHWEST AIRLINES S/	32	76.8	115	76.6
EXPRESSJET AIRLINES S/	26	74.2	113	76.3
DELTA AIRLINES S/	33	75.1	108	75.6
ALASKA AIRLINES S/	16	74.9	45	73.8
CONTINENTAL AIRLINES S/	30	73.1	77	72.9
ATLANTIC SOUTHEAST AIRLINES S/	21	72.5	114	71.7
US AIRWAYS S/	27	68.3	63	68.5
AIRTRAN AIRWAYS S/	20	67.0	42	67.4
JETBLUE AIRWAYS S/	15	62.7	28	63.3
<b>TOTAL</b>		<b>76.5</b>		<b>76.9</b>

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

\* Formerly Atlantic Coast Airlines

## MARCH 2005

## 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		JAN - 05		FEB - 05		MAR - 05		12 MONTHS ENDING MAR 2005		DATABASE TO DATE SEP 1987-MAR 2005	
	04 - 06 2004		07 - 09 2004		10 - 12 2004		01 - 03 2005											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	79.4	(8)	78.3	(10)	78.0	(10)	68.8	(17)	70.1	(12)	69.1	(18)	67.4	(18)	76.0	(14)	--	(--)
ALASKA	80.8	(5)	78.2	(11)	70.8	(18)	72.9	(15)	71.0	(11)	73.9	(15)	73.8	(14)	75.9	(16)	76.2	(9)
AMERICA WEST	76.7	(14)	77.8	(15)	74.1	(16)	76.7	(6)	71.9	(9)	76.3	(13)	81.8	(3)	76.3	(12)	78.6	(5)
AMERICAN	76.9	(13)	77.8	(14)	78.2	(9)	76.2	(7)	69.6	(13)	80.5	(4)	78.8	(7)	77.3	(8)	79.1	(3)
AMERICAN EAGLE	71.3	(19)	76.0	(18)	74.1	(15)	74.2	(14)	65.8	(18)	79.0	(8)	78.1	(10)	74.0	(18)	75.2	(10)
ATA	81.9	(4)	80.6	(6)	80.8	(2)	77.5	(4)	73.6	(5)	81.3	(3)	78.6	(8)	80.4	(3)	--	(--)
ATLANTIC SOUTHEAST	77.3	(12)	77.6	(16)	70.0	(19)	68.2	(18)	68.0	(16)	64.5	(19)	71.7	(16)	73.2	(19)	--	(--)
COMAIR	79.6	(7)	78.1	(12)	73.4	(17)	74.8	(12)	67.3	(17)	79.3	(7)	78.2	(9)	76.4	(10)	--	(--)
CONTINENTAL	74.3	(16)	81.1	(4)	80.3	(4)	75.8	(9)	78.0	(2)	77.1	(10)	72.9	(15)	77.9	(7)	78.9	(4)
DELTA	75.5	(15)	75.3	(19)	76.6	(12)	75.2	(11)	73.4	(6)	76.6	(11)	75.6	(13)	75.7	(17)	77.7	(7)
EXPRESSJET	74.3	(17)	79.9	(8)	75.1	(14)	74.4	(13)	71.3	(10)	75.4	(14)	76.3	(12)	75.9	(15)	--	(--)
HAWAIIAN	95.1	(1)	96.4	(1)	94.2	(1)	93.0	(1)	92.6	(1)	96.1	(1)	90.5	(1)	94.7	(1)	--	(--)
INDEPENDENCE AIR *	73.7	(18)	76.8	(17)	77.9	(11)	77.4	(5)	75.1	(4)	78.8	(9)	79.1	(6)	76.3	(11)	--	(--)
JETBLUE	84.3	(3)	79.1	(9)	80.3	(5)	65.8	(19)	63.1	(19)	71.8	(17)	63.3	(19)	77.0	(9)	--	(--)
NORTHWEST	78.5	(11)	81.1	(5)	79.8	(6)	75.2	(10)	72.5	(8)	76.5	(12)	76.6	(11)	78.7	(6)	79.9	(2)
SKYWEST	85.3	(2)	86.5	(2)	79.2	(7)	79.3	(2)	72.6	(7)	82.6	(2)	82.6	(2)	82.5	(2)	--	(--)
SOUTHWEST	78.9	(9)	79.9	(7)	78.3	(8)	78.6	(3)	75.6	(3)	79.9	(6)	80.3	(4)	78.9	(5)	82.4	(1)
UNITED	78.6	(10)	81.7	(3)	80.6	(3)	75.9	(8)	68.6	(15)	80.1	(5)	79.5	(5)	79.3	(4)	76.3	(8)
US AIRWAYS	80.7	(6)	78.1	(13)	76.1	(13)	70.2	(16)	68.6	(14)	73.8	(16)	68.5	(17)	76.1	(13)	78.5	(6)
<b>Total</b>	<b>77.9</b>		<b>79.3</b>		<b>77.2</b>		<b>75.3</b>		<b>71.4</b>		<b>77.6</b>		<b>76.9</b>		<b>77.4</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, 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

MARCH 2005

## 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	631	71.2	1318	72.4	564	82.6	147	86.4	H/		844	81.3	666	83.5	13923	85.6
AS	H/		31	96.8	H/		H/		H/		93	87.1	186	82.8	H/	
B6	H/		620	66.9	H/		H/		H/		H/		93	68.8	H/	
CO	389	61.4	566	71.2	261	87.4	H/		H/		332	85.2	366	76.5	327	75.2
DH	186	73.7	217	78.8	H/		217	77.4	H/		H/		H/		H/	
DL	19724	74.1	1704	69.5	515	75.0	293	79.2	4419	85.1	1053	82.7	577	77.5	677	79.0
EV	9313	70.9	H/		H/		61	83.6	1882	75.0	93	87.1	4	100.0	H/	
FL	5383	67.8	546	75.5	1045	76.8	H/		H/		155	67.1	89	52.8	496	64.1
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	155	67.1	186	80.1	155	83.9	H/		H/		124	82.3	333	83.2	275	80.7
MQ	89	56.2	1840	68.9	216	65.3	279	81.7	422	77.3	915	71.0	H/		7776	86.6
NW	441	62.8	391	65.7	364	76.6	155	76.1	27	92.6	557	73.2	395	74.7	387	76.7
OH	714	75.9	1043	79.7	186	80.6	334	68.9	11774	81.0	558	80.1	31	71.0	H/	
OO	H/		H/		H/		H/		29	62.1	H/		3509	85.7	H/	
RU	162	69.1	32	75.0	168	64.3	429	72.7	239	72.0	294	67.3	57	86.0	227	79.3
TZ	H/		93	76.3	H/		H/		H/		120	85.0	120	90.0	151	83.4
UA	252	69.0	797	76.8	402	82.3	186	80.6	64	68.8	431	81.9	6312	84.6	455	80.4
US	367	45.5	1852	65.8	461	67.7	8239	77.6	H/		3825	70.0	241	71.0	488	70.1
WN	H/		H/		4864	83.1	H/		H/		H/		H/		H/	
<b>TOTAL</b>	<b>37806</b>	<b>71.7</b>	<b>11236</b>	<b>71.2</b>	<b>9201</b>	<b>80.2</b>	<b>10340</b>	<b>77.4</b>	<b>18856</b>	<b>81.1</b>	<b>9394</b>	<b>75.0</b>	<b>12979</b>	<b>83.4</b>	<b>25182</b>	<b>84.5</b>

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

MARCH 2005

## 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	412	83.0	763	67.6	760	61.3	384	82.3	453	77.3	1191	70.1	709	78.7	2629	80.5
AS	H/		62	83.9	H/		31	83.9	H/		H/		433	71.8	647	78.7
B6	H/		H/		899	49.5	279	83.2	H/		3171	60.9	192	87.0	1	0.0
CO	208	79.3	4880	63.0	505	56.6	26	96.2	7551	82.1	29	89.7	521	73.3	571	74.1
DH	186	73.1	217	64.1	H/		6382	84.6	H/		271	80.1	62	59.7	H/	
DL	325	74.2	632	58.5	1069	59.8	329	74.5	298	76.5	1280	69.5	713	75.0	1071	73.7
EV	31	64.5	H/		H/		4	75.0	124	71.0	61	82.0	93	76.3	60	76.7
FL	H/		153	58.2	508	53.7	151	70.2	H/		H/		124	62.9	124	55.6
HA	H/		H/		H/		H/		H/		H/		31	83.9	93	76.3
HP	186	81.7	186	71.5	93	67.7	106	71.7	186	73.7	248	79.4	3076	82.9	678	79.9
MQ	142	68.3	331	56.8	H/		146	71.2	123	82.1	396	73.0	H/		1947	86.7
NW	9396	80.8	410	61.0	341	49.6	271	72.7	333	77.5	124	75.0	519	78.4	546	76.9
OH	373	80.7	80	55.0	66	62.1	394	80.7	54	68.5	1395	73.5	H/		H/	
OO	31	83.9	H/		H/		H/		854	89.6	H/		247	83.4	4368	86.5
RU	143	59.4	4783	63.2	H/		423	60.3	7951	82.9	25	80.0	H/		17	94.1
TZ	H/		120	68.3	31	67.7	H/		H/		H/		94	89.4	92	79.3
UA	155	69.7	478	65.1	280	61.4	2176	82.7	248	82.3	395	79.0	1053	77.8	2845	84.8
US	228	61.8	317	53.3	1006	45.6	147	67.3	306	57.8	H/		337	55.5	299	60.9
WN	464	81.0	H/		1221	61.3	H/		170	84.7	H/		5948	80.7	3519	79.0
<b>TOTAL</b>	<b>12280</b>	<b>79.7</b>	<b>13412</b>	<b>62.9</b>	<b>6779</b>	<b>55.8</b>	<b>11249</b>	<b>81.8</b>	<b>18651</b>	<b>81.9</b>	<b>8586</b>	<b>68.6</b>	<b>14152</b>	<b>79.3</b>	<b>19507</b>	<b>81.6</b>

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



MARCH 2005

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1962	55.6	976	73.9	112	89.3	3630	77.2	409	77.3	120	79.2	7662	72.8	182	80.8
AS	H/		62	75.8	H/		31	71.0	H/		484	76.0	124	68.5	1109	79.3
B6	216	46.3	517	56.9	H/		H/		H/		465	88.0	H/		H/	
CO	363	59.5	568	68.0	110	73.6	339	71.1	168	63.7	62	72.6	412	65.3	123	80.5
DH	H/		331	64.4	H/		H/		H/		H/		186	69.9	H/	
DL	1929	64.7	1405	71.0	116	78.4	372	72.6	275	75.3	93	84.9	604	68.7	275	79.3
EV	H/		H/		H/		H/		142	64.1	H/		4	75.0	97	69.1
FL	430	48.8	977	69.1	306	71.2	148	64.2	154	66.2	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		44	65.9
HP	H/		93	78.5	H/		62	75.8	217	75.6	217	82.9	279	69.5	186	78.0
MQ	1599	58.1	24	91.7	H/		276	63.8	97	78.4	H/		7249	76.4	H/	
NW	561	50.4	686	66.6	340	75.3	272	62.9	9475	80.3	H/		553	65.6	178	76.4
OH	1333	65.2	409	75.1	50	88.0	93	63.4	209	81.3	H/		166	72.9	H/	
OO	H/		H/		H/		H/		61	68.9	244	80.3	2371	76.3	706	91.8
RU	143	58.0	31	80.6	128	77.3	21	81.0	252	72.2	H/		268	67.9	H/	
TZ	273	55.7	124	75.0	1411	81.4	H/		224	83.5	H/		H/		H/	
UA	615	61.5	775	76.5	H/		186	74.7	467	78.4	341	83.6	8361	78.0	587	84.0
US	1553	61.5	1073	56.3	H/		349	65.9	58	77.6	H/		546	69.4	H/	
WN	H/		2537	75.5	4825	81.8	H/		H/		3871	80.7	H/		1025	78.2
<b>TOTAL</b>	<b>10977</b>	<b>59.3</b>	<b>10588</b>	<b>70.1</b>	<b>7398</b>	<b>80.9</b>	<b>5779</b>	<b>73.9</b>	<b>12208</b>	<b>79.1</b>	<b>5897</b>	<b>81.1</b>	<b>28785</b>	<b>75.0</b>	<b>4512</b>	<b>81.2</b>

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

MARCH 2005

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
CARRIER*	PHL		PHX		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	630	71.9	421	72.9	120	92.5	608	83.2	480	80.4	1047	77.7	217	79.3	1743	86.2	669	78.6
AS	H/		312	74.4	H/		340	76.2	3993	72.8	396	70.7	H/		H/		H/	
B6	H/		31	64.5	H/		62	79.0	31	48.4	H/		62	80.6	H/		307	52.4
CO	207	77.3	384	71.1	53	81.1	282	69.5	319	71.2	369	68.8	126	63.5	H/		440	69.5
DH	H/		H/		217	85.7	H/		H/		H/		H/		H/		201	53.7
DL	654	67.7	306	84.6	279	75.6	434	81.1	484	84.3	484	76.0	3447	85.1	151	78.1	968	69.8
EV	H/		35	74.3	124	81.5	H/		31	71.0	26	53.8	1209	80.0	247	74.5	400	70.8
FL	566	63.4	H/		217	68.7	H/		H/		50	68.0	H/		H/		589	67.4
HA	H/		31	96.8	H/		31	83.9	60	76.7	31	87.1	H/		H/		H/	
HP	155	73.5	5531	84.6	31	74.2	372	83.3	310	77.4	399	78.7	120	85.0	93	78.5	93	74.2
MQ	108	67.6	H/		216	82.4	897	85.5	H/		175	79.4	H/		247	76.9	H/	
NW	460	69.3	457	76.8	116	74.1	186	75.8	341	80.9	306	79.1	155	73.5	360	77.5	558	66.1
OH	132	77.3	H/		211	74.9	H/		H/		H/		H/		213	82.2	62	66.1
OO	H/		584	81.3	H/		673	87.1	478	88.3	3235	75.8	7276	81.3	143	80.4	H/	
RU	131	65.6	25	80.0	285	69.8	H/		H/		H/		56	75.0	447	77.6	4	75.0
TZ	H/		47	87.2	H/		H/		31	74.2	149	81.9	H/		H/		H/	
UA	509	70.5	618	73.3	211	81.0	672	81.8	774	84.1	3566	83.3	251	77.3	144	79.2	372	74.7
US	6611	65.9	275	67.3	2279	73.7	182	75.3	151	70.9	299	75.3	H/		85	71.8	827	57.7
WN	1299	75.4	5748	82.0	H/		2559	80.0	1108	86.5	H/		1196	79.7	1857	81.0	1969	74.5
<b>TOTAL</b>	<b>11462</b>	<b>68.1</b>	<b>14805</b>	<b>81.5</b>	<b>4359</b>	<b>75.6</b>	<b>7298</b>	<b>81.2</b>	<b>8591</b>	<b>77.8</b>	<b>10532</b>	<b>78.4</b>	<b>14115</b>	<b>81.6</b>	<b>5730</b>	<b>81.4</b>	<b>7459</b>	<b>69.2</b>

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

MARCH 2005

## 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*																		
<u>SCHEDULED ARRIVAL TIME</u>	<u>ATL</u>	<u>BOS</u>	<u>BWI</u>	<u>CLT</u>	<u>CVG</u>	<u>DCA</u>	<u>DEN</u>	<u>DFW</u>	<u>DTW</u>	<u>EWB</u>	<u>FLL</u>	<u>IAD</u>	<u>IAH</u>	<u>JFK</u>	<u>LAS</u>	<u>LAX</u>	<u>LGA</u>	<u>MCO</u>
600 - 659 AM	84.6	81.2	77.4	91.5	86.2	95.5	94.3	90.9	J/	77.2	47.6	82.7	97.4	76.5	92.2	90.1	91.3	79.6
700 - 759 AM	85.5	79.1	87.0	84.1	84.3	82.8	88.0	91.8	82.1	84.4	74.1	86.9	95.6	67.7	92.8	92.7	79.2	81.0
800 - 859 AM	82.6	80.0	93.9	80.9	86.5	78.6	92.1	87.9	87.2	85.7	75.4	85.0	83.9	87.5	93.0	92.1	75.9	88.4
900 - 959 AM	80.7	81.9	92.0	81.8	82.9	81.8	86.1	87.3	81.9	90.0	79.4	86.9	89.5	86.9	88.0	88.0	76.2	78.2
1000 - 1059 AM	80.6	82.5	91.4	79.8	84.0	83.3	84.7	84.9	82.8	83.9	57.5	81.7	84.8	86.9	87.5	85.3	68.4	78.4
1100 - 1159 AM	79.0	78.4	88.1	81.5	85.1	84.3	86.6	87.6	84.0	80.7	45.6	81.8	80.6	82.6	84.3	85.5	71.4	70.2
1200 - 1259 PM	78.2	75.5	89.5	86.5	83.1	78.7	87.4	86.6	84.4	78.4	53.0	89.1	87.8	76.5	87.7	84.1	70.1	70.3
100 - 159 PM	74.7	76.1	86.0	81.3	82.8	76.9	85.9	89.1	80.6	76.6	50.8	81.4	78.4	64.4	80.4	82.1	67.4	70.4
200 - 259 PM	69.9	74.2	82.5	80.0	81.6	73.5	85.5	86.1	83.0	64.4	57.6	82.1	82.6	63.7	81.0	82.7	57.7	71.3
300 - 359 PM	70.6	70.0	81.8	79.5	77.0	75.0	83.1	86.6	82.9	55.1	62.4	81.2	84.1	65.5	82.2	85.3	54.1	75.0
400 - 459 PM	68.2	65.7	77.4	76.5	81.3	75.0	79.6	82.2	79.5	51.8	62.2	77.7	78.3	66.6	80.3	80.7	53.3	71.6
500 - 559 PM	66.7	68.1	81.0	77.3	83.2	76.8	84.9	81.5	78.1	55.4	57.7	87.8	78.7	67.0	78.4	80.1	51.8	67.7
600 - 659 PM	66.4	68.9	73.6	72.1	77.0	63.5	83.7	82.0	77.4	48.5	48.9	72.4	78.4	60.0	72.3	77.4	50.1	66.5
700 - 759 PM	64.6	67.8	74.7	67.5	78.1	72.5	80.1	80.6	73.9	41.9	44.6	78.1	76.8	65.5	74.5	76.0	51.3	64.7
800 - 859 PM	60.4	65.3	67.8	65.6	79.3	66.9	76.1	80.7	75.3	40.8	51.4	76.1	75.6	58.2	64.4	72.0	45.0	62.5
900 - 959 PM	62.6	65.5	70.6	70.4	77.7	71.3	68.6	79.0	71.9	50.9	58.5	80.4	76.3	63.1	70.3	74.1	48.0	63.0
1000 - 1059 PM	60.7	62.7	72.3	73.1	76.0	70.1	67.8	71.1	64.4	55.5	54.2	72.7	65.4	55.2	70.0	66.2	47.7	63.0
1100 - 559 AM	71.6	61.8	73.0	78.6	78.6	67.2	79.2	83.1	74.3	64.1	57.0	81.8	86.3	70.8	64.7	80.4	48.4	63.2
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>71.7</b>	<b>71.2</b>	<b>80.2</b>	<b>77.4</b>	<b>81.1</b>	<b>75.0</b>	<b>83.4</b>	<b>84.5</b>	<b>79.7</b>	<b>62.9</b>	<b>55.8</b>	<b>81.8</b>	<b>81.9</b>	<b>68.6</b>	<b>79.3</b>	<b>81.6</b>	<b>59.3</b>	<b>70.1</b>

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

MARCH 2005

## 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	92.9	71.7	86.5	J/	86.8	96.6	82.8	J/	84.7	96.8	85.6	88.4	J/	J/	81.5	86.8
700 - 759 AM	90.6	89.5	85.6	97.5	86.9	91.1	75.1	95.0	81.8	93.5	94.4	90.2	91.2	92.5	76.2	86.9
800 - 859 AM	91.0	88.2	87.4	94.9	85.8	96.4	84.2	95.3	83.5	91.3	93.4	92.2	84.9	92.6	91.5	86.4
900 - 959 AM	89.3	86.2	80.8	90.4	83.1	93.9	81.0	91.5	93.5	89.3	86.3	75.4	91.2	90.7	78.6	84.9
1000 - 1059 AM	89.1	82.2	83.2	90.6	82.6	93.3	79.4	84.3	83.5	87.8	88.8	79.0	83.8	86.7	77.0	82.7
1100 - 1159 AM	89.0	79.8	80.7	92.3	79.9	85.2	77.6	89.8	84.4	87.4	85.1	76.5	81.2	87.4	76.5	81.6
1200 - 1259 PM	86.8	71.6	85.7	85.9	80.4	78.6	74.8	90.0	74.4	82.0	83.8	78.5	85.1	86.1	71.0	81.5
100 - 159 PM	86.0	71.0	80.3	85.8	80.9	85.0	77.6	83.3	81.6	83.2	85.3	80.9	75.0	85.9	73.0	79.5
200 - 259 PM	84.2	70.9	79.8	83.7	75.8	78.2	69.0	82.1	75.5	81.8	76.4	80.8	79.8	86.7	68.8	77.4
300 - 359 PM	75.6	74.4	73.4	77.2	74.7	86.9	72.4	82.6	82.0	85.7	80.6	75.2	85.1	80.8	67.7	76.5
400 - 459 PM	73.7	70.0	73.0	76.5	67.5	78.8	63.6	77.2	76.1	74.1	78.8	79.4	79.9	77.0	71.5	72.9
500 - 559 PM	74.9	67.3	80.8	78.6	62.6	77.4	63.7	76.5	74.9	79.5	73.0	77.7	81.1	74.8	63.3	73.9
600 - 659 PM	76.2	74.2	74.4	75.6	64.9	83.1	58.1	79.0	62.7	74.7	68.2	79.5	77.4	78.6	65.9	70.5
700 - 759 PM	79.9	69.3	77.4	73.6	62.2	74.2	54.8	70.4	70.3	76.1	74.8	73.9	76.2	75.8	62.1	70.2
800 - 859 PM	71.9	79.0	75.3	73.8	64.3	77.5	60.7	82.3	60.9	72.7	70.1	75.1	78.5	66.1	63.0	68.1
900 - 959 PM	71.2	67.4	72.9	75.1	67.3	83.5	55.3	77.5	67.9	74.8	69.3	75.3	77.2	77.5	59.7	68.8
1000 - 1059 PM	72.0	71.2	63.2	67.7	70.0	67.7	58.0	72.0	67.1	74.7	71.4	65.0	69.8	73.7	64.5	66.1
1100 - 559 AM	75.4	59.3	74.8	74.6	81.4	75.6	65.7	70.8	71.5	73.1	69.1	84.0	73.5	80.5	62.1	71.2
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>80.9</b>	<b>73.9</b>	<b>79.1</b>	<b>81.1</b>	<b>75.0</b>	<b>81.2</b>	<b>68.1</b>	<b>81.5</b>	<b>75.6</b>	<b>81.2</b>	<b>77.8</b>	<b>78.4</b>	<b>81.6</b>	<b>81.4</b>	<b>69.2</b>	<b>76.5</b>

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

MARCH 2005

## 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	89.5	88.6	94.5	94.9	88.6	93.0	94.4	93.6	91.5	91.1	96.4	93.8	96.8	93.5	95.9	94.5	88.2	93.7
700 - 759 AM	87.5	85.7	89.7	88.6	88.4	91.5	93.4	90.4	86.6	91.8	94.0	91.1	96.0	89.0	91.5	91.2	86.0	91.1
800 - 859 AM	87.2	81.2	89.2	88.7	89.1	84.0	89.3	88.6	88.1	91.1	91.5	85.0	95.4	84.4	86.5	92.7	84.3	87.4
900 - 959 AM	83.5	82.3	89.6	83.0	86.0	84.8	88.9	85.0	84.2	87.7	83.4	87.0	92.8	84.2	90.2	88.6	82.0	86.9
1000 - 1059 AM	80.4	84.0	88.2	82.8	81.9	81.5	81.7	86.3	82.5	87.8	72.3	85.0	90.6	82.7	80.9	84.3	81.7	75.5
1100 - 1159 AM	81.3	82.4	88.1	80.4	81.8	82.8	81.7	84.6	83.3	86.1	56.9	83.5	88.5	90.5	81.3	84.7	77.1	77.5
1200 - 1259 PM	79.1	80.0	82.8	76.8	86.2	83.6	82.3	83.6	84.1	86.0	43.6	89.5	88.1	88.7	82.3	83.6	78.3	71.2
100 - 159 PM	77.2	79.5	79.6	74.7	78.3	76.7	85.8	83.9	77.0	80.6	52.0	87.4	87.4	72.8	81.4	85.0	74.7	65.6
200 - 259 PM	72.8	71.8	76.2	76.3	81.8	73.7	83.7	84.7	81.2	76.1	48.1	80.3	81.1	74.6	72.2	76.3	67.9	69.4
300 - 359 PM	69.7	70.1	71.9	67.7	80.4	64.8	80.5	80.3	75.9	69.5	64.1	72.4	83.8	67.9	74.9	82.1	66.5	67.3
400 - 459 PM	69.0	69.8	72.4	71.3	79.2	74.5	83.7	79.4	72.7	62.1	55.6	75.1	85.3	75.3	77.3	81.6	61.7	68.0
500 - 559 PM	64.3	64.0	65.3	69.6	75.7	74.1	79.6	78.5	79.4	60.0	59.3	82.5	81.4	69.7	74.3	78.0	61.4	65.7
600 - 659 PM	66.6	64.9	72.5	76.3	78.2	73.9	80.7	77.9	79.2	57.9	53.1	82.6	72.2	63.3	70.6	83.4	58.2	64.6
700 - 759 PM	64.6	68.6	70.8	63.1	81.9	61.9	79.0	76.6	74.7	52.7	44.4	75.0	83.4	65.5	66.7	78.6	57.9	59.5
800 - 859 PM	62.0	69.2	63.4	84.9	80.8	70.0	78.4	77.9	68.8	54.4	44.0	76.6	80.0	64.3	68.2	75.8	55.3	66.3
900 - 959 PM	59.1	69.5	66.0	64.5	80.0	55.6	80.0	79.7	77.6	J/	38.8	62.6	85.8	55.5	61.0	71.8	51.7	59.6
1000 - 1059 PM	62.0	74.1	66.7	64.0	77.9	71.0	J/	84.9	72.7	J/	74.2	J/	87.2	55.8	76.2	84.5	J/	77.4
1100 - 559 AM	67.0	80.9	96.8	75.3	82.3	J/	81.0	93.5	77.8	93.5	95.2	100.0	88.9	87.7	77.7	81.4	90.9	97.8
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>73.0</b>	<b>76.5</b>	<b>79.6</b>	<b>74.4</b>	<b>82.2</b>	<b>77.2</b>	<b>83.1</b>	<b>82.8</b>	<b>80.3</b>	<b>75.4</b>	<b>63.5</b>	<b>80.5</b>	<b>86.2</b>	<b>75.9</b>	<b>78.8</b>	<b>84.3</b>	<b>72.2</b>	<b>74.4</b>

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

MARCH 2005

## 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	93.0	91.9	94.4	93.3	89.5	94.9	83.2	95.1	82.2	94.7	91.7	94.2	90.3	93.4	91.8	92.2
700 - 759 AM	89.5	91.5	91.5	94.2	87.0	95.8	80.1	95.3	89.0	94.1	90.7	91.3	92.9	91.6	91.9	90.1
800 - 859 AM	86.6	87.1	88.4	91.5	85.8	93.1	79.5	92.3	88.0	90.7	90.1	91.0	88.6	93.0	92.0	88.3
900 - 959 AM	86.5	85.1	86.3	88.9	85.1	89.5	73.3	87.0	90.3	88.6	84.1	90.9	84.9	93.8	88.7	86.1
1000 - 1059 AM	84.5	81.8	81.4	84.9	83.0	94.4	69.7	80.2	88.3	86.4	78.5	80.8	87.4	89.3	79.0	82.9
1100 - 1159 AM	85.5	80.6	82.8	88.5	81.0	87.9	68.7	82.8	84.6	83.1	81.5	79.5	82.4	90.8	77.6	81.7
1200 - 1259 PM	80.4	85.1	81.8	77.0	79.1	83.2	70.6	81.5	82.3	78.7	79.6	78.5	77.9	83.2	72.8	80.5
100 - 159 PM	81.1	76.2	84.1	80.1	78.5	78.7	69.3	79.2	83.0	79.7	81.1	81.6	80.8	83.7	61.6	79.2
200 - 259 PM	71.7	75.2	77.8	75.5	73.4	74.9	62.2	80.3	76.2	79.7	77.2	83.9	72.5	82.9	64.5	75.8
300 - 359 PM	66.2	63.0	79.6	77.0	71.2	75.1	54.8	72.9	66.0	79.2	75.1	80.1	79.8	77.2	65.8	73.6
400 - 459 PM	69.3	70.0	73.5	68.2	68.1	87.1	57.6	73.5	85.5	82.0	76.0	82.8	80.4	72.3	69.4	73.5
500 - 559 PM	62.9	74.7	72.1	67.7	65.0	73.0	54.3	75.8	76.8	77.5	65.5	77.4	76.4	70.9	68.0	70.8
600 - 659 PM	59.4	74.9	74.2	70.9	63.4	72.9	48.0	67.6	70.6	75.7	64.9	81.9	80.9	63.1	60.9	70.3
700 - 759 PM	67.1	54.0	76.5	69.5	64.2	75.3	50.8	72.4	66.7	75.5	58.2	83.7	77.8	78.3	63.5	69.0
800 - 859 PM	64.8	68.8	77.8	68.0	60.8	70.1	44.5	74.2	76.4	77.1	59.6	81.4	78.0	65.5	61.6	68.4
900 - 959 PM	69.9	J/	79.1	75.9	63.4	80.6	53.1	71.5	96.8	71.2	81.7	82.7	74.5	70.4	62.8	68.5
1000 - 1059 PM	85.2	J/	81.9	72.6	65.4	92.1	48.9	80.4	J/	85.8	76.1	85.2	79.4	81.5	37.0	73.2
1100 - 559 AM	87.1	90.3	98.3	J/	88.7	93.4	75.6	84.8	91.1	98.4	88.1	93.3	97.6	90.3	93.5	82.1
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>76.7</b>	<b>77.3</b>	<b>81.2</b>	<b>80.3</b>	<b>74.7</b>	<b>84.7</b>	<b>63.7</b>	<b>79.9</b>	<b>81.6</b>	<b>83.7</b>	<b>79.1</b>	<b>84.3</b>	<b>81.9</b>	<b>82.7</b>	<b>74.2</b>	<b>78.4</b>

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

MARCH 2005

## AIR TRAVEL CONSUMER REPORT

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

ARRIER*	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
DH	27	RSW-IAD	1815	31	100.00	62	42
DH	23	IAD-RSW	1515	31	100.00	62	41
OH	5322	JFK-CLT	1800	31	100.00	41	39
US	706	FLL-EWR	1910	31	96.77	83	83
US	34	FLL-PHL	1855	31	93.55	69	64
DH	26	RSW-IAD	1215	31	93.55	54	41
DH	22	IAD-RSW	915	31	93.55	48	36
WN	1958	FLL-MCO	1140	31	93.55	45	50
OH	5834	RSW-BDL	1945	30	93.33	47	42
WN	949	FLL-TPA	1145	31	90.32	53	35
US	34	PHL-BOS	2230	28	89.29	61	56
FL	372	ATL-LGA	1750	27	88.89	78	63
AA	1468	FLL-LGA	2015	31	87.10	100	59
B6	382	FLL-LGA	2010	31	87.10	72	49
DH	24	IAD-RSW	2115	31	87.10	55	40
WN	538	MSY-HOU	1630	31	87.10	54	32
DH	14	TPA-IAD	1820	31	87.10	51	34
WN	515	FLL-JAX	1205	31	87.10	44	30
US	954	FLL-BDL	1915	31	87.10	41	33
US	38	FLL-DCA	1155	31	87.10	40	35
OH	5442	EWR-CVG	2000	23	86.96	48	41
B6	631	JFK-PBI	2135	15	86.67	62	45
RU	2669	EWR-MCI	1940	25	84.00	52	31
RU	3362	EWR-TYS	940	25	84.00	31	26
B6	381	LGA-FLL	1615	31	83.87	72	49
B6	40	FLL-JFK	1315	31	83.87	69	40
AA	804	FLL-LGA	1210	31	83.87	63	37
AA	1085	FLL-ORD	1451	31	83.87	62	28
B6	376	FLL-LGA	1240	31	83.87	60	40
US	185	PHL-MCO	1700	31	83.87	60	32

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

MARCH 2005

## AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
WN	515	JAX-BNA	1345	31	83.87	56	38
B6	11	JFK-FLL	2035	31	83.87	55	43
B6	608	FLL-JFK	2010	31	83.87	55	24
WN	992	HOU-MSY	1805	31	83.87	51	38
B6	33	ROC-JFK	1915	31	83.87	50	26
B6	645	JFK-RSW	1845	31	83.87	46	37
B6	136	RSW-JFK	1720	31	83.87	37	29
FL	305	ATL-DEN	2115	27	81.48	81	52
RU	3257	ROC-EWR	1755	27	81.48	48	35
RU	3237	EWR-IAD	1900	27	81.48	46	38
WN	2540	MSY-HOU	1815	27	81.48	38	22
US	1812	DCA-PWM	2110	27	81.48	36	36
DH	15	MCO-IAD	1810	21	80.95	49	31
AA	2045	LGA-FLL	1559	31	80.65	72	42
US	996	TPA-PHL	1710	31	80.65	66	35
B6	47	JFK-FLL	1855	31	80.65	61	46
FL	99	DFW-ATL	1705	31	80.65	60	30
AA	1751	JFK-SJU	1935	31	80.65	58	35
OH	5287	JFK-TLH	1950	31	80.65	52	32
FL	759	FLL-DFW	1452	31	80.65	52	29
DH	12	IAD-TPA	1510	31	80.65	50	30
WN	783	HOU-AUS	1715	31	80.65	49	40
FL	974	PHF-LGA	1442	31	80.65	49	30
WN	1958	PHX-SAN	1635	31	80.65	46	40
B6	43	JFK-MCO	1905	31	80.65	46	28
WN	1958	SAN-SMF	1705	31	80.65	44	35
OH	5600	JFK-PNS	2155	31	80.65	44	40
US	1484	MCO-PHL	1920	31	80.65	42	27
US	318	SJU-FLL	1630	31	80.65	42	38
US	272	FLL-PHL	1130	31	80.65	41	29

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



MARCH 2005

## AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
B6	35	JFK-PBI	1855	31	80.65	39	25
DL	2072	FLL-LGA	1200	31	80.65	37	24
US	312	FLL-BOS	1910	31	80.65	35	30
AA	972	MIA-BOS	2003	30	80.00	67	44
RU	3243	EWB-RDU	2015	15	80.00	60	53
B6	12	FLL-JFK	1220	30	80.00	43	40
RU	3361	TYS-IAH	1210	25	80.00	33	25

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

MARCH 2005

## AIR TRAVEL CONSUMER REPORT

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
JETBLUE	303	31	10.2
AIRTRAN	518	17	3.3
US AIRWAYS	1,376	44	3.2
INDEPENDENCE AIR *	437	13	3.0
CONTINENTAL	903	15	1.7
EXPRESSJET	1,187	19	1.6
ALASKA	426	4	0.9
SOUTHWEST	2,946	27	0.9
COMAIR	1,077	8	0.7
AMERICAN	1,930	11	0.6
DELTA	1,995	10	0.5
AMERICAN EAGLE	1,495	4	0.3
NORTHWEST	1,455	3	0.2
SKYWEST	1,471	1	0.1
UNITED	1,326	0	0.0
ATLANTIC SOUTHEAST	851	0	0.0
AMERICA WEST	539	0	0.0
ATA	137	0	0.0
HAWAIIAN	123	0	0.0
<b>TOTAL</b>	<b>20,495</b>	<b>207</b>	<b>1.0</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.

\* Formerly Atlantic Coast Airlines

MARCH 2005

## 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)	84.0	92.7	262	262
ADAK ISLAND AK (ADK)	44.4	22.2	9	9
AGUADILLA PR (BQN)	58.1	90.3	62	62
AKRON/CANTON OH (CAK)	77.5	79.8	796	793
ALBANY GA (ABY)	71.7	76.7	120	120
ALBANY NY (ALB)	76.8	81.8	1,553	1,553
ALBUQUERQUE NM (ABQ)	80.0	83.0	3,002	3,002
ALEXANDRIA LA (AEX)	78.2	87.0	238	238
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	78.5	86.0	405	429
AMARILLO TX (AMA)	83.8	90.4	668	667
ANCHORAGE AK (ANC)	68.6	78.0	1,460	1,458
APPLETON WI (ATW)	76.8	81.7	220	240
ARCATA CA (ACV)	82.1	85.3	313	320
ASHEVILLE NC (AVL)	75.9	73.4	402	402
ASHLAND WV (HTS)	79.5	81.1	122	122
ATLANTA GA (ATL)	71.7	73.0	37,806	38,032
ATLANTIC CITY NJ (ACY)	85.4	87.6	89	89
AUGUSTA GA (AGS)	62.9	73.5	272	272
AUSTIN TX (AUS)	78.2	83.5	3,548	3,535
BAKERSFIELD CA (BFL)	89.7	89.7	301	300
BALTIMORE MD (BWI)	80.2	79.6	9,201	9,201
BANGOR ME (BGR)	72.0	82.1	407	407
BARROW AK (BRW)	69.8	64.2	53	53
BATON ROUGE LA (BTR)	76.3	80.4	739	719
BEAUMONT TX (BPT)	80.2	83.0	182	182
BEND/REDMOND OR (RDM)	83.3	89.8	275	275
BETHEL AK (BET)	76.3	69.1	97	97
BILLINGS MT (BIL)	73.4	83.5	455	455
BINGHAMTON NY (BGM)	76.3	76.3	93	93
BIRMINGHAM AL (BHM)	78.5	83.7	2,026	2,029
BISMARCK ND (BIS)	84.3	89.7	185	185
BLOOMINGTON IL (BMI)	70.6	79.8	248	248
BOISE ID (BOI)	79.1	86.9	1,390	1,389
BOSTON MA (BOS)	71.2	76.5	11,236	11,236
BOZEMAN MT (BZN)	77.9	87.7	475	473
BRISTOL TN (TRI)	74.8	79.6	333	333
BROWNSVILLE TX (BRO)	85.7	93.5	154	154
BRUNSWICK GA (BQK)	72.4	80.2	116	116
BUFFALO NY (BUF)	73.1	79.9	2,293	2,293
BURBANK CA (BUR)	78.1	81.2	2,385	2,386
BURLINGTON VT (BTV)	69.7	84.1	686	685
BUTTE MT (BTM)	76.8	78.2	112	119
CARLSBAD CA (CLD)	94.1	91.9	170	172

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CASPER WY (CPR)	76.8	78.3	293	295
CEDAR CITY UT (CDC)	79.3	79.5	87	88
CEDAR RAPIDS IA (CID)	76.7	85.1	523	523
CHAMPAIGN/URBANA IL (CMI)	80.4	88.9	306	306
CHARLESTON SC (CHS)	74.5	78.0	1,318	1,318
CHARLESTON WV (CRW)	79.5	83.3	430	430
CHARLOTTE AMALIE VI (STT)	73.0	83.2	370	370
CHARLOTTE NC (CLT)	77.4	74.4	10,340	10,344
CHARLOTTESVILLE VA (CHO)	75.6	80.8	180	177
CHATTANOOGA TN (CHA)	74.8	79.5	453	453
CHICAGO IL (MDW)	80.9	76.7	7,398	7,397
CHICAGO IL (ORD)	75.0	74.7	28,785	28,780
CHICO CA (CIC)	84.4	84.3	90	89
CHRISTIANSTED VI (STX)	88.4	79.1	43	43
CLEVELAND OH (CLE)	76.4	83.7	7,915	7,928
CODY WY (COD)	71.0	76.2	62	63
COLLEGE STATION/BRYAN TX (CLL)	88.4	94.0	353	352
COLORADO SPRINGS CO (COS)	81.7	84.3	1,159	1,158
COLUMBIA SC (CAE)	75.2	78.7	1,039	1,039
COLUMBUS GA (CSG)	62.1	75.3	182	182
COLUMBUS MS (GTR)	75.8	72.5	120	120
COLUMBUS OH (CMH)	78.2	85.1	3,561	3,560
CORDOVA AK (CDV)	79.0	79.0	62	62
CORPUS CHRISTI TX (CRP)	82.3	89.7	768	769
COVINGTON KY (CVG)	81.1	82.2	18,856	18,864
CRESCENT CITY CA (CEC)	85.7	82.4	84	85
DALLAS TX (DAL)	85.2	81.2	3,753	3,752
DALLAS/FT.WORTH TX (DFW)	84.5	82.8	25,182	25,171
DAYTON OH (DAY)	75.3	81.7	1,307	1,307
DAYTONA BEACH FL (DAB)	71.2	76.4	351	351
DEADHORSE AK (SCC)	63.0	59.3	27	27
DENVER CO (DEN)	83.4	83.1	12,979	12,976
DES MOINES IA (DSM)	78.0	84.3	878	878
DETROIT MI (DTW)	79.7	80.3	12,280	12,283
DILLINGHAM AK (DLG)	71.4	71.4	14	14
DOTHAN AL (DHN)	67.0	73.1	182	182
DUBUQUE IA (DBQ)	69.0	79.3	116	116
DULUTH MN (DLH)	75.3	85.9	85	85
DURANGO CO (DRO)	83.6	85.2	61	61
EAGLE CO (EGE)	72.6	81.7	350	350
EL CENTRO CA (IPL)	91.9	96.8	62	62
EL PASO TX (ELP)	82.4	86.1	1,828	1,828
ELKO NV (EKO)	82.7	81.0	139	142

MARCH 2005

## 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)	83.9	79.6	93	93
EUGENE OR (EUG)	83.2	86.3	512	512
EVANSVILLE IN (EVV)	80.5	83.0	488	488
FAIRBANKS AK (FAI)	68.3	74.8	385	385
FARGO ND (FAR)	81.6	84.3	299	299
FAYETTEVILLE AR (XNA)	81.0	81.0	1,302	1,303
FAYETTEVILLE NC (FAY)	71.8	73.4	124	124
FLINT MI (FNT)	72.5	80.7	679	675
FLORENCE SC (FLO)	69.7	70.8	89	89
FORT MYERS FL (RSW)	62.5	72.0	3,144	3,144
FORT LAUDERDALE FL (FLL)	55.8	63.5	6,779	6,777
FORT SMITH AR (FSM)	82.3	91.2	181	181
FORT WAYNE IN (FWA)	80.6	84.1	587	585
FRESNO CA (FAT)	86.7	85.8	1,173	1,174
GAINESVILLE FL (GNV)	66.0	69.0	197	155
GRAND FORKS ND (GFK)	82.0	88.8	89	89
GRAND JUNCTION CO (GJT)	81.7	83.3	306	305
GRAND RAPIDS MI (GRR)	74.9	82.5	1,409	1,410
GREAT FALLS MT (GTF)	64.8	76.3	341	342
GREEN BAY WI (GRB)	78.5	86.8	608	608
GREENSBORO/HIGH POINT NC (GSO)	76.7	80.6	1,666	1,688
GREENVILLE/SPARTANBURG SC (GSP)	76.4	82.1	1,257	1,257
GULFPORT MS (GPT)	74.9	80.6	614	614
GUNNISON CO (GUC)	76.5	89.7	68	68
HARLINGEN TX (HRL)	81.3	87.0	509	509
HARRISBURG PA (MDT)	76.9	85.7	632	630
HARTFORD CT (BDL)	74.9	82.3	3,299	3,300
HELENA MT (HLN)	69.7	78.8	218	217
HILO HI (ITO)	93.9	93.0	213	213
HONOLULU HI (HNL)	79.4	90.2	3,214	3,214
HOUSTON TX (HOU)	80.0	76.0	4,869	4,870
HOUSTON TX (IAH)	81.9	86.2	18,651	18,656
HUNTSVILLE AL (HSV)	81.8	84.0	1,057	1,057
IDAHO FALLS ID (IDA)	82.8	88.0	273	275
INDIANAPOLIS IN (IND)	78.4	83.2	3,856	3,857
INYOKERN CA (IYK)	95.5	93.2	88	88
ISLIP NY (ISP)	80.8	80.5	1,033	1,011
JACKSON MS (JAN)	79.6	82.7	969	970
JACKSON WY (JAC)	81.6	85.8	364	365
JACKSONVILLE FL (JAX)	74.6	78.4	2,614	2,615
JUNEAU AK (JNU)	78.7	78.1	310	310
KAHULUI HI (OGG)	79.5	86.5	1,255	1,255
KALAMAZOO MI (AZO)	79.7	86.8	423	423

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
KALISPELL MT (FCA)	73.0	84.9	304	305
KANSAS CITY MO (MCI)	78.0	83.9	4,628	4,647
KETCHIKAN AK (KTN)	73.1	78.5	186	186
KEY WEST FL (EYW)	74.2	50.0	62	4
KILLEEN TX (GRK)	85.6	91.5	527	529
KING SALMON AK (AKN)	47.8	39.1	23	23
KNOXVILLE TN (TYS)	77.5	84.4	1,295	1,295
KODIAK AK (ADQ)	64.5	67.7	62	62
KONA HI (KOA)	84.1	91.5	574	575
KOTZEBUE AK (OTZ)	72.0	65.6	93	93
LA CROSSE WI (LSE)	71.8	80.6	170	170
LAFAYETTE LA (LFT)	76.8	85.1	323	323
LAKE CHARLES LA (LCH)	81.6	92.9	141	141
LANSING MI (LAN)	76.0	86.2	421	421
LAREDO TX (LRD)	82.8	92.7	262	261
LAS VEGAS NV (LAS)	79.3	78.8	14,152	14,151
LAWTON OK (LAW)	89.4	94.7	208	209
LEWISTON ID (LWS)	65.6	90.3	61	62
LEXINGTON KY (LEX)	80.0	82.7	714	715
LIHUE HI (LIH)	88.1	94.7	623	623
LINCOLN NE (LNK)	74.8	76.2	151	151
LITTLE ROCK AR (LIT)	77.4	82.7	1,623	1,623
LONG BEACH CA (LGB)	85.7	94.1	956	957
LONGVIEW TX (GGG)	92.5	96.8	93	93
LOS ANGELES CA (LAX)	81.6	84.3	19,507	19,495
LOUISVILLE KY (SDF)	77.5	83.6	2,103	2,103
LUBBOCK TX (LBB)	81.3	86.7	764	762
LYNCHBURG VA (LYH)	71.6	81.0	81	58
MACON GA (MCN)	55.2	72.4	58	58
MADISON WI (MSN)	75.7	85.8	753	751
MANCHESTER NH (MHT)	75.7	81.9	2,156	2,157
MARQUETTE MI (MQT)	76.4	87.6	89	89
MEDFORD OR (MFR)	79.3	81.8	450	450
MELBOURNE FL (MLB)	66.4	73.1	286	283
MEMPHIS TN (MEM)	79.3	82.1	4,419	4,419
MERIDIAN MS (MEI)	69.7	73.1	119	119
MIAMI FL (MIA)	73.9	77.3	5,779	5,778
MIDLAND TX (MAF)	83.7	89.7	701	702
MILWAUKEE WI (MKE)	77.0	83.1	1,823	1,825
MINNEAPOLIS/ST.PAUL MN (MSP)	79.1	81.2	12,208	12,222
MINOT ND (MOT)	80.6	92.5	93	93
MISSION/MCALLEN/EDINBURG TX (MFE)	80.5	92.8	307	307
MISSOULA MT (MSO)	80.5	86.4	369	369

MARCH 2005

## 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.
MOBILE AL (MOB)	82.2	82.4	393	393
MODESTO CA (MOD)	84.6	80.5	123	123
MOLINE IL (MLI)	74.6	85.3	409	409
MONROE LA (MLU)	79.4	84.0	238	238
MONTEREY CA (MRY)	86.0	85.7	591	596
MONTGOMERY AL (MGM)	63.4	67.7	279	279
MONTROSE CO (MTJ)	82.2	86.0	342	343
MYRTLE BEACH SC (MYR)	72.7	78.7	645	643
NAPLES FL (APF)	64.5	81.2	62	69
NASHVILLE TN (BNA)	80.5	81.3	5,090	5,090
NEW HAVEN CT (HVN)	74.2	77.4	93	93
NEW ORLEANS LA (MSY)	74.7	77.4	4,611	4,610
NEW YORK NY (JFK)	68.6	75.9	8,586	8,594
NEW YORK NY (LGA)	59.3	72.2	10,977	10,959
NEWARK NJ (EWR)	62.9	75.4	13,412	13,416
NEWBURGH/POUGHKEEPSIE NY (SWF)	76.6	83.4	337	337
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	72.5	78.8	557	557
NOME AK (OME)	64.6	60.6	99	99
NORFOLK VA (ORF)	78.2	85.3	1,942	1,937
OAKLAND CA (OAK)	81.1	80.3	5,897	5,897
OKLAHOMA CITY OK (OKC)	80.2	88.3	1,788	1,786
OMAHA NE (OMA)	77.2	85.3	1,952	1,943
ONTARIO CA (ONT)	79.9	83.3	3,024	3,024
ORLANDO FL (MCO)	70.1	74.4	10,588	10,585
OXNARD/VENTURA CA (OXR)	94.6	95.3	149	149
PALM SPRINGS CA (PSP)	84.3	84.4	1,355	1,355
PANAMA CITY FL (PFN)	60.9	71.1	248	228
PASCO WA (PSC)	86.7	90.0	279	280
PENSACOLA FL (PNS)	75.4	81.2	912	940
PEORIA IL (PIA)	80.9	81.7	461	460
PETERSBURG AK (PSG)	72.6	79.0	62	62
PHILADELPHIA PA (PHL)	68.1	63.7	11,462	11,462
PHOENIX AZ (PHX)	81.5	79.9	14,805	14,803
PITTSBURGH PA (PIT)	75.6	81.6	4,359	4,359
POCATELLO ID (PIH)	89.1	88.4	174	172
PORTLAND ME (PWM)	69.9	74.4	793	794
PORTLAND OR (PDX)	81.2	84.7	4,512	4,511
PROVIDENCE RI (PVD)	76.4	81.7	2,784	2,786
RALEIGH/DURHAM NC (RDU)	75.5	80.2	5,689	5,689
RAPID CITY SD (RAP)	79.9	89.1	274	274
REDDING CA (RDD)	83.2	80.5	155	154
RENO NV (RNO)	77.6	79.9	2,505	2,507
RICHMOND VA (RIC)	76.2	82.0	1,569	1,570

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ROANOKE VA (ROA)	77.5	83.4	293	241
ROCHESTER MN (RST)	70.6	78.0	235	236
ROCHESTER NY (ROC)	70.9	78.4	1,671	1,669
SACRAMENTO CA (SMF)	78.5	80.9	4,177	4,175
SAGINAW MI (MBS)	78.5	84.7	275	275
SALT LAKE CITY UT (SLC)	81.6	81.9	14,115	14,079
SAN ANGELO TX (SJT)	83.2	93.9	214	214
SAN ANTONIO TX (SAT)	79.5	85.2	3,228	3,228
SAN DIEGO CA (SAN)	81.2	83.7	7,298	7,298
SAN FRANCISCO CA (SFO)	78.4	84.3	10,532	10,518
SAN JOSE CA (SJC)	82.5	84.2	4,993	4,991
SAN JUAN PR (SJU)	72.9	80.3	2,385	2,386
SAN LUIS OBISPO CA (SBP)	84.6	86.1	462	461
SANTA ANA CA (SNA)	84.2	86.6	4,039	4,041
SANTA BARBARA CA (SBA)	88.5	88.8	1,079	1,081
SANTA MARIA CA (SMX)	88.9	90.1	180	182
SARASOTA/BRADENTON FL (SRQ)	77.0	81.9	840	840
SAVANNAH GA (SAV)	76.1	81.8	1,192	1,191
SCRANTON/WILKES-BARRE PA (AVP)	74.0	71.3	300	300
SEATTLE WA (SEA)	77.8	79.1	8,591	8,592
SHREVEPORT LA (SHV)	76.4	86.0	726	726
SIOUX FALLS SD (FSD)	80.1	85.6	423	423
SITKA AK (SIT)	76.3	88.2	93	93
SOUTH BEND IN (SBN)	75.5	78.8	368	353
SPOKANE WA (GEG)	80.7	87.7	1,188	1,188
SPRINGFIELD MO (SGF)	77.2	84.2	614	614
ST. GEORGE UT (SGU)	83.4	89.4	265	265
ST. LOUIS MO (STL)	81.4	82.7	5,730	5,730
ST. PETERSBURG FL (PIE)	69.7	91.5	142	142
STATE COLLEGE PA (SCE)	79.6	90.3	93	93
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	74.3	85.4	206	206
SUN VALLEY/HAILEY ID (SUN)	83.3	76.5	233	238
SYRACUSE NY (SYR)	74.7	83.4	1,201	1,201
TALLAHASSEE FL (TLH)	74.8	77.6	527	527
TAMPA FL (TPA)	69.2	74.2	7,459	7,432
TEXARKANA AR (TXK)	84.7	93.5	170	170
TOLEDO OH (TOL)	77.9	84.2	506	506
TRAVERSE CITY MI (TVC)	75.7	84.8	243	244
TUCSON AZ (TUS)	76.9	83.0	1,799	1,799
TULSA OK (TUL)	78.0	82.8	1,763	1,763
TWIN FALLS ID (TWF)	80.5	77.5	215	213
TYLER TX (TYR)	90.0	94.7	321	321
VALDOSTA GA (VLD)	60.5	75.7	119	111

MARCH 2005

## 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.
VALPARAISO FL (VPS)	76.5	79.7	527	527
VICTORIA TX (VCT)	87.6	86.5	89	89
VISALIA CA (VIS)	79.6	88.9	54	54
WACO TX (ACT)	88.3	92.5	290	292
WASHINGTON DC (DCA)	75.0	77.2	9,394	9,395
WASHINGTON DC (IAD)	81.8	80.5	11,249	11,256
WEST PALM BEACH/PALM BEACH FL (PBI)	65.0	71.4	3,052	3,050
WHITE PLAINS NY (HPN)	77.5	82.1	613	604
WICHITA FALLS TX (SPS)	85.4	93.4	213	213
WICHITA KS (ICT)	79.5	83.8	1,084	1,082
WILMINGTON NC (ILM)	80.1	84.5	361	361
WRANGELL AK (WRG)	77.4	79.0	62	62
YAKUTAT AK (YAK)	79.0	83.9	62	62
YUMA AZ (YUM)	95.0	92.4	120	118

MARCH 2005

## AIR TRAVEL CONSUMER REPORT

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	14,232	617	4.3	113	26,005	1,201	4.6
COMAIR	23	19,875	758	3.8	113	33,124	1,267	3.8
AMERICAN EAGLE	23	25,499	767	3.0	104	44,844	1,344	3.0
US AIRWAYS	27	32,403	796	2.5	63	40,742	997	2.4
DELTA	33	46,954	1,120	2.4	108	60,784	1,450	2.4
ALASKA	16	8,336	79	0.9	45	13,233	196	1.5
SKYWEST	16	24,781	312	1.3	119	44,527	654	1.5
NORTHWEST	32	29,661	399	1.3	115	44,090	562	1.3
EXPRESSJET	26	16,743	243	1.5	113	33,808	420	1.2
AIRTRAN	20	12,211	122	1.0	42	15,797	162	1.0
AMERICA WEST	29	14,145	132	0.9	51	16,684	165	1.0
JETBLUE	14	6,947	68	1.0	27	9,196	89	1.0
ATA	15	3,081	39	1.3	22	4,181	40	1.0
INDEPENDENCE AIR *	12	8,674	75	0.9	41	13,263	117	0.9
AMERICAN	32	46,375	409	0.9	84	58,466	473	0.8
SOUTHWEST	17	44,178	291	0.7	60	87,562	672	0.8
CONTINENTAL	30	20,859	116	0.6	77	26,680	142	0.5
UNITED	32	34,974	191	0.5	83	40,633	212	0.5
HAWAIIAN	7	321	1	0.3	13	3,921	6	0.2
<b>Total</b>		<b>410,249</b>	<b>6,535</b>	<b>1.6</b>	<b>Total</b>	<b>617,540</b>	<b>10,169</b>	<b>1.6</b>

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

\* Formerly Atlantic Coast Airlines

**MARCH 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	58466	46060	78.78%	473	0.81%	120	0.21%	2910	4.98%	666	1.14%	5059	8.65%	29	0.05%	3148	5.38%
AS	13233	9765	73.79%	196	1.48%	32	0.24%	1247	9.42%	24	0.18%	600	4.54%	23	0.18%	1345	10.17%
B6	9196	5821	63.30%	89	0.97%	35	0.38%	641	6.97%	36	0.39%	1297	14.10%	25	0.27%	1252	13.62%
CO	26680	19447	72.89%	142	0.53%	49	0.18%	1275	4.78%	172	0.64%	4114	15.42%	33	0.12%	1449	5.43%
DH	13263	10492	79.11%	117	0.88%	6	0.05%	682	5.14%	26	0.19%	1015	7.66%	2	0.02%	923	6.96%
DL	60784	45938	75.58%	1450	2.39%	73	0.12%	2796	4.60%	323	0.53%	6238	10.26%	25	0.04%	3941	6.48%
EV	26005	18644	71.69%	1201	4.62%	43	0.17%	2134	8.21%	965	3.71%	2264	8.70%	19	0.07%	735	2.83%
FL	15797	10654	67.44%	162	1.03%	31	0.20%	906	5.73%	37	0.24%	1939	12.27%	0	0.00%	2068	13.09%
HA	3921	3550	90.54%	6	0.15%	0	0.00%	207	5.28%	1	0.02%	10	0.25%	6	0.14%	142	3.61%
HP	16684	13641	81.76%	165	0.99%	15	0.09%	846	5.07%	21	0.12%	1228	7.36%	19	0.11%	749	4.49%
MQ	44844	35022	78.10%	1344	3.00%	78	0.17%	2155	4.81%	225	0.50%	3154	7.03%	9	0.02%	2856	6.37%
NW	44090	33792	76.64%	562	1.27%	69	0.16%	3112	7.06%	641	1.45%	4262	9.67%	17	0.04%	1635	3.71%
OH	33124	25894	78.17%	1267	3.83%	53	0.16%	2320	7.00%	1230	3.71%	1961	5.92%	111	0.34%	288	0.87%
OO	44527	36768	82.57%	654	1.47%	39	0.09%	4010	9.01%	323	0.73%	1550	3.48%	23	0.05%	1160	2.61%
RU	33808	25805	76.33%	420	1.24%	84	0.25%	1023	3.03%	182	0.54%	4069	12.04%	16	0.05%	2209	6.53%
TZ	4181	3285	78.57%	40	0.96%	0	0.00%	153	3.67%	4	0.09%	455	10.87%	8	0.19%	236	5.66%
UA	40633	32309	79.51%	212	0.52%	71	0.17%	2290	5.64%	111	0.27%	3267	8.04%	2	0.01%	2371	5.83%
US	40742	27917	68.52%	997	2.45%	48	0.12%	3892	9.55%	138	0.34%	3748	9.20%	0	0.00%	4002	9.82%
WN	87562	70301	80.29%	672	0.77%	36	0.04%	3690	4.21%	305	0.35%	3101	3.54%	90	0.10%	9367	10.70%
<b>TOTAL</b>	<b>617540</b>	<b>475105</b>		<b>10169</b>		<b>882</b>		<b>36290</b>		<b>5427</b>		<b>49332</b>		<b>459</b>		<b>39875</b>	
			<b>76.94%</b>		<b>1.65%</b>		<b>0.14%</b>		<b>5.88%</b>		<b>0.88%</b>		<b>7.99%</b>		<b>0.07%</b>		<b>6.46%</b>

**\*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.

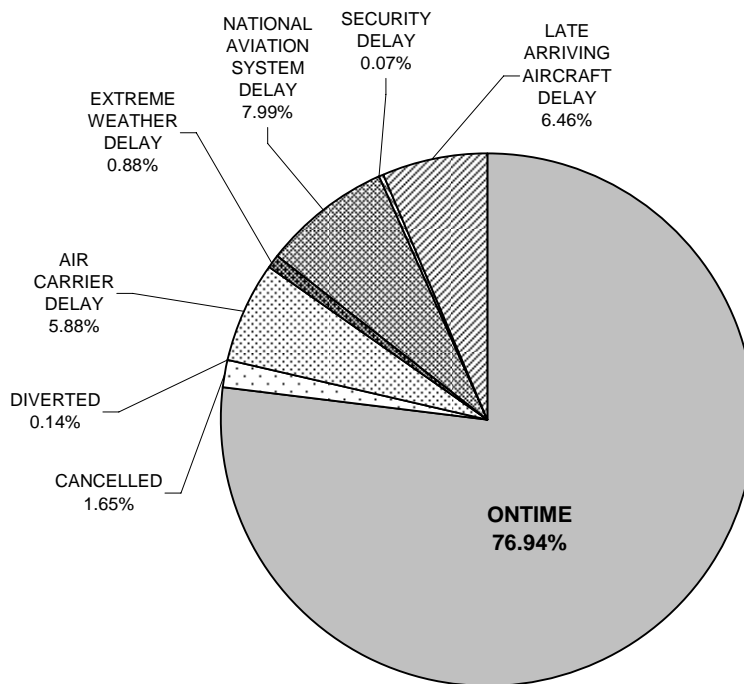
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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



**MARCH 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

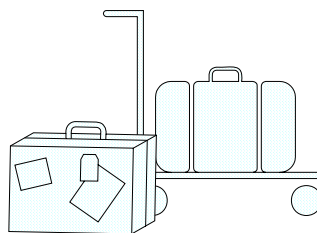
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Independence Air (formerly Atlantic Coast Airlines)
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways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

## **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.



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

RANK	AIRLINE	MARCH 2005			MARCH 2004		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	ALASKA AIRLINES	3,668	1,290,366	2.84	3,337	1,216,045	2.74
2	HAWAIIAN AIRLINES	1,541	500,637	3.08	1,327	501,722	2.64
3	AIRTRAN AIRWAYS	5,242	1,437,452	3.65	3,562	1,178,258	3.02
4	SOUTHWEST AIRLINES	28,964	7,816,700	3.71	22,423	7,272,790	3.08
5	AMERICA WEST AIRLINES	7,134	1,864,241	3.83	6,187	1,768,729	3.50
6	ATA AIRLINES	2,099	548,365	3.83	3,470	922,987	3.76
7	JETBLUE AIRWAYS	4,962	1,294,025	3.83	2,925	1,004,444	2.91
8	INDEPENDENCE AIR **	2,069	529,999	3.90	8,755	713,656	12.27
9	CONTINENTAL AIRLINES	13,034	3,174,433	4.11	8,977	2,943,499	3.05
10	UNITED AIRLINES	22,264	4,971,673	4.48	19,318	5,302,929	3.64
11	NORTHWEST AIRLINES	21,060	4,461,163	4.72	14,066	4,152,722	3.39
12	AMERICAN AIRLINES	37,269	7,105,395	5.25	28,147	6,719,690	4.19
13	EXPRESSJET AIRLINES	7,448	1,223,056	6.09	4,882	1,032,311	4.73
14	DELTA AIR LINES	64,523	7,720,455	8.36	31,601	7,514,324	4.21
15	AMERICAN EAGLE AIRLINES	13,002	1,463,518	8.88	10,289	1,227,469	8.38
16	SKYWEST AIRLINES	16,269	1,442,146	11.28	10,834	1,069,083	10.13
17	COMAIR	14,150	1,166,179	12.13	10,168	1,082,565	9.39
18	US AIRWAYS	46,645	3,802,661	12.27	13,274	3,347,738	3.97
19	ATLANTIC SOUTHEAST AIRLINES	21,342	1,034,597	20.63	10,166	835,531	12.17
TOTALS		332,685	52,847,061	6.30	213,708	49,806,492	4.29

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

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

RANK	AIRLINE	JANUARY - MARCH 2005			JANUARY - MARCH 2004		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	3,901	1,374,724	2.84	4,643	1,409,166	3.29
2	ALASKA AIRLINES	10,812	3,437,607	3.15	10,256	3,232,999	3.17
3	AIRTRAN AIRWAYS	11,717	3,632,854	3.23	9,319	3,053,172	3.05
4	INDEPENDENCE AIR **	4,835	1,315,678	3.67	27,350	1,860,849	14.70
5	JETBLUE AIRWAYS	13,342	3,417,502	3.90	8,523	2,709,793	3.15
6	SOUTHWEST AIRLINES	80,667	20,204,769	3.99	59,150	18,718,556	3.16
7	CONTINENTAL AIRLINES	33,709	8,169,906	4.13	24,091	7,850,853	3.07
8	ATA AIRLINES	6,386	1,498,796	4.26	10,294	2,409,437	4.27
9	AMERICA WEST AIRLINES	23,522	4,999,625	4.70	17,665	4,815,644	3.67
10	UNITED AIRLINES	66,772	13,576,215	4.92	60,993	14,195,901	4.30
11	NORTHWEST AIRLINES	59,403	11,447,846	5.19	40,245	10,689,874	3.76
12	AMERICAN AIRLINES	109,192	18,851,378	5.79	90,193	18,236,856	4.95
13	EXPRESSJET AIRLINES	21,347	3,278,220	6.51	13,687	2,727,581	5.02
14	DELTA AIR LINES	169,951	20,442,225	8.31	99,065	19,703,524	5.03
15	AMERICAN EAGLE AIRLINES	37,924	3,861,728	9.82	31,768	3,280,447	9.68
16	SKYWEST AIRLINES	49,400	3,808,858	12.97	39,268	2,990,554	13.13
17	US AIRWAYS	127,853	9,561,493	13.37	33,803	8,821,272	3.83
18	COMAIR	42,613	3,090,609	13.79	32,830	2,877,970	11.41
19	ATLANTIC SOUTHEAST AIRLINES	59,302	2,725,936	21.75	35,205	2,239,570	15.72
<b>TOTALS</b>		<b>932,648</b>	<b>138,695,969</b>	<b>6.72</b>	<b>648,348</b>	<b>131,824,018</b>	<b>4.92</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, 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

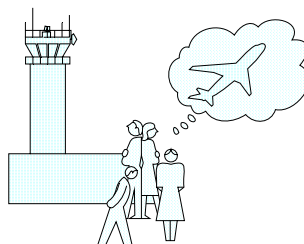
## OVERSALES

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

	MARCH 2005				MARCH 2004			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	530	79	5	90	525	73	5	69
FOREIGN AIRLINES	134	1	0	15	93	2	0	7
TRAVEL AGENTS	14	2	0	2	15	3	0	3
TOUR OPERATORS	4	0	0	0	7	0	0	0
MISCELLANEOUS	8	7	0	36	3	2	0	82
<b>INDUSTRY TOTALS</b>	<b>690</b>	<b>89</b>	<b>5</b>	<b>143</b>	<b>643</b>	<b>80</b>	<b>5</b>	<b>161</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	MARCH 2005			MARCH 2004		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	175		1	176	
CANCELLATIONS			66			42
DELAYS			42			43
MISCONNECTIONS			32			32
BAGGAGE	2	160		2	112	
CUSTOMER SERVICE	3	76		4	73	
RES/TKTG/BOARDING	4	73		3	91	
OVERSALES	5	48		8	35	
REFUNDS	6	47		6	42	
DISABILITY	7	41		5	45	
OTHER	8	33		7	41	
FREQUENT FLYER			24			37
FARES	9	22		10	9	
DISCRIMINATION	10	11		9	11	
ADVERTISING	11	4		11	6	
ANIMALS	12	0		12	2	
<b>COMPLAINT TOTAL</b>		<b>690</b>			<b>643</b>	

\* 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\*

MARCH 2005

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AI RTRAN AI RWAYS	1	0	4	0	0	3	3	0	0	0	0	0	11
AMERI CA WEST AI RLI NES	8	2	3	0	1	3	5	1	0	0	0	0	23
AMERI CAN AI RLI NES	17	4	11	2	3	22	6	5	1	2	0	8	81
AMERI CAN EAGLE AI RLI NES	3	2	0	0	0	1	0	1	0	0	0	0	7
ATLAN TI C SOUTHEAST AI RLI NES	5	1	0	0	0	1	0	0	0	0	0	0	7
COMAIR	4	0	0	0	0	1	1	1	0	0	0	0	7
CONTI NENTAL AI RLI NES	4	5	5	3	4	4	4	1	0	0	0	1	31
DELTA AI R LI NES	17	2	6	0	3	24	8	2	1	2	0	8	73
EXECUTI VE AI RLI NES	1	1	1	0	1	0	1	0	0	0	0	0	5
EXPRESSJET AI RLI NES	3	2	0	0	1	0	0	1	0	0	0	0	7
FRONTI ER AI RLI NES	2	0	0	0	1	1	1	1	0	0	0	0	6
MESA AI RLI NES	11	0	0	0	0	0	3	1	0	0	0	0	15
MESABA AVI ATI ON	1	2	1	0	0	0	2	0	0	0	0	0	6
NORTHWEST AI RLI NES	12	5	7	7	1	7	8	2	1	0	0	4	54
SKYWEST AI RLI NES	2	2	1	0	0	0	0	0	0	1	0	0	6
SOUTHWEST AI RLI NES	3	0	0	0	0	2	4	1	0	1	0	1	12
SPI RI T AI RLI NES	3	2	0	0	0	1	0	2	0	0	0	0	8
UNI TED AI RLI NES	13	1	4	1	5	13	7	5	0	0	0	3	52
US AI RWAYS	13	2	4	3	3	24	5	4	0	0	0	1	59
USA3000	5	0	0	1	0	1	0	0	0	0	0	0	7
OTHER U. S. AI RLI NES	16	4	0	1	5	8	5	7	0	3	0	4	53
TOTAL MARCH 2005	144	37	47	18	28	116	63	35	3	9	0	30	530
% OF TOTAL COMPLAINTS	27.2	7.0	8.9	3.4	5.3	21.9	11.9	6.6	0.6	1.7	0.0	5.7	
TOTAL MARCH 2004	154	30	62	8	28	89	65	41	3	9	1	35	525
% OF TOTAL COMPLAINTS	29.3	5.7	11.8	1.5	5.3	17.0	12.4	7.8	0.6	1.7	0.2	6.7	

\* 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

MARCH 2005

U. S. AIRLINES*	COMPS RECD IN MARCH	INCI - DENTS IN MARCH	PERCENT	INCI - DENTS IN FEB	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	11	4	36.4	2	18.2	2	18.2	3	27.3
AMERICA WEST AIRLINES	23	7	30.4	9	39.1	4	17.4	3	13.0
AMERICAN AIRLINES	81	33	40.7	15	18.5	18	22.2	15	18.5
AMERICAN EAGLE AIRLINES	7	1	14.3	4	57.1	1	14.3	1	14.3
ATLANTIC SOUTHEAST AIRLINES	7	4	57.1	2	28.6	0	0.0	1	14.3
COMAIR	7	1	14.3	2	28.6	3	42.9	1	14.3
CONTINENTAL AIRLINES	31	9	29.0	13	41.9	4	12.9	5	16.1
DELTA AIRLINES	73	17	23.3	13	17.8	27	37.0	16	21.9
EXECUTIVE AIRLINES	5	3	60.0	0	0.0	2	40.0	0	0.0
EXPRESSJET AIRLINES	7	4	57.1	0	0.0	3	42.9	0	0.0
FRONTIER AIRLINES	6	4	66.7	1	16.7	0	0.0	1	16.7
MESA AIRLINES	15	7	46.7	6	40.0	1	6.7	1	6.7
MESABA AVIATION	6	5	83.3	1	16.7	0	0.0	0	0.0
NORTHWEST AIRLINES	54	13	24.1	10	18.5	15	27.8	16	29.6
SKYWEST AIRLINES	6	3	50.0	2	33.3	1	16.7	0	0.0
SOUTHWEST AIRLINES	12	4	33.3	5	41.7	1	8.3	2	16.7
SPIRIT AIRLINES	8	4	50.0	2	25.0	1	12.5	1	12.5
UNITED AIRLINES	52	18	34.6	11	21.2	12	23.1	11	21.2
US AIRWAYS	59	22	37.3	14	23.7	7	11.9	16	27.1
USA3000	7	4	57.1	2	28.6	1	14.3	0	0.0
OTHER U. S. AIRLINES	53	22	41.5	10	18.9	14	26.4	7	13.2
<b>TOTALS</b>	<b>530</b>	<b>189</b>	<b>35.7</b>	<b>124</b>	<b>23.4</b>	<b>117</b>	<b>22.1</b>	<b>100</b>	<b>18.9</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>525</b>	<b>165</b>	<b>31.4</b>	<b>145</b>	<b>27.6</b>	<b>133</b>	<b>25.3</b>	<b>82</b>	<b>15.6</b>

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

Table 5

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

MARCH 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
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	0	1	1	0	1	3	0	1	1	0	0	0	8
AIR INDIA	2	0	1	1	2	2	0	0	0	0	0	1	9
AIR JAMAICA	5	2	2	0	3	4	2	0	0	0	0	0	18
ALITALIA AIRLINES	1	1	0	1	1	1	0	0	0	0	0	0	5
BRITISH AIRWAYS	1	1	2	0	0	5	2	1	0	0	0	1	13
KLM	1	1	1	0	0	1	1	1	0	1	0	0	7
LOT POLISH AIRLINES	1	1	1	0	1	0	1	0	0	1	0	0	6
MEXICANA	1	2	1	0	0	1	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	13	2	8	1	7	23	6	3	0	0	0	0	63
<b>TOTALS</b>	<b>25</b>	<b>11</b>	<b>17</b>	<b>3</b>	<b>15</b>	<b>40</b>	<b>12</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>134</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	3	0	5	1	4	0	1	0	0	0	0	0	14
<b>TOTALS</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	0	1	0	0	2	0	0	0	0	0	0	4
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>1</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>4</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	2	0	3	0	0	2	0	0	0	0	0	1	8
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>3</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>1</b>	<b>8</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

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

RANK	AIRLINE	MARCH 2005			MARCH 2004		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	12	7,676,497	0.16	15	7,092,671	0.21
2	<i>ALASKA AIRLINES</i>	4	1,445,197	0.28	7	1,336,303	0.52
3	<i>JETBLUE AIRWAYS</i>	4	1,263,336	0.32	3	975,861	0.31
4	<i>SKYWEST AIRLINES</i>	6	1,408,582	0.43	9	1,032,725	0.87
5	<i>AMERICAN EAGLE AIRLINES</i>	7	1,454,377	0.48	7	1,194,807	0.59
6	<i>EXPRESSJET AIRLINES</i>	7	1,342,025	0.52	1	1,088,710	0.09
7	<i>INDEPENDENCE AIR **</i>	3	514,964	0.58	6	737,549	0.81
8	<i>HAWAIIAN AIRLINES</i>	3	502,542	0.60	4	501,722	0.80
9	<i>COMAIR</i>	7	1,162,828	0.60	12	1,074,335	1.12
10	<i>ATLANTIC SOUTHEAST AIRLINES</i>	7	1,042,308	0.67	6	830,847	0.72
11	<i>ATA AIRLINES</i>	4	569,315	0.70	7	949,776	0.74
12	<i>AIRTRAN AIRWAYS</i>	11	1,412,384	0.78	14	1,154,651	1.21
13	<i>CONTINENTAL AIRLINES</i>	31	3,891,620	0.80	31	3,533,070	0.88
14	<i>DELTA AIR LINES</i>	73	8,180,543	0.89	77	7,514,135	1.02
15	<i>UNITED AIRLINES</i>	52	5,752,322	0.90	51	5,957,870	0.86
16	<i>AMERICAN AIRLINES</i>	81	8,676,123	0.93	84	7,967,528	1.05
17	<i>NORTHWEST AIRLINES</i>	54	5,213,884	1.04	43	4,831,762	0.89
18	<i>AMERICA WEST AIRLINES</i>	23	1,929,564	1.19	21	1,801,631	1.17
19	<i>US AIRWAYS</i>	59	4,247,679	1.39	27	3,747,426	0.72
	<b>TOTAL</b>	<b>448</b>	<b>57,686,090</b>	<b>0.78</b>	<b>425</b>	<b>53,323,379</b>	<b>0.80</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, 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

Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JANUARY - MARCH 2005				JANUARY - MARCH 2004			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	2,193	225	12	271	1,558	287	8	227
FOREIGN AIRLINES	357	5	1	33	321	6	1	22
TRAVEL AGENTS	66	4	0	8	64	7	0	4
TOUR OPERATORS	7	0	0	0	31	0	0	2
MISCELLANEOUS	27	11	0	138	13	13	0	327
<b>INDUSTRY TOTALS</b>	<b>2,650</b>	<b>245</b>	<b>13</b>	<b>450</b>	<b>1,987</b>	<b>313</b>	<b>9</b>	<b>582</b>



Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - MARCH 2005			JANUARY - MARCH 2004		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
BAGGAGE	1	799		2	350	
FLIGHT PROBLEMS	2	702		1	550	
CANCELLATIONS			323			144
DELAYS			154			140
MISCONNECTIONS			106			105
CUSTOMER SERVICE	3	266		4	244	
RES/TKTG/BOARDING	4	223		3	263	
REFUNDS	5	181		5	150	
DISABILITY	6	139		6	141	
OVERSALES	7	113		8	95	
OTHER	8	106		7	107	
FREQUENT FLYER			58			90
FARES	9	74		9	45	
DISCRIMINATION	10	33		10	29	
ADVERTISING	11	14		11	10	
ANIMALS	12	0		12	3	
COMPLAINT TOTAL		2,650			1,987	

\* 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\*

JANUARY - MARCH 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	10	3	1	0	0	3	4	1	0	0	0	0	22
AIRTRAN AIRWAYS	6	1	6	0	1	14	4	1	0	0	0	0	33
ALASKA AIRLINES	9	0	2	0	0	6	6	0	0	0	0	1	24
AMERICA WEST AIRLINES	31	6	10	0	4	16	13	6	1	0	0	0	87
AMERICAN AIRLINES	62	7	25	9	18	77	26	14	2	4	0	18	262
AMERICAN EAGLE AIRLINES	11	5	2	0	0	8	4	2	0	0	0	0	32
ATA AIRLINES	6	2	2	2	1	3	3	0	0	0	0	0	19
ATLANTIC SOUTHEAST AIRLINES	14	1	0	0	0	3	3	1	0	0	0	0	22
CHAUTAUQUA AIRLINES	13	1	0	0	2	2	0	0	0	0	0	0	18
COMAIR	94	1	8	1	9	33	5	2	0	0	0	0	153
CONTINENTAL AIRLINES	14	12	9	4	10	27	19	6	1	1	0	5	108
DELTA AIRLINES	67	4	23	4	12	140	27	14	2	6	0	16	315
EXPRESSJET AIRLINES	8	2	0	0	2	1	2	2	0	0	0	0	17
FRONTIER AIRLINES	4	1	1	0	2	2	1	2	0	0	0	1	14
INDEPENDENCE AIR ***	8	0	0	0	2	3	0	0	1	0	0	0	14
JETBLUE AIRWAYS	1	0	0	0	2	2	4	0	0	1	0	2	12
MESA AIRLINES	28	2	0	0	2	6	8	7	0	0	0	0	53
MESABA AVIATION	10	4	2	0	0	3	4	0	0	0	0	1	24
NORTHWEST AIRLINES	25	11	14	15	5	43	19	8	2	0	0	9	151
PI NNACLE AIRLINES	20	2	0	0	1	8	2	1	0	0	0	0	34
PI EDMONT AIRLINES	3	1	1	0	0	2	2	2	0	0	0	0	11
SKYWEST AIRLINES	5	2	3	0	0	4	1	1	0	1	0	0	17
SOUTHEAST AIRLINES	1	0	0	0	8	0	0	0	0	0	0	28	37
SOUTHWEST AIRLINES	9	2	4	2	1	7	11	6	0	3	0	1	46
SPI RIT AIRLINES	4	2	0	0	1	3	0	2	0	1	0	0	13
TRANSMERIDIAN AIRLINES	5	0	0	2	1	2	0	0	0	0	0	0	10
UNITED AIRLINES	31	6	16	6	9	62	30	15	0	5	0	7	187
UNITED EXPRESS	5	1	3	0	0	4	0	0	0	0	0	0	13
US AIRWAYS	82	4	13	7	12	174	22	10	0	1	0	8	333
USA3000	14	0	1	2	2	2	1	0	0	1	0	0	23
OTHER U. S. AIRLINES	29	4	5	1	11	13	12	9	1	4	0	0	89
TOTAL JANUARY - MARCH 2005	629	87	151	55	118	673	233	112	10	28	0	97	2,193
% OF TOTAL COMPLAINTS	28.7	4.0	6.9	2.5	5.4	30.7	10.6	5.1	0.5	1.3	0.0	4.4	
TOTAL JANUARY - MARCH 2004	465	79	173	36	84	273	200	122	7	25	2	92	1,558
% OF TOTAL COMPLAINTS	29.8	5.1	11.1	2.3	5.4	17.5	12.8	7.8	0.4	1.6	0.1	5.9	

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

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

\*\*\* FORMERLY ATLANTIC COAST AIRLINES

Table 4

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

JANUARY - MARCH 2005

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SABILITY	ADVERTISING	DI SCRIMINATION	ANI MALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	1	2	2	0	3	14	0	1	1	0	0	0	24
AIR INDIA	2	0	1	1	3	4	0	0	0	0	0	1	12
AIR JAMAICA	13	3	2	0	5	8	5	0	0	0	0	0	36
ALITALIA AIRLINES	2	1	0	2	1	4	2	2	0	0	0	0	14
BRITISH AIRWAYS	2	1	2	0	3	17	5	5	0	0	0	3	38
BWIA	7	0	0	0	0	2	0	2	0	0	0	0	11
KLM	2	1	1	0	0	3	2	3	0	1	0	1	14
LUFTHANSA	2	1	4	1	3	5	1	0	0	0	0	0	17
MEXICANA	3	2	3	0	2	1	0	0	0	0	0	0	11
OTHER FOREIGN AIRLINES	27	14	19	4	21	61	16	14	0	3	0	1	180
<b>TOTALS</b>	<b>61</b>	<b>25</b>	<b>34</b>	<b>8</b>	<b>41</b>	<b>119</b>	<b>31</b>	<b>27</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>6</b>	<b>357</b>
<b><u>TRAVEL AGENTS</u></b>													
ORBITZ.COM	0	0	6	2	4	0	0	0	1	0	0	0	13
TRAVELOCITY.COM	1	0	6	1	4	0	1	0	1	0	0	0	14
OTHER TRAVEL AGENTS	3	0	16	8	10	0	1	0	0	0	0	1	39
<b>TOTALS</b>	<b>4</b>	<b>0</b>	<b>28</b>	<b>11</b>	<b>18</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>66</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	0	1	0	2	2	0	0	1	0	0	0	7
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	7	1	9	0	2	5	0	0	0	1	0	2	27
<b>TOTALS</b>	<b>7</b>	<b>1</b>	<b>9</b>	<b>0</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>27</b>

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

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

TABLE 5

JANUARY-MARCH  
CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	JANUARY - MARCH 2005			JANUARY - MARCH 2004		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	46	19,802,317	0.23	34	18,208,783	0.19
2	<i>JETBLUE AIRWAYS</i>	12	3,330,149	0.36	8	2,632,809	0.30
3	<i>SKYWEST AIRLINES</i>	17	3,723,748	0.46	18	2,890,848	0.62
4	<i>EXPRESSJET AIRLINES</i>	17	3,509,175	0.48	6	2,885,800	0.21
5	<i>HAWAIIAN AIRLINES</i>	7	1,376,667	0.51	10	1,409,166	0.71
6	<i>ALASKA AIRLINES</i>	24	3,851,376	0.62	37	3,591,796	1.03
7	<i>ATLANTIC SOUTHEAST AIRLINES</i>	22	2,748,724	0.80	10	2,271,446	0.44
8	<i>AMERICAN EAGLE AIRLINES</i>	32	3,827,010	0.84	18	3,184,644	0.57
9	<i>AIRTRAN AIRWAYS</i>	33	3,553,274	0.93	43	2,979,153	1.44
10	<i>CONTINENTAL AIRLINES</i>	108	10,048,328	1.07	78	9,437,770	0.83
11	<i>INDEPENDENCE AIR **</i>	14	1,270,863	1.10	27	1,914,427	1.41
12	<i>NORTHWEST AIRLINES</i>	151	13,520,107	1.12	139	12,538,438	1.11
13	<i>AMERICAN AIRLINES</i>	262	23,065,223	1.14	233	21,762,896	1.07
14	<i>UNITED AIRLINES</i>	187	15,667,409	1.19	189	15,967,603	1.18
15	<i>ATA AIRLINES</i>	19	1,555,814	1.22	27	2,491,387	1.08
16	<i>DELTA AIR LINES</i>	315	21,584,389	1.46	209	20,244,061	1.03
17	<i>AMERICA WEST AIRLINES</i>	87	5,172,163	1.68	55	4,897,549	1.12
18	<i>US AIRWAYS</i>	333	10,646,698	3.13	91	9,852,862	0.92
19	<i>COMAIR</i>	153	3,077,612	4.97	30	2,853,427	1.05
	<b>TOTAL</b>	<b>1,839</b>	<b>151,331,046</b>	<b>1.22</b>	<b>1,262</b>	<b>142,014,865</b>	<b>0.89</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, 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.

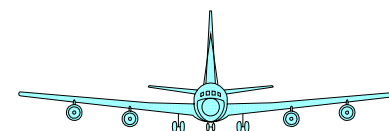
**Disability:** Civil rights complaints by air travelers with disabilities.

**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 MARCH 2005  
as provided by the Transportation Security Administration <sup>a</sup>**

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 March.

**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
230	.00039	79	.00013	16	.000027	571	.00097

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
447	.00076	2016	.0028

**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 March.