



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

*Issued: July 2005*



<b>Flight Delays<sup>1</sup></b>	May 2005 12 Months Ending May 2005
<b>Mishandled Baggage<sup>1</sup></b>	May 2005
<b>Oversales<sup>1</sup></b>	1 <sup>st</sup> Quarter 2005
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	May 2005
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	May 2005
<b>Airline Animal Incident Reports<sup>4</sup></b>	May 2005

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

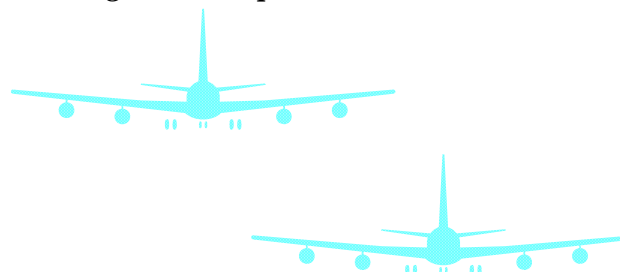
<sup>2</sup> Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

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

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

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## **INTRODUCTION**

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

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

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



## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It 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, 12 carriers (America West, American, Independence Air—formerly Atlantic Coast, 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 4 carriers (Alaska, American Eagle, ATA, and SkyWest) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

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

MAY 2005

## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 33 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/V/	7	81.6	13	95.9
ATA AIRLINES S/	13	89.7	18	89.6
COMAIR S/	23	87.6	112	88.3
SKYWEST AIRLINES S/	16	88.1	123	88.2
SOUTHWEST AIRLINES S/	17	86.6	60	86.4
AMERICA WEST AIRLINES S/	29	85.6	50	85.5
DELTA AIRLINES S/	33	84.7	105	85.1
NORTHWEST AIRLINES S/	32	84.7	118	84.9
AMERICAN AIRLINES S/	32	83.9	79	84.2
US AIRWAYS S/	27	83.7	64	83.8
CONTINENTAL AIRLINES S/	30	83.4	75	83.7
FRONTIER AIRLINES S/V/	23	83.7	36	83.5
EXPRESSJET AIRLINES S/	25	80.8	112	83.0
JETBLUE AIRWAYS S/	15	82.7	29	82.0
AIRTRAN AIRWAYS S/	21	80.7	45	81.0
AMERICAN EAGLE AIRLINES S/	22	81.1	101	80.6
UNITED AIRLINES S/	33	80.7	79	80.4
ATLANTIC SOUTHEAST AIRLINES S/	22	79.6	116	79.0
INDEPENDENCE AIR S/	16	78.8	46	78.7
ALASKA AIRLINES S/	16	58.9	45	59.0
<b>TOTAL</b>		<b>83.4</b>		<b>83.7</b>

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report. Reporting by Frontier Airlines (voluntary) effective May 2005.

## MAY 2005

## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	2nd QUARTER		3rd QUARTER		4th QUARTER		1st QUARTER		MAR - 05		APR - 05		MAY - 05		12 MONTHS ENDING MAY 2005		DATABASE TO DATE SEPT 1987-MAY 2005	
	04 - 06 2004		07 - 09 2004		10 - 12 2004		01 - 03 2005		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	79.4	(8)	78.3	(10)	78.0	(10)	68.8	(17)	67.4	(18)	78.8	(16)	81.0	(15)	75.7	(16)	--	(--)
ALASKA	80.8	(5)	78.2	(11)	70.8	(18)	72.9	(15)	73.8	(14)	77.0	(19)	59.0	(20)	73.4	(18)	76.1	(9)
AMERICA WEST	76.7	(14)	77.8	(15)	74.1	(16)	76.7	(6)	81.8	(3)	85.2	(6)	85.5	(6)	77.4	(9)	78.6	(5)
AMERICAN	76.9	(13)	77.8	(14)	78.2	(9)	76.2	(7)	78.8	(7)	84.4	(9)	84.2	(9)	78.0	(8)	79.2	(3)
AMERICAN EAGLE	71.3	(19)	76.0	(18)	74.1	(15)	74.2	(14)	78.1	(10)	82.1	(12)	80.6	(16)	75.3	(17)	75.5	(10)
ATA	81.9	(4)	80.6	(6)	80.8	(2)	77.5	(4)	78.6	(8)	89.0	(2)	89.6	(2)	80.8	(3)	--	(--)
ATLANTIC SOUTHEAST	77.3	(12)	77.6	(16)	70.0	(19)	68.2	(18)	71.7	(16)	77.3	(17)	79.0	(18)	72.5	(19)	--	(--)
COMAIR	79.6	(7)	78.1	(12)	73.4	(17)	74.8	(12)	78.2	(9)	85.5	(5)	88.3	(3)	77.3	(11)	--	(--)
CONTINENTAL	74.3	(16)	81.1	(4)	80.3	(4)	75.8	(9)	72.9	(15)	80.4	(14)	83.7	(11)	78.7	(7)	78.9	(4)
DELTA	75.5	(15)	75.3	(19)	76.6	(12)	75.2	(11)	75.6	(13)	82.6	(11)	85.1	(7)	76.4	(13)	77.8	(7)
EXPRESSJET	74.3	(17)	79.9	(8)	75.1	(14)	74.4	(13)	76.3	(12)	81.7	(13)	83.0	(13)	76.9	(12)	--	(--)
FRONTIER	--	(--)	--	(--)	--	(--)	--	(--)	--	(--)	--	(--)	83.5	(12)	--	(--)	--	(--)
HAWAIIAN	95.1	(1)	96.4	(1)	94.2	(1)	93.0	(1)	90.5	(1)	95.6	(1)	95.9	(1)	94.8	(1)	--	(--)
INDEPENDENCE AIR	73.7	(18)	76.8	(17)	77.9	(11)	77.4	(5)	79.1	(6)	84.6	(8)	78.7	(19)	77.4	(10)	--	(--)
JETBLUE	84.3	(3)	79.1	(9)	80.3	(5)	65.8	(19)	63.3	(19)	77.0	(18)	82.0	(14)	76.3	(14)	--	(--)
NORTHWEST	78.5	(11)	81.1	(5)	79.8	(6)	75.2	(10)	76.6	(11)	83.7	(10)	84.9	(8)	79.3	(6)	79.9	(2)
SKYWEST	85.3	(2)	86.5	(2)	79.2	(7)	79.3	(2)	82.6	(2)	87.6	(3)	88.2	(4)	82.8	(2)	--	(--)
SOUTHWEST	78.9	(9)	79.9	(7)	78.3	(8)	78.6	(3)	80.3	(4)	86.7	(4)	86.4	(5)	79.9	(4)	82.5	(1)
UNITED	78.6	(10)	81.7	(3)	80.6	(3)	75.9	(8)	79.5	(5)	84.8	(7)	80.4	(17)	79.8	(5)	76.3	(8)
US AIRWAYS	80.7	(6)	78.1	(13)	76.1	(13)	70.2	(16)	68.5	(17)	80.0	(15)	83.8	(10)	76.0	(15)	78.5	(6)
<b>Total</b>	<b>77.9</b>		<b>79.3</b>		<b>77.2</b>		<b>75.3</b>		<b>76.9</b>		<b>83.4</b>		<b>83.7</b>		<b>78.0</b>		<b>78.8</b>	

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

\* 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.

MAY 2005

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	654	78.7	1293	78.4	542	86.7	150	70.7	H/		873	85.2	670	85.5	14117	88.3
AS	H/		62	58.1	H/		H/		H/		93	75.3	181	65.7	H/	
B6	H/		561	90.0	H/		H/		H/		H/		93	72.0	H/	
CO	396	78.0	544	77.0	255	87.8	H/		H/		350	88.6	324	83.6	325	85.5
DH	186	76.3	248	68.5	H/		248	75.4	H/		H/		H/		H/	
DL	19343	85.0	1627	79.8	515	86.6	269	81.8	4278	90.3	1043	87.2	507	85.0	680	87.9
EV	9505	80.1	H/		H/		79	75.9	1792	78.5	76	89.5	4	100.0	H/	
F9	91	75.8	H/		62	82.3	H/		H/		89	89.9	3133	85.5	147	87.1
FL	5793	81.2	616	79.9	1060	84.4	168	67.3	H/		155	82.6	93	74.2	467	86.1
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	155	74.8	217	76.5	155	72.9	H/		H/		124	82.3	337	80.7	274	85.8
MQ	89	62.9	1782	77.3	213	83.6	427	73.1	391	77.5	863	80.5	H/		8318	84.6
NW	459	79.3	410	69.8	364	86.3	176	81.8	31	93.5	560	84.1	369	80.5	382	86.6
OH	708	85.3	1045	83.1	186	91.9	340	79.4	11500	89.7	558	90.9	31	93.5	H/	
OO	H/		H/		H/		H/		111	73.9	H/		3511	91.4	H/	
RU	211	82.5	20	90.0	160	78.1	417	71.5	233	79.0	262	79.4	55	90.9	194	88.1
TZ	H/		140	82.1	H/		H/		H/		121	95.0	182	90.7	146	95.9
UA	242	77.3	785	74.5	432	88.7	216	75.9	62	71.0	436	79.6	6442	84.3	458	81.4
US	244	67.6	1784	80.7	429	81.6	7815	86.9	H/		3583	87.0	279	84.6	477	85.3
WN	H/		H/		4875	88.7	H/		H/		H/		H/		H/	
<b>TOTAL</b>	<b>38076</b>	<b>82.6</b>	<b>11134</b>	<b>78.9</b>	<b>9248</b>	<b>87.0</b>	<b>10305</b>	<b>84.1</b>	<b>18398</b>	<b>88.2</b>	<b>9186</b>	<b>85.7</b>	<b>16211</b>	<b>85.7</b>	<b>25985</b>	<b>86.9</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	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	410	84.6	693	77.5	624	84.1	366	85.0	483	84.9	1128	79.9	708	79.7	2696	83.5
AS	H/		62	71.0	H/		31	64.5	H/		H/		387	56.3	626	60.1
B6	H/		H/		753	79.4	337	90.8	H/		3027	82.3	304	84.9	H/	
CO	202	73.3	4444	77.8	380	80.3	34	85.3	7255	88.3	31	93.5	507	81.9	576	83.0
DH	209	83.7	248	70.2	H/		6301	80.3	H/		248	75.8	62	59.7	31	51.6
DL	328	83.2	633	75.0	1069	81.0	324	85.8	299	82.6	1277	81.3	651	86.6	1107	81.2
EV	30	70.0	H/		H/		4	100.0	104	72.1	93	72.0	93	71.0	81	79.0
F9	48	85.4	H/		31	77.4	H/		90	86.7	H/		183	83.6	185	77.8
FL	H/		155	69.0	448	74.6	155	76.8	H/		H/		152	78.9	152	64.5
HA	H/		H/		H/		H/		H/		H/		60	85.0	93	75.3
HP	186	81.2	185	68.6	93	69.9	93	86.0	185	78.9	248	75.4	3142	86.9	679	85.3
MQ	140	82.9	333	74.5	H/		147	76.2	67	85.1	641	74.7	H/		1763	92.0
NW	9231	88.0	468	71.6	224	76.8	264	75.4	341	87.7	93	83.9	496	78.6	523	80.7
OH	372	84.9	80	77.5	66	81.8	393	83.5	53	83.0	1395	84.2	H/		H/	
OO	2	100.0	H/		H/		H/		546	90.1	H/		202	90.6	4393	91.0
RU	148	76.4	4877	71.8	H/		379	58.6	8159	87.8	31	64.5	H/		H/	
TZ	H/		148	81.1	H/		H/		H/		H/		62	93.5	93	82.8
UA	213	77.9	483	73.3	155	73.5	2218	84.9	247	81.0	403	88.8	1079	75.8	2853	81.6
US	119	86.6	298	68.5	810	78.1	143	82.5	343	84.8	H/		277	78.3	310	83.5
WN	456	87.3	H/		1208	81.8	H/		H/		H/		5960	87.5	3550	85.7
<b>TOTAL</b>	<b>12094</b>	<b>86.7</b>	<b>13107</b>	<b>74.4</b>	<b>5861</b>	<b>79.8</b>	<b>11189</b>	<b>81.1</b>	<b>18172</b>	<b>87.6</b>	<b>8615</b>	<b>81.4</b>	<b>14325</b>	<b>84.2</b>	<b>19711</b>	<b>84.8</b>

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



MAY 2005

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	1918	76.2	966	83.2	113	92.9	3439	80.9	403	81.4	124	88.7	7272	80.6	178	76.4
AS	H/		62	58.1	H/		31	61.3	H/		459	60.1	124	54.0	1005	66.9
B6	216	77.8	404	80.4	H/		H/		H/		523	86.2	H/		15	60.0
CO	328	73.2	512	88.1	99	93.9	318	86.5	156	83.3	62	87.1	412	76.7	141	58.9
DH	H/		157	71.3	H/		H/		H/		H/		186	80.1	H/	
DL	1908	82.9	1407	86.3	115	80.0	371	82.5	246	80.9	93	88.2	512	75.0	271	76.8
EV	H/		H/		H/		H/		186	70.4	H/		4	50.0	97	61.9
F9	62	66.1	68	76.5	128	85.9	H/		92	77.2	H/		H/		115	77.4
FL	430	72.6	945	85.7	310	83.2	124	79.8	155	83.9	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		45	88.9
HP	H/		93	75.3	H/		62	87.1	214	89.7	216	85.2	278	78.4	186	86.6
MQ	1593	75.5	27	92.6	H/		309	80.9	97	76.3	H/		7421	77.1	H/	
NW	618	74.8	498	82.3	352	87.2	165	84.2	9089	86.6	H/		646	77.9	185	73.0
OH	1333	82.2	403	87.1	22	86.4	93	80.6	176	89.8	H/		255	81.6	H/	
OO	H/		H/		H/		H/		61	86.9	278	85.3	2299	80.0	623	91.2
RU	142	83.8	32	87.5	118	90.7	2	100.0	248	82.3	H/		256	73.4	H/	
TZ	288	83.7	62	91.9	1369	92.8	H/		232	92.7	H/		H/		H/	
UA	607	77.4	622	82.3	147	70.7	186	76.9	489	72.6	305	74.4	8291	81.3	686	76.1
US	1471	81.5	862	80.4	H/		287	73.5	53	81.1	H/		567	74.8	H/	
WN	H/		2578	86.9	5186	87.9	H/		H/		3857	85.7	H/		1094	83.1
<b>TOTAL</b>	<b>10914</b>	<b>78.7</b>	<b>9698</b>	<b>84.4</b>	<b>7959</b>	<b>88.2</b>	<b>5387</b>	<b>80.9</b>	<b>11897</b>	<b>85.3</b>	<b>5917</b>	<b>83.3</b>	<b>28523</b>	<b>79.3</b>	<b>4641</b>	<b>77.4</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
CARRIER*	PHL		PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	623	81.9	433	83.6	114	94.7	643	85.4	515	82.1	1080	81.8	217	86.2	1683	88.8	673	84.1
AS	H/		248	43.1	H/		344	59.6	3839	56.9	379	58.8	H/		H/		H/	
B6	H/		31	58.1	H/		91	67.0	31	71.0	H/		62	83.9	H/		250	84.4
CO	197	74.1	327	89.3	50	88.0	270	83.3	348	77.3	369	81.0	89	88.8	H/		366	86.6
DH	H/		H/		248	85.9	31	74.2	31	48.4	62	62.9	H/		H/		93	76.3
DL	653	74.6	304	87.2	310	83.5	341	88.3	487	83.8	488	79.9	3211	87.6	150	84.0	935	83.9
EV	H/		39	76.9	94	87.2	24	83.3	31	71.0	27	70.4	1196	80.5	247	78.9	186	89.2
F9	62	71.0	184	84.2	H/		144	82.6	122	73.8	144	81.2	117	87.2	87	83.9	31	74.2
FL	614	76.4	H/		190	83.7	H/		H/		53	67.9	H/		H/		560	83.0
HA	H/		31	93.5	H/		31	77.4	62	85.5	31	67.7	H/		H/		H/	
HP	136	80.1	5629	88.9	62	75.8	372	84.1	311	85.9	401	79.3	120	93.3	92	85.9	93	79.6
MQ	H/		H/		216	79.6	893	90.9	H/		158	87.3	H/		309	84.8	H/	
NW	432	72.7	342	79.2	207	88.4	186	79.0	341	80.9	310	75.2	124	88.7	350	84.3	322	83.9
OH	132	90.9	H/		217	88.5	H/		H/		H/		H/		213	87.8	62	91.9
OO	H/		550	87.3	H/		741	87.0	487	90.1	3310	81.0	7199	90.5	124	86.3	H/	
RU	175	76.0	64	87.5	280	72.9	H/		H/		H/		57	75.4	434	84.8	8	75.0
TZ	H/		83	81.9	H/		H/		H/		157	77.7	H/		H/		H/	
UA	563	78.9	589	75.9	272	77.2	672	81.1	850	80.6	3696	78.2	246	76.0	182	79.1	371	76.3
US	6202	82.7	244	88.9	2204	87.4	181	82.9	166	68.1	289	75.4	H/		87	81.6	670	82.7
WN	1384	80.8	5784	87.7	280	80.7	2548	86.1	1144	87.6	H/		1184	86.5	1858	86.3	1970	84.2
<b>TOTAL</b>	<b>11173</b>	<b>80.7</b>	<b>14882</b>	<b>86.5</b>	<b>4744</b>	<b>84.8</b>	<b>7512</b>	<b>84.3</b>	<b>8765</b>	<b>71.5</b>	<b>10954</b>	<b>78.7</b>	<b>13822</b>	<b>88.1</b>	<b>5816</b>	<b>86.1</b>	<b>6590</b>	<b>83.6</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
<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>EWR</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	93.5	83.3	82.3	88.4	96.3	95.2	62.7	89.7	J/	87.8	79.0	87.8	95.1	84.2	91.3	90.3	95.7	77.2
700 - 759 AM	95.1	94.2	95.6	94.0	93.0	92.8	90.4	92.5	92.4	90.5	80.8	76.4	92.3	87.0	96.4	96.1	93.0	85.3
800 - 859 AM	91.0	90.9	98.9	89.8	93.9	90.8	90.0	92.6	95.5	92.2	89.2	86.3	93.3	86.7	94.8	92.8	91.5	92.0
900 - 959 AM	90.8	90.8	95.4	85.9	91.9	91.6	92.6	91.3	92.4	89.5	92.5	95.1	91.7	89.4	90.7	87.8	88.9	94.4
1000 - 1059 AM	89.4	87.4	95.4	84.0	90.8	91.5	88.0	91.4	92.6	92.6	92.4	87.6	89.1	91.7	88.3	88.9	87.4	89.3
1100 - 1159 AM	88.3	87.6	92.0	91.7	90.9	86.6	90.9	90.9	92.1	88.7	90.5	87.1	88.7	87.1	87.8	86.5	85.4	89.8
1200 - 1259 PM	86.0	86.2	93.0	88.4	89.9	88.3	90.4	87.9	90.6	88.4	83.8	80.7	91.7	90.1	88.2	88.8	85.6	87.4
100 - 159 PM	85.2	86.4	92.4	89.8	89.8	87.8	91.2	87.3	88.1	82.6	82.9	88.2	88.0	84.9	83.5	86.9	83.4	91.1
200 - 259 PM	85.6	86.9	87.9	89.1	88.8	85.8	88.0	86.6	86.7	78.7	82.1	88.9	89.7	79.8	84.0	86.3	79.3	88.6
300 - 359 PM	85.4	83.8	91.3	84.2	85.5	86.5	84.8	86.6	90.2	75.1	83.8	85.0	88.2	85.9	83.7	89.4	79.8	87.2
400 - 459 PM	79.7	73.2	86.5	83.5	87.8	85.5	84.5	85.1	87.3	63.2	74.8	64.7	84.9	77.1	80.9	84.5	83.2	84.7
500 - 559 PM	77.5	67.7	84.1	86.8	86.3	84.0	82.9	83.3	87.0	66.4	78.2	84.3	80.4	78.0	78.4	82.4	75.6	82.3
600 - 659 PM	77.0	70.0	81.3	80.6	85.9	84.0	80.3	82.4	83.5	63.3	75.3	82.9	81.8	69.5	86.1	81.8	69.8	76.2
700 - 759 PM	75.8	67.5	80.4	71.2	83.7	83.9	81.0	83.9	78.5	54.9	70.9	81.9	83.9	72.7	78.9	81.9	71.7	81.5
800 - 859 PM	71.9	68.0	79.1	74.6	83.6	76.0	77.6	81.2	78.9	58.8	65.6	70.6	84.8	72.0	78.6	79.8	67.0	81.6
900 - 959 PM	72.8	71.2	81.0	72.9	84.9	82.4	69.9	83.9	79.1	63.7	76.2	80.9	82.0	79.9	82.7	78.2	69.8	76.7
1000 - 1059 PM	77.0	72.7	76.6	75.1	83.4	83.3	71.4	79.7	75.0	72.0	68.0	78.8	75.6	84.3	77.9	71.2	63.8	71.4
1100 - 559 AM	83.6	77.0	84.8	78.8	86.6	79.1	78.8	88.2	79.0	80.0	77.8	84.4	81.7	86.0	74.9	78.9	71.0	77.9
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>82.6</b>	<b>78.9</b>	<b>87.0</b>	<b>84.1</b>	<b>88.2</b>	<b>85.7</b>	<b>85.7</b>	<b>86.9</b>	<b>86.7</b>	<b>74.4</b>	<b>79.8</b>	<b>81.1</b>	<b>87.6</b>	<b>81.4</b>	<b>84.2</b>	<b>84.8</b>	<b>78.7</b>	<b>84.4</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	100.0	69.9	90.8	J/	87.5	94.2	90.2	95.2	88.0	100.0	84.8	89.0	90.3	J/	78.8	89.2
700 - 759 AM	94.3	78.5	93.0	96.9	87.2	96.2	94.4	92.7	95.2	91.5	95.7	95.3	95.1	95.6	88.5	91.6
800 - 859 AM	92.4	93.0	92.2	97.2	85.5	95.4	93.4	93.6	92.6	93.6	86.6	88.4	93.4	95.6	93.4	91.8
900 - 959 AM	95.4	91.7	88.0	91.5	86.4	87.3	91.3	88.5	90.9	88.8	86.5	79.7	91.4	91.2	92.8	90.2
1000 - 1059 AM	91.7	93.4	86.0	91.1	86.3	89.7	86.2	92.6	92.0	89.6	83.4	73.1	90.9	96.4	90.8	88.9
1100 - 1159 AM	94.8	83.8	86.5	87.1	85.2	85.7	85.6	95.8	86.4	85.4	77.7	75.2	91.3	92.3	87.2	87.7
1200 - 1259 PM	93.3	85.8	89.9	85.7	85.7	72.9	85.4	90.4	89.1	84.1	77.3	77.3	93.6	89.4	88.1	87.7
100 - 159 PM	92.9	88.2	89.6	88.6	84.3	78.6	85.8	86.8	88.5	84.2	73.5	79.8	91.4	91.3	86.5	86.9
200 - 259 PM	93.2	79.6	89.8	76.6	79.9	75.5	86.0	87.7	91.1	88.2	76.7	78.0	84.3	89.7	88.1	85.5
300 - 359 PM	89.9	80.5	84.2	82.4	79.2	84.5	80.4	85.3	89.2	88.9	68.2	78.2	88.6	81.7	88.5	84.5
400 - 459 PM	85.9	75.1	84.2	75.4	74.3	77.7	78.2	86.0	84.9	84.0	67.5	76.9	87.2	83.4	82.6	80.2
500 - 559 PM	83.8	78.4	86.2	79.2	71.0	68.4	72.9	86.7	87.4	86.0	67.2	78.1	86.7	85.5	81.6	80.0
600 - 659 PM	85.7	74.1	74.7	82.1	71.7	82.4	73.5	78.0	81.4	83.5	64.3	81.2	86.1	80.1	82.2	78.4
700 - 759 PM	82.6	75.1	81.6	78.7	69.8	68.1	72.0	84.9	80.0	77.4	65.3	79.3	82.5	82.3	80.2	77.9
800 - 859 PM	80.8	72.9	77.3	80.0	67.4	70.4	69.7	83.5	69.6	78.7	55.9	76.6	80.8	75.9	74.3	74.2
900 - 959 PM	79.6	69.7	77.3	74.0	71.0	72.2	75.4	74.0	74.6	81.9	70.2	75.4	86.2	84.4	75.9	76.6
1000 - 1059 PM	78.3	77.8	76.8	79.7	75.9	67.6	76.8	77.1	77.2	76.3	66.5	74.5	81.6	75.0	75.7	75.4
1100 - 559 AM	81.0	65.9	83.7	79.8	82.5	69.9	80.9	73.4	68.7	74.0	66.7	79.5	81.8	82.9	74.1	79.4
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>88.2</b>	<b>80.9</b>	<b>85.3</b>	<b>83.3</b>	<b>79.3</b>	<b>77.4</b>	<b>80.7</b>	<b>86.5</b>	<b>84.8</b>	<b>84.3</b>	<b>71.5</b>	<b>78.7</b>	<b>88.1</b>	<b>86.1</b>	<b>83.6</b>	<b>83.4</b>

\* 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	92.5	95.0	95.5	94.2	94.4	96.5	96.6	94.2	95.1	96.6	95.0	95.4	93.9	95.7	97.4	95.2	95.5	97.4
700 - 759 AM	92.0	93.9	96.1	91.7	95.3	94.2	95.1	91.7	93.8	96.9	96.8	93.5	95.2	96.7	93.1	94.3	96.2	95.3
800 - 859 AM	91.1	94.6	93.9	95.9	95.7	92.3	91.8	92.9	93.6	94.7	92.3	84.7	93.4	95.4	92.9	94.1	92.9	85.7
900 - 959 AM	89.5	92.3	95.1	91.6	93.3	93.4	92.0	90.4	91.8	95.4	94.9	88.0	95.5	94.7	92.3	89.3	94.0	91.4
1000 - 1059 AM	88.7	89.7	91.1	80.1	89.2	91.9	88.5	89.7	91.5	95.8	90.8	91.9	93.8	96.1	82.7	86.3	92.0	88.2
1100 - 1159 AM	87.1	90.4	90.9	87.7	91.4	89.7	86.1	88.2	91.1	92.0	86.5	90.6	93.7	91.5	86.0	85.6	89.5	87.7
1200 - 1259 PM	86.2	90.8	88.6	89.6	90.3	86.2	88.0	85.3	90.4	93.6	85.9	88.8	91.8	94.5	81.4	88.9	90.8	87.7
100 - 159 PM	84.3	85.9	87.8	87.1	90.9	89.4	85.4	84.2	87.1	87.3	80.0	88.6	92.5	84.9	76.5	87.3	88.1	86.6
200 - 259 PM	82.3	84.5	85.9	88.3	89.7	88.6	85.2	83.4	81.2	83.1	82.3	86.9	88.9	84.8	75.5	78.9	86.0	81.5
300 - 359 PM	82.3	85.2	78.9	85.9	88.9	86.3	86.4	82.2	84.5	81.7	79.4	84.8	86.6	81.0	81.4	86.9	83.7	82.5
400 - 459 PM	80.9	79.2	74.7	83.0	86.2	80.8	80.1	82.5	77.2	73.9	72.7	66.6	86.7	89.8	79.0	87.1	82.7	79.4
500 - 559 PM	74.9	73.9	79.9	82.3	84.9	80.0	77.4	80.6	87.6	73.9	72.9	72.8	85.5	78.7	73.5	78.3	82.4	82.1
600 - 659 PM	77.9	69.0	75.5	79.0	83.0	85.4	78.5	80.7	76.7	70.0	74.1	75.5	81.9	83.6	76.3	83.9	76.8	79.3
700 - 759 PM	77.6	70.0	75.3	81.7	87.0	83.1	76.2	80.9	81.8	64.9	72.6	79.5	88.0	79.3	78.9	81.3	77.7	78.0
800 - 859 PM	77.0	78.4	74.3	66.3	86.7	83.4	80.1	81.9	82.1	64.5	68.8	78.4	85.9	74.8	68.3	83.1	74.3	78.9
900 - 959 PM	72.1	77.1	68.3	79.5	87.9	76.9	74.8	79.2	83.7	51.6	78.1	73.6	88.6	81.9	72.8	83.3	74.9	83.8
1000 - 1059 PM	78.4	85.2	63.0	78.8	88.2	87.9	J/	80.7	80.4	J/	66.7	85.7	90.1	83.5	85.9	87.3	J/	85.5
1100 - 559 AM	83.8	96.8	93.3	78.0	89.3	J/	85.5	98.4	96.2	86.4	100.0	J/	76.9	91.6	84.3	83.2	83.3	97.1
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>82.7</b>	<b>85.3</b>	<b>85.3</b>	<b>85.6</b>	<b>89.5</b>	<b>87.9</b>	<b>85.0</b>	<b>85.3</b>	<b>87.4</b>	<b>84.4</b>	<b>83.0</b>	<b>82.6</b>	<b>90.2</b>	<b>87.5</b>	<b>82.5</b>	<b>87.2</b>	<b>86.8</b>	<b>85.8</b>

\* 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)

<b>DEPARTURE AIRPORT*</b>																
<b>SCHEDULED DEPARTURE TIME</b>	<b>MDW</b>	<b>MIA</b>	<b>MSP</b>	<b>OAK</b>	<b>ORD</b>	<b>PDX</b>	<b>PHL</b>	<b>PHX</b>	<b>PIT</b>	<b>SAN</b>	<b>SEA</b>	<b>SFO</b>	<b>SLC</b>	<b>STL</b>	<b>TPA</b>	<b>TOTAL</b>
600 - 659 AM	96.4	95.5	94.6	94.5	91.2	95.4	95.9	96.0	94.0	95.7	89.3	93.7	96.1	95.5	93.6	94.8
700 - 759 AM	93.1	89.8	94.1	93.9	88.5	96.9	94.2	94.4	97.4	94.8	87.3	94.1	95.0	95.3	95.5	93.8
800 - 859 AM	93.9	84.6	93.0	93.0	87.0	92.0	93.2	89.9	91.3	93.5	87.5	94.4	94.3	95.9	93.9	91.8
900 - 959 AM	90.6	91.1	91.6	91.1	86.0	87.8	89.6	84.7	93.1	88.9	80.1	90.7	91.6	94.5	93.8	91.2
1000 - 1059 AM	93.0	85.1	92.3	84.3	86.2	90.0	88.9	86.5	92.4	85.2	75.2	81.5	89.4	94.8	91.2	88.9
1100 - 1159 AM	89.4	89.3	90.0	80.3	85.5	87.2	87.1	87.8	94.0	88.2	71.5	79.8	91.3	93.1	85.1	87.7
1200 - 1259 PM	87.5	86.9	85.7	80.3	85.9	82.3	85.1	84.2	92.1	82.7	73.8	79.3	90.8	89.5	87.1	86.7
100 - 159 PM	83.6	83.0	89.1	81.2	82.5	78.7	83.6	86.5	88.8	84.7	75.9	81.8	88.5	88.0	84.8	85.6
200 - 259 PM	80.2	81.6	88.6	73.4	78.2	78.7	83.5	79.3	84.0	84.7	65.4	81.6	86.4	86.0	87.6	83.1
300 - 359 PM	76.4	69.0	85.8	73.2	76.1	77.3	75.7	80.2	82.9	85.4	67.5	83.7	88.9	82.6	83.3	82.6
400 - 459 PM	80.4	74.6	83.1	73.6	71.6	91.1	76.2	80.8	82.0	83.5	62.7	82.3	87.3	79.6	77.0	80.1
500 - 559 PM	73.2	73.6	85.9	76.0	68.3	69.3	72.1	77.2	84.5	84.0	69.5	80.4	82.3	79.8	85.1	78.1
600 - 659 PM	71.5	72.0	84.6	64.4	66.8	76.7	67.7	77.6	79.4	86.3	64.0	82.3	85.6	80.1	74.4	77.3
700 - 759 PM	79.0	65.0	83.3	79.5	68.0	77.7	69.9	78.3	82.4	85.6	60.3	84.7	82.3	79.1	79.3	78.1
800 - 859 PM	67.6	73.1	81.1	70.2	67.3	63.6	69.9	72.9	78.1	73.7	55.4	83.3	84.2	72.0	86.9	76.5
900 - 959 PM	77.7	67.7	82.0	66.0	69.6	67.7	74.8	84.9	100.0	82.7	57.7	83.4	78.6	86.5	64.4	77.4
1000 - 1059 PM	J/	J/	89.9	92.5	67.9	76.4	84.1	93.4	J/	89.5	72.9	89.0	92.5	76.9	61.5	83.8
1100 - 559 AM	93.5	93.3	96.4	J/	86.4	88.9	89.1	91.3	95.5	96.8	74.5	90.2	95.2	91.8	96.8	87.1
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>83.8</b>	<b>80.5</b>	<b>88.3</b>	<b>81.6</b>	<b>78.3</b>	<b>84.4</b>	<b>82.0</b>	<b>84.4</b>	<b>87.8</b>	<b>87.3</b>	<b>73.4</b>	<b>85.4</b>	<b>88.9</b>	<b>87.5</b>	<b>86.3</b>	<b>84.8</b>

\* 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
FL	41	ATL-LAX	2115	28	100.00	50	36
DH	805	LAX-IAD	2359	18	88.89	42	26
AS	519	LAX-SEA	1711	31	87.10	81	53
RU	2165	EWR-MHT	915	21	85.71	29	32
WN	1660	LAS-PHX	1715	27	81.48	37	32
AS	576	SEA-LAX	1410	31	80.65	70	49
AS	76	JNU-SEA	1357	31	80.65	67	62
AS	333	SMF-SEA	1836	31	80.65	62	48
AS	413	SEA-GEG	2100	31	80.65	54	38
AS	720	SEA-PHX	1835	31	80.65	51	35
AS	547	LAX-SEA	1400	31	80.65	48	28
AS	392	SEA-OAK	1219	31	80.65	47	26
AS	670	SEA-LAS	1715	31	80.65	44	33
RU	2919	EWR-IAD	1500	31	80.65	39	30
US	1610	DCA-PWM	2050	20	80.00	40	17

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
ALASKA	407	37	9.1
INDEPENDENCE AIR	410	3	0.7
AIRTRAN	538	2	0.4
EXPRESSJET	1,226	4	0.3
US AIRWAYS	1,256	4	0.3
CONTINENTAL	849	1	0.1
AMERICAN	1,896	1	0.1
SOUTHWEST	2,974	1	0.0
DELTA	1,949	0	0.0
AMERICAN EAGLE	1,526	0	0.0
SKYWEST	1,443	0	0.0
NORTHWEST	1,407	0	0.0
UNITED	1,350	0	0.0
COMAIR	1,062	0	0.0
ATLANTIC SOUTHEAST	871	0	0.0
AMERICA WEST	549	0	0.0
JETBLUE	286	0	0.0
FRONTIER	206	0	0.0
HAWAIIAN	126	0	0.0
ATA	120	0	0.0
<b>TOTAL</b>	<b>20,451</b>	<b>53</b>	<b>0.3</b>



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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)	83.6	90.0	268	270
ADAK ISLAND AK (ADK)	55.6	44.4	9	9
AGUADILLA PR (BQN)	71.0	98.4	62	62
AKRON/CANTON OH (CAK)	82.8	85.5	827	826
ALBANY GA (ABY)	83.1	89.9	89	109
ALBANY NY (ALB)	84.4	90.0	1,545	1,544
ALBUQUERQUE NM (ABQ)	84.7	88.0	3,046	3,048
ALEXANDRIA LA (AEX)	83.7	90.9	233	219
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	86.6	89.6	506	491
AMARILLO TX (AMA)	82.9	88.8	714	714
ANCHORAGE AK (ANC)	67.1	70.7	1,747	1,747
APPLETON WI (ATW)	79.8	89.2	213	212
ASHEVILLE NC (AVL)	84.1	80.9	408	398
ASHLAND WV (HTS)	87.1	86.3	124	124
ATLANTA GA (ATL)	82.6	82.7	38,076	38,733
ATLANTIC CITY NJ (ACY)	89.1	90.2	92	92
AUGUSTA GA (AGS)	77.9	82.5	208	228
AUSTIN TX (AUS)	84.9	89.1	3,573	3,576
BAKERSFIELD CA (BFL)	91.8	92.4	328	328
BALTIMORE MD (BWI)	87.0	85.3	9,248	9,254
BANGOR ME (BGR)	81.4	88.9	409	407
BARROW AK (BRW)	69.4	51.6	62	62
BATON ROUGE LA (BTR)	82.5	85.5	832	819
BEAUMONT/PORT ARTHUR TX (BPT)	86.0	90.7	171	172
BEND/REDMOND OR (RDM)	88.3	92.3	298	298
BETHEL AK (BET)	62.9	55.7	97	97
BILLINGS MT (BIL)	84.5	90.6	458	458
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	87.1	94.6	93	93
BIRMINGHAM AL (BHM)	86.0	89.7	1,945	1,944
BISMARCK/MANDAN ND (BIS)	90.0	94.7	210	209
BLOOMINGTON IL (BMI)	78.9	81.4	204	204
BOISE ID (BOI)	84.2	91.6	1,406	1,403
BOSTON MA (BOS)	78.9	85.3	11,134	11,136
BOZEMAN MT (BZN)	89.5	95.3	428	428
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	84.3	84.6	364	364
BROWNSVILLE TX (BRO)	93.3	97.3	149	149
BRUNSWICK GA (BQK)	81.7	88.5	115	104
BUFFALO NY (BUF)	81.8	87.7	2,380	2,382
BURBANK CA (BUR)	84.0	86.9	2,356	2,353
BURLINGTON VT (BTV)	81.5	86.9	822	824
BUTTE MT (BTM)	82.2	86.4	118	118
CARLSBAD CA (CLD)	94.4	92.7	177	177
CASPER WY (CPR)	88.3	89.3	291	291

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR CITY UT (CDC)	84.1	86.4	88	88
CEDAR RAPIDS/IOWA CITY IA (CID)	86.4	91.4	514	514
CHAMPAIGN/URBANA IL (CMI)	79.1	87.5	335	335
CHARLESTON SC (CHS)	82.5	86.1	1,288	1,298
CHARLESTON/DUNBAR WV (CRW)	81.0	90.4	427	427
CHARLOTTE AMALIE VI (STT)	82.5	87.9	280	280
CHARLOTTE NC (CLT)	84.1	85.6	10,305	10,283
CHARLOTTESVILLE VA (CHO)	89.0	89.9	182	169
CHATTANOOGA TN (CHA)	82.0	84.1	478	477
CHICAGO IL (MDW)	88.2	83.8	7,959	7,961
CHICAGO IL (ORD)	79.3	78.3	28,523	28,511
CHICO CA (CIC)	88.0	89.1	92	92
CHRISTIANSTED VI (STX)	90.7	76.7	43	43
CLEVELAND OH (CLE)	85.7	90.7	7,556	7,555
CODY WY (COD)	82.0	80.3	61	61
COLLEGE STATION/BRYAN TX (CLL)	87.7	90.3	310	310
COLORADO SPRINGS CO (COS)	86.6	89.0	1,117	1,113
COLUMBIA SC (CAE)	84.5	84.0	946	946
COLUMBUS GA (CSG)	75.3	84.0	150	150
COLUMBUS MS (GTR)	79.2	80.4	120	107
COLUMBUS OH (CMH)	82.5	88.1	3,249	3,250
CORDOVA AK (CDV)	54.8	56.5	62	62
CORPUS CHRISTI TX (CRP)	85.3	89.7	808	808
COVINGTON KY (CVG)	88.2	89.5	18,398	18,441
CRESCENT CITY CA (CEC)	85.9	84.5	85	84
DALLAS TX (DAL)	87.8	84.8	3,609	3,608
DALLAS/FT.WORTH TX (DFW)	86.9	85.3	25,985	25,974
DAYTON OH (DAY)	81.3	88.5	1,243	1,241
DAYTONA BEACH FL (DAB)	82.2	84.2	349	349
DEADHORSE AK (SCC)	87.1	83.9	31	31
DENVER CO (DEN)	85.7	85.0	16,211	16,220
DES MOINES IA (DSM)	76.4	84.5	801	801
DETROIT MI (DTW)	86.7	87.4	12,094	12,098
DILLINGHAM AK (DLG)	52.2	56.5	23	23
DOTHAN AL (DHN)	75.1	85.6	181	181
DUBUQUE IA (DBQ)	79.3	84.7	116	118
DULUTH MN (DLH)	83.2	88.1	119	118
DURANGO CO (DRO)	81.1	83.8	74	74
EL CENTRO CA (IPL)	93.5	98.4	62	62
EL PASO TX (ELP)	87.0	89.6	1,833	1,833
ELKO NV (EKO)	94.1	95.6	135	135
ERIE PA (ERI)	90.3	94.6	93	93
EUGENE OR (EUG)	86.0	87.0	514	514

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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.
EUREKA/ARCATA CA (ACV)	89.9	86.4	345	346
EVANSVILLE IN (EVV)	80.7	84.4	486	486
FAIRBANKS AK (FAI)	59.5	67.3	467	465
FARGO ND (FAR)	89.1	90.9	330	330
FAYETTEVILLE AR (XNA)	83.6	85.0	1,347	1,345
FAYETTEVILLE NC (FAY)	80.6	85.5	124	124
FLINT MI (FNT)	80.6	89.0	638	627
FLORENCE SC (FLO)	78.7	77.5	89	89
FORT LAUDERDALE FL (FLL)	79.8	83.0	5,861	5,863
FORT SMITH AR (FSM)	73.9	83.4	180	181
FORT WAYNE IN (FWA)	83.4	88.4	580	561
FRESNO CA (FAT)	90.3	89.1	1,196	1,196
FT. MYERS FL (RSW)	85.3	88.1	2,087	2,097
GAINESVILLE FL (GNV)	78.8	83.3	217	204
GRAND FORKS ND (GFK)	81.0	98.2	58	57
GRAND JUNCTION CO (GJT)	89.2	90.4	369	363
GRAND RAPIDS MI (GRR)	81.3	86.8	1,291	1,254
GREAT FALLS MT (GTF)	87.0	93.0	385	385
GREEN BAY/CLINTONVILLE WI (GRB)	86.8	91.6	508	509
GREENSBORO/HIGH POINT NC (GSO)	84.0	89.7	1,714	1,688
GREENVILLE/SPARTANBURG SC (GSP)	83.5	90.5	1,178	1,177
GULFPORT/BILOXI MS (GPT)	82.4	86.7	608	609
HARLINGEN/SAN BENITO TX (HRL)	88.4	91.8	498	498
HARRISBURG PA (MDT)	83.3	87.5	689	674
HARTFORD CT (BDL)	83.7	89.5	3,219	3,223
HELENA MT (HLN)	85.2	92.1	216	216
HICKORY NC (HKY)	69.1	83.9	81	62
HILO HI (ITO)	98.4	98.8	243	243
HONOLULU HI (HNL)	90.2	95.8	3,160	3,161
HOUSTON TX (HOU)	87.0	82.4	4,849	4,837
HOUSTON TX (IAH)	87.6	90.2	18,172	18,154
HUNTSVILLE AL (HSV)	84.7	89.5	961	958
IDAHO FALLS ID (IDA)	90.1	93.8	273	272
INDIANAPOLIS IN (IND)	84.1	90.6	3,676	3,674
INDIO/PALM SPRINGS CA (PSP)	83.6	88.1	833	834
INYOKERN CA (IYK)	98.9	97.8	89	89
ISLIP NY (ISP)	85.9	86.4	1,068	1,045
JACKSON WY (JAC)	87.6	91.1	193	192
JACKSON/VICKSBURG MS (JAN)	84.6	87.6	984	951
JACKSONVILLE FL (JAX)	85.9	88.2	2,498	2,500
JUNEAU AK (JNU)	61.2	58.6	345	345
KAHULUI HI (OGG)	91.3	95.9	1,207	1,207
KALAMAZOO MI (AZO)	84.6	88.3	376	375

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
KALISPELL MT (FCA)	89.1	96.1	304	304
KANSAS CITY MO (MCI)	84.0	87.5	4,923	4,911
KETCHIKAN AK (KTN)	61.1	67.9	190	190
KEY WEST FL (EYW)	83.1	74.2	71	66
KILLEEN TX (GRK)	81.1	85.5	533	532
KING SALMON AK (AKN)	50.0	58.3	36	36
KINSTON NC (ISO)	90.2	81.2	92	69
KNOXVILLE TN (TYS)	81.3	87.3	1,214	1,204
KODIAK AK (ADQ)	53.2	61.3	62	62
KONA HI (KOA)	94.9	97.0	570	570
KOTZEBUE AK (OTZ)	76.3	68.8	93	93
LA CROSSE WI (LSE)	76.5	84.9	119	119
LAFAYETTE LA (LFT)	88.4	90.5	319	306
LAKE CHARLES LA (LCH)	88.1	91.1	135	135
LANSING MI (LAN)	87.0	92.6	376	376
LAREDO TX (LRD)	85.5	90.6	256	256
LAS VEGAS NV (LAS)	84.2	82.5	14,325	14,329
LAWTON/FORT SILL OK (LAW)	86.8	92.5	212	212
LEWISBURG WV (LWB)	87.1	83.9	31	31
LEWISTON ID (LWS)	80.6	100.0	62	62
LEXINGTON KY (LEX)	84.8	89.8	840	835
LIHUE HI (LIH)	97.0	98.9	628	628
LINCOLN NE (LNK)	87.1	87.1	186	186
LITTLE ROCK AR (LIT)	80.7	84.7	1,678	1,656
LONG BEACH CA (LGB)	83.8	91.9	954	953
LONGVIEW/KILGOR/GLADWATR TX (GGG)	88.2	87.2	93	94
LOS ANGELES CA (LAX)	84.8	87.2	19,711	19,713
LOUISVILLE KY (SDF)	83.1	87.1	2,153	2,154
LUBBOCK TX (LBB)	82.2	87.2	820	818
LYNCHBURG VA (LYH)	89.9	89.9	89	89
MACON GA (MCN)	80.9	77.5	89	89
MADISON WI (MSN)	83.6	88.5	812	814
MANCHESTER NH (MHT)	83.3	89.6	2,200	2,200
MARQUETTE MI (MQT)	79.8	89.8	89	88
MEDFORD OR (MFR)	84.5	85.1	444	444
MELBOURNE FL (MLB)	89.5	93.4	287	287
MEMPHIS TN (MEM)	87.8	89.4	4,492	4,491
MERIDIAN MS (MEI)	84.9	84.9	119	106
MIAMI FL (MIA)	80.9	80.5	5,387	5,392
MIDLAND/ODESSA TX (MAF)	82.6	90.5	695	694
MILWAUKEE WI (MKE)	83.6	89.6	1,832	1,832
MINNEAPOLIS/ST. PAUL MN (MSP)	85.3	88.3	11,897	11,894
MINOT ND (MOT)	87.1	90.3	93	93

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MISSION/MCALLEN/EDINBURG TX (MFE)	84.7	91.0	301	301
MISSOULA MT (MSO)	89.6	94.9	395	395
MOBILE AL (MOB)	82.7	85.9	369	369
MODESTO CA (MOD)	87.1	81.1	124	122
MOLINE IL (MLI)	82.5	87.5	359	359
MONROE LA (MLU)	78.2	89.6	202	164
MONTEREY CA (MRY)	90.9	91.1	595	593
MONTGOMERY AL (MGM)	77.9	75.1	339	325
MONTROSE/DELTA CO (MTJ)	93.2	97.5	161	161
MYRTLE BEACH SC (MYR)	85.9	87.0	733	724
NAPLES FL (APF)	87.1	86.3	93	80
NASHVILLE TN (BNA)	85.6	87.5	5,164	5,147
NEW HAVEN CT (HVN)	95.5	89.9	89	89
NEW ORLEANS LA (MSY)	85.2	86.7	4,606	4,607
NEW YORK NY (JFK)	81.4	87.5	8,615	8,611
NEW YORK NY (LGA)	78.7	86.8	10,914	10,919
NEWARK NJ (EWR)	74.4	84.4	13,107	13,084
NEWBURGH/POUGHKEEPSIE NY (SWF)	80.6	86.5	310	311
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	85.0	86.3	645	637
NOME AK (OME)	78.5	74.2	93	93
NORFOLK VA (ORF)	82.6	87.6	1,991	1,992
OAKLAND CA (OAK)	83.3	81.6	5,917	5,915
OKLAHOMA CITY OK (OKC)	81.4	87.4	1,758	1,733
OMAHA NE (OMA)	83.8	88.2	1,981	1,945
ONTARIO/SAN BERNARDINO CA (ONT)	84.3	87.7	3,033	3,034
ORLANDO FL (MCO)	84.4	85.8	9,698	9,702
OXNARD/VENTURA CA (OXR)	96.7	94.7	151	151
PANAMA CITY FL (PFN)	71.7	78.6	254	243
PASCO/KENNEWICK/RICHLAND WA (PSC)	92.7	97.1	341	339
PENSACOLA FL (PNS)	84.4	87.5	1,028	1,028
PEORIA IL (PIA)	82.7	88.9	462	449
PETERSBURG AK (PSG)	69.4	67.7	62	62
PHILADELPHIA PA (PHL)	80.7	82.0	11,173	11,168
PHOENIX AZ (PHX)	86.5	84.4	14,882	14,887
PITTSBURGH PA (PIT)	84.8	87.8	4,744	4,742
POCATELLO ID (PIH)	90.1	92.4	172	171
PORTLAND ME (PWM)	79.8	86.2	855	856
PORTLAND OR (PDX)	77.4	84.4	4,641	4,643
PROVIDENCE RI (PVD)	84.8	88.7	2,758	2,761
RALEIGH/DURHAM NC (RDU)	84.1	87.3	5,527	5,527
RAPID CITY SD (RAP)	87.5	93.7	319	319
REDDING CA (RDD)	87.7	85.8	155	155
RENO NV (RNO)	83.6	87.4	2,314	2,327

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
RICHMOND VA (RIC)	83.5	88.2	1,556	1,545
ROANOKE VA (ROA)	77.8	85.9	306	291
ROCHESTER MN (RST)	77.3	79.0	176	176
ROCHESTER NY (ROC)	82.5	87.6	1,661	1,645
SACRAMENTO CA (SMF)	82.9	84.2	4,321	4,317
SAGINAW/BAY CITY/MIDLAND MI (MBS)	86.4	89.8	324	324
SALT LAKE CITY UT (SLC)	88.1	88.9	13,822	13,802
SAN ANGELO TX (SJT)	83.1	92.3	207	208
SAN ANTONIO TX (SAT)	85.8	87.7	3,296	3,295
SAN DIEGO CA (SAN)	84.3	87.3	7,512	7,511
SAN FRANCISCO CA (SFO)	78.7	85.4	10,954	10,964
SAN JOSE CA (SJC)	84.6	88.0	5,093	5,093
SAN JUAN PR (SJU)	84.1	90.0	2,160	2,164
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	90.6	90.8	459	459
SANTA ANA CA (SNA)	85.1	86.0	4,083	4,077
SANTA BARBARA CA (SBA)	89.4	91.8	1,068	1,067
SANTA MARIA CA (SMX)	95.0	95.6	180	182
SARASOTA/BRADENTON FL (SRQ)	90.7	93.1	635	638
SAVANNAH GA (SAV)	82.6	87.2	1,216	1,218
SCRANTON/WILKES-BARRE PA (AVP)	78.6	84.1	271	271
SEATTLE WA (SEA)	71.5	73.4	8,765	8,769
SHREVEPORT LA (SHV)	81.0	85.7	799	790
SIOUX FALLS SD (FSD)	88.2	94.3	456	456
SITKA AK (SIT)	54.2	75.0	96	96
SOUTH BEND IN (SBN)	77.4	83.1	319	343
SPOKANE WA (GEG)	79.6	86.3	1,168	1,167
SPRINGFIELD MO (SGF)	84.3	86.8	784	785
ST. GEORGE UT (SGU)	93.8	95.8	260	260
ST. LOUIS MO (STL)	86.1	87.5	5,816	5,791
STATE COLLEGE PA (SCE)	88.2	90.3	93	93
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	83.4	89.2	235	241
SYRACUSE NY (SYR)	82.0	89.0	1,240	1,239
TALLAHASSEE FL (TLH)	84.4	86.4	487	487
TAMPA FL (TPA)	83.6	86.3	6,590	6,599
TEXARKANA AR (TXK)	83.9	93.5	93	93
TOLEDO OH (TOL)	87.9	89.5	453	439
TRAVERSE CITY MI (TVC)	80.0	83.3	195	198
TUCSON AZ (TUS)	84.2	87.2	1,623	1,627
TULSA OK (TUL)	83.7	88.6	1,842	1,841
TWIN FALLS ID (TWF)	89.9	92.0	178	174
TYLER TX (TYR)	82.6	90.6	213	213
VALDOSTA GA (VLD)	73.7	81.1	118	111
VALPARAISO FL (VPS)	85.3	89.3	551	516

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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.
VICTORIA TX (VCT)	88.8	91.0	89	89
VISALIA CA (VIS)	73.8	77.0	61	61
WACO TX (ACT)	86.8	92.1	319	318
WASHINGTON DC (DCA)	85.7	87.9	9,186	9,184
WASHINGTON DC (IAD)	81.1	82.6	11,189	11,190
WEST PALM BEACH/PALM BEACH FL (PBI)	80.9	83.6	2,369	2,371
WHITE PLAINS NY (HPN)	78.8	85.6	660	659
WICHITA FALLS TX (SPS)	83.2	89.1	238	238
WICHITA KS (ICT)	83.5	87.5	1,084	1,076
WILMINGTON NC (ILM)	84.0	85.5	374	365
WRANGELL AK (WRG)	58.1	69.4	62	62
YAKUTAT AK (YAK)	43.5	58.1	62	62
YUMA AZ (YUM)	91.7	96.6	120	119

MAY 2005  
AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 33 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ATLANTIC SOUTHEAST	22	14,584	393	2.7	116	26,209	729	2.8
AMERICAN EAGLE	22	26,177	602	2.3	101	45,943	1,083	2.4
ALASKA	16	7,936	120	1.5	45	12,796	301	2.4
DELTA	33	45,759	580	1.3	105	59,031	759	1.3
SKYWEST	16	24,452	268	1.1	121	43,786	561	1.3
COMAIR	23	19,635	222	1.1	112	32,582	375	1.2
UNITED	33	35,500	412	1.2	79	41,045	453	1.1
AMERICA WEST	29	14,342	134	0.9	50	16,953	163	1.0
US AIRWAYS	27	30,196	268	0.9	64	37,994	339	0.9
EXPRESSJET	25	16,961	106	0.6	112	34,008	175	0.5
AIRTRAN	21	12,796	59	0.5	45	16,603	80	0.5
ATA	13	3,083	15	0.5	18	3,587	17	0.5
NORTHWEST	32	28,562	132	0.5	118	42,514	183	0.4
AMERICAN	32	45,806	194	0.4	79	57,228	238	0.4
SOUTHWEST	17	44,926	134	0.3	60	87,862	322	0.4
INDEPENDENCE AIR	16	8,590	25	0.3	46	12,666	39	0.3
CONTINENTAL	30	19,667	35	0.2	75	24,808	44	0.2
FRONTIER	23	5,416	9	0.2	36	6,269	10	0.2
HAWAIIAN	7	352	2	0.6	13	4,019	6	0.1
JETBLUE	15	6,697	0	0.0	29	8,899	0	0.0
<b>Total</b>		<b>411,437</b>	<b>3,710</b>	<b>0.9</b>	<b>Total</b>	<b>614,802</b>	<b>5,877</b>	<b>0.9</b>

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

MAY 2005  
**AIR TRAVEL CONSUMER REPORT**  
**TABLE 9. CAUSES OF DELAY\*, BY CARRIER\*\***

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	57228	48169	84.17%	238	0.42%	122	0.21%	2071	3.62%	620	1.08%	3446	6.02%	9	0.01%	2553	4.46%
AS	12796	7546	58.97%	301	2.35%	38	0.30%	1951	15.25%	21	0.16%	955	7.46%	30	0.23%	1955	15.28%
B6	8899	7294	81.96%	0	0.00%	16	0.18%	299	3.36%	9	0.10%	748	8.40%	9	0.10%	524	5.89%
CO	24808	20769	83.72%	44	0.18%	56	0.23%	759	3.06%	107	0.43%	2394	9.65%	20	0.08%	660	2.66%
DH	12666	9968	78.70%	39	0.31%	8	0.06%	473	3.74%	42	0.33%	1201	9.48%	8	0.06%	927	7.32%
DL	59031	50217	85.07%	759	1.29%	84	0.14%	2036	3.45%	122	0.21%	3913	6.63%	4	0.01%	1896	3.21%
EV	26209	20699	78.98%	729	2.78%	75	0.29%	2016	7.69%	647	2.47%	1463	5.58%	2	0.01%	578	2.20%
F9	6269	5236	83.52%	10	0.16%	6	0.10%	325	5.18%	28	0.45%	289	4.61%	0	0.00%	375	5.98%
FL	16603	13443	80.97%	80	0.48%	44	0.27%	667	4.02%	18	0.11%	1094	6.59%	0	0.00%	1258	7.58%
HA	4019	3854	95.89%	6	0.15%	0	0.00%	132	3.29%	0	0.00%	2	0.06%	1	0.01%	24	0.59%
HP	16953	14494	85.50%	163	0.96%	8	0.05%	743	4.39%	18	0.11%	831	4.90%	11	0.06%	684	4.04%
MQ	45943	37022	80.58%	1083	2.36%	54	0.12%	2081	4.53%	314	0.68%	2650	5.77%	2	0.00%	2736	5.96%
NW	42514	36113	84.94%	183	0.43%	47	0.11%	2226	5.24%	314	0.74%	2804	6.59%	8	0.02%	819	1.93%
OH	32582	28775	88.32%	375	1.15%	28	0.09%	1282	3.93%	749	2.30%	1324	4.07%	6	0.02%	44	0.13%
OO	43786	38636	88.24%	561	1.28%	43	0.10%	2798	6.39%	153	0.35%	956	2.18%	9	0.02%	630	1.44%
RU	34008	28217	82.97%	175	0.51%	85	0.25%	823	2.42%	145	0.43%	3027	8.90%	19	0.05%	1517	4.46%
TZ	3587	3214	89.60%	17	0.47%	0	0.00%	58	1.63%	2	0.06%	233	6.50%	1	0.02%	62	1.73%
UA	41045	32988	80.37%	453	1.10%	62	0.15%	1956	4.77%	111	0.27%	2979	7.26%	0	0.00%	2496	6.08%
US	37994	31845	83.82%	339	0.89%	40	0.11%	1516	3.99%	155	0.41%	2429	6.39%	0	0.00%	1670	4.39%
WN	87862	75928	86.42%	322	0.37%	63	0.07%	2903	3.30%	191	0.22%	1978	2.25%	48	0.05%	6429	7.32%
<b>TOTAL</b>	<b>614802</b>	<b>514427</b>		<b>5877</b>		<b>879</b>		<b>27117</b>		<b>3766</b>		<b>34717</b>		<b>184</b>		<b>27836</b>	
			<b>83.67%</b>		<b>0.96%</b>		<b>0.14%</b>		<b>4.41%</b>		<b>0.61%</b>		<b>5.65%</b>		<b>0.03%</b>		<b>4.53%</b>

**\*Causes of Delay:**

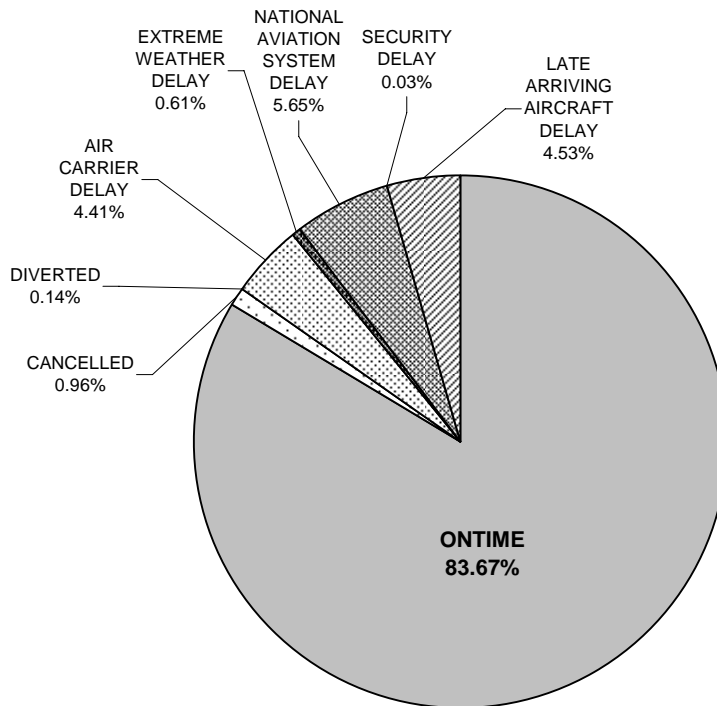
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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

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

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

**MAY 2005**  
**AIR TRAVEL CONSUMER REPORT**  
**TABLE 10. OVERALL CAUSES OF DELAY\***



**\*Causes of Delay:**

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
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**Note:** For additional airline-specific information, visit <http://www.bts.gov>

**FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)**

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 33 airports for which data must be reported. Data include all reported domestic flight operations to the 33 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 33 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.



**APPENDIX**

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

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

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

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

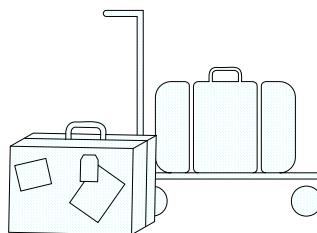
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Independence Air (formerly Atlantic Coast Airlines)
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways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

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

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.



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

RANK	AIRLINE	MAY 2005			MAY 2004		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,408	507,267	2.78	1,304	460,080	2.83
2	ATA AIRLINES	1,222	407,039	3.00	2,708	839,193	3.23
3	JETBLUE AIRWAYS	3,855	1,221,547	3.16	2,115	971,841	2.18
4	INDEPENDENCE AIR	1,759	548,967	3.20	8,275	690,917	11.98
5	AMERICA WEST AIRLINES	6,224	1,901,796	3.27	5,122	1,741,982	2.94
6	CONTINENTAL AIRLINES	9,770	2,959,732	3.30	9,497	2,786,245	3.41
7	SOUTHWEST AIRLINES	27,395	7,928,675	3.46	22,473	7,321,279	3.07
8	NORTHWEST AIRLINES **	15,204	4,248,035	3.58	13,852	3,939,330	3.52
9	AIRTRAN AIRWAYS	5,304	1,478,991	3.59	3,265	1,136,947	2.87
10	UNITED AIRLINES	19,977	5,000,294	4.00	19,302	5,408,451	3.57
11	AMERICAN AIRLINES	31,959	6,982,179	4.58	27,199	6,399,856	4.25
12	FRONTIER AIRLINES	3,253	707,229	4.60	*	*	*
13	EXPRESSJET AIRLINES	6,397	1,254,230	5.10	5,815	1,067,563	5.45
14	ALASKA AIRLINES	6,616	1,244,712	5.32	3,801	1,217,055	3.12
15	DELTA AIR LINES	44,840	7,216,761	6.21	23,597	7,407,135	3.19
16	AMERICAN EAGLE AIRLINES	12,300	1,558,066	7.89	10,618	1,267,581	8.38
17	SKYWEST AIRLINES	11,516	1,420,538	8.11	8,487	1,069,487	7.94
18	COMAIR	9,575	1,144,636	8.37	9,874	1,110,230	8.89
19	US AIRWAYS	33,391	3,432,633	9.73	12,883	3,202,200	4.02
20	ATLANTIC SOUTHEAST AIRLINES	15,414	1,062,973	14.50	9,601	877,237	10.94
<b>TOTALS</b>		<b>267,379</b>	<b>52,226,300</b>	<b>5.12</b>	<b>199,788</b>	<b>48,914,609</b>	<b>4.08</b>

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

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

ENPLANED PASSENGERS—For the domestic system only.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. 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.

\*\* Northwest Airlines incorrectly reported to DOT its mishandled baggage "Enplaned Passengers" data for May 2004. This table includes the correction of that data.

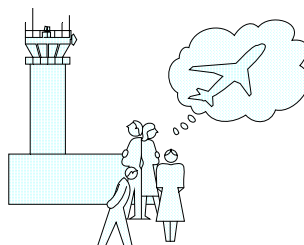
## OVERSALES

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

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

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

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



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

RANK	AIRLINE	JANUARY - MARCH 2005				JANUARY - MARCH 2004			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	15	0	3,400,086	<b>0.00</b>	12	2	2,650,073	<b>0.01</b>
1	<b>INDEPENDENCE AIR</b>	4	0	202,371	<b>0.00</b>	*	*	*	*
3	<b>HAWAIIAN AIRLINES</b>	744	5	1,376,667	<b>0.04</b>	897	68	1,399,228	<b>0.49</b>
4	<b>UNITED AIRLINES</b>	21,687	593	14,160,569	<b>0.42</b>	30,340	1,189	14,482,375	<b>0.82</b>
5	<b>AIRTRAN AIRWAYS</b>	8,334	216	3,543,810	<b>0.61</b>	9,782	254	2,961,286	<b>0.86</b>
6	<b>SKYWEST AIRLINES</b>	1,394	28	399,872	<b>0.70</b>	188	0	14,893	<b>0.00</b>
7	<b>AMERICAN AIRLINES</b>	17,687	1,478	20,623,793	<b>0.72</b>	23,373	1,122	19,689,387	<b>0.57</b>
8	<b>SOUTHWEST AIRLINES</b>	21,530	1,473	19,780,746	<b>0.74</b>	31,275	2,674	18,190,404	<b>1.47</b>
9	<b>AMERICAN EAGLE AIRLINES</b>	682	40	503,598	<b>0.79</b>	572	15	399,270	<b>0.38</b>
10	<b>US AIRWAYS</b>	17,902	1,014	10,074,156	<b>1.01</b>	22,751	494	9,211,456	<b>0.54</b>
11	<b>DELTA AIR LINES</b>	18,494	2,185	20,650,378	<b>1.06</b>	46,243	3,218	19,485,644	<b>1.65</b>
12	<b>COMAIR</b>	693	72	665,595	<b>1.08</b>	1,368	234	510,630	<b>4.58</b>
13	<b>AMERICA WEST AIRLINES</b>	10,330	617	5,101,850	<b>1.21</b>	11,888	363	4,967,978	<b>0.73</b>
14	<b>ALASKA AIRLINES</b>	6,284	511	3,505,624	<b>1.46</b>	8,519	803	3,587,830	<b>2.24</b>
15	<b>NORTHWEST AIRLINES</b>	23,152	2,048	12,061,214	<b>1.70</b>	19,978	963	11,175,103	<b>0.86</b>
16	<b>ATLANTIC SOUTHEAST AIRLINES</b>	1,074	272	1,013,122	<b>2.68</b>	1,425	247	772,227	<b>3.20</b>
17	<b>CONTINENTAL AIRLINES</b>	13,273	2,642	8,775,816	<b>3.01</b>	11,914	953	8,238,969	<b>1.16</b>
18	<b>ATA AIRLINES</b>	1,896	912	1,532,801	<b>5.95</b>	1,638	290	2,442,387	<b>1.19</b>
	<b>TOTALS</b>	<b>165,175</b>	<b>14,106</b>	<b>127,372,068</b>	<b>1.11</b>	<b>222,163</b>	<b>12,889</b>	<b>120,179,140</b>	<b>1.07</b>

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

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	MAY 2005				MAY 2004			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	481	64	3	105	351	64	0	52
FOREIGN AIRLINES	96	1	0	9	65	2	1	7
TRAVEL AGENTS	23	2	0	0	25	4	0	1
TOUR OPERATORS	2	0	0	0	1	0	0	0
MISCELLANEOUS	6	8	0	75	4	3	0	60
<b>INDUSTRY TOTALS</b>	<b>608</b>	<b>75</b>	<b>3</b>	<b>189</b>	<b>446</b>	<b>73</b>	<b>1</b>	<b>120</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	MAY 2005			MAY 2004		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	124		1	91	
CANCELLATIONS			46			23
DELAYS			27			28
MISCONNECTIONS			24			12
BAGGAGE	2	116		3	64	
RES/TKTG/BOARDING	3	90		4	64	
CUSTOMER SERVICE	4	76		2	67	
REFUNDS	5	50		6	41	
DISABILITY	6	48		5	48	
OVERSALES	7	30		7	20	
OTHER	8	27		8	16	
FREQUENT FLYER			19			14
FARES	9	26		9	13	
DISCRIMINATION	10	11		10	11	
ADVERTISING	11	9		11	11	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		608			446	

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.



Table 3

AIR TRAVEL CONSUMER REPORT  
 COMPLAINTS AGAINST U. S. AIRLINES  
 BY COMPLAINT CATEGORY\*  
 MAY 2005

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	2	1	1	0	0	3	0	3	0	0	0	0	10
AIRTRAN AIRWAYS	5	1	1	0	1	3	0	0	0	0	0	0	11
ALASKA AIRLINES	2	2	2	0	2	4	3	0	0	0	0	1	16
AMERICA WEST AIRLINES	3	1	5	0	1	4	4	1	0	0	0	0	19
AMERICAN AIRLINES	21	2	9	3	4	15	16	8	0	2	0	4	84
AMERICAN EAGLE AIRLINES	2	0	0	0	1	1	0	0	0	1	0	0	5
CONTINENTAL AIRLINES	5	4	3	5	3	4	4	1	0	1	0	2	32
DELTA AIRLINES	16	1	5	6	5	17	7	5	1	0	0	7	70
INDEPENDENCE AIR	3	0	3	1	1	0	0	0	2	0	0	0	10
MESA AIRLINES	4	0	1	0	0	1	2	0	0	1	0	0	9
NORTHWEST AIRLINES	6	5	5	1	4	7	3	6	0	0	0	4	41
PINNACLE AIRLINES	5	0	1	0	0	1	1	0	0	0	0	0	8
SKYWEST AIRLINES	1	0	3	0	0	0	1	0	0	0	0	0	5
SOUTHWEST AIRLINES	0	0	1	0	2	0	4	5	0	1	0	0	13
UNITED AIRLINES	9	2	3	1	5	12	6	4	1	3	0	4	50
US AIRWAYS	7	1	8	1	2	10	5	2	1	0	0	0	37
USA3000	0	0	3	0	0	1	0	1	1	0	1	0	7
OTHER U. S. AIRLINES	17	2	7	2	4	6	8	6	0	0	0	2	54
<b>TOTAL MAY 2005</b>	<b>108</b>	<b>22</b>	<b>61</b>	<b>20</b>	<b>35</b>	<b>89</b>	<b>64</b>	<b>42</b>	<b>6</b>	<b>9</b>	<b>1</b>	<b>24</b>	<b>481</b>
% OF TOTAL COMPLAINTS	22.5	4.6	12.7	4.2	7.3	18.5	13.3	8.7	1.2	1.9	0.2	5.0	
<b>TOTAL MAY 2004</b>	<b>82</b>	<b>20</b>	<b>42</b>	<b>9</b>	<b>20</b>	<b>50</b>	<b>60</b>	<b>42</b>	<b>5</b>	<b>9</b>	<b>0</b>	<b>12</b>	<b>351</b>
% OF TOTAL COMPLAINTS	23.4	5.7	12.0	2.6	5.7	14.2	17.1	12.0	1.4	2.6	0.0	3.4	

\* 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

MAY 2005

U. S. AIRLINES*	COMPS RECD IN MAY	INCI - DENTS IN MAY	PERCENT	INCI - DENTS IN APRIL	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	10	1	10.0	4	40.0	4	40.0	1	10.0
AIRTRAN AIRWAYS	11	4	36.4	5	45.5	0	0.0	2	18.2
ALASKA AIRLINES	16	6	37.5	5	31.2	3	18.8	2	12.5
AMERICA WEST AIRLINES	19	5	26.3	2	10.5	8	42.1	4	21.1
AMERICAN AIRLINES	84	19	22.6	35	41.7	10	11.9	20	23.8
AMERICAN EAGLE AIRLINES	5	4	80.0	0	0.0	0	0.0	1	20.0
CONTINENTAL AIRLINES	32	13	40.6	4	12.5	10	31.2	5	15.6
DELTA AIRLINES	70	30	42.9	7	10.0	15	21.4	18	25.7
INDEPENDENCE AIR	10	5	50.0	2	20.0	2	20.0	1	10.0
MESA AIRLINES	9	6	66.7	2	22.2	0	0.0	1	11.1
NORTHWEST AIRLINES	41	11	26.8	5	12.2	14	34.1	11	26.8
PI NNACLE AIRLINES	8	3	37.5	0	0.0	2	25.0	3	37.5
SKYWEST AIRLINES	5	1	20.0	3	60.0	1	20.0	0	0.0
SOUTHWEST AIRLINES	13	9	69.2	1	7.7	2	15.4	1	7.7
UNITED AIRLINES	50	19	38.0	7	14.0	15	30.0	9	18.0
US AIRWAYS	37	9	24.3	8	21.6	11	29.7	9	24.3
USA3000	7	1	14.3	0	0.0	3	42.9	3	42.9
OTHER U. S. AIRLINES	54	14	25.9	18	33.3	14	25.9	8	14.8
<b>TOTALS</b>	<b>481</b>	<b>160</b>	<b>33.3</b>	<b>108</b>	<b>22.5</b>	<b>114</b>	<b>23.7</b>	<b>99</b>	<b>20.6</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>351</b>	<b>102</b>	<b>29.1</b>	<b>102</b>	<b>29.1</b>	<b>103</b>	<b>29.3</b>	<b>44</b>	<b>12.5</b>

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

Table 5

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

MAY 2005

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	1	1	4	1	0	3	1	2	0	0	0	0	13
AIR INDIA	1	0	0	1	2	2	0	0	0	0	0	0	6
AIR JAMAICA	4	1	0	0	0	0	2	0	0	0	0	0	7
BRITISH AIRWAYS	0	0	2	0	0	3	0	0	0	0	0	0	5
LUFTHANSA	1	0	1	1	2	0	0	1	0	0	0	0	6
MEXICANA	1	1	1	1	1	2	0	0	0	0	0	0	7
TACA AIRLINES	0	2	2	0	0	2	1	1	0	1	0	0	9
OTHER FOREIGN AIRLINES	2	3	8	1	6	15	5	2	0	1	0	0	43
<b>TOTALS</b>	<b>10</b>	<b>8</b>	<b>18</b>	<b>5</b>	<b>11</b>	<b>27</b>	<b>9</b>	<b>6</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>96</b>
<b><u>TRAVEL AGENTS</u></b>													
EXPEDIA.COM	0	0	2	1	1	0	1	0	0	0	0	0	5
ORBITZ.COM	1	0	2	0	1	0	0	0	1	0	0	0	5
OTHER TRAVEL AGENTS	2	0	6	0	2	0	1	0	2	0	0	0	13
<b>TOTALS</b>	<b>3</b>	<b>0</b>	<b>10</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>23</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	0	0	0	0	0	0	0	0	0	0	1	2
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	2	0	1	0	0	0	1	0	0	0	0	2	6
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>6</b>

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

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

TABLE 6

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

RANK	AIRLINE	MAY 2005			MAY 2004		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	JETBLUE AIRWAYS	0	1,203,462	0.00	6	941,571	0.64
2	SOUTHWEST AIRLINES	13	7,778,834	0.17	11	7,144,572	0.15
3	COMAIR	3	1,135,192	0.26	4	1,101,894	0.36
4	ATLANTIC SOUTHEAST AIRLINES	3	1,061,728	0.28	2	867,465	0.23
5	EXPRESSJET AIRLINES	4	1,348,431	0.30	0	1,142,380	0.00
6	AMERICAN EAGLE AIRLINES	5	1,561,114	0.32	6	1,241,338	0.48
7	SKYWEST AIRLINES	5	1,375,905	0.36	4	1,028,145	0.39
8	FRONTIER AIRLINES	3	705,158	0.43	*	*	*
9	ATA AIRLINES	2	418,462	0.48	3	850,039	0.35
10	AIRTRAN AIRWAYS	11	1,445,315	0.76	6	1,109,228	0.54
11	NORTHWEST AIRLINES	41	4,967,277	0.83	40	4,609,100	0.87
12	HAWAIIAN AIRLINES	4	475,341	0.84	2	460,080	0.43
13	UNITED AIRLINES	50	5,733,928	0.87	36	5,996,398	0.60
14	CONTINENTAL AIRLINES	32	3,587,831	0.89	21	3,347,166	0.63
15	DELTA AIR LINES	70	7,678,041	0.91	45	7,410,222	0.61
16	US AIRWAYS	37	3,842,741	0.96	24	3,614,075	0.66
17	AMERICA WEST AIRLINES	19	1,944,870	0.98	15	1,747,603	0.86
18	AMERICAN AIRLINES	84	8,396,718	1.00	49	7,568,436	0.65
19	ALASKA AIRLINES	16	1,361,133	1.18	3	1,310,727	0.23
20	INDEPENDENCE AIR **	10	535,380	1.87	6	715,016	0.84
	<b>TOTAL</b>	<b>412</b>	<b>56,556,861</b>	<b>0.73</b>	<b>283</b>	<b>52,205,455</b>	<b>0.54</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Mishandled Baggage" sections. This table includes the first ranking of Frontier Airlines, who, effective May 2005, is voluntarily reporting flight delay and mishandled baggage data.

\*\*Formerly Atlantic Coast Airlines

## **COMPLAINT CATEGORIES**

**Flight Problems:** Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

**Oversales:** All bumping problems, whether or not the airline complied with DOT oversale regulations.

**Reservations, Ticketing, Boarding:** Airline or travel agent mistakes made in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets; problems boarding the aircraft (except oversales).

**Fares:** Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

**Refunds:** Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

**Baggage:** Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claims procedures.

**Customer Service:** Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

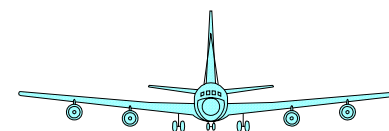
**Disability:** Civil rights complaints by air travelers with disabilities.

**Advertising:** Advertising that is unfair, misleading or offensive to consumers.

**Discrimination:** Civil rights complaints by air travelers (other than disability); for example, complaints based on race, national origin, religion, etc.

**Animals:** Loss, injury or death of an animal during air transport provided by an air carrier.

**Other:** Frequent flyer, smoking, tours credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.



## Customer Service Reports to the Department of Homeland Security for the Month of May 2005 as provided by the Transportation Security Administration <sup>a</sup>

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

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public <sup>c</sup>	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
289	.0005	138	.00024	30	.000053	638	.0011

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
320	.00056	1747	.0024

**NOTES**

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

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

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

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

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">Alaska Airlines</a>	1	1	
<a href="#">Comair</a>		1	
<a href="#">Continental Airlines</a>	2	1	
<a href="#">Frontier Airlines</a>		1	
<a href="#">Northwest Airlines</a>		1	1
<a href="#">US Airways</a>	1		
<b>Total</b>	<b>4</b>	<b>5</b>	<b>1</b>