



U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: September 2005



Flight Delays¹	July 2005 12 Months Ending July 2005
Mishandled Baggage¹	July 2005
Oversales¹	2nd Quarter 2005 January-June 2005
Consumer Complaints² (Includes Disability and Discrimination Complaints)	July 2005
Customer Service Reports to the Dept. of Homeland Security³	July 2005
Airline Animal Incident Reports⁴	July 2005

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

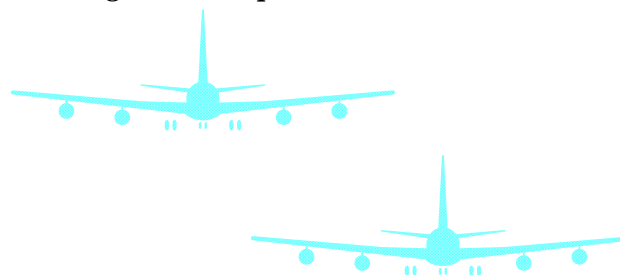
² Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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



FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It 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 2 other carriers that report 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 20 reporting air carriers, 13 carriers (America West, American, American Eagle, Independence Air, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, United, and US Airways) use ACARS exclusively; 4 carriers (AirTran, Atlantic Southeast, Comair, and Southwest) record arrival times manually; and 3 carriers (Alaska, ATA, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 33 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 31 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

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

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

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

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

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 33 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/V/	7	85.0	13	96.4
SKYWEST AIRLINES S/	16	85.0	108	84.2
FRONTIER S/V/	23	81.3	38	80.6
ATA AIRLINES S/	13	76.2	20	77.2
COMAIR S/	22	75.5	108	76.6
AMERICA WEST AIRLINES S/	29	76.6	52	76.4
SOUTHWEST AIRLINES S/	17	76.8	60	75.7
UNITED AIRLINES S/	33	73.3	80	72.8
AMERICAN EAGLE AIRLINES S/	21	72.0	105	70.3
NORTHWEST AIRLINES S/	31	69.9	113	70.0
CONTINENTAL AIRLINES S/	30	69.1	73	69.5
EXPRESSJET AIRLINES S/	25	65.3	114	67.7
US AIRWAYS S/	27	68.1	63	67.7
AMERICAN AIRLINES S/	32	66.9	82	67.0
DELTA AIRLINES S/	33	66.0	104	65.6
INDEPENDENCE AIR	16	64.5	45	65.5
ALASKA AIRLINES S/	16	67.3	46	63.7
ATLANTIC SOUTHEAST AIRLINES S/	20	63.2	116	61.7
JETBLUE AIRWAYS S/	15	61.8	30	61.5
AIRTRAN AIRWAYS S/	21	59.6	46	60.0
TOTAL		70.7		70.9

➤ 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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	3rd QUARTER		4th QUARTER		1st QUARTER		2nd QUARTER		MAY - 05		JUN - 05		JUL - 05		12 MONTHS ENDING JULY 2005		DATABASE TO DATE SEPT 1987-JULY 2005	
	07 - 09 2004		10 - 12 2004		01 - 03 2005		04 - 06 2005		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	78.3	10	78	10	68.8	17	75.3	17	81	15	66.4	19	60	20	73.4	17	--	(--)
ALASKA	78.2	11	70.8	18	72.9	15	61.6	19	59	20	49.8	20	63.7	17	69.7	19	75.9	9
AMERICA WEST	77.8	15	74.1	16	76.7	6	83.8	6	85.5	6	80.8	5	76.4	6	78.1	8	78.6	5
AMERICAN	77.8	14	78.2	9	76.2	7	80.7	9	84.2	9	73.5	11	67	14	77.6	10	79.1	3
AMERICAN EAGLE	76	18	74.1	15	74.2	14	79.3	12	80.6	16	75.3	10	70.3	9	76	14	75.3	10
ATA	80.6	6	80.8	2	77.5	4	86.5	2	89.6	2	81	4	77.2	4	81.6	3	--	(--)
ATLANTIC SOUTHEAST	77.6	16	70	19	68.2	18	75	18	79	18	68.8	18	61.7	18	71.6	18	--	(--)
COMAIR	78.1	12	73.4	17	74.8	12	85	4	88.3	3	81.2	3	76.6	5	78.1	9	--	(--)
CONTINENTAL	81.1	4	80.3	4	75.8	9	81.1	8	83.7	11	79	7	69.5	11	79	5	78.9	4
DELTA	75.3	19	76.6	12	75.2	11	80.5	10	85.1	7	73.5	12	65.6	15	76.3	13	77.7	7
EXPRESSJET	79.9	8	75.1	14	74.4	13	81.1	7	83	13	78.7	9	67.7	12	77	12	--	(--)
FRONTIER	--	(--)	--	(--)	--	(--)	--	(--)	83.5	12	78.9	8	80.6	3	--	(--)	--	(--)
HAWAIIAN	96.4	1	94.2	1	93	1	95.2	1	95.9	1	94.1	1	96.4	1	94.7	1	--	(--)
INDEPENDENCE AIR	76.8	17	77.9	11	77.4	5	77.7	15	78.7	19	69.2	17	65.5	16	77.5	11	--	(--)
JETBLUE	79.1	9	80.3	5	65.8	19	76.2	16	82	14	69.4	16	61.5	19	73.6	16	--	(--)
NORTHWEST	81.1	5	79.8	6	75.2	10	80.4	11	84.9	8	72.7	13	70	10	78.5	7	79.8	2
SKYWEST	86.5	2	79.2	7	79.3	2	86.3	3	88.2	4	83.1	2	84.2	2	82.8	2	--	(--)
SOUTHWEST	79.9	7	78.3	8	78.6	3	84.5	5	86.4	5	80.4	6	75.7	7	80.2	4	82.4	1
UNITED	81.7	3	80.6	3	75.9	8	78.4	14	80.4	17	70.3	15	72.8	8	79	6	76.3	8
US AIRWAYS	78.1	13	76.1	13	70.2	16	78.5	13	83.8	10	71.6	14	67.7	13	74.9	15	78.5	6
Total	79.3		77.2		75.3		80.8		83.7		75.2		70.9		77.7		78.7	

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

* 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. Reporting by Frontier Airlines (voluntary) effective May 2005.

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

ARRIVAL AIRPORT*																
CARRIER*	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	745	42.4	1247	63.9	555	65.4	216	58.8	H/		858	65.4	722	67.0	15097	67.7
AS	H/		62	71.0	H/		H/		H/		93	74.2	217	70.0	H/	
B6	H/		557	79.2	H/		H/		H/		H/		92	47.8	H/	
CO	404	44.8	587	62.7	235	68.5	H/		H/		384	66.9	411	77.4	334	65.0
DH	180	42.2	247	51.4	H/		216	58.8	H/		H/		H/		H/	
DL	19043	60.9	1475	68.8	487	55.9	262	55.3	4069	83.3	1033	68.8	495	74.1	651	69.4
EV	9039	56.4	H/		58	72.4	94	46.8	2231	76.2	88	71.6	H/		H/	
F9	93	53.8	H/		61	60.7	H/		H/		88	56.8	3559	84.8	158	77.2
FL	6130	56.3	651	64.2	1101	67.9	185	45.9	H/		154	53.2	123	58.5	526	67.9
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	155	50.3	210	73.8	154	55.8	H/		H/		124	54.0	336	78.9	278	71.9
MQ	144	50.7	1506	69.0	134	73.1	364	69.8	414	67.6	853	68.0	H/		8666	72.1
NW	448	46.2	447	52.8	364	56.0	211	64.5	H/		563	59.3	494	62.8	384	58.9
OH	553	61.1	1198	73.0	155	77.4	305	66.9	11480	80.3	558	77.1	31	96.8	H/	
OO	H/		H/		H/		H/		150	56.7	H/		4182	85.4	H/	
RU	242	56.2	29	62.1	178	61.8	420	59.0	238	62.2	221	64.7	13	84.6	243	72.8
TZ	H/		136	59.6	H/		H/		H/		120	77.5	213	86.4	145	75.2
UA	209	45.9	807	64.3	431	65.0	186	56.5	31	71.0	455	64.4	6797	79.5	450	68.2
US	199	31.2	1745	66.8	433	67.4	7740	74.9	H/		3439	72.4	304	73.7	467	62.3
WN	H/		H/		4848	75.4	H/		H/		H/		H/		H/	
TOTAL	37584	57.9	10904	66.9	9194	70.4	10199	71.3	18613	79.7	9031	68.9	17989	80.3	27399	69.1

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

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

ARRIVAL AIRPORT*																
CARRIER*	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	428	66.1	730	55.5	573	74.2	377	63.7	580	65.3	1210	61.6	712	67.4	2801	72.0
AS	H/		62	51.6	H/		31	71.0	H/		H/		346	70.5	615	75.4
B6	H/		H/		744	58.9	341	76.0	H/		3347	54.8	310	73.9	H/	
CO	179	68.2	4489	58.5	420	70.7	26	61.5	7668	77.0	30	76.7	469	67.2	653	76.0
DH	197	55.8	240	54.2	H/		6203	67.3	H/		241	58.5	62	61.3	31	61.3
DL	330	58.2	627	51.7	978	63.2	323	61.0	243	55.1	1374	47.7	651	66.1	1115	73.7
EV	36	63.9	H/		H/		30	43.3	119	62.2	51	68.6	92	64.1	87	74.7
F9	62	67.7	H/		31	77.4	H/		94	73.4	H/		185	90.8	185	74.6
FL	H/		153	46.4	412	65.0	149	48.3	H/		H/		186	61.8	186	63.4
HA	H/		H/		H/		H/		H/		H/		56	66.1	93	92.5
HP	186	67.7	185	47.0	93	68.8	89	65.2	186	72.6	272	54.8	3204	78.3	701	74.6
MQ	140	67.9	304	54.6	H/		144	61.1	H/		617	63.5	H/		1750	86.8
NW	9399	73.4	464	49.6	245	64.1	262	52.3	339	70.8	91	42.9	464	67.5	612	71.9
OH	332	66.0	78	60.3	129	75.2	325	64.6	83	65.1	1519	62.4	H/		H/	
OO	30	46.7	H/		H/		H/		92	58.7	H/		179	81.6	4362	88.5
RU	173	47.4	5241	52.6	H/		417	56.4	8693	73.8	31	58.1	H/		H/	
TZ	H/		146	54.1	H/		H/		H/		H/		62	88.7	116	77.6
UA	186	58.6	476	56.3	153	64.7	2293	74.7	210	65.7	402	64.4	1049	74.7	2925	80.7
US	93	58.1	297	45.1	792	66.8	142	71.8	358	62.0	H/		271	69.0	320	65.3
WN	451	70.1	H/		1213	73.7	H/		H/		H/		6037	77.5	3622	77.6
TOTAL	12222	71.0	13492	54.5	5783	67.6	11152	67.6	18665	74.0	9185	57.0	14335	75.3	20174	79.5

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

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

ARRIVAL AIRPORT*																
CARRIER*	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1878	55.8	992	66.8	152	67.8	3599	69.4	452	65.9	124	54.8	7471	68.5	215	63.7
AS	H/		33	81.8	H/		2	50.0	H/		517	64.2	124	66.1	1084	74.1
B6	216	68.1	465	58.5	H/		H/		H/		527	81.4	H/		31	38.7
CO	356	57.3	571	72.0	77	74.0	309	74.8	154	68.2	62	79.0	441	59.9	185	62.7
DH	H/		156	59.0	H/		H/		H/		H/		180	60.0	H/	
DL	1887	66.3	1343	71.7	114	57.9	340	70.3	246	57.3	123	65.9	487	55.0	340	77.4
EV	H/		H/		H/		H/		111	72.1	H/		H/		H/	
F9	62	41.9	67	58.2	110	82.7	H/		97	80.4	H/		H/		124	85.5
FL	429	51.0	1094	69.2	340	61.5	123	49.6	154	65.6	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		45	86.7
HP	H/		93	61.3	H/		61	65.6	213	62.9	217	72.8	277	62.1	216	78.7
MQ	1548	63.8	30	80.0	H/		500	75.0	61	57.4	H/		7308	72.1	H/	
NW	621	50.9	568	60.4	345	65.8	155	70.3	10088	77.0	H/		592	58.3	248	62.9
OH	1333	63.5	557	82.2	H/		124	76.6	192	80.7	H/		283	67.8	H/	
OO	H/		H/		H/		H/		61	78.7	276	89.1	1978	70.0	685	93.1
RU	118	63.6	26	61.5	136	79.4	22	95.5	291	66.7	H/		280	68.6	H/	
TZ	287	53.7	124	85.5	1346	78.5	H/		231	82.7	H/		H/		H/	
UA	652	59.7	648	71.3	153	71.9	186	68.3	469	62.9	364	73.6	8303	71.4	704	72.7
US	1411	64.6	822	69.0	H/		283	72.4	87	62.1	H/		559	52.6	H/	
WN	H/		2613	79.1	5681	77.6	H/		H/		3914	78.6	H/		1099	74.3
TOTAL	10798	60.9	10202	71.8	8454	76.1	5704	70.1	12907	75.0	6124	76.9	28283	69.4	4976	75.7

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

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

ARRIVAL AIRPORT*																		
	PHL		PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	643	56.9	398	61.8	155	67.7	649	68.1	656	60.4	1147	72.4	217	65.0	1823	76.0	670	70.0
AS	H/		248	73.4	H/		341	65.7	4351	64.2	372	65.9	H/		H/		H/	
B6	H/		31	29.0	H/		124	74.2	62	41.9	H/		62	58.1	H/		248	62.1
CO	200	65.0	333	76.9	21	52.4	300	73.7	423	64.5	437	68.4	92	59.8	H/		379	71.0
DH	H/		H/		240	63.3	31	71.0	31	54.8	93	55.9	H/		H/		93	65.6
DL	622	52.7	303	66.3	248	64.1	403	78.4	554	65.9	551	71.0	3321	81.4	124	60.5	951	67.1
EV	H/		84	77.4	125	61.6	31	58.1	62	69.4	25	80.0	1414	80.4	216	69.0	305	76.4
F9	62	58.1	185	87.0	H/		155	87.1	145	86.2	175	84.6	114	78.1	103	64.1	31	48.4
FL	616	58.1	H/		190	60.5	H/		H/		62	53.2	H/		H/		495	62.6
HA	H/		31	87.1	H/		62	85.5	62	88.7	31	83.9	H/		H/		H/	
HP	153	55.6	5720	83.5	62	75.8	367	71.9	310	81.6	361	72.0	119	79.8	93	65.6	93	55.9
MQ	H/		H/		154	71.4	887	83.5	H/		160	82.5	H/		129	64.3	H/	
NW	453	49.2	340	58.2	168	69.6	217	65.4	558	64.2	371	68.2	185	67.6	362	73.5	320	56.2
OH	131	65.6	H/		217	74.2	H/		H/		H/		H/		298	75.2	93	76.3
OO	H/		394	79.9	H/		778	86.0	455	93.8	3484	81.7	7440	88.5	121	71.1	H/	
RU	181	49.7	50	90.0	289	58.5	H/		H/		H/		69	78.3	448	72.1	61	68.9
TZ	H/		124	91.9	H/		H/		H/		164	83.5	H/		H/		H/	
UA	551	55.5	562	73.3	185	60.5	733	76.9	1073	72.3	3850	78.7	246	69.1	123	60.2	368	68.5
US	5824	62.1	235	71.1	2270	70.7	180	64.4	179	53.1	296	66.6	H/		87	64.4	629	67.4
WN	1488	64.0	5810	78.8	310	76.8	2604	77.2	1145	79.5	H/		1193	75.6	1814	76.6	1967	74.9
TOTAL	10924	60.2	14848	79.1	4634	68.6	7862	76.7	10066	68.7	11579	76.9	14472	83.5	5741	73.8	6703	69.3

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

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

<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	80.3	79.5	67.7	77.8	88.0	95.0	77.8	85.7	J/	68.6	69.4	73.2	89.3	57.1	89.0	86.7	89.6	71.6
700 - 759 AM	88.6	84.8	93.2	88.3	90.7	86.2	93.2	88.8	81.0	79.0	61.3	72.4	89.4	62.7	96.7	93.3	88.4	85.0
800 - 859 AM	85.1	89.2	96.0	85.4	92.0	81.4	92.9	84.9	86.9	86.2	84.5	88.7	88.7	69.2	92.2	90.0	82.4	93.2
900 - 959 AM	80.5	85.1	92.4	78.3	88.5	88.2	89.7	83.0	79.1	86.3	89.0	85.3	88.6	80.8	90.9	89.9	84.0	90.5
1000 - 1059 AM	79.6	85.3	92.3	81.9	86.5	82.4	86.6	77.0	84.5	87.0	80.7	80.7	82.5	81.0	85.7	87.0	83.2	85.6
1100 - 1159 AM	81.8	82.7	89.0	85.4	86.2	83.0	87.8	79.5	82.9	81.5	84.7	81.1	84.1	82.7	79.4	83.6	79.4	83.1
1200 - 1259 PM	80.2	78.7	85.5	89.9	83.3	77.8	84.9	76.7	84.1	74.3	76.9	61.7	82.6	61.6	82.5	83.2	77.3	82.4
100 - 159 PM	77.7	81.0	85.6	80.4	83.7	79.5	86.5	77.5	67.7	75.9	78.6	81.8	78.3	66.4	80.8	83.0	74.6	83.2
200 - 259 PM	68.8	73.1	83.2	78.4	81.9	77.4	83.0	75.1	72.6	59.9	81.3	80.5	73.4	57.5	77.1	82.0	68.3	78.9
300 - 359 PM	60.0	74.5	77.5	70.9	78.3	73.6	75.1	69.9	73.9	54.4	74.9	69.7	64.6	66.8	76.8	83.8	63.6	75.0
400 - 459 PM	48.9	64.9	67.8	68.3	76.4	68.3	73.1	66.3	67.3	40.8	64.5	54.6	66.9	49.9	76.0	79.9	56.4	65.3
500 - 559 PM	35.7	55.1	63.3	62.7	77.2	63.0	75.8	59.6	67.8	36.5	60.6	64.1	61.6	52.8	71.5	75.3	46.4	67.7
600 - 659 PM	35.8	55.5	52.7	58.2	74.3	53.0	73.8	56.6	61.8	35.8	63.0	57.6	58.2	40.6	66.3	75.1	40.8	63.3
700 - 759 PM	31.2	55.6	56.2	53.3	70.8	59.9	67.1	49.4	63.4	30.0	62.5	61.4	61.7	41.9	64.7	71.0	42.5	57.5
800 - 859 PM	27.7	44.2	48.5	55.6	63.1	48.9	69.4	50.1	55.0	26.8	48.1	53.9	61.5	42.5	55.5	71.7	35.5	57.3
900 - 959 PM	25.9	48.5	55.9	52.3	69.8	54.1	60.7	50.3	55.4	26.2	60.1	56.1	57.9	47.8	68.0	68.5	38.1	59.6
1000 - 1059 PM	30.6	47.5	51.0	49.7	67.8	49.0	65.0	47.5	47.5	41.6	41.1	46.0	49.4	45.9	59.2	62.9	39.0	53.3
1100 - 559 AM	54.7	58.3	54.0	52.8	64.5	41.0	72.8	65.0	61.3	52.0	47.8	62.5	72.3	60.3	58.7	72.7	48.1	55.4
TOTAL, ALL ARRIVALS, BY AIRPORT	57.9	66.9	70.4	71.3	79.7	68.9	80.3	69.1	71.0	54.5	67.6	67.6	74.0	57.0	75.3	79.5	60.9	71.8

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

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

ARRIVAL AIRPORT*																
<u>SCHEDULED ARRIVAL TIME</u>	<u>MDW</u>	<u>MIA</u>	<u>MSP</u>	<u>OAK</u>	<u>ORD</u>	<u>PDX</u>	<u>PHL</u>	<u>PHX</u>	<u>PIT</u>	<u>SAN</u>	<u>SEA</u>	<u>SFO</u>	<u>SLC</u>	<u>STL</u>	<u>TPA</u>	<u>TOTAL</u>
600 - 659 AM	97.1	46.0	86.0	J/	85.9	92.2	75.3	98.1	76.9	100.0	81.9	85.8	J/	J/	54.8	81.4
700 - 759 AM	92.9	82.8	82.3	97.4	85.0	98.0	87.9	93.0	77.1	88.5	82.4	94.0	95.6	96.8	86.4	87.6
800 - 859 AM	85.4	89.5	84.7	96.1	79.7	97.3	82.6	90.8	82.6	86.8	95.3	91.8	95.4	92.3	92.2	87.0
900 - 959 AM	93.6	86.2	84.1	92.0	81.1	93.8	74.3	82.3	82.2	82.8	87.0	74.2	93.0	96.2	90.5	85.6
1000 - 1059 AM	89.9	83.4	81.9	95.6	83.1	90.4	70.6	89.2	85.0	84.6	81.7	71.5	82.9	85.5	88.6	83.4
1100 - 1159 AM	88.5	79.2	81.6	83.5	81.5	83.5	74.6	88.4	79.9	83.0	82.3	78.6	88.7	87.8	85.9	82.9
1200 - 1259 PM	86.4	77.7	87.3	83.7	80.4	74.2	77.1	84.9	84.1	78.3	75.1	84.5	87.7	86.6	80.0	81.0
100 - 159 PM	84.0	85.6	76.5	84.2	77.1	76.8	74.5	84.2	79.4	75.9	75.8	79.4	82.3	77.9	79.5	79.5
200 - 259 PM	78.5	73.2	79.5	76.8	72.1	79.7	71.2	84.5	82.1	85.1	70.9	80.8	87.0	79.5	75.0	76.0
300 - 359 PM	77.0	76.1	75.2	81.5	66.1	81.3	63.5	79.7	77.9	73.9	71.7	82.6	85.4	72.0	73.8	72.5
400 - 459 PM	69.3	67.2	66.7	78.2	63.4	67.8	57.3	72.9	66.3	78.3	68.0	73.1	85.5	70.3	63.5	64.6
500 - 559 PM	66.2	62.6	73.8	66.4	58.4	76.3	48.9	79.8	69.1	74.1	59.6	77.2	81.1	66.0	67.9	63.0
600 - 659 PM	66.6	55.8	69.6	71.6	53.8	67.9	48.8	68.1	50.4	72.5	60.6	75.8	83.4	63.9	63.9	58.6
700 - 759 PM	65.9	57.9	65.0	72.5	52.7	69.3	44.0	62.4	54.7	75.3	52.3	75.7	75.2	65.4	60.5	57.9
800 - 859 PM	58.2	54.9	62.9	66.7	52.5	65.2	41.3	67.5	45.9	68.9	60.8	73.7	79.8	45.1	53.6	53.0
900 - 959 PM	57.5	55.3	62.1	61.3	45.7	74.2	42.6	63.7	50.8	65.9	58.3	66.3	77.0	60.4	49.4	54.5
1000 - 1059 PM	64.3	48.9	57.2	58.1	54.8	64.6	45.1	57.2	59.8	62.3	54.5	61.4	63.1	65.4	46.2	51.5
1100 - 559 AM	66.9	60.3	59.4	56.2	70.7	61.7	54.5	79.1	47.9	74.7	60.2	74.1	63.1	63.7	49.3	60.4
TOTAL, ALL ARRIVALS, BY AIRPORT	76.1	70.1	75.0	76.9	69.4	75.7	60.2	79.1	68.6	76.7	68.7	76.9	83.5	73.8	69.3	70.7

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	83.1	90.9	93.4	95.4	89.3	91.3	95.3	91.0	89.8	90.6	93.3	87.1	94.1	90.9	93.8	94.3	91.4	96.7
700 - 759 AM	85.1	84.7	91.0	83.9	90.0	90.7	92.3	87.6	84.7	88.1	95.3	81.6	93.9	85.7	90.3	92.3	85.4	90.5
800 - 859 AM	86.3	85.6	87.8	83.0	91.0	86.2	90.3	85.9	81.8	87.1	91.9	80.0	90.0	75.9	88.0	89.9	87.0	88.5
900 - 959 AM	83.7	86.7	88.3	86.1	89.8	86.7	87.6	80.7	80.8	87.5	86.6	88.8	92.1	74.0	89.9	85.8	82.0	88.6
1000 - 1059 AM	81.3	83.3	86.2	78.6	87.0	86.5	84.1	75.8	77.4	85.1	89.3	84.6	88.7	76.7	78.6	85.3	86.4	88.1
1100 - 1159 AM	78.9	85.5	82.2	80.1	86.0	84.4	80.4	72.4	84.1	77.4	79.1	83.2	83.8	83.3	80.9	80.2	84.6	83.5
1200 - 1259 PM	76.6	78.0	78.8	80.3	85.4	79.6	81.4	71.1	80.2	81.3	82.6	80.4	84.3	83.1	74.3	78.8	80.4	80.1
100 - 159 PM	73.9	77.7	74.4	76.0	79.9	78.8	80.8	69.2	68.7	71.2	71.6	63.2	77.8	54.1	71.8	80.5	83.2	78.0
200 - 259 PM	70.6	74.9	75.6	78.6	79.4	79.5	75.5	67.9	73.0	64.6	73.2	74.5	72.0	60.6	65.3	76.2	76.9	70.4
300 - 359 PM	63.9	72.0	68.1	67.5	77.1	70.8	73.7	65.7	58.7	55.7	71.0	72.3	66.1	56.2	65.2	79.5	71.2	66.3
400 - 459 PM	57.9	65.1	63.7	61.4	74.9	63.1	66.8	60.9	56.8	50.9	57.3	60.9	66.4	60.8	63.8	77.7	62.6	57.2
500 - 559 PM	46.7	50.4	54.2	62.8	72.2	58.3	65.1	54.8	61.2	37.0	54.8	54.2	65.0	48.7	61.6	76.7	57.8	58.2
600 - 659 PM	37.7	55.8	46.6	52.8	74.9	57.3	65.5	51.6	50.9	37.0	53.0	58.0	55.0	54.7	58.8	76.8	47.2	55.3
700 - 759 PM	39.5	48.1	45.1	60.4	75.6	53.0	70.6	47.1	57.0	34.6	55.9	54.9	62.9	34.6	56.3	76.1	45.8	53.1
800 - 859 PM	33.2	61.1	46.7	24.1	72.1	55.4	69.7	45.3	40.3	35.1	59.3	44.5	69.1	40.3	60.5	73.7	45.3	55.7
900 - 959 PM	27.1	42.9	40.3	55.6	75.7	50.6	64.9	42.2	56.7	24.7	21.0	53.5	69.3	39.9	48.7	76.7	44.0	62.3
1000 - 1059 PM	31.6	53.8	46.0	55.9	66.4	67.7	J/	44.4	58.2	J/	J/	69.4	65.6	55.5	64.9	78.1	J/	59.7
1100 - 559 AM	38.4	91.3	75.9	59.6	78.9	J/	72.2	95.1	J/	81.0	95.2	50.0	88.5	75.0	68.4	73.3	J/	95.2
TOTAL, ALL DEPARTURES, BY AIRPORT	60.7	73.7	71.0	71.0	80.5	74.7	77.0	66.4	68.7	65.5	73.8	70.1	76.4	63.4	71.9	81.5	72.4	74.2

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	96.0	88.6	87.7	95.4	91.0	93.1	86.3	92.5	91.4	95.2	90.5	93.2	95.7	96.1	91.7	92.0
700 - 759 AM	91.3	90.4	84.1	90.8	86.6	92.3	83.4	87.5	89.4	91.2	86.8	92.4	92.6	92.8	93.0	88.6
800 - 859 AM	90.0	84.4	74.8	91.0	84.0	88.2	81.0	83.5	86.2	85.8	85.5	91.1	92.3	91.6	87.1	86.5
900 - 959 AM	78.5	84.8	82.8	88.2	80.2	85.0	74.4	76.5	88.3	82.5	79.9	89.2	90.6	90.3	91.1	84.7
1000 - 1059 AM	82.9	85.9	80.6	84.8	77.5	91.6	75.9	81.7	85.4	76.5	76.4	76.1	87.6	96.2	90.6	82.5
1100 - 1159 AM	80.3	76.5	79.6	78.6	80.6	84.4	71.0	76.0	88.8	81.6	71.9	76.1	86.5	90.4	81.5	80.3
1200 - 1259 PM	79.6	78.2	80.0	77.9	80.0	79.4	70.4	76.0	83.9	77.1	74.2	83.8	88.3	80.7	82.2	79.1
100 - 159 PM	68.9	67.4	72.6	75.8	72.3	74.7	68.9	79.6	78.6	69.8	73.6	82.2	82.2	76.4	78.9	74.7
200 - 259 PM	62.1	70.5	68.8	69.4	65.2	75.4	66.4	69.9	75.2	84.1	72.0	77.6	77.8	72.3	68.9	71.7
300 - 359 PM	59.7	60.4	64.3	69.0	62.9	68.2	57.5	68.9	64.6	72.8	66.0	81.3	83.3	66.6	64.1	67.6
400 - 459 PM	54.0	64.3	63.3	73.9	55.9	75.5	54.1	67.2	61.6	76.4	73.3	85.1	81.2	63.3	54.0	64.4
500 - 559 PM	46.7	48.5	68.1	74.7	53.6	71.7	44.0	58.4	53.5	74.9	63.6	71.0	74.8	59.4	60.1	58.2
600 - 659 PM	48.9	51.1	62.8	60.9	51.7	71.0	37.3	62.3	55.8	70.3	59.4	84.8	79.6	55.9	53.4	56.3
700 - 759 PM	52.7	45.2	64.6	68.1	47.7	75.6	35.8	63.4	49.1	78.9	59.1	84.7	78.7	61.8	55.8	55.2
800 - 859 PM	44.1	58.0	60.7	70.8	46.8	67.3	37.5	56.0	44.1	73.7	57.3	82.3	78.0	48.7	63.9	54.6
900 - 959 PM	46.6	38.7	65.7	59.4	49.3	87.1	38.9	71.6	64.0	71.5	64.7	69.4	75.4	60.0	34.1	54.4
1000 - 1059 PM	60.0	J/	63.6	80.0	49.7	88.6	53.3	78.6	J/	87.8	62.7	82.2	84.8	36.0	32.0	59.0
1100 - 559 AM	96.8	75.4	97.2	61.3	77.8	80.0	82.1	90.5	93.3	95.3	63.1	77.6	88.5	90.2	93.5	73.8
TOTAL, ALL DEPARTURES, BY AIRPORT	68.8	69.2	72.8	78.9	67.1	81.5	61.9	74.5	73.6	80.5	72.8	83.3	84.2	76.4	74.4	72.1

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
US	1619	PHL-ATL	1955	25	100.00	127	117
B6	35	JFK-PBI	1855	31	100.00	69	48
FL	439	ATL-MCI	2100	31	96.77	114	98
FL	1775	LGA-ATL	1859	31	96.77	105	91
AA	1204	MIA-ATL	1829	31	96.77	99	76
FL	468	ATL-BWI	1825	31	96.77	95	65
DL	2039	JFK-FLL	1930	31	96.77	76	64
FL	331	PHL-ATL	2000	30	96.67	128	118
FL	687	ATL-ICT	2105	26	96.15	105	100
CO	1155	EWR-ATL	1840	26	96.15	81	66
CO	1186	ORD-EWR	1700	25	96.00	113	105
CO	1157	EWR-ATL	1710	25	96.00	98	111
RU	2769	OKC-EWR	1740	25	96.00	73	63
RU	2854	PVD-EWR	1825	25	96.00	71	55
FL	406	ATL-IND	2055	31	93.55	127	121
FL	325	PHL-ATL	1801	31	93.55	124	110
FL	187	MYR-ATL	1910	31	93.55	109	83
FL	831	MDW-ATL	1723	31	93.55	106	92
FL	186	ATL-DCA	2020	31	93.55	99	102
FL	834	MCO-ATL	1830	31	93.55	98	87
AA	1832	MCO-LGA	1935	31	93.55	91	62
FL	79	ATL-FLL	2110	31	93.55	90	68
FL	367	LGA-ATL	1540	31	93.55	86	67
B6	43	JFK-MCO	1905	31	93.55	83	57
DL	2037	JFK-FLL	1735	31	93.55	82	83
AA	1210	DFW-ATL	1719	31	93.55	77	64
DL	611	SAT-ATL	1725	31	93.55	75	60
DL	611	ATL-MHT	2120	31	93.55	73	56
MQ	4444	ORD-ATL	1600	31	93.55	72	58
DL	1993	JFK-TPA	2041	31	93.55	66	60
EV	4090	ATL-AVL	2244	31	93.55	61	42

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
EV	4191	BTR-ATL	1841	31	93.55	60	56
FL	315	CLT-ATL	1915	30	93.33	87	76
DL	1627	PHL-ATL	2040	30	93.33	85	69
FL	545	SAV-ATL	1959	30	93.33	73	66
DL	1880	ATL-BOS	1835	29	93.10	64	55
DL	2010	JFK-SEA	1900	28	92.86	57	52
DL	2010	SEA-JFK	2310	28	92.86	53	48
FL	1796	ATL-RDU	2110	27	92.59	98	78
FL	1724	PNS-ATL	1812	27	92.59	89	69
FL	1714	ATL-CLT	2245	27	92.59	68	51
FL	372	ATL-LGA	1750	26	92.31	114	101
RU	3275	BGR-EWR	1455	26	92.31	107	62
FL	163	MSY-ATL	1758	26	92.31	101	71
AA	544	DFW-ATL	1829	26	92.31	92	80
FL	749	ATL-MCO	2245	26	92.31	83	61
EV	4130	TRI-ATL	2041	26	92.31	71	60
RU	2344	PHL-EWR	1755	26	92.31	57	40
RU	2968	PIT-EWR	1859	25	92.00	105	102
RU	3227	ATL-IAH	2100	25	92.00	96	89
RU	3005	PIT-EWR	2015	25	92.00	94	81
RU	2967	EWR-PIT	1700	25	92.00	84	88
CO	865	BOS-EWR	1830	25	92.00	79	62
US	1623	PHL-ATL	1620	25	92.00	77	51
AA	1025	EWR-ORD	2022	25	92.00	74	64
US	1807	DCA-ATL	1925	25	92.00	71	74
RU	3037	CVG-EWR	1820	25	92.00	66	56
RU	3020	GSP-EWR	1755	25	92.00	65	53
DL	1447	EWR-ATL	1815	21	90.48	81	64
OH	5442	EWR-CVG	2000	21	90.48	60	47
DL	1208	PHL-ATL	1940	31	90.32	101	82
FL	246	ATL-RIC	2055	31	90.32	101	77

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
FL	131	ATL-TPA	2110	31	90.32	100	81
FL	235	ATL-PBI	2105	31	90.32	95	78
FL	1703	TPA-ATL	1834	31	90.32	94	64
FL	99	DFW-ATL	1702	31	90.32	92	83
FL	469	ATL-RSW	2100	31	90.32	91	77
DL	489	ATL-SEA	2043	31	90.32	84	70
B6	14	FLL-JFK	1645	31	90.32	81	55
DL	1865	JFK-SLC	1759	31	90.32	81	79
DL	1081	ATL-PHL	1840	31	90.32	80	62
FL	1741	BMI-ATL	1728	31	90.32	78	57
FL	710	ATL-DAY	2115	31	90.32	78	60
DL	472	ATL-PHL	2140	31	90.32	76	73
DL	1722	ATL-ORD	1827	31	90.32	75	65
FL	137	ATL-TPA	1845	31	90.32	74	64
DL	688	ATL-LGA	1930	31	90.32	72	62
AA	1751	JFK-SJU	1950	31	90.32	68	63
DL	2061	JFK-LAS	2048	31	90.32	66	63
B6	11	JFK-FLL	2110	31	90.32	66	58
DL	1556	BWI-ATL	1800	31	90.32	66	54
EV	4134	VLD-ATL	2027	31	90.32	65	60
EV	4559	ATL-VLD	2247	31	90.32	64	52
NW	469	DTW-ATL	1524	31	90.32	62	51
EV	4849	TLH-ATL	1940	31	90.32	60	53
B6	3	JFK-FLL	1315	31	90.32	55	31
DL	2064	JFK-PBI	900	31	90.32	52	52
FL	577	EWR-ATL	1952	30	90.00	122	100
FL	138	TPA-ATL	2049	30	90.00	90	86
FL	185	DCA-ATL	1835	30	90.00	77	62
EV	4430	ISP-ATL	1537	19	89.47	65	45
FL	66	ATL-IAD	2055	26	88.46	98	74
FL	528	MEM-ATL	1726	26	88.46	92	76

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
FL	59	IAD-ATL	2023	26	88.46	87	86
DL	1191	ATL-CLT	2138	26	88.46	86	70
RU	2876	TUL-EWR	1745	26	88.46	72	57
DL	1515	DCA-ATL	1905	26	88.46	70	61
DL	1634	ATL-IAD	2236	26	88.46	65	68
DL	1551	ATL-HSV	2229	26	88.46	59	44
DH	1215	ATL-IAD	2140	25	88.00	109	102
CO	1174	ORD-EWR	1800	25	88.00	98	76
RU	3067	CLT-EWR	1730	25	88.00	92	72
NW	473	DTW-ATL	1716	25	88.00	88	63
DH	1216	IAD-ATL	2105	25	88.00	88	80
RU	2782	GRR-EWR	1815	25	88.00	83	71
CO	1187	EWR-ORD	1845	25	88.00	82	75
CO	1152	ATL-EWR	1740	25	88.00	80	73
US	893	PHL-PIT	1800	25	88.00	78	79
CO	320	IAH-ATL	1419	25	88.00	76	69
RU	1214	IAD-EWR	1925	25	88.00	74	85
RU	2433	CLT-EWR	2025	25	88.00	73	49
DL	579	ATL-MEM	2131	25	88.00	72	66
RU	1261	EWR-DCA	2115	25	88.00	65	47
US	1809	DCA-IAH	1930	25	88.00	62	38
WN	2099	HOU-SAT	2200	25	88.00	62	29
DL	1757	BNA-ATL	1606	25	88.00	60	45
NW	485	DTW-BOS	1856	25	88.00	56	37
RU	3008	CVG-EWR	2115	25	88.00	56	47
RU	2694	EWR-ACK	1950	25	88.00	45	43
WN	2297	PHX-SLC	1850	25	88.00	40	38
RU	3213	IAH-ATL	1715	16	87.50	73	76
RU	2694	AVL-EWR	1725	24	87.50	69	48
FL	579	EWR-ATL	1728	31	87.10	128	97
FL	340	ATL-PHL	1710	31	87.10	114	98

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
FL	296	HOU-ATL	1710	31	87.10	99	84
UA	566	ORD-ATL	1815	31	87.10	98	92
FL	636	ATL-MKE	2105	31	87.10	97	94
DH	1212	IAD-ATL	1920	31	87.10	93	103
FL	146	ATL-BMI	2055	31	87.10	93	87
FL	1719	ATL-MEM	2105	31	87.10	91	95
FL	1795	RDU-ATL	1856	31	87.10	89	90
FL	262	ATL-FNT	2055	31	87.10	88	72
FL	259	FNT-ATL	1827	31	87.10	86	72
FL	455	BWI-ATL	1805	31	87.10	82	74
DL	769	ORD-ATL	1745	31	87.10	82	51
FL	101	ATL-DFW	2000	31	87.10	80	73
DL	1991	JFK-TPA	1755	31	87.10	79	76
EV	4225	MGM-ATL	1650	31	87.10	77	48
AA	1924	DFW-ATL	1943	31	87.10	77	78
EV	4523	BWI-ATL	1930	31	87.10	76	76
FL	743	ATL-MCO	1630	31	87.10	75	46
B6	36	JFK-ROC	2015	31	87.10	74	63
EV	4245	PHF-ATL	2023	31	87.10	73	66
DL	2085	FLL-LAS	2145	31	87.10	71	62
EV	4247	ATL-BNA	2240	31	87.10	71	64
DL	1548	ATL-CLE	2041	31	87.10	70	55
DL	2093	LAS-JFK	8	31	87.10	69	72
EV	4251	SAT-ATL	1853	31	87.10	69	47
DL	434	ATL-MSP	2124	31	87.10	69	47
DL	254	ATL-TLH	2157	31	87.10	68	53
B6	79	JFK-MCO	2110	31	87.10	67	45
EV	4547	TOL-ATL	2006	31	87.10	64	54
DL	1598	SFO-JFK	2210	31	87.10	64	54
EV	4239	PFN-ATL	1538	31	87.10	64	42
EV	4803	CLT-ATL	2000	31	87.10	63	65

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
DL	1553	ATL-LAS	2154	31	87.10	62	60
EV	4179	ATL-ISP	2020	31	87.10	59	47
EV	4134	ATL-VLD	1852	31	87.10	58	48
DL	1722	CAE-ATL	1637	31	87.10	58	34
DL	2073	JFK-LAX	1955	31	87.10	57	39
DL	936	ATL-PNS	2246	31	87.10	55	36
AA	1871	JFK-DFW	1805	31	87.10	54	32
DL	1207	BOS-ATL	1910	31	87.10	52	39
EV	4548	TOL-ATL	1552	31	87.10	52	40
AS	153	OME-ANC	2120	31	87.10	49	39
FL	105	DFW-LAS	1958	31	87.10	47	34
AS	153	OTZ-OME	1957	31	87.10	45	39
DH	60	LAX-IAD	2350	31	87.10	44	30
B6	707	JFK-SJU	2125	31	87.10	43	41
AS	69	KTN-JNU	2055	31	87.10	42	36
DL	893	IAD-ATL	2040	30	86.67	81	62
DL	488	ATL-MSP	2002	30	86.67	55	43
DL	2068	JFK-RSW	820	30	86.67	48	41
DL	1155	MDW-ATL	1859	21	85.71	77	73
AA	769	LGA-DFW	1659	21	85.71	72	46
RU	2021	RDU-EWR	1955	21	85.71	62	65
FL	1763	PHF-ATL	1825	27	85.19	80	67
US	1805	DCA-ATL	1620	27	85.19	62	35
FL	544	ATL-SAV	1800	27	85.19	62	58
RU	2027	MEM-EWR	1740	20	85.00	68	37
RU	3007	EWR-MHT	925	20	85.00	38	33
RU	1210	IAD-EWR	1540	26	84.62	110	90
RU	3209	CAE-EWR	1655	26	84.62	102	76
FL	373	LGA-ATL	2050	26	84.62	98	103
AA	1297	LGA-ATL	1859	26	84.62	89	66
DL	1803	ATL-IAH	2106	26	84.62	78	60

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
RU	3280	MSP-EWR	1625	26	84.62	76	53
MQ	4445	ATL-ORD	1955	26	84.62	72	55
UA	136	ORD-ATL	1615	26	84.62	72	58
RU	1213	EWR-IAD	1735	26	84.62	64	45
DL	1009	ATL-TYS	2259	26	84.62	64	55
RU	2534	EWR-CVG	1830	26	84.62	53	50
CO	1156	ATL-EWR	1900	25	84.00	116	113
RU	2931	LIT-EWR	1615	25	84.00	85	78
US	1631	PHL-PIT	2240	25	84.00	82	64
TZ	4226	MDW-LGA	1825	25	84.00	80	73
CO	1184	ORD-EWR	1600	25	84.00	79	74
RU	2774	DAY-EWR	1650	25	84.00	77	52
US	1792	ATL-DCA	1835	25	84.00	77	61
RU	2286	EWR-DAY	2010	25	84.00	71	55
US	508	ORD-PHL	1855	25	84.00	68	69
DL	1502	MOB-ATL	2000	25	84.00	62	53
FL	576	ATL-EWR	1654	31	83.87	117	105
FL	847	ATL-MCO	2100	31	83.87	109	91
FL	405	IND-ATL	1740	31	83.87	104	75
RU	3053	DTW-EWR	1505	31	83.87	91	54
FL	26	ATL-MDW	2015	31	83.87	87	85
EV	4088	AGS-ATL	1654	31	83.87	85	65
CO	1720	IAH-ATL	1850	31	83.87	85	87
AA	2394	ATL-LGA	1818	31	83.87	84	70
DL	1552	BWI-ATL	1900	31	83.87	82	59
FL	819	MDW-ATL	1455	31	83.87	81	43
DL	1628	ATL-TPA	2155	31	83.87	78	57
NW	465	DTW-ATL	1858	31	83.87	77	50
EV	4264	JAN-ATL	1544	31	83.87	75	46
FL	936	JAX-ATL	1915	31	83.87	75	67
DL	947	ATL-SLC	2051	31	83.87	75	53

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
OH	5338	CAE-ATL	1832	31	83.87	73	48
DL	775	LGA-ATL	2000	31	83.87	73	69
EV	4128	PFN-ATL	1942	31	83.87	72	58
DL	631	ATL-SDF	2156	31	83.87	70	60
EV	4452	ATL-LIT	1847	31	83.87	70	50
B6	47	JFK-FLL	1855	31	83.87	69	43
DL	848	ATL-BOS	2135	31	83.87	69	60
AA	473	ATL-DFW	1809	31	83.87	69	42
FL	44	ATL-LGA	2055	31	83.87	68	58
DL	412	ATL-EWR	2200	31	83.87	68	62
DL	635	LGA-ATL	1900	31	83.87	66	42
B6	10	JFK-BUF	2005	31	83.87	66	48
DL	894	SAV-ATL	2015	31	83.87	65	57
RU	1212	IAD-EWR	1745	31	83.87	64	52
DL	334	ATL-BHM	2249	31	83.87	64	57
B6	120	MSY-JFK	1730	31	83.87	63	36
FL	312	ATL-CLT	1745	31	83.87	63	38
DL	2038	FLL-JFK	1652	31	83.87	62	45
DL	466	JFK-SFO	1750	31	83.87	61	60
DL	286	ATL-BDL	2123	31	83.87	61	55
EV	4267	AVL-ATL	1645	31	83.87	61	50
DL	785	ATL-CLT	2001	31	83.87	61	47
EV	4519	ATL-EVV	1914	31	83.87	60	48
EV	4097	ATL-CHA	1937	31	83.87	59	35
DL	465	ATL-BHM	2125	31	83.87	59	49
AA	185	JFK-LAX	1900	31	83.87	57	47
EV	4093	AVL-ATL	1839	31	83.87	57	54
EV	4106	ATL-DHN	2200	31	83.87	55	43
EV	4384	GPT-ATL	2026	31	83.87	55	51
DL	1529	ATL-BWI	2315	31	83.87	55	43
DL	1624	PNS-ATL	1814	31	83.87	53	42

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DL	282	ATL-CMH	2222	31	83.87	53	49
DL	774	ATL-EWR	2000	31	83.87	52	45
RU	2828	RDU-EWR	1745	31	83.87	52	61
AA	1853	DFW-RNO	2145	31	83.87	48	44
AS	153	ANC-OTZ	1748	31	83.87	42	34
AS	79	JNU-SIT	2221	31	83.87	42	28
EV	4098	CHA-ATL	1811	31	83.87	41	29
FL	105	ATL-DFW	1805	31	83.87	41	34
AS	70	ANC-JNU	1856	31	83.87	40	32
B6	81	JFK-FLL	1430	31	83.87	38	23
DL	2079	FLL-JFK	1515	31	83.87	35	38
FL	31	MDW-ATL	1925	30	83.33	93	71
RU	2759	GSO-EWR	1725	30	83.33	86	65
FL	80	FLL-ATL	2023	30	83.33	81	82
FL	910	HOU-ATL	1910	30	83.33	79	75
US	182	CLT-EWR	1720	24	83.33	77	46
FL	1726	MEM-ATL	1958	30	83.33	68	70
AA	1392	ORD-EWR	1616	30	83.33	67	69
FL	506	MIA-ATL	1959	30	83.33	64	55
MQ	4733	JFK-RDU	2000	30	83.33	62	63
AA	1789	ATL-MIA	1918	30	83.33	62	41
EV	4437	JFK-ATL	1540	24	83.33	61	56
FL	30	ATL-MDW	2255	30	83.33	61	44
FL	578	ATL-EWR	2245	30	83.33	58	48
RU	2338	BUF-EWR	1750	30	83.33	58	66
RU	2344	EWR-OMA	1925	30	83.33	56	36
US	139	PIT-ORD	2030	24	83.33	56	47
RU	3216	PWM-EWR	1748	30	83.33	54	42
CO	20	BOS-EWR	1730	29	82.76	95	92
AA	1111	ATL-DFW	1936	29	82.76	81	60
EV	4190	GRR-ATL	1946	29	82.76	68	64

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CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
EV	4371	ATL-FAY	2132	28	82.14	61	45
FL	1763	ATL-MSY	2100	27	81.48	78	62
EV	4253	SHV-ATL	1526	27	81.48	63	41
FL	427	ATL-PNS	1910	27	81.48	45	32
EV	4623	ATL-MLB	2214	16	81.25	49	44
CO	1114	DCA-EWR	1900	21	80.95	59	49
AA	1436	HOU-LGA	1340	21	80.95	55	25
OH	5442	CVG-EWR	1735	21	80.95	54	40
DL	1706	ATL-EWR	1500	21	80.95	53	38
US	1658	MSP-PHL	1730	26	80.77	78	45
RU	2574	XNA-EWR	1725	26	80.77	75	48
RU	3243	EWR-RDU	1935	26	80.77	72	39
MQ	4720	LGA-RDU	2100	26	80.77	68	48
RU	2355	EWR-BTV	1700	26	80.77	64	60
B6	117	BUF-JFK	2210	26	80.77	64	52
EV	4130	ATL-TRI	1842	26	80.77	56	51
EV	4537	SHV-ATL	1950	26	80.77	56	38
CO	1139	EWR-DFW	1715	26	80.77	55	43
RU	2319	EWR-ORF	1750	26	80.77	51	30
EV	4550	TRI-ATL	1458	26	80.77	44	25
AS	419	SMF-SEA	1642	26	80.77	40	22
FL	478	ATL-BWI	2015	31	80.65	96	73
AA	613	ORD-ATL	1807	31	80.65	87	88
FL	709	DAY-ATL	1854	31	80.65	86	78
FL	334	ATL-PHL	2020	31	80.65	86	66
FL	368	ATL-LGA	1950	31	80.65	83	80
DL	581	LGA-ATL	1800	31	80.65	82	56
DL	1823	ORD-ATL	1900	31	80.65	80	77
FL	213	CAK-ATL	1830	31	80.65	80	60
EV	4128	ATL-PFN	1840	31	80.65	78	60
DL	936	EWR-ATL	1915	31	80.65	77	34

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

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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
FL	61	IAD-ATL	1755	31	80.65	75	69
FL	656	GPT-ATL	1715	31	80.65	75	45
DL	699	ATL-TYS	2059	31	80.65	75	64
FL	986	ATL-PIT	2015	31	80.65	74	61
TZ	4282	MDW-EWR	1715	31	80.65	74	72
DL	874	IAH-ATL	1830	31	80.65	72	70
OH	5216	IAD-JFK	1638	31	80.65	72	48
FL	28	ATL-MDW	1756	31	80.65	72	56
B6	29	JFK-TPA	1900	31	80.65	72	41
DL	2066	JFK-PBI	1605	31	80.65	72	59
DL	756	ATL-BOS	2035	31	80.65	70	67
US	395	PHL-DEN	1855	31	80.65	68	58
AA	2111	JFK-MIA	1900	31	80.65	66	48
B6	38	JFK-ROC	1720	31	80.65	66	38
DL	978	ATL-PDX	2105	31	80.65	65	55
DL	1227	ATL-BUF	2150	31	80.65	65	58
DL	1285	DCA-ATL	2005	31	80.65	65	61
FL	830	ATL-MDW	1600	31	80.65	64	52
MQ	4731	JFK-STL	1849	31	80.65	64	42
CO	76	MCO-EWR	1630	31	80.65	64	47
EV	4125	MYR-ATL	1420	31	80.65	64	35
DL	899	JFK-CVG	1738	31	80.65	64	57
EV	4295	ATL-AGS	2230	31	80.65	63	37
FL	25	MDW-ATL	1619	31	80.65	62	51
FL	1705	ATL-DEN	2110	31	80.65	62	43
B6	84	FLL-JFK	1800	31	80.65	62	45
FL	62	MIA-ATL	1514	31	80.65	62	36
RU	1215	EWR-IAD	1935	31	80.65	62	56
DL	943	ATL-ALB	2145	31	80.65	62	48
DL	1427	DTW-ATL	1604	31	80.65	61	41
DL	1624	ATL-PVD	2115	31	80.65	61	45

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
DL	1468	PIT-ATL	1845	31	80.65	61	49
FL	158	MSY-ATL	1415	31	80.65	60	38
DL	983	MCO-ATL	1827	31	80.65	60	46
DL	830	PBI-ATL	1930	31	80.65	59	43
DL	743	ATL-VPS	2012	31	80.65	59	45
AA	1112	MIA-ATL	1630	31	80.65	59	40
DL	222	ATL-LGA	1830	31	80.65	59	51
DL	697	ATL-TUL	2227	31	80.65	59	40
EV	4502	PIA-ATL	1824	31	80.65	58	62
EV	4333	CAE-ATL	2012	31	80.65	57	42
OH	5797	JFK-DTW	1810	31	80.65	56	35
WN	667	LAX-PHL	1245	31	80.65	55	30
DL	1021	DTW-ATL	1733	31	80.65	55	49
DL	353	ORF-ATL	1606	31	80.65	54	27
EV	4428	ILM-ATL	1559	31	80.65	51	42
DL	579	DAB-ATL	1915	31	80.65	51	36
DL	1170	ATL-DEN	1947	31	80.65	50	36
EV	4206	GNV-ATL	2044	31	80.65	50	45
NW	340	DTW-LGA	1701	31	80.65	49	38
B6	119	JFK-MSY	1445	31	80.65	49	26
AA	972	MIA-SJU	2000	31	80.65	49	39
AS	890	ANC-SEA	1846	31	80.65	47	30
OH	5354	JFK-BOS	1910	31	80.65	47	36
EV	4214	ATL-JAN	1936	31	80.65	45	28
AS	445	ONT-SEA	1829	31	80.65	42	43
OH	5138	CAE-LGA	1915	31	80.65	40	35
AS	92	ANC-SEA	1236	31	80.65	36	27
B6	170	SJC-JFK	1210	31	80.65	35	28
EV	4381	ATL-FWA	1903	31	80.65	34	34
DH	56	SFO-IAD	1215	31	80.65	32	28
F9	491	DEN-CAK	1845	31	80.65	31	25

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AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
EV	4381	FWA-ATL	2008	31	80.65	27	28
US	1826	ORD-DCA	1745	25	80.00	101	69
CO	1194	ORD-EWR	1900	20	80.00	94	73
RU	2455	MKE-EWR	1730	25	80.00	93	77
WN	2459	PHL-BDL	2100	25	80.00	90	78
RU	2912	ATL-CLE	1925	25	80.00	87	76
US	1127	ORD-CLT	1910	25	80.00	86	82
RU	3070	EWR-CLT	1930	25	80.00	85	57
US	1812	DFW-DCA	1620	25	80.00	81	42
RU	2383	BTV-EWR	1845	30	80.00	80	82
CO	604	JAX-EWR	1715	25	80.00	80	63
US	1867	EWR-PIT	1805	25	80.00	79	55
CO	1600	PHL-CLE	1820	25	80.00	73	55
DL	486	ATL-PHX	2038	30	80.00	70	46
RU	2355	MKE-EWR	1310	25	80.00	68	48
DL	472	VPS-ATL	1832	30	80.00	68	65
US	296	PHL-MHT	1805	25	80.00	68	34
FL	160	MSY-ATL	1945	30	80.00	68	68
RU	2882	BNA-EWR	1745	25	80.00	65	55
CO	460	EWR-SAT	2030	20	80.00	65	44
RU	3257	ROC-EWR	1800	25	80.00	65	48
FL	62	ATL-IAD	1745	30	80.00	64	41
US	1636	PIT-EWR	2040	25	80.00	64	39

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AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
EV	4089	AGS-ATL	1841	25	80.00	64	32
RU	2665	DTW-EWR	2010	25	80.00	64	49
WN	478	BWI-SDF	2050	25	80.00	63	35
EV	4466	MEI-ATL	1723	25	80.00	62	27
FL	77	ATL-FLL	2255	30	80.00	60	49
RU	2951	IND-EWR	1853	25	80.00	59	41
FL	330	ATL-PHL	2245	30	80.00	57	37
DL	1101	ATL-AUS	2228	25	80.00	57	53
DL	1178	JFK-SEA	1735	30	80.00	56	50
RU	2227	EWR-DTW	2000	30	80.00	52	38
DL	1465	IAD-ATL	1615	25	80.00	50	39
CO	582	IAH-BOS	1550	30	80.00	46	35
US	1196	RDU-PHL	2010	25	80.00	45	23
EV	4104	CSG-ATL	1742	30	80.00	42	23
NW	650	DTW-EWR	1911	25	80.00	37	29

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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
AIRTRAN	566	141	24.9
ATLANTIC SOUTHEAST	881	139	15.8
DELTA	1,914	241	12.6
JETBLUE	310	39	12.6
EXPRESSJET	1,265	106	8.4
ALASKA	458	27	5.9
ATA	124	6	4.8
INDEPENDENCE AIR	409	19	4.6
CONTINENTAL	888	40	4.5
US AIRWAYS	1,272	57	4.5
AMERICAN	1,964	61	3.1
NORTHWEST	1,466	29	2.0
COMAIR	1,096	17	1.6
SOUTHWEST	3,018	44	1.5
UNITED	1,385	18	1.3
AMERICAN EAGLE	1,526	17	1.1
FRONTIER	234	2	0.9
AMERICA WEST	565	1	0.2
SKYWEST	1,452	2	0.1
HAWAIIAN	148	0	0.0
TOTAL	20,941	1006	4.8

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

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AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	63.7	82.5	212	212
ADAK ISLAND AK (ADK)	44.4	33.3	9	9
AGUADILLA PR (BQN)	62.4	83.9	93	93
AKRON/CANTON OH (CAK)	66.1	73.8	888	879
ALBANY GA (ABY)	54.5	63.5	88	115
ALBANY NY (ALB)	65.5	75.5	1,714	1,715
ALBUQUERQUE NM (ABQ)	76.2	79.6	3,279	3,281
ALEXANDRIA LA (AEX)	66.7	78.1	141	160
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	75.1	77.6	341	361
AMARILLO TX (AMA)	71.0	79.7	710	710
ANCHORAGE AK (ANC)	59.4	69.8	2,405	2,406
APPLETON WI (ATW)	67.3	82.4	205	170
ASHEVILLE NC (AVL)	59.0	59.1	405	394
ASHLAND WV (HTS)	83.1	87.1	124	124
ATLANTA GA (ATL)	57.9	60.7	37,584	38,220
ATLANTIC CITY NJ (ACY)	75.3	86.0	93	93
AUGUSTA GA (AGS)	43.7	54.0	215	235
AUSTIN TX (AUS)	72.2	78.7	3,632	3,620
BAKERSFIELD CA (BFL)	77.9	88.4	394	395
BALTIMORE MD (BWI)	70.4	71.0	9,194	9,201
BANGOR ME (BGR)	67.7	80.7	535	535
BARROW AK (BRW)	74.2	41.9	62	62
BATON ROUGE LA (BTR)	63.7	71.9	888	873
BEAUMONT/PORT ARTHUR TX (BPT)	62.5	90.6	32	32
BEND/REDMOND OR (RDM)	90.1	93.4	303	302
BETHEL AK (BET)	64.6	62.5	96	96
BILLINGS MT (BIL)	77.4	89.9	513	513
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	79.8	84.9	94	93
BIRMINGHAM AL (BHM)	67.5	74.2	1,899	1,900
BISMARCK/MANDAN ND (BIS)	72.4	89.3	214	215
BLOOMINGTON IL (BMI)	62.7	76.5	204	204
BOISE ID (BOI)	74.7	85.0	1,528	1,529
BOSTON MA (BOS)	66.9	73.7	10,904	10,905
BOZEMAN MT (BZN)	76.8	92.3	531	531
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	64.6	68.6	325	325
BROWNSVILLE TX (BRO)	68.9	77.0	161	161
BRUNSWICK GA (BQK)	53.4	65.2	88	89
BUFFALO NY (BUF)	63.2	71.6	2,380	2,356
BURBANK CA (BUR)	76.3	81.5	2,516	2,515
BURLINGTON VT (BTV)	60.9	70.7	849	849
BUTTE MT (BTM)	90.7	94.0	118	117
CARLSBAD CA (CLD)	90.1	90.7	182	182
CASPER WY (CPR)	81.5	84.8	330	328

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR CITY UT (CDC)	85.1	87.1	94	93
CEDAR RAPIDS/IOWA CITY IA (CID)	72.6	81.0	690	689
CHAMPAIGN/URBANA IL (CMI)	66.4	82.5	330	331
CHARLESTON SC (CHS)	68.4	73.8	1,287	1,287
CHARLESTON/DUNBAR WV (CRW)	67.3	72.0	388	397
CHARLOTTE AMALIE VI (STT)	77.9	78.9	289	289
CHARLOTTE NC (CLT)	71.3	71.0	10,199	10,225
CHARLOTTESVILLE VA (CHO)	73.0	72.6	178	175
CHATTANOOGA TN (CHA)	63.3	69.8	411	411
CHICAGO IL (MDW)	76.1	68.8	8,454	8,453
CHICAGO IL (ORD)	69.4	67.1	28,283	28,282
CHICO CA (CIC)	88.2	89.2	93	93
CHRISTIANSTED VI (STX)	83.7	69.4	49	49
CLEVELAND OH (CLE)	75.1	80.4	7,889	7,890
CODY WY (COD)	80.3	87.1	122	124
COLLEGE STATION/BRYAN TX (CLL)	77.4	87.7	235	235
COLORADO SPRINGS CO (COS)	74.0	81.5	1,337	1,330
COLUMBIA SC (CAE)	62.3	64.0	944	944
COLUMBUS GA (CSG)	41.6	47.7	149	149
COLUMBUS MS (GTR)	49.2	58.5	118	94
COLUMBUS OH (CMH)	69.4	78.8	3,254	3,254
CORDOVA AK (CDV)	43.5	48.4	62	62
CORPUS CHRISTI TX (CRP)	69.1	78.1	844	842
COVINGTON KY (CVG)	79.7	80.5	18,613	18,601
CRESCENT CITY CA (CEC)	84.0	82.7	81	81
DALLAS TX (DAL)	73.1	70.9	3,515	3,516
DALLAS/FT.WORTH TX (DFW)	69.1	66.4	27,399	27,393
DAYTON OH (DAY)	65.6	76.6	1,201	1,194
DAYTONA BEACH FL (DAB)	57.9	61.8	340	340
DEADHORSE AK (SCC)	77.4	77.4	31	31
DENVER CO (DEN)	80.3	77.0	17,989	17,999
DES MOINES IA (DSM)	69.7	79.2	981	962
DETROIT MI (DTW)	71.0	68.7	12,222	12,224
DILLINGHAM AK (DLG)	66.7	44.4	36	36
DOTHAN AL (DHN)	41.3	60.7	179	150
DUBUQUE IA (DBQ)	79.5	84.6	122	123
DULUTH MN (DLH)	76.1	89.8	88	88
DURANGO CO (DRO)	76.1	79.1	92	91
EAGLE CO (EGE)	64.5	82.8	93	93
EL CENTRO CA (IPL)	85.5	96.8	62	62
EL PASO TX (ELP)	72.6	78.6	1,943	1,943
ELKO NV (EKO)	95.8	96.4	168	169
ERIE PA (ERI)	91.4	89.2	93	93

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EUGENE OR (EUG)	83.5	86.0	516	516
EUREKA/ARCATA CA (ACV)	83.6	81.5	335	346
EVANSVILLE IN (EVV)	67.6	73.6	546	546
FAIRBANKS AK (FAI)	58.9	75.4	589	589
FARGO ND (FAR)	72.1	83.0	359	359
FAYETTEVILLE AR (XNA)	69.7	71.9	1,202	1,180
FAYETTEVILLE NC (FAY)	58.7	64.5	121	124
FLINT MI (FNT)	65.3	83.8	606	606
FLORENCE SC (FLO)	69.4	68.2	62	88
FORT LAUDERDALE FL (FLL)	67.6	73.8	5,783	5,781
FORT SMITH AR (FSM)	55.6	71.1	180	180
FORT WAYNE IN (FWA)	68.2	73.8	522	522
FRESNO CA (FAT)	84.0	86.9	1,220	1,217
FT. MYERS FL (RSW)	64.8	74.6	1,830	1,830
GAINESVILLE FL (GNV)	54.2	57.3	216	192
GRAND FORKS ND (GFK)	72.5	91.3	80	80
GRAND JUNCTION CO (GJT)	85.2	83.4	358	356
GRAND RAPIDS MI (GRR)	68.9	78.0	1,325	1,309
GREAT FALLS MT (GTF)	77.1	88.8	340	340
GREEN BAY/CLINTONVILLE WI (GRB)	75.9	81.8	594	594
GREENSBORO/HIGH POINT NC (GSO)	65.2	71.8	1,574	1,574
GREENVILLE/SPARTANBURG SC (GSP)	65.1	73.5	1,116	1,117
GULFPORT/BILOXI MS (GPT)	63.6	68.0	560	560
GUSTAVUS AK (GST)	64.5	71.0	31	31
HARLINGEN/SAN BENITO TX (HRL)	71.8	76.1	507	507
HARRISBURG PA (MDT)	70.8	79.5	689	689
HARTFORD CT (BDL)	66.0	76.8	3,218	3,217
HELENA MT (HLN)	88.8	95.4	215	216
HICKORY NC (HKY)	67.7	73.1	93	93
HILO HI (ITO)	100.0	100.0	243	243
HONOLULU HI (HNL)	90.5	94.6	3,421	3,424
HOUSTON TX (HOU)	71.1	65.3	4,876	4,873
HOUSTON TX (IAH)	74.0	76.4	18,665	18,646
HUNTSVILLE AL (HSV)	70.1	76.0	1,050	1,039
IDAHO FALLS ID (IDA)	85.4	93.0	274	273
INDIANAPOLIS IN (IND)	71.9	77.6	3,830	3,829
INDIO/PALM SPRINGS CA (PSP)	76.7	86.4	645	641
INYOKERN CA (IYK)	83.9	88.2	93	93
ISLIP NY (ISP)	73.5	75.9	1,112	1,081
JACKSON WY (JAC)	79.4	89.1	412	412
JACKSON/VICKSBURG MS (JAN)	63.7	67.4	990	985
JACKSONVILLE FL (JAX)	68.2	73.1	2,604	2,606
JUNEAU AK (JNU)	54.2	58.6	563	563

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
KAHULUI HI (OGG)	89.1	92.0	1,411	1,410
KALAMAZOO MI (AZO)	77.3	81.6	277	277
KALISPELL MT (FCA)	76.3	87.7	334	334
KANSAS CITY MO (MCI)	70.9	77.2	4,897	4,894
KETCHIKAN AK (KTN)	47.3	50.5	279	279
KEY WEST FL (EYW)	55.2	40.6	96	69
KILLEEN TX (GRK)	68.8	75.4	442	443
KING SALMON AK (AKN)	68.8	53.1	64	64
KINSTON NC (ISO)	68.5	78.7	92	89
KNOXVILLE TN (TYS)	67.1	77.0	1,167	1,166
KODIAK AK (ADQ)	80.6	75.8	62	62
KONA HI (KOA)	93.8	94.9	649	649
KOTZEBUE AK (OTZ)	52.7	54.8	93	93
LA CROSSE WI (LSE)	74.1	81.9	116	116
LAFAYETTE LA (LFT)	69.2	73.0	351	341
LAKE CHARLES LA (LCH)	66.9	77.1	118	118
LANSING MI (LAN)	70.8	82.9	288	287
LAREDO TX (LRD)	62.1	77.0	248	248
LAS VEGAS NV (LAS)	75.3	71.9	14,335	14,336
LAWTON/FORT SILL OK (LAW)	76.9	86.6	186	186
LEWISBURG WV (LWB)	90.0	78.9	30	19
LEWISTON ID (LWS)	78.7	91.9	61	62
LEXINGTON KY (LEX)	69.4	80.5	980	969
LIHUE HI (LIH)	94.1	97.3	700	700
LINCOLN NE (LNK)	88.1	87.3	118	118
LITTLE ROCK AR (LIT)	65.0	70.6	1,692	1,702
LONG BEACH CA (LGB)	79.4	86.6	987	987
LONGVIEW/KILGOR/GLADWATR TX (GGG)	75.3	91.4	93	93
LOS ANGELES CA (LAX)	79.5	81.5	20,174	20,165
LOUISVILLE KY (SDF)	68.5	75.3	2,147	2,122
LUBBOCK TX (LBB)	67.2	77.3	844	844
LYNCHBURG VA (LYH)	55.7	69.3	88	88
MACON GA (MCN)	39.0	80.7	77	88
MADISON WI (MSN)	70.6	85.6	833	834
MANCHESTER NH (MHT)	67.4	77.7	2,184	2,173
MARQUETTE MI (MQT)	54.5	75.9	88	87
MEDFORD OR (MFR)	87.9	90.0	512	511
MELBOURNE FL (MLB)	67.6	71.4	336	336
MEMPHIS TN (MEM)	74.7	75.2	4,162	4,163
MERIDIAN MS (MEI)	55.9	55.1	118	118
MIAMI FL (MIA)	70.1	69.2	5,704	5,703
MIDLAND/ODESSA TX (MAF)	64.6	76.8	684	684
MILWAUKEE WI (MKE)	69.8	78.6	1,866	1,865

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MINNEAPOLIS/ST. PAUL MN (MSP)	75.0	72.8	12,907	12,893
MINOT ND (MOT)	65.6	86.0	93	93
MISSION/MCALLEN/EDINBURG TX (MFE)	64.8	79.1	344	344
MISSOULA MT (MSO)	79.9	90.9	428	428
MOBILE AL (MOB)	61.1	71.5	475	425
MODESTO CA (MOD)	85.1	80.2	121	121
MOLINE IL (MLI)	72.1	81.0	416	416
MONROE LA (MLU)	52.3	67.8	149	149
MONTEREY CA (MRY)	85.4	85.9	582	589
MONTGOMERY AL (MGM)	54.3	61.8	311	309
MONTROSE/DELTA CO (MTJ)	82.0	89.8	245	245
MYRTLE BEACH SC (MYR)	69.6	68.6	753	752
NANTUCKET MA (ACK)	37.9	49.4	87	87
NAPLES FL (APF)	59.1	65.6	93	93
NASHVILLE TN (BNA)	73.4	74.5	5,086	5,086
NEW HAVEN CT (HVN)	73.9	77.3	88	88
NEW ORLEANS LA (MSY)	68.9	74.4	4,457	4,457
NEW YORK NY (JFK)	57.0	63.4	9,185	9,183
NEW YORK NY (LGA)	60.9	72.4	10,798	10,795
NEWARK NJ (EWR)	54.5	65.5	13,492	13,499
NEWBURGH/POUGHKEEPSIE NY (SWF)	67.3	78.8	278	278
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	68.8	68.5	590	587
NOME AK (OME)	59.1	52.7	93	93
NORFOLK VA (ORF)	67.1	73.7	1,912	1,912
OAKLAND CA (OAK)	76.9	78.9	6,124	6,125
OKLAHOMA CITY OK (OKC)	70.2	78.1	1,727	1,709
OMAHA NE (OMA)	72.7	81.8	2,070	2,004
ONTARIO/SAN BERNARDINO CA (ONT)	75.0	81.8	3,065	3,063
ORLANDO FL (MCO)	71.8	74.2	10,202	10,202
OXNARD/VENTURA CA (OXR)	89.5	88.9	143	144
PANAMA CITY FL (PFN)	52.1	54.9	288	273
PASCO/KENNEWICK/RICHLAND WA (PSC)	89.3	94.1	338	338
PENSACOLA FL (PNS)	63.6	68.7	1,058	1,060
PEORIA IL (PIA)	66.3	74.4	335	309
PETERSBURG AK (PSG)	41.9	37.1	62	62
PHILADELPHIA PA (PHL)	60.2	61.9	10,924	10,929
PHOENIX AZ (PHX)	79.1	74.5	14,848	14,860
PITTSBURGH PA (PIT)	68.6	73.6	4,634	4,622
POCATELLO ID (PIH)	87.7	89.2	187	186
PONCE PR (PSE)	77.4	80.6	31	31
PORTLAND ME (PWM)	63.8	70.6	936	933
PORTLAND OR (PDX)	75.7	81.5	4,976	4,976
PROVIDENCE RI (PVD)	69.2	74.6	2,686	2,686

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
RALEIGH/DURHAM NC (RDU)	67.9	74.6	5,208	5,210
RAPID CITY SD (RAP)	79.1	84.4	440	437
REDDING CA (RDD)	89.6	89.3	154	149
RENO NV (RNO)	73.3	79.1	2,461	2,462
RICHMOND VA (RIC)	67.2	72.3	1,835	1,835
ROANOKE VA (ROA)	69.9	73.1	272	271
ROCHESTER MN (RST)	68.0	77.7	256	256
ROCHESTER NY (ROC)	63.5	75.0	1,648	1,649
SACRAMENTO CA (SMF)	76.1	79.8	4,440	4,433
SAGINAW/BAY CITY/MIDLAND MI (MBS)	67.1	78.6	219	220
SALT LAKE CITY UT (SLC)	83.5	84.2	14,472	14,443
SAN ANGELO TX (SJT)	72.4	85.8	152	155
SAN ANTONIO TX (SAT)	71.5	78.1	3,514	3,494
SAN DIEGO CA (SAN)	76.7	80.5	7,862	7,869
SAN FRANCISCO CA (SFO)	76.9	83.3	11,579	11,572
SAN JOSE CA (SJC)	79.2	83.4	5,332	5,333
SAN JUAN PR (SJU)	67.5	77.7	2,355	2,358
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	86.9	88.8	489	489
SANTA ANA CA (SNA)	80.2	83.2	4,189	4,188
SANTA BARBARA CA (SBA)	86.2	88.8	1,068	1,069
SANTA MARIA CA (SMX)	95.6	96.7	180	180
SARASOTA/BRADENTON FL (SRQ)	71.7	69.8	562	562
SAVANNAH GA (SAV)	62.4	69.0	1,365	1,363
SCRANTON/WILKES-BARRE PA (AVP)	64.3	62.3	207	191
SEATTLE WA (SEA)	68.7	72.8	10,066	10,064
SHREVEPORT LA (SHV)	61.9	71.3	679	651
SIOUX FALLS SD (FSD)	72.1	83.6	344	342
SITKA AK (SIT)	51.0	72.3	155	155
SOUTH BEND IN (SBN)	73.2	80.3	310	310
SPOKANE WA (GEG)	73.0	85.3	1,209	1,208
SPRINGFIELD MO (SGF)	68.4	83.8	741	740
ST. GEORGE UT (SGU)	85.3	89.2	231	231
ST. LOUIS MO (STL)	73.8	76.4	5,741	5,722
STATE COLLEGE PA (SCE)	90.3	90.3	93	93
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	74.2	93.5	31	31
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	86.8	84.8	340	341
SYRACUSE NY (SYR)	67.8	76.2	1,320	1,325
TALLAHASSEE FL (TLH)	59.6	68.3	495	495
TAMPA FL (TPA)	69.3	74.4	6,703	6,706
TEXARKANA AR (TXK)	58.1	80.6	93	93
TOLEDO OH (TOL)	65.8	73.3	514	514
TRAVERSE CITY MI (TVC)	67.5	78.8	421	420
TUCSON AZ (TUS)	72.4	82.2	1,607	1,605

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TULSA OK (TUL)	67.1	76.5	1,895	1,871
TUPELO MS (TUP)	57.0	62.4	93	93
TWIN FALLS ID (TWF)	89.4	91.4	188	186
TYLER TX (TYR)	75.9	82.2	241	241
VALDOSTA GA (VLD)	44.1	55.9	118	118
VALPARAISO FL (VPS)	60.6	70.5	683	655
VISALIA CA (VIS)	76.7	78.3	60	60
WACO TX (ACT)	73.3	85.7	210	210
WASHINGTON DC (DCA)	68.9	74.7	9,031	9,037
WASHINGTON DC (IAD)	67.6	70.1	11,152	11,137
WEST PALM BEACH/PALM BEACH FL (PBI)	64.5	74.5	2,081	2,081
WEST YELLOWSTONE MT (WYS)	79.5	80.8	73	73
WHITE PLAINS NY (HPN)	66.6	74.8	533	531
WICHITA FALLS TX (SPS)	77.8	86.8	234	234
WICHITA KS (ICT)	65.9	74.0	844	831
WILMINGTON NC (ILM)	71.7	75.0	368	368
WRANGELL AK (WRG)	35.5	50.0	62	62
YAKUTAT AK (YAK)	38.7	58.1	62	62
YUMA AZ (YUM)	78.0	85.7	91	91

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

CARRIER A/	AT 33 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ATLANTIC SOUTHEAST	20	14,868	936	6.3	115	26,727	1,764	6.6
AMERICAN EAGLE	21	25,806	1,024	4.0	105	45,669	1,786	3.9
COMAIR	22	19,975	780	3.9	108	33,290	1,296	3.9
EXPRESSJET	25	18,110	801	4.4	114	36,047	1,306	3.6
DELTA	33	45,114	1,547	3.4	104	58,284	2,101	3.6
INDEPENDENCE AIR	16	8,437	290	3.4	45	12,463	415	3.3
NORTHWEST	31	30,379	772	2.5	113	44,261	1,051	2.4
US AIRWAYS	27	29,460	647	2.2	63	36,707	819	2.2
SKYWEST	16	24,680	339	1.4	106	44,077	674	1.5
AMERICA WEST	29	14,528	210	1.4	52	17,307	257	1.5
UNITED	33	36,229	560	1.5	80	42,173	618	1.5
AMERICAN	32	48,086	668	1.4	82	59,726	820	1.4
ATA	13	3,213	37	1.2	20	3,806	40	1.1
AIRTRAN	21	13,458	104	0.8	46	17,465	142	0.8
ALASKA	16	8,497	40	0.5	46	14,317	99	0.7
CONTINENTAL	30	20,630	129	0.6	73	25,851	152	0.6
SOUTHWEST	17	45,813	167	0.4	60	88,726	443	0.5
JETBLUE	15	7,160	32	0.4	30	9,546	47	0.5
FRONTIER	23	5,946	16	0.3	38	7,119	17	0.2
HAWAIIAN	7	379	0	0.0	13	4,400	4	0.1
Total		420,768	9,099	2.2	Total	627,961	13,851	2.2

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.

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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	59726	39995	66.96%	820	1.37%	236	0.40%	4201	7.03%	1532	2.56%	6721	11.25%	20	0.03%	6202	10.38%
AS	14317	9122	63.71%	99	0.69%	30	0.21%	2107	14.72%	32	0.22%	849	5.93%	60	0.42%	2017	14.09%
B6	9546	5875	61.54%	47	0.49%	41	0.43%	665	6.97%	50	0.53%	1367	14.32%	15	0.16%	1486	15.57%
CO	25851	17959	69.47%	152	0.59%	148	0.57%	1418	5.49%	399	1.54%	3688	14.27%	35	0.13%	2052	7.94%
DH	12463	8164	65.51%	415	3.33%	16	0.13%	632	5.07%	45	0.36%	1510	12.11%	15	0.12%	1666	13.37%
DL	58284	38256	65.64%	2101	3.60%	276	0.47%	3968	6.81%	400	0.69%	7881	13.52%	14	0.02%	5389	9.25%
EV	26727	16481	61.66%	1764	6.60%	86	0.32%	2601	9.73%	1518	5.68%	3361	12.58%	8	0.03%	907	3.39%
F9	7119	5739	80.62%	17	0.24%	19	0.27%	382	5.37%	37	0.52%	444	6.24%	1	0.01%	480	6.75%
FL	17465	10475	59.98%	142	0.81%	82	0.47%	1004	5.75%	47	0.27%	2690	15.40%	0	0.00%	3025	17.32%
HA	4400	4243	96.43%	4	0.09%	0	0.00%	104	2.36%	1	0.02%	6	0.13%	1	0.03%	41	0.94%
HP	17307	13225	76.41%	257	1.48%	32	0.18%	1401	8.09%	34	0.20%	1331	7.69%	39	0.23%	988	5.71%
MQ	45669	32105	70.30%	1786	3.91%	115	0.25%	2755	6.03%	666	1.46%	3804	8.33%	9	0.02%	4430	9.70%
NW	44261	30972	69.98%	1051	2.37%	141	0.32%	4697	10.61%	940	2.12%	4045	9.14%	24	0.05%	2391	5.40%
OH	33290	25499	76.60%	1296	3.89%	70	0.21%	2390	7.18%	1608	4.83%	2289	6.88%	10	0.03%	128	0.38%
OO	44077	37107	84.19%	674	1.53%	64	0.15%	4004	9.08%	294	0.67%	843	1.91%	20	0.05%	1071	2.43%
RU	36047	24415	67.73%	1306	3.62%	207	0.57%	1555	4.31%	509	1.41%	4623	12.83%	23	0.06%	3409	9.46%
TZ	3806	2940	77.25%	40	1.05%	1	0.03%	137	3.60%	1	0.03%	442	11.60%	10	0.25%	235	6.18%
UA	42173	30707	72.81%	618	1.47%	125	0.30%	3020	7.16%	240	0.57%	3755	8.90%	1	0.00%	3706	8.79%
US	36707	24858	67.72%	819	2.23%	94	0.26%	2764	7.53%	443	1.21%	3788	10.32%	0	0.00%	3940	10.73%
WN	88726	67203	75.74%	443	0.50%	220	0.25%	4814	5.43%	732	0.82%	3388	3.82%	102	0.12%	11823	13.33%
TOTAL	627961	445340		13851		2003		44619		9528		56825		408		55387	
			70.92%		2.21%		0.32%		7.11%		1.52%		9.05%		0.06%		8.82%

***Causes of Delay:**

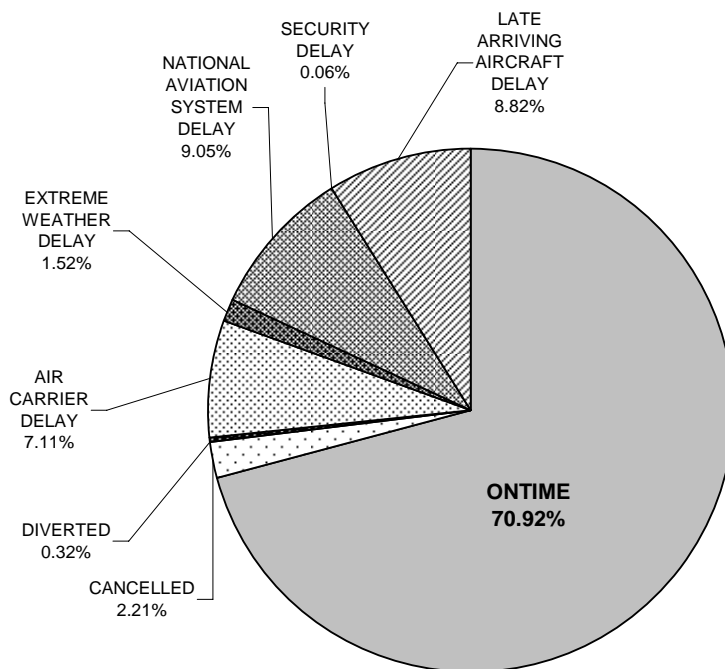
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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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

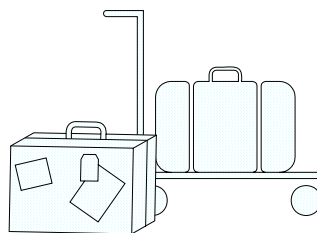
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Independence Air
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways

Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

F9	Frontier Airlines
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.



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

RANK	AIRLINE	JULY 2005			JULY 2004		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,906	552,110	3.45	1,398	533,961	2.62
2	AIRTRAN AIRWAYS	6,876	1,659,924	4.14	3,950	1,306,888	3.02
3	UNITED AIRLINES	23,513	5,401,240	4.35	26,666	6,114,334	4.36
4	ATA AIRLINES	2,371	534,326	4.44	4,285	1,014,655	4.22
5	AMERICA WEST AIRLINES	9,856	2,027,780	4.86	8,674	1,944,449	4.46
6	SOUTHWEST AIRLINES	43,358	8,664,916	5.00	28,267	7,850,057	3.60
7	INDEPENDENCE AIR	2,851	562,501	5.07	10,593	611,595	17.32
8	CONTINENTAL AIRLINES	17,584	3,211,696	5.47	12,031	3,170,251	3.79
9	JETBLUE AIRWAYS	7,701	1,383,619	5.57	3,625	1,113,747	3.25
10	NORTHWEST AIRLINES	26,491	4,734,105	5.60	24,373	4,615,893	5.28
11	FRONTIER AIRLINES	5,315	869,042	6.12	*	*	*
12	US AIRWAYS	27,277	3,506,975	7.78	15,487	3,487,720	4.44
13	AMERICAN AIRLINES	61,487	7,692,122	7.99	35,083	7,079,410	4.96
14	EXPRESSJET AIRLINES	11,070	1,346,047	8.22	7,312	1,208,372	6.05
15	ALASKA AIRLINES	12,832	1,515,736	8.47	7,360	1,547,022	4.76
16	DELTA AIR LINES	68,846	7,756,797	8.88	32,626	8,253,119	3.95
17	SKYWEST AIRLINES	16,462	1,525,020	10.79	11,416	1,288,073	8.86
18	COMAIR	14,382	1,227,985	11.71	12,260	1,156,484	10.60
19	AMERICAN EAGLE AIRLINES	19,701	1,581,318	12.46	14,121	1,396,642	10.11
20	ATLANTIC SOUTHEAST AIRLINES	24,443	1,085,836	22.51	13,273	992,077	13.38
TOTALS		404,322	56,839,095	7.11	272,800	54,684,749	4.99

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. Reporting by Frontier Airlines (voluntary) effective May 2005. 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.

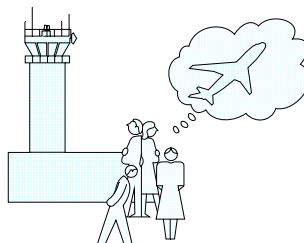
OVERSALES

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

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

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

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



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

RANK	AIRLINE	APRIL - JUNE 2005				APRIL - JUNE 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	<i>JETBLUE AIRWAYS</i>	10	0	3,695,906	0.00	0	6	2,920,697	0.02
2	<i>INDEPENDENCE AIR</i>	0	1	372,767	0.03	*	*	*	*
3	<i>HAWAIIAN AIRLINES</i>	685	9	1,432,005	0.06	690	38	1,412,211	0.27
4	<i>AMERICAN EAGLE AIRLINES</i>	371	13	572,193	0.23	482	22	495,683	0.44
5	<i>FRONTIER AIRLINES</i>	213	58	2,111,042	0.27	*	*	*	*
6	<i>COMAIR</i>	305	27	706,715	0.38	1,204	140	608,523	2.30
7	<i>SKYWEST AIRLINES</i>	1,212	30	655,568	0.46	229	2	92,398	0.22
8	<i>AIRTRAN AIRWAYS</i>	6,214	215	4,295,783	0.50	6,259	57	3,411,731	0.17
9	<i>UNITED AIRLINES</i>	27,662	849	15,628,125	0.54	27,767	776	16,959,163	0.46
10	<i>US AIRWAYS</i>	14,728	675	10,967,859	0.62	21,282	808	10,576,091	0.76
11	<i>AMERICAN AIRLINES</i>	23,387	1,416	22,957,833	0.62	17,087	1,011	21,320,081	0.47
12	<i>SOUTHWEST AIRLINES</i>	18,571	1,593	22,777,542	0.70	25,572	2,429	21,628,048	1.12
13	<i>NORTHWEST AIRLINES</i>	18,299	1,435	13,695,253	1.05	21,867	1,154	12,935,606	0.89
14	<i>ALASKA AIRLINES</i>	7,375	462	3,877,571	1.19	3,964	325	3,620,268	0.90
15	<i>ATLANTIC SOUTHEAST AIRLINES</i>	566	146	1,109,149	1.32	1,187	140	913,359	1.53
16	<i>AMERICA WEST AIRLINES</i>	10,745	793	5,694,984	1.39	7,509	383	4,885,743	0.78
17	<i>DELTA AIR LINES</i>	23,197	3,094	21,995,159	1.41	28,817	2,331	21,718,352	1.07
18	<i>CONTINENTAL AIRLINES</i>	9,242	1,382	9,614,684	1.44	11,694	1,834	9,229,183	1.99
19	<i>ATA AIRLINES</i>	1,023	206	1,309,913	1.57	1,484	405	2,719,477	1.49
	TOTALS	163,805	12,404	143,470,051	0.86	177,094	11,861	135,446,614	0.88

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. Frontier Airlines is being ranked in this section for the first time with this report (voluntary flight delay and mishandled baggage reporting effective May 2005). 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.

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

RANK	AIRLINE	JANUARY - JUNE 2005				JANUARY - JUNE 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	<i>JETBLUE AIRWAYS</i>	25	0	7,095,992	0.00	12	8	5,570,770	0.01
2	<i>INDEPENDENCE AIR</i>	4	1	575,138	0.02	*	*	*	*
3	<i>HAWAIIAN AIRLINES</i>	1,429	14	2,808,672	0.05	1,587	106	2,811,439	0.38
4	<i>UNITED AIRLINES</i>	49,349	1,442	29,788,694	0.48	58,107	1,965	31,441,538	0.62
5	<i>AMERICAN EAGLE AIRLINES</i>	1,053	53	1,075,791	0.49	1,054	37	894,953	0.41
6	<i>SKYWEST AIRLINES</i>	2,606	58	1,055,440	0.55	417	2	107,291	0.19
7	<i>AIRTRAN AIRWAYS</i>	14,548	431	7,839,593	0.55	16,041	311	6,373,017	0.49
8	<i>AMERICAN AIRLINES</i>	41,074	2,894	43,581,626	0.66	40,460	2,133	41,009,468	0.52
9	<i>SOUTHWEST AIRLINES</i>	40,101	3,066	42,558,288	0.72	56,847	5,103	39,818,452	1.28
10	<i>COMAIR</i>	998	99	1,372,310	0.72	2,572	374	1,119,153	3.34
11	<i>US AIRWAYS</i>	32,630	1,689	21,042,015	0.80	44,033	1,302	19,787,547	0.66
12	<i>DELTA AIR LINES</i>	41,691	5,279	42,645,537	1.24	75,060	5,549	41,203,996	1.35
13	<i>AMERICA WEST AIRLINES</i>	21,075	1,410	10,796,834	1.31	19,397	746	9,853,721	0.76
14	<i>ALASKA AIRLINES</i>	13,659	973	7,383,195	1.32	12,483	1,128	7,208,098	1.56
15	<i>NORTHWEST AIRLINES</i>	41,451	3,483	25,756,467	1.35	41,845	2,117	24,110,709	0.88
16	<i>ATLANTIC SOUTHEAST AIRLINES</i>	1,640	418	2,122,271	1.97	2,612	387	1,685,586	2.30
17	<i>CONTINENTAL AIRLINES</i>	22,515	4,024	18,390,500	2.19	23,608	2,787	17,468,152	1.60
18	<i>ATA AIRLINES</i>	2,919	1,118	2,842,714	3.93	3,122	695	5,161,864	1.35
*	<i>FRONTIER AIRLINES</i>	*	*	*	*	*	*	*	*
	TOTALS	328,767	26,452	268,731,077	0.98	399,257	24,750	255,625,754	0.97

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues 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. Frontier Airlines is being ranked in this section for the first time with this report (voluntary flight delay and mishandled baggage reporting effective May 2005). 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

	JULY 2005				JULY 2004			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	721	76	4	94	456	78	6	77
FOREIGN AIRLINES	108	3	0	9	133	1	0	10
TRAVEL AGENTS	15	1	0	0	23	1	1	2
TOUR OPERATORS	2	0	0	0	4	0	0	0
MISCELLANEOUS	11	3	0	72	5	16	0	60
INDUSTRY TOTALS	857	83	4	175	621	96	7	149

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JULY 2005			JULY 2004		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	263		2	125	
CANCELLATIONS			92			43
DELAYS			63			35
MISCONNECTIONS			44			19
BAGGAGE	2	167		1	130	
CUSTOMER SERVICE	3	119		4	71	
RES/TKTG/BOARDING	4	111		3	80	
REFUNDS	5	56		6	50	
DISABILITY	6	40		5	63	
OVERSALES	7	38		7	32	
OTHER	8	26		9	20	
FREQUENT FLYER			24			15
DISCRIMINATION	9	16		8	22	
FARES	9	16		10	16	
ADVERTISING	11	5		11	12	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		857			621	

* 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*

JULY 2005

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	3	2	2	0	0	2	1	1	0	0	0	0	11
AIRTRAN AIRWAYS	8	2	1	0	2	4	3	1	0	0	0	0	21
ALASKA AIRLINES	7	0	0	1	1	2	4	1	0	2	0	1	19
ALOHA AIRLINES	2	0	0	0	0	1	3	0	0	0	0	0	6
AMERICA WEST AIRLINES	5	2	7	0	1	4	3	0	0	0	0	1	23
AMERICAN AIRLINES	35	4	11	2	10	25	21	4	0	0	0	3	115
AMERICAN EAGLE AIRLINES	7	1	1	0	0	1	1	0	0	0	0	0	11
CHAMPION AIR	3	1	0	0	0	0	0	0	0	1	0	0	5
CHAUTAUQUA AIRLINES	2	1	0	0	0	4	0	1	0	0	0	0	8
COMAIR	6	0	1	0	0	1	1	0	0	0	0	0	9
CONTINENTAL AIRLINES	5	3	5	0	4	3	4	1	0	1	0	3	29
DELTA AIRLINES	23	2	15	2	5	20	14	3	0	1	0	5	90
EXPRESSJET AIRLINES	9	0	0	0	0	0	0	0	0	0	0	0	9
FRONTIER AIRLINES	4	0	0	0	1	1	1	0	1	0	0	0	8
HAWAIIAN AIRLINES	0	0	2	2	0	0	1	1	0	0	0	0	6
INDEPENDENCE AIR	12	1	0	0	0	2	1	0	1	0	0	0	17
JETBLUE AIRWAYS	1	0	0	0	0	3	3	0	0	0	0	0	7
MESA AIRLINES	18	0	0	0	1	0	2	0	0	0	0	0	21
MESABA AVIATION	2	1	1	0	1	0	0	1	0	0	0	0	6
NORTHWEST AIRLINES	18	1	4	1	3	11	10	3	0	2	0	0	53
PIEDMONT AIRLINES	3	0	0	0	0	4	2	1	0	0	0	0	10
PINNACLE AIRLINES	4	0	1	0	0	1	2	2	0	0	0	0	10
SKYWEST AIRLINES	1	0	1	0	0	3	0	1	0	0	0	0	6
SOUTHWEST AIRLINES	3	0	5	0	0	2	6	4	1	0	0	0	21
TRANSMERIDIAN AIRLINES	5	0	3	0	0	0	1	0	0	0	0	0	9
UNITED AIRLINES	17	1	11	1	8	15	10	2	0	2	0	7	74
US AIRWAYS	21	4	7	3	5	15	7	7	1	3	0	2	75
OTHER U. S. AIRLINES	15	2	7	0	3	5	5	3	0	1	0	1	42
TOTAL JULY 2005	239	28	85	12	45	129	106	37	4	13	0	23	721
% OF TOTAL COMPLAINTS	33.1	3.9	11.8	1.7	6.2	17.9	14.7	5.1	0.6	1.8	0.0	3.2	
TOTAL JULY 2004	102	22	48	9	32	90	60	53	7	17	0	16	456
% OF TOTAL COMPLAINTS	22.4	4.8	10.5	2.0	7.0	19.7	13.2	11.6	1.5	3.7	0.0	3.5	

* 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

JULY 2005

U. S. AIRLINES*	COMPS RECD IN JULY	INCI - DENTS IN JULY	PERCENT	INCI - DENTS IN JUNE	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AIR WISCONSIN	11	4	36.4	5	45.5	0	0.0	2	18.2
AIRTRAN AIRWAYS	21	8	38.1	7	33.3	1	4.8	5	23.8
ALASKA AIRLINES	19	8	42.1	8	42.1	1	5.3	2	10.5
ALOHA AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
AMERICA WEST AIRLINES	23	10	43.5	8	34.8	0	0.0	5	21.7
AMERICAN AIRLINES	115	39	33.9	31	27.0	22	19.1	23	20.0
AMERICAN EAGLE AIRLINES	11	4	36.4	6	54.5	1	9.1	0	0.0
CHAMPION AIR	5	4	80.0	0	0.0	0	0.0	1	20.0
CHAUTAUQUA AIRLINES	8	2	25.0	3	37.5	0	0.0	3	37.5
COMAIR	9	5	55.6	2	22.2	0	0.0	2	22.2
CONTINENTAL AIRLINES	29	9	31.0	8	27.6	6	20.7	6	20.7
DELTA AIRLINES	90	32	35.6	18	20.0	16	17.8	24	26.7
EXPRESSJET AIRLINES	9	8	88.9	0	0.0	0	0.0	1	11.1
FRONTIER AIRLINES	8	2	25.0	5	62.5	0	0.0	1	12.5
HAWAIIAN AIRLINES	6	4	66.7	0	0.0	2	33.3	0	0.0
INDEPENDENCE AIR	17	11	64.7	5	29.4	0	0.0	1	5.9
JETBLUE AIRWAYS	7	3	42.9	2	28.6	0	0.0	2	28.6
MESA AIRLINES	21	8	38.1	10	47.6	0	0.0	3	14.3
MESABA AVIATION	6	4	66.7	1	16.7	1	16.7	0	0.0
NORTHWEST AIRLINES	53	20	37.7	21	39.6	8	15.1	4	7.5
PIDMONT AIRLINES	10	5	50.0	0	0.0	0	0.0	5	50.0
PINNACLE AIRLINES	10	3	30.0	3	30.0	1	10.0	3	30.0
SKYWEST AIRLINES	6	0	0.0	4	66.7	2	33.3	0	0.0
SOUTHWEST AIRLINES	21	11	52.4	5	23.8	1	4.8	4	19.0
TRANSMERIDIAN AIRLINES	9	1	11.1	7	77.8	1	11.1	0	0.0
UNITED AIRLINES	74	25	33.8	17	23.0	11	14.9	21	28.4
US AIRWAYS	75	23	30.7	21	28.0	13	17.3	18	24.0
OTHER U. S. AIRLINES	42	17	40.5	11	26.2	9	21.4	5	11.9
TOTALS	721	274	38.0	209	29.0	97	13.5	141	19.6
PREVIOUS YEAR'S TOTALS	456	152	33.3	146	32.0	101	22.1	57	12.5

*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**

JULY 2005

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SABILITY	ADVERTISING	DI SCRIMINATION	ANI MALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	0	0	2	0	0	4	2	1	0	0	0	0	9
AIR INDIA	3	0	0	0	0	2	1	0	0	0	0	0	6
AIR JAMAICA	2	0	1	0	1	2	0	0	0	0	0	0	6
ALITALIA AIRLINES	1	0	2	1	0	1	0	0	0	0	0	0	5
BRITISH AIRWAYS	1	1	2	0	1	4	1	1	0	1	0	1	13
IBERIA AIRLINES	2	0	1	0	0	2	1	0	0	0	0	0	6
KLM	0	2	0	0	1	4	0	0	0	1	0	0	8
VIRGIN ATLANTIC	0	0	2	0	1	1	1	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	8	6	7	2	4	15	6	1	0	0	0	1	50
TOTALS	17	9	17	3	8	35	12	3	0	2	0	2	108
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	3	0	7	1	2	0	1	0	0	0	0	1	15
TOTALS	3	0	7	1	2	0	1	0	0	0	0	1	15
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	1	0	0	0	0	0	0	0	0	0	2
TOTALS	1	0	1	0	0	0	0	0	0	0	0	0	2
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	3	1	1	0	1	3	0	0	1	1	0	0	11
TOTALS	3	1	1	0	1	3	0	0	1	1	0	0	11

* 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

JULY
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JULY 2005			JULY 2004		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ATLANTIC SOUTHEAST AIRLINES	1	1,085,469	0.09	4	978,814	0.41
2	SOUTHWEST AIRLINES	21	8,789,220	0.24	11	7,626,946	0.14
3	SKYWEST AIRLINES	6	1,483,392	0.40	10	1,253,452	0.80
4	JETBLUE AIRWAYS	7	1,344,966	0.52	3	1,087,172	0.28
5	EXPRESSJET AIRLINES	9	1,504,080	0.60	1	1,315,749	0.08
6	AMERICAN EAGLE AIRLINES	11	1,582,499	0.70	5	1,375,033	0.36
7	CONTINENTAL AIRLINES	29	4,082,944	0.71	37	3,962,286	0.93
8	ATA AIRLINES	4	548,810	0.73	9	1,042,868	0.86
9	COMAIR	9	1,214,818	0.74	7	1,152,648	0.61
10	NORTHWEST AIRLINES	53	5,543,582	0.96	48	5,368,289	0.89
11	FRONTIER AIRLINES	8	830,103	0.96	*	*	*
12	DELTA AIR LINES	90	8,252,005	1.09	40	8,252,991	0.48
13	HAWAIIAN AIRLINES	6	547,316	1.10	0	533,961	0.00
14	AMERICA WEST AIRLINES	23	2,060,947	1.12	16	1,954,909	0.82
15	ALASKA AIRLINES	19	1,633,507	1.16	6	1,652,484	0.36
16	UNITED AIRLINES	74	6,175,493	1.20	55	6,823,958	0.81
17	AMERICAN AIRLINES	115	9,550,233	1.20	71	8,705,113	0.82
18	AIRTRAN AIRWAYS	21	1,622,920	1.29	19	1,249,412	1.52
19	US AIRWAYS	75	4,008,878	1.87	34	3,963,841	0.86
20	INDEPENDENCE AIR	17	545,948	3.11	6	614,428	0.98
	TOTAL	598	62,407,130	0.96	382	58,914,354	0.65

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. Effective May 2005, Frontier Airlines began voluntarily reporting flight delay and mishandled baggage data.

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.

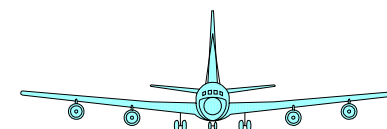
Disability: Civil rights complaints by air travelers with disabilities.

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 July 2005 as provided by the Transportation Security Administration ^a

The Transportation Security Administration protects approximately 50 million airline passengers and screens their 59 million checked bags every month as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of July.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public ^c	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
295	.00045	83	.00013	29	.000045	624	.00096

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
340	.00052	1484	.0018

NOTES

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

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

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

July 2005 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

Carrier	Death	Injury	Loss
Alaska Airlines		2	
Continental Airlines	1	1	
Delta AirLines	1		
Total	2	3	0