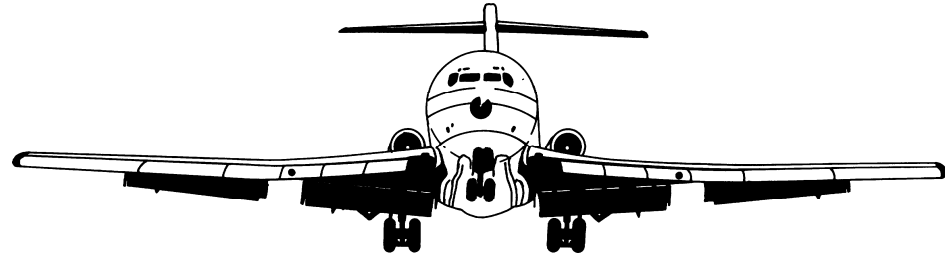




U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: May 2008



Flight Delays¹	March 2008 12 Months Ending March 2008
Mishandled Baggage¹	March 2008 January-March 2008
Oversales¹	1 st Quarter 2008
Consumer Complaints² (Includes Disability and Discrimination Complaints)	March 2008 January-March 2008
Customer Service Reports to the Dept. of Homeland Security³	March 2008
Airline Animal Incident Reports⁴	March 2008

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 eighteen (18) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the one (1)* carrier that currently reports flight delay data voluntarily.

The rule requires carriers to currently report on operations to and from the 32 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) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 20 reporting air carriers, 13 carriers (AirTran, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways) use ACARS exclusively; 1 carrier (American) uses a combination of ACARS and DGS; 1 carrier (Comair) records arrival times manually; and 4 carriers (Alaska, Atlantic Southeast, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 32 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 32 "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.

Except for the flights listed in Table 5, this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at http://www.bts.gov/programs/airline_information/airline_ontime_statistics/. Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml>. CDs for earlier months can be purchased by sending an email to: Orders@bts.gov. Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>. Cause of delay data for airports and airlines can be found at: http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp

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

***Pinnacle Airlines currently reports flight delay data voluntarily, as permitted by Part 234. Aloha Airlines, which had reported data voluntarily for January and February 2008, ceased all flight operations on March 31. Effective with this issued report, Aloha is no longer a ranked airline.**

MARCH 2008

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 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/	7	85.0	14	94.5
US AIRWAYS S/	30	78.7	82	79.1
ALASKA AIRLINES S/	16	76.8	45	78.0
SKYWEST AIRLINES S/	22	79.1	151	77.8
MESA AIRLINE S/	21	75.3	119	75.8
SOUTHWEST AIRLINES S/	19	74.9	64	74.4
FRONTIER AIRLINES S/	22	73.4	41	73.4
DELTA AIR LINES S/	31	71.9	95	71.7
UNITED AIRLINES S/	31	71.9	86	71.7
PINNACLE AIRLINES S/V/	15	73.9	111	71.5
JETBLUE AIRWAYS S/	19	70.2	45	70.7
NORTHWEST AIRLINES S/	30	70.9	98	70.1
AIRTRAN AIRWAYS S/	24	69.5	55	70.0
ATLANTIC SOUTHEAST AIRLINES S/	11	69.3	122	69.1
CONTINENTAL AIRLINES S/	28	67.9	68	68.4
EXPRESSJET AIRLINES S/	29	66.0	123	67.8
AMERICAN EAGLE S/	18	67.2	114	66.4
COMAIR S/	23	65.7	85	66.0
AMERICAN AIRLINES S/	30	62.0	79	62.0
TOTAL		71.4		71.6

➤ 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 Complaints" sections of this report.

MARCH 2008

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	2nd QUARTER		3rd QUARTER		4th QUARTER		1st QUARTER		JAN - 08		FEB - 08		MAR - 08		12 MONTHS ENDING MARCH 2008		DATABASE TO DATE SEP 1987-MARCH 2008	
	04 - 06 2007		07 - 09 2007		10 - 12 2007		01 - 03 2008		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	79.7	5	75	10	76	6	70.8	10	78	5	64.4	15	70	13	75.4	6	(--)	(--)
ALASKA	75.4	9	69.4	19	73	13	75.9	3	73	10	76.7	4	78	3	73.3	11	75.5	8
ALOHA **	90.2	2	94.7	1	92.1	2	(--)	(--)	93.1	2	95.6	1	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	66.6	19	70.5	17	70.1	16	63.4	19	66.4	17	61.7	18	62	19	67.7	18	78.3	4
AMERICAN EAGLE	68.9	17	70.7	16	69.6	18	64.4	18	65.9	18	60.6	20	66.4	17	68.5	17	73.5	9
ATLANTIC SOUTHEAST	68.1	18	57	20	68	20	69.4	13	70.9	14	68.1	10	69.1	14	65.5	19	(--)	(--)
COMAIR	69.4	15	69.6	18	69.7	17	66.7	16	72.3	13	61.4	19	66	18	68.9	16	(--)	(--)
CONTINENTAL	72.2	12	77.3	8	74.9	9	71	8	74.7	9	70.2	8	68.4	15	73.9	8	78.4	3
DELTA	77.7	7	72.1	12	79.2	4	75.8	4	78.6	4	77.2	3	71.7	8	76.2	4	77.6	6
EXPRESSJET	72.7	11	77.9	6	73.5	11	69.4	12	72.8	11	67.6	12	67.8	16	73.5	10	(--)	(--)
FRONTIER	77.2	8	79.9	3	75.5	7	75	5	76.4	8	75.1	6	73.4	7	77	3	(--)	(--)
HAWAIIAN	93.6	1	94	2	93	1	93.9	1	94.1	1	93.1	2	94.5	1	93.6	1	(--)	(--)
JETBLUE	68.9	16	73.9	11	73.9	10	71.7	7	76.7	7	67.8	11	70.7	11	72.1	13	(--)	(--)
MESA	74.8	10	77.1	9	72.4	14	69.1	14	68.7	16	62.9	17	75.8	5	73.5	9	(--)	(--)
NORTHWEST	70.8	14	71.8	13	70.2	15	69.5	11	72.4	12	65.9	13	70.1	12	70.6	14	79	2
PINNACLE	81.2	3	77.3	7	73.3	12	68.1	15	69.1	15	63.6	16	71.5	10	75	7	(--)	(--)
SKYWEST	79.7	6	78	5	75	8	70.9	9	65.3	19	69.1	9	77.8	4	75.9	5	(--)	(--)
SOUTHWEST	80.6	4	79.5	4	79.7	3	74.8	6	77.4	6	72.5	7	74.4	6	78.7	2	81.9	1
UNITED	71.5	13	71.3	15	68.2	19	66.4	17	62.1	20	65.1	14	71.7	9	69.4	15	75.9	7
US AIRWAYS	64.3	20	71.7	14	76.9	5	78.3	2	79.5	3	76.3	5	79.1	2	72.6	12	78.1	5
Total	73.9		74.2		74.2		70.8		72.4		68.6		71.6		73.2		78.2	

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.

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

** Aloha Airlines ceased all flight operations on March 31, 2008. The carrier's ranking in this table ceased effective with this report.

MARCH 2008

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 *																
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
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
9E	468	62.2	109	78.9	57	66.7	94	67.0	202	65.8	166	79.5	H/		57	66.7
AA	709	56.7	1036	65.1	268	64.6	140	70.0	H/		853	62.0	610	61.0	13461	65.5
AS	H/		93	87.1	H/		H/		H/		93	78.5	186	79.0	93	88.2
B6	H/		1791	74.1	H/		155	60.6	H/		H/		93	69.9	H/	
CO	362	60.8	515	63.9	171	74.9	H/		H/		351	72.9	340	63.8	316	63.0
DL	12911	72.0	1412	77.2	329	76.3	270	73.0	1641	79.0	914	77.8	330	67.6	346	66.5
EV	11675	69.3	H/		H/		25	48.0	285	82.5	H/		H/		4	75.0
F9	123	73.2	H/		H/		H/		H/		92	66.3	3979	76.3	175	77.1
FL	7242	70.0	600	73.5	1173	75.4	212	63.7	H/		225	69.8	124	71.0	237	57.0
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	62	51.6	813	70.6	150	68.7	411	60.8	471	59.2	856	72.9	H/		7421	68.3
NW	409	56.7	305	66.2	285	60.7	149	52.3	H/		508	66.5	388	61.6	114	74.6
OH	725	50.1	1111	68.8	295	64.1	140	58.6	5190	72.0	504	70.8	31	54.8	115	50.4
OO	402	65.4	H/		83	72.3	57	77.2	138	72.5	H/		4269	79.7	150	74.7
UA	239	62.8	805	73.4	443	68.8	149	73.2	64	59.4	443	68.6	6919	76.8	378	72.0
US	327	73.4	1700	78.1	370	78.9	6438	80.3	H/		2198	83.6	299	78.9	475	80.4
WN	H/		H/		5073	79.1	H/		H/		H/		1684	76.0	H/	
XE	177	55.9	50	60.0	125	56.8	425	53.6	198	60.6	198	60.6	176	77.8	134	59.0
YV	258	70.5	61	60.7	36	75.0	1929	73.0	H/		H/		1176	83.0	10	70.0
TOTAL	36089	69.3	10401	72.6	8858	75.7	10594	75.2	8189	72.5	7401	74.3	20604	76.4	23486	66.8

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

MARCH 2008

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 *																
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
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
9E	4558	75.4	H/		31	67.7	31	71.0	181	71.3	H/		H/		H/	
AA	356	63.2	555	50.8	518	64.9	305	65.2	361	63.7	1034	59.7	633	62.6	2453	62.3
AS	H/		62	58.1	H/		H/		H/		H/		360	80.0	501	84.2
B6	H/		477	52.4	1359	63.1	662	76.1	H/		4926	72.9	309	71.8	H/	
CO	183	69.4	5179	60.7	606	66.8	H/		7587	75.5	109	64.2	549	67.2	592	66.9
DL	91	69.2	335	65.7	930	65.5	218	72.9	87	64.4	1378	71.2	641	64.7	1104	67.9
EV	106	70.8	57	43.9	H/		64	65.6	H/		H/		H/		H/	
F9	88	65.9	H/		62	69.4	H/		31	74.2	H/		279	74.9	197	62.4
FL	279	77.4	135	58.5	679	62.2	209	72.7	H/		H/		292	74.3	140	62.1
HA	H/		H/		H/		H/		H/		H/		62	87.1	80	81.2
MQ	202	54.5	114	63.2	H/		H/		H/		644	73.8	93	82.8	1354	88.4
NW	6886	76.4	358	50.0	319	62.4	133	66.9	181	68.0	176	64.8	429	61.1	538	61.3
OH	175	64.0	110	56.4	26	57.7	70	68.6	79	65.8	1371	61.7	H/		H/	
OO	24	62.5	134	33.6	H/		H/		217	75.1	H/		304	81.6	3908	81.0
UA	215	67.4	404	55.0	195	63.1	2452	78.8	184	62.5	447	72.9	989	73.6	2597	73.0
US	229	83.4	261	54.0	731	71.0	93	83.9	150	84.0	186	73.1	2670	79.1	701	75.3
WN	598	71.4	H/		1425	69.8	333	75.1	H/		H/		7335	73.7	3630	72.6
XE	169	42.0	4306	51.8	H/		495	66.3	7219	71.5	H/		31	100.0	944	87.3
YV	170	68.2	93	69.9	H/		1821	71.3	183	72.7	78	64.1	405	80.7	32	84.4
TOTAL	14329	74.3	12580	56.1	6881	66.1	6886	74.1	16460	73.1	10349	69.6	15381	73.9	18771	74.4

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

MARCH 2008

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
9E	202	52.5	H/		H/		H/		1998	76.4	H/		H/		H/	
AA	1862	44.1	929	59.7	H/		3486	62.3	498	63.5	93	63.4	6115	59.4	119	64.7
AS	H/		93	78.5	H/		31	71.0	H/		435	78.4	124	72.6	1051	72.0
B6	248	42.7	1234	73.4	H/		H/		H/		341	75.1	211	60.2	31	77.4
CO	410	51.5	706	65.6	42	57.1	346	65.3	130	71.5	93	72.0	414	61.4	129	65.1
DL	1899	65.1	1145	71.1	H/		372	71.0	119	74.8	30	73.3	257	75.1	205	70.2
EV	83	54.2	H/		H/		H/		35	57.1	H/		H/		H/	
F9	87	50.6	97	74.2	173	82.1	H/		93	74.2	H/		H/		95	60.0
FL	608	48.2	1970	71.6	572	68.7	201	72.6	305	76.1	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		62	87.1
MQ	1503	51.2	H/		H/		521	69.5	H/		H/		7425	62.7	H/	
NW	570	45.4	625	67.8	156	69.2	239	56.1	7114	77.1	H/		627	59.0	155	65.2
OH	1166	56.9	85	71.8	31	74.2	93	66.7	148	62.2	H/		281	56.2	H/	
OO	H/		H/		H/		H/		217	61.3	268	76.1	4211	66.7	884	88.1
UA	651	51.2	685	68.6	H/		119	62.2	444	64.9	150	68.0	7635	70.9	582	68.4
US	1141	67.0	902	75.6	H/		340	74.1	259	83.8	141	77.3	629	66.8	247	65.2
WN	H/		3648	74.2	6768	76.0	H/		H/		4145	73.9	H/		1227	72.6
XE	26	46.2	27	63.0	66	54.5	5	40.0	287	55.1	H/		251	47.0	62	79.0
YV	51	35.3	H/		H/		H/		H/		33	97.0	1905	60.2	H/	
TOTAL	10507	54.1	12146	71.2	7808	75.1	5753	64.6	11647	74.9	5729	74.3	30085	64.4	4849	73.7

* See Appendix at 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 *																
	PHL		PHX		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
9E	166	71.1	H/		H/		H/		H/		H/		150	78.7	H/	
AA	467	59.3	521	64.9	517	60.9	429	59.2	956	61.4	212	52.4	1547	66.6	615	64.4
AS	H/		311	88.4	336	80.1	3878	74.8	429	80.7	H/		H/		H/	
B6	H/		62	72.6	155	65.8	62	87.1	155	50.3	191	77.5	H/		371	69.3
CO	172	66.9	393	65.9	299	71.6	380	62.9	375	58.9	90	72.2	H/		555	71.2
DL	330	74.8	455	71.9	362	72.9	384	71.1	364	48.1	2444	78.6	114	71.1	851	70.2
EV	27	77.8	H/		H/		H/		H/		H/		128	67.2	H/	
F9	62	74.2	177	64.4	208	72.6	95	50.5	141	58.9	190	67.4	88	67.0	61	78.7
FL	401	67.3	170	71.2	70	68.6	H/		31	64.5	H/		134	69.4	867	70.7
HA	H/		31	74.2	62	87.1	93	87.1	31	87.1	H/		H/		H/	
MQ	H/		H/		605	92.6	H/		145	82.1	H/		88	65.9	H/	
NW	327	61.2	434	66.8	176	63.6	367	67.3	274	56.6	93	68.8	243	65.4	457	67.4
OH	346	54.0	H/		H/		H/		H/		H/		18	61.1	54	48.1
OO	77	79.2	248	79.0	547	84.6	465	81.3	3455	80.9	7170	85.3	108	59.3	H/	
UA	482	68.3	525	69.5	707	71.7	783	67.4	3716	71.6	212	60.4	62	75.8	349	70.8
US	3791	76.1	5680	84.1	456	84.9	298	71.8	599	75.1	159	82.4	124	86.3	760	78.7
WN	1896	74.4	5964	77.7	3083	76.6	1403	71.1	994	72.9	1476	73.9	2164	73.4	2673	74.4
XE	47	72.3	176	84.7	487	86.7	92	82.6	145	84.8	374	82.6	275	57.8	43	69.8
YV	58	70.7	2717	88.2	10	80.0	H/		H/		74	81.1	47	76.6	H/	
TOTAL	8649	72.1	17864	80.1	8080	77.2	8729	72.0	11810	72.5	12685	81.0	5290	69.9	7656	71.9

* See Appendix at 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 *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	76.7	77.5	64.3	82.6	94.4	J/	86.3	72.0	81.3	64.6	79.4	79.2	92.4	77.1	95.1	78.6	88.0	78.6
700 - 759 AM	86.6	83.9	88.3	89.3	84.7	84.5	83.2	80.0	79.1	79.7	75.3	83.1	79.6	79.1	92.2	89.5	84.3	80.3
800 - 859 AM	78.6	84.1	84.8	80.6	78.0	85.9	85.3	75.8	79.4	82.2	85.1	84.8	83.4	82.7	89.2	87.5	74.2	88.6
900 - 959 AM	72.9	86.8	88.5	86.4	74.9	88.2	85.4	73.6	80.8	87.4	86.3	94.5	81.0	85.7	81.8	79.0	66.3	81.9
1000 - 1059 AM	76.4	82.8	86.6	80.2	78.1	78.6	77.7	72.2	76.4	81.7	86.0	81.4	80.4	85.2	78.3	76.1	61.8	79.7
1100 - 1159 AM	79.9	83.5	82.0	76.9	74.1	77.3	80.3	71.6	80.8	74.3	70.8	79.1	78.9	84.2	76.5	75.2	56.5	74.4
1200 - 1259 PM	75.9	79.3	80.4	81.4	75.4	74.0	76.5	70.4	79.1	71.7	69.6	75.1	73.0	78.1	75.3	74.9	53.0	73.8
100 - 159 PM	70.6	75.5	82.2	82.5	68.4	79.3	73.8	69.7	76.3	61.2	61.6	79.6	76.1	80.3	73.0	74.0	51.9	78.9
200 - 259 PM	69.4	74.1	80.1	70.0	74.6	76.6	75.0	70.6	74.3	45.3	66.4	74.2	71.0	72.3	76.1	72.5	55.5	72.7
300 - 359 PM	67.5	74.8	71.0	77.6	71.1	78.4	73.9	65.6	77.9	47.2	71.8	76.8	68.9	67.3	71.9	76.0	53.6	74.2
400 - 459 PM	66.0	71.2	74.2	70.0	67.7	74.7	73.4	63.7	74.3	41.6	63.6	66.3	69.1	70.8	67.7	71.0	48.1	73.1
500 - 559 PM	64.0	67.4	71.1	69.6	47.7	68.9	75.6	61.3	77.6	36.3	63.0	74.0	68.4	60.5	67.3	71.4	51.6	70.4
600 - 659 PM	63.2	66.7	74.7	66.8	73.0	68.2	75.0	61.4	71.4	42.7	58.7	67.9	62.0	58.5	68.7	77.5	49.5	63.2
700 - 759 PM	57.3	63.6	71.6	72.7	62.0	70.4	69.6	61.8	68.2	40.8	61.7	76.1	64.3	57.0	67.5	73.0	45.6	63.5
800 - 859 PM	55.1	61.7	68.4	69.1	66.8	67.1	70.5	55.7	69.3	44.6	59.8	70.3	60.1	61.1	67.0	69.9	39.9	62.1
900 - 959 PM	60.7	65.8	65.4	69.3	40.0	64.4	73.3	55.9	66.3	44.0	55.2	66.5	67.0	57.6	68.2	67.2	50.3	56.9
1000 - 1059 PM	61.4	60.9	65.1	66.7	63.5	62.4	64.4	51.9	47.6	45.8	54.7	66.4	64.8	56.6	71.6	65.3	39.8	61.7
1100 - 559 AM	74.1	69.8	64.1	62.4	67.9	64.8	74.3	60.4	68.0	63.9	56.7	66.6	77.8	67.3	67.4	69.8	49.8	64.7
TOTAL, ALL ARRIVALS, BY AIRPORT	69.3	72.6	75.7	75.2	72.5	74.3	76.4	66.8	74.3	56.1	66.1	74.1	73.1	69.6	73.9	74.4	54.1	71.2

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *															
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	80.8	82.3	82.0	J/	82.9	100.0	86.1	91.1	90.0	84.7	92.8	J/	95.2	100.0	82.0
700 - 759 AM	81.4	73.9	78.5	96.1	80.4	92.0	70.9	89.3	94.9	85.1	91.7	91.1	81.9	93.6	84.2
800 - 859 AM	84.4	78.7	77.6	92.5	74.0	90.0	82.4	89.1	91.6	84.8	87.1	90.2	86.6	87.0	82.1
900 - 959 AM	89.8	81.4	79.4	87.7	71.5	85.5	84.1	81.1	88.0	79.4	80.2	87.3	80.1	83.1	80.3
1000 - 1059 AM	88.7	77.9	76.2	84.1	69.6	79.3	83.4	81.9	84.0	80.3	73.6	82.5	80.9	78.9	78.3
1100 - 1159 AM	85.4	70.1	77.7	81.6	71.0	72.8	81.1	85.2	81.3	80.7	69.7	81.3	76.6	75.6	76.6
1200 - 1259 PM	82.7	62.4	82.6	76.2	69.1	80.0	84.3	83.6	77.1	76.6	69.5	79.4	69.4	77.8	75.1
100 - 159 PM	82.5	68.5	73.0	76.0	64.0	73.4	76.8	82.2	78.9	73.4	74.4	80.5	71.8	75.1	72.8
200 - 259 PM	76.8	63.1	77.4	69.8	63.8	72.9	74.0	79.7	77.7	75.3	73.6	84.8	70.6	72.5	71.8
300 - 359 PM	69.4	64.2	74.7	72.9	60.9	80.1	72.0	80.5	81.2	72.1	74.3	83.7	71.5	67.9	70.7
400 - 459 PM	75.5	55.7	71.1	68.1	59.9	66.7	64.8	79.7	73.2	69.9	79.9	78.2	68.8	73.6	67.9
500 - 559 PM	72.6	63.1	74.6	70.5	56.7	79.9	65.4	79.6	74.5	66.5	72.1	74.2	68.7	69.1	66.5
600 - 659 PM	68.6	64.6	70.0	72.4	53.6	66.2	61.4	71.7	73.6	65.9	69.1	78.2	60.2	66.4	65.7
700 - 759 PM	63.2	55.1	74.6	70.8	53.2	66.5	61.0	76.6	70.2	66.8	65.1	81.4	65.3	70.0	64.0
800 - 859 PM	65.4	55.3	72.3	66.1	52.5	62.7	66.7	76.4	71.4	63.0	65.6	76.8	58.2	66.9	63.3
900 - 959 PM	60.5	52.7	67.8	67.4	51.1	78.2	71.0	74.6	67.7	67.9	65.0	69.8	54.2	66.6	63.5
1000 - 1059 PM	62.3	46.2	62.1	59.6	60.0	64.9	70.2	66.1	66.1	64.5	59.8	66.4	58.8	60.4	61.2
1100 - 559 AM	70.5	52.8	72.0	64.4	74.6	65.9	65.6	73.3	70.8	69.0	65.7	58.6	70.2	66.5	66.9
TOTAL, ALL ARRIVALS, BY AIRPORT	75.1	64.6	74.9	74.3	64.4	73.7	72.1	80.1	77.2	72.0	72.5	81.0	69.9	71.9	71.4

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	88.9	90.6	95.3	90.2	88.3	92.3	92.7	86.5	85.4	87.7	93.6	91.2	87.7	93.3	96.3	93.5	91.9	93.2
700 - 759 AM	88.8	88.8	93.5	89.4	86.8	93.2	90.2	80.6	85.1	87.6	93.1	85.6	86.6	91.6	90.8	90.0	90.2	93.9
800 - 859 AM	85.7	84.2	86.4	88.2	81.1	88.8	84.3	76.2	80.8	79.4	91.0	81.7	82.1	84.9	89.3	87.7	85.9	90.9
900 - 959 AM	81.7	87.8	83.1	83.1	79.3	84.5	86.6	70.8	80.8	86.1	84.3	80.8	83.7	86.0	82.8	84.3	78.2	82.9
1000 - 1059 AM	74.3	84.5	81.8	76.7	76.4	86.5	80.9	69.0	75.4	83.1	86.4	87.7	79.8	85.6	75.0	77.8	72.5	80.2
1100 - 1159 AM	77.1	83.1	79.7	80.4	75.6	76.4	75.2	66.3	78.7	76.3	76.3	84.8	74.3	86.2	78.8	72.7	70.5	76.6
1200 - 1259 PM	76.7	79.2	70.2	76.2	64.6	77.4	76.2	64.4	75.8	72.2	62.6	79.4	75.2	79.1	76.1	73.1	65.1	71.8
100 - 159 PM	71.0	80.7	75.0	77.6	71.5	76.3	72.2	63.2	74.6	68.8	62.7	65.4	70.4	79.3	73.9	73.7	58.4	67.3
200 - 259 PM	66.0	71.3	75.6	75.0	76.8	78.7	69.3	61.2	70.3	58.3	56.1	73.8	68.6	74.7	69.6	70.5	62.4	67.6
300 - 359 PM	63.1	71.9	74.2	50.3	71.1	72.3	71.1	63.3	70.9	45.2	60.1	74.3	71.3	68.3	65.1	72.3	64.1	72.5
400 - 459 PM	63.0	68.7	69.9	75.8	67.6	74.3	70.1	58.1	69.5	44.8	61.9	66.5	67.2	71.1	68.4	75.3	57.2	68.3
500 - 559 PM	62.8	71.1	64.2	65.7	79.1	73.9	70.2	54.2	69.2	40.6	57.4	71.3	64.5	71.1	60.5	71.1	59.1	69.5
600 - 659 PM	61.2	64.2	69.7	67.4	55.8	69.1	76.1	59.1	60.2	42.6	56.8	71.4	60.3	66.1	66.5	76.7	56.2	64.3
700 - 759 PM	61.4	66.3	64.4	68.1	68.2	71.2	73.0	55.5	67.9	42.4	58.3	64.2	57.4	63.9	65.4	80.1	54.0	61.9
800 - 859 PM	56.7	70.7	65.7	72.1	68.4	69.5	69.4	58.0	48.4	43.7	58.3	66.9	57.6	61.2	55.8	73.8	53.6	58.3
900 - 959 PM	57.0	61.1	54.7	76.1	70.6	74.2	74.7	51.8	72.4	47.5	54.8	72.5	65.8	63.4	62.8	73.3	55.8	57.3
1000 - 1059 PM	66.0	J/	66.7	75.8	J/	J/	66.1	55.0	68.2	44.4	J/	75.8	70.3	64.3	76.9	85.6	64.0	57.1
1100 - 559 AM	68.8	95.4	91.4	J/	64.3	90.5	82.6	95.5	92.3	88.7	96.8	85.7	87.2	80.0	78.9	76.3	87.1	75.2
TOTAL, ALL DEPARTURES, BY AIRPORT	69.6	78.1	76.7	76.9	73.2	79.5	76.4	64.4	73.8	63.8	70.6	76.5	71.5	76.0	74.9	78.8	68.5	74.3

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *															
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	95.0	90.6	88.0	95.1	84.5	94.8	88.8	95.4	90.5	89.8	93.0	95.6	93.2	94.4	91.2
700 - 759 AM	90.1	84.3	88.8	96.5	80.5	92.1	86.0	90.8	92.9	88.2	90.9	91.5	87.8	93.9	88.7
800 - 859 AM	78.2	82.8	84.5	88.6	78.4	90.6	84.6	86.3	86.5	88.1	90.1	90.3	84.8	91.2	84.7
900 - 959 AM	78.9	80.9	82.2	89.4	71.4	81.8	80.7	81.7	85.0	82.1	84.8	88.7	82.1	83.5	81.3
1000 - 1059 AM	82.5	78.1	76.4	81.6	69.2	83.9	79.2	79.0	82.7	77.0	77.6	84.0	77.8	78.0	77.9
1100 - 1159 AM	84.4	72.2	75.7	74.0	64.8	77.1	78.2	80.0	77.4	82.4	71.0	88.0	79.7	77.1	76.2
1200 - 1259 PM	74.7	70.8	78.0	77.9	63.6	78.0	82.1	79.0	79.1	77.2	73.0	75.7	58.5	77.3	73.6
100 - 159 PM	77.2	61.0	77.7	72.6	66.9	76.9	76.7	81.5	75.7	73.6	73.1	80.8	68.7	71.5	72.0
200 - 259 PM	68.6	58.8	74.0	69.6	57.5	78.5	72.9	75.7	75.9	68.8	74.1	81.5	67.4	70.9	68.3
300 - 359 PM	60.1	54.7	75.6	63.7	60.2	79.8	71.0	74.4	78.8	72.9	73.1	82.7	61.2	63.6	67.8
400 - 459 PM	67.1	66.3	73.3	67.5	55.5	66.9	65.2	76.2	71.9	76.4	75.0	78.9	60.8	67.4	66.7
500 - 559 PM	64.9	56.0	74.5	67.5	55.6	75.0	64.5	74.1	75.7	73.7	79.3	83.5	65.9	69.3	65.9
600 - 659 PM	60.5	60.4	70.6	70.5	54.4	72.9	68.1	75.6	69.5	61.4	73.7	63.1	62.5	61.6	64.5
700 - 759 PM	50.5	59.7	79.2	67.1	52.7	59.5	53.9	73.0	78.6	68.2	77.5	80.4	59.5	63.6	64.2
800 - 859 PM	48.3	71.2	77.6	64.5	52.6	74.4	68.6	69.8	73.6	69.6	68.4	74.5	48.1	65.1	61.8
900 - 959 PM	47.5	55.5	78.9	64.6	55.5	58.3	66.7	78.9	62.4	65.5	71.5	86.8	61.5	53.1	66.1
1000 - 1059 PM	58.3	46.2	77.4	72.2	57.1	69.4	80.0	79.4	85.2	83.3	74.8	100.0	J/	80.0	73.6
1100 - 559 AM	96.8	J/	94.0	84.4	96.5	89.4	87.3	88.0	93.8	78.6	74.1	76.6	J/	96.2	81.2
TOTAL, ALL DEPARTURES, BY AIRPORT	70.9	68.0	78.0	77.0	64.1	81.1	74.7	79.8	80.0	78.0	78.3	84.4	72.0	75.4	73.5

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

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AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS // 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
XE	2286	EWR-DAY	1920	26	92.31	90	82
AA	791	LGA-DFW	2050	26	92.31	63	46
XE	2429	EWR-BTV	1540	31	90.32	62	42
WN	274	LAS-RNO	2155	20	90.00	56	36
WN	50	DAL-MCI	1945	20	90.00	42	36
XE	2250	PVD-EWR	1320	26	88.46	83	59
XE	2565	BTV-EWR	1720	31	87.10	81	68
OH	5469	JFK-ORD	1640	27	85.19	59	44
WN	1746	MDW-PDX	1955	20	85.00	58	52
WN	274	MDW-LAS	1935	20	85.00	52	32
WN	2871	DEN-SEA	1945	20	85.00	46	34
WN	50	MCI-MDW	2130	20	85.00	38	31
WN	235	SAN-SMF	2155	20	85.00	31	25
XE	2979	BDL-EWR	1550	26	84.62	66	55
OO	2872	MKE-EWR	1140	26	84.62	57	43
WN	50	HOU-DAL	1830	26	84.62	43	33
XE	2332	BTV-EWR	1345	31	83.87	84	51
AA	1999	EWR-MIA	1650	31	83.87	82	43
XE	2404	GSO-EWR	1340	31	83.87	78	56
AA	613	JFK-MIA	1835	31	83.87	75	65
XE	2093	BDL-EWR	1320	21	80.95	71	50
AA	753	LGA-DFW	1515	21	80.95	66	38
AA	2075	EWR-DFW	1940	26	80.77	78	59
OO	2873	EWR-MKE	1525	26	80.77	69	54
AA	2019	LGA-STL	1945	26	80.77	64	45

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

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
XE	2291	MEM-EWR	1130	26	80.77	57	30
XE	2669	EWR-MCI	2010	26	80.77	57	48
MQ	4891	LGA-CLE	2020	26	80.77	56	32
B6	1297	BOS-PIT	1755	26	80.77	55	43
WN	50	HRL-HOU	1705	26	80.77	36	33
B6	544	PBI-EWR	1430	31	80.65	66	35
OH	5202	AUS-JFK	1110	31	80.65	49	34
XE	2167	EWR-CLT	1435	31	80.65	36	33
FL	1693	EWR-ATL	1755	20	80.00	80	59
FL	334	LGA-ATL	1634	20	80.00	51	27
WN	804	PDX-OAK	2105	20	80.00	51	40
WN	3338	BNA-AUS	1955	20	80.00	48	29
WN	2974	PDX-SMF	2045	20	80.00	47	37
WN	307	PHX-BUR	2030	20	80.00	47	28
WN	3082	BWI-BUF	2105	20	80.00	41	26
WN	76	LAS-SAN	2030	20	80.00	39	35
WN	2266	ABQ-PHX	2015	20	80.00	39	32
WN	2266	PHX-SMF	2055	20	80.00	38	39
WN	3681	PHX-LAX	1925	20	80.00	38	30
WN	92	LAS-LAX	1610	20	80.00	36	27
WN	2354	MDW-SLC	1900	20	80.00	35	29
WN	2354	SLC-BOI	2145	20	80.00	35	32
WN	76	IND-LAS	1900	20	80.00	33	25

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
EXPRESSJET	1,261	43	3.4
JETBLUE	583	16	2.7
SOUTHWEST	3,461	81	2.3
AMERICAN	1,728	38	2.2
COMAIR	666	13	2.0
AIRTRAN	762	14	1.8
CONTINENTAL	933	17	1.8
AMERICAN EAGLE	1,424	11	0.8
UNITED	1,330	10	0.8
SKYWEST	1,714	8	0.5
ATLANTIC SOUTHEAST	801	3	0.4
FRONTIER	268	1	0.4
ALASKA	418	1	0.2
NORTHWEST	1,066	2	0.2
DELTA	1,346	2	0.1
US AIRWAYS	1,337	0	0.0
PINNACLE	750	0	0.0
MESA	677	0	0.0
HAWAIIAN	154	0	0.0
TOTAL	20,679	260	1.3

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	64.2	79.3	212	213
ADAK ISLAND AK (ADK)	66.7	55.6	9	9
AGUADILLA PR (BQN)	67.7	87.1	124	124
AKRON/CANTON OH (CAK)	63.4	69.7	766	768
ALBANY GA (ABY)	72.7	80.0	110	110
ALBANY NY (ALB)	74.5	81.0	1,179	1,178
ALBUQUERQUE NM (ABQ)	77.2	78.8	3,479	3,479
ALEXANDRIA LA (AEX)	63.2	78.0	209	209
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	70.4	80.7	402	404
AMARILLO TX (AMA)	70.4	76.8	628	630
ANCHORAGE AK (ANC)	76.1	84.2	1,426	1,427
APPLETON WI (ATW)	64.4	71.5	517	515
ASHEVILLE NC (AVL)	68.7	79.9	291	289
ASPEN CO (ASE)	66.6	63.6	748	759
ATLANTA GA (ATL)	69.3	69.6	36,089	36,098
ATLANTIC CITY NJ (ACY)	77.8	75.9	27	29
AUGUSTA GA (AGS)	69.9	76.0	176	175
AUSTIN TX (AUS)	69.8	76.9	4,462	4,459
BAKERSFIELD CA (BFL)	83.3	91.5	424	424
BALTIMORE MD (BWI)	75.7	76.7	8,858	8,860
BANGOR ME (BGR)	63.4	77.9	213	213
BARROW AK (BRW)	83.9	79.0	62	62
BATON ROUGE LA (BTR)	65.6	69.0	783	784
BEAUMONT/PORT ARTHUR TX (BPT)	71.0	83.9	31	31
BELLINGHAM WA (BLI)	75.0	96.8	32	31
BEND/REDMOND OR (RDM)	86.6	89.2	306	305
BETHEL AK (BET)	79.5	77.3	88	88
BILLINGS MT (BIL)	80.0	90.8	340	338
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	77.4	82.3	62	62
BIRMINGHAM AL (BHM)	71.6	75.2	2,067	2,065
BISMARCK/MANDAN ND (BIS)	75.6	83.3	209	209
BLOOMINGTON IL (BMI)	63.2	76.2	424	424
BOISE ID (BOI)	75.8	83.7	1,512	1,512
BOSTON MA (BOS)	72.6	78.1	10,401	10,395
BOZEMAN MT (BZN)	76.9	83.8	441	444
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	73.3	76.0	176	175
BROWNSVILLE TX (BRO)	71.7	81.1	127	127
BRUNSWICK GA (BQK)	71.6	81.8	88	88
BUFFALO NY (BUF)	70.1	73.7	2,142	2,142
BURBANK CA (BUR)	79.6	81.9	2,712	2,711
BURLINGTON VT (BTV)	66.3	71.0	564	565
BUTTE MT (BTM)	86.0	91.2	57	57
CARLSBAD CA (CLD)	87.5	88.5	192	192

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CASPER WY (CPR)	88.7	87.6	265	267
CEDAR CITY UT (CDC)	96.5	93.0	57	57
CEDAR RAPIDS/IOWA CITY IA (CID)	69.1	75.1	687	687
CHAMPAIGN/URBANA IL (CMI)	55.4	71.6	242	243
CHARLESTON SC (CHS)	66.5	71.7	1,262	1,261
CHARLESTON/DUNBAR WV (CRW)	69.3	78.2	251	252
CHARLOTTE AMALIE VI (STT)	68.3	73.7	369	369
CHARLOTTE NC (CLT)	75.2	76.9	10,594	10,593
CHARLOTTESVILLE VA (CHO)	73.5	83.1	83	83
CHATTANOOGA TN (CHA)	68.3	76.8	338	340
CHICAGO IL (MDW)	75.1	70.9	7,808	7,808
CHICAGO IL (ORD)	64.4	64.1	30,085	30,091
CHICO CA (CIC)	83.2	92.4	119	119
CHRISTIANSTED VI (STX)	62.5	68.8	48	48
CLEVELAND OH (CLE)	65.5	69.2	5,981	5,980
CODY WY (COD)	93.5	96.8	93	93
COLLEGE STATION/BRYAN TX (CLL)	61.7	72.2	115	115
COLORADO SPRINGS CO (COS)	71.5	79.9	1,503	1,509
COLUMBIA SC (CAE)	66.2	74.7	988	986
COLUMBUS GA (CSG)	66.4	78.2	119	119
COLUMBUS MS (GTR)	72.5	76.3	80	80
COLUMBUS OH (CMH)	66.8	69.8	3,129	3,128
CORDOVA AK (CDV)	79.0	88.7	62	62
CORPUS CHRISTI TX (CRP)	64.5	75.0	352	352
COVINGTON KY (CVG)	72.5	73.2	8,189	8,180
CRESCENT CITY CA (CEC)	86.4	84.1	88	88
DALLAS TX (DAL)	70.0	67.5	4,734	4,734
DALLAS/FT.WORTH TX (DFW)	66.8	64.4	23,486	23,479
DAYTON OH (DAY)	63.5	73.1	1,325	1,324
DAYTONA BEACH FL (DAB)	66.7	69.2	426	426
DEADHORSE AK (SCC)	87.1	82.3	62	62
DENVER CO (DEN)	76.4	76.4	20,604	20,587
DES MOINES IA (DSM)	68.4	76.4	1,418	1,418
DETROIT MI (DTW)	74.3	73.8	14,329	14,332
DOTHAN AL (DHN)	71.2	80.5	118	118
DUBUQUE IA (DBQ)	63.6	68.1	118	119
DULUTH MN (DLH)	73.7	81.9	171	171
DURANGO CO (DRO)	84.9	89.5	332	332
EAGLE CO (EGE)	62.1	70.7	560	560
EL CENTRO CA (IPL)	87.2	87.3	109	110
EL PASO TX (ELP)	75.5	78.8	1,746	1,747
ELKO NV (EKO)	87.3	92.7	150	150
ELMIRA/CORNING NY (ELM)	75.4	83.3	114	114

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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.
ERIE PA (ERI)	67.2	71.4	119	119
EUGENE OR (EUG)	83.8	91.6	556	557
EUREKA/ARCATA CA (ACV)	85.0	87.4	294	294
EVANSVILLE IN (EVV)	69.8	74.8	457	457
FAIRBANKS AK (FAI)	82.8	88.5	383	383
FARGO ND (FAR)	73.3	80.3	401	401
FAYETTEVILLE AR (XNA)	63.8	71.4	1,243	1,241
FAYETTEVILLE NC (FAY)	69.4	78.9	180	180
FLAGSTAFF AZ (FLG)	86.7	89.3	150	150
FLINT MI (FNT)	71.3	83.1	892	891
FLORENCE SC (FLO)	81.1	92.5	53	53
FORT LAUDERDALE FL (FLL)	66.1	70.6	6,881	6,881
FORT SMITH AR (FSM)	69.3	77.7	238	238
FORT WAYNE IN (FWA)	64.5	70.6	513	514
FRESNO CA (FAT)	85.0	87.9	1,304	1,302
FT. MYERS FL (RSW)	71.5	77.6	3,473	3,473
GAINESVILLE FL (GNV)	62.5	72.7	176	176
GILLETTE WY (GCC)	66.7	80.0	6	5
GRAND FORKS ND (GFK)	73.1	85.7	119	119
GRAND JUNCTION CO (GJT)	82.7	85.6	410	396
GRAND RAPIDS MI (GRR)	64.9	75.1	1,414	1,412
GREAT FALLS MT (GTF)	86.3	90.9	153	154
GREEN BAY/CLINTONVILLE WI (GRB)	70.7	76.3	700	699
GREENSBORO/HIGH POINT NC (GSO)	63.9	74.4	1,245	1,244
GREENVILLE/SPARTANBURG SC (GSP)	64.7	73.8	1,027	1,028
GULFPORT/BILOXI MS (GPT)	69.9	75.6	742	742
GUNNISON CO (GUC)	60.9	70.5	92	95
HANCOCK/HOUGHTON MI (CMX)	80.6	74.2	31	31
HARLINGEN/SAN BENITO TX (HRL)	61.5	66.1	351	351
HARRISBURG PA (MDT)	71.8	79.8	726	727
HARTFORD CT (BDL)	72.9	79.6	2,643	2,644
HELENA MT (HLN)	81.8	86.9	148	145
HILO HI (ITO)	94.9	96.4	532	532
HILTON HEAD SC (HHH)	56.5	80.0	85	85
HONOLULU HI (HNL)	88.1	92.7	4,075	4,076
HOUSTON TX (HOU)	67.5	63.3	4,768	4,768
HOUSTON TX (IAH)	73.1	71.5	16,460	16,464
HUNTSVILLE AL (HSV)	68.9	77.1	922	922
IDAHO FALLS ID (IDA)	84.2	89.1	284	284
INDIANAPOLIS IN (IND)	70.4	77.8	3,764	3,764
INDIO/PALM SPRINGS CA (PSP)	75.7	79.5	1,413	1,410
INYOKERN CA (IYK)	82.8	83.9	87	87
ISLIP NY (ISP)	76.8	82.1	925	925

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON WY (JAC)	68.0	80.3	334	335
JACKSON/VICKSBURG MS (JAN)	67.7	75.1	1,076	1,076
JACKSONVILLE FL (JAX)	71.8	77.2	3,070	3,067
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	77.9	82.7	104	104
JUNEAU AK (JNU)	80.3	76.1	310	310
KAHULUI HI (OGG)	89.0	90.4	1,454	1,454
KALAMAZOO MI (AZO)	70.0	74.2	360	361
KALISPELL MT (FCA)	82.7	91.8	243	244
KANSAS CITY MO (MCI)	70.4	75.4	5,524	5,524
KETCHIKAN AK (KTN)	78.5	79.6	186	186
KEY WEST FL (EYW)	52.8	59.4	106	106
KILLEEN TX (GRK)	59.7	67.4	352	353
KNOXVILLE TN (TYS)	68.3	76.1	1,190	1,193
KODIAK AK (ADQ)	88.7	87.1	62	62
KONA HI (KOA)	93.0	94.0	912	912
KOTZEBUE AK (OTZ)	83.9	84.9	93	93
LA CROSSE WI (LSE)	65.2	72.9	155	155
LAFAYETTE LA (LFT)	66.7	77.3	421	422
LAKE CHARLES LA (LCH)	62.4	75.3	93	93
LANSING MI (LAN)	67.2	77.6	354	353
LAREDO TX (LRD)	68.2	78.3	176	175
LAS VEGAS NV (LAS)	73.9	74.9	15,381	15,377
LAWTON/FORT SILL OK (LAW)	70.5	77.6	234	232
LEWISTON ID (LWS)	88.7	94.3	53	53
LEXINGTON KY (LEX)	67.1	73.3	851	850
LIHUE HI (LIH)	92.3	93.9	874	874
LINCOLN NE (LNK)	70.6	77.7	245	247
LITTLE ROCK AR (LIT)	62.3	70.2	1,324	1,323
LONG BEACH CA (LGB)	82.2	84.9	1,278	1,275
LONGVIEW/KILGOR/GLADWATR TX (GGG)	65.2	74.2	92	93
LOS ANGELES CA (LAX)	74.4	78.8	18,771	18,769
LOUISVILLE KY (SDF)	69.0	73.5	2,039	2,036
LUBBOCK TX (LBB)	64.5	71.9	769	768
LYNCHBURG VA (LYH)	73.6	86.8	53	53
MACON GA (MCN)	64.8	73.2	71	71
MADISON WI (MSN)	64.9	72.8	1,159	1,162
MANCHESTER NH (MHT)	73.4	79.3	1,641	1,641
MARQUETTE MI (MQT)	61.4	83.1	83	83
MEDFORD OR (MFR)	78.9	86.0	536	536
MELBOURNE FL (MLB)	62.1	72.0	182	182
MEMPHIS TN (MEM)	69.1	71.7	7,288	7,290
MERIDIAN MS (MEI)	71.9	78.9	57	57
MIAMI FL (MIA)	64.6	68.0	5,753	5,746

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MIDLAND/ODESSA TX (MAF)	66.5	74.3	627	627
MILWAUKEE WI (MKE)	64.1	71.1	3,374	3,385
MINNEAPOLIS/ST. PAUL MN (MSP)	74.9	78.0	11,647	11,645
MINOT ND (MOT)	75.3	83.9	93	93
MISSION/MCALLEN/EDINBURG TX (MFE)	75.6	79.3	357	357
MISSOULA MT (MSO)	78.9	89.6	242	241
MOBILE AL (MOB)	71.0	73.8	534	534
MODESTO CA (MOD)	85.8	88.6	254	254
MOLINE IL (MLI)	72.1	77.6	716	715
MONROE LA (MLU)	65.5	78.5	232	233
MONTEREY CA (MRY)	84.9	86.9	690	695
MONTGOMERY AL (MGM)	74.6	79.4	331	330
MONTROSE/DELTA CO (MTJ)	81.8	82.2	296	298
MYRTLE BEACH SC (MYR)	70.5	79.2	447	447
NASHVILLE TN (BNA)	69.8	72.2	4,993	4,990
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	73.1	78.5	93	93
NEW ORLEANS LA (MSY)	71.1	76.2	3,587	3,588
NEW YORK NY (JFK)	69.6	76.0	10,349	10,356
NEW YORK NY (LGA)	54.1	68.5	10,507	10,501
NEWARK NJ (EWR)	56.1	63.8	12,580	12,582
NEWBURGH/POUGHKEEPSIE NY (SWF)	74.7	80.7	491	491
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	69.7	78.6	552	552
NOME AK (OME)	84.0	78.7	94	94
NORFOLK VA (ORF)	70.7	78.8	1,336	1,338
OAKLAND CA (OAK)	74.3	77.0	5,729	5,728
OKLAHOMA CITY OK (OKC)	70.9	77.3	2,331	2,330
OMAHA NE (OMA)	67.3	77.1	2,279	2,280
ONTARIO/SAN BERNARDINO CA (ONT)	78.0	79.8	3,497	3,493
ORLANDO FL (MCO)	71.2	74.3	12,146	12,152
OXNARD/VENTURA CA (OXR)	80.7	86.0	114	114
PALMDALE CA (PMD)	89.5	84.2	57	57
PANAMA CITY FL (PFN)	63.8	70.6	343	343
PASCO/KENNEWICK/RICHLAND WA (PSC)	79.3	90.5	232	232
PENSACOLA FL (PNS)	67.5	74.1	801	803
PEORIA IL (PIA)	66.7	77.8	493	492
PETERSBURG AK (PSG)	77.4	79.0	62	62
PHILADELPHIA PA (PHL)	72.1	74.7	8,649	8,650
PHOENIX AZ (PHX)	80.1	79.8	17,864	17,857
PITTSBURGH PA (PIT)	70.4	76.0	3,731	3,731
POCATELLO ID (PIH)	87.1	95.5	155	155
PONCE PR (PSE)	69.4	82.3	62	62
PORTLAND ME (PWM)	67.9	74.3	576	575
PORTLAND OR (PDX)	73.7	81.1	4,849	4,849

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PROVIDENCE RI (PVD)	74.6	78.1	2,012	2,013
RALEIGH/DURHAM NC (RDU)	72.0	77.9	5,083	5,085
RAPID CITY SD (RAP)	80.1	87.7	316	317
REDDING CA (RDD)	81.9	89.0	155	155
RENO NV (RNO)	73.5	77.8	2,283	2,289
RICHMOND VA (RIC)	68.1	75.6	1,681	1,680
ROANOKE VA (ROA)	74.1	77.6	294	295
ROCHESTER MN (RST)	70.7	74.8	375	377
ROCHESTER NY (ROC)	70.9	74.9	1,358	1,358
ROCK SPRINGS WY (RKS)	0.0	0.0	4	3
ROCKFORD IL (RFD)	87.7	93.0	57	57
ROSWELL NM (ROW)	64.5	71.0	62	62
SACRAMENTO CA (SMF)	74.4	80.2	4,647	4,647
SAGINAW/BAY CITY/MIDLAND MI (MBS)	61.8	70.1	178	177
SALEM OR (SLE)	47.5	91.8	61	61
SALT LAKE CITY UT (SLC)	81.0	84.4	12,685	12,680
SAN ANGELO TX (SJT)	60.5	72.6	124	124
SAN ANTONIO TX (SAT)	69.4	76.8	3,992	3,989
SAN DIEGO CA (SAN)	77.2	80.0	8,080	8,081
SAN FRANCISCO CA (SFO)	72.5	78.3	11,810	11,811
SAN JOSE CA (SJC)	77.9	81.5	4,883	4,884
SAN JUAN PR (SJU)	69.1	78.1	2,254	2,253
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	87.8	88.0	525	527
SANTA ANA CA (SNA)	77.3	82.3	4,104	4,102
SANTA BARBARA CA (SBA)	85.0	88.8	1,055	1,055
SANTA MARIA CA (SMX)	82.3	83.6	147	146
SARASOTA/BRADENTON FL (SRQ)	67.8	72.1	854	852
SAVANNAH GA (SAV)	65.4	71.6	1,150	1,151
SCRANTON/WILKES-BARRE PA (AVP)	66.0	71.7	206	205
SEATTLE WA (SEA)	72.0	78.0	8,729	8,735
SHREVEPORT LA (SHV)	62.0	71.4	682	682
SIOUX CITY IA (SUX)	75.0	75.0	12	12
SIOUX FALLS SD (FSD)	70.7	78.2	457	458
SITKA AK (SIT)	71.0	83.9	93	93
SOUTH BEND IN (SBN)	69.4	70.1	385	385
SPOKANE WA (GEG)	76.2	83.7	1,419	1,418
SPRINGFIELD IL (SPI)	61.4	67.6	145	145
SPRINGFIELD MO (SGF)	64.7	71.7	897	902
ST. GEORGE UT (SGU)	85.8	90.0	310	310
ST. LOUIS MO (STL)	69.9	72.0	5,290	5,294
STATE COLLEGE PA (SCE)	75.8	85.5	62	62
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	71.2	76.4	424	428
SUN VALLEY/HAILLEY/KETCHUM ID (SUN)	83.0	85.5	289	296

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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.
SYRACUSE NY (SYR)	68.4	75.1	1,128	1,128
TALLAHASSEE FL (TLH)	68.8	72.3	449	448
TAMPA FL (TPA)	71.9	75.4	7,656	7,656
TELLURIDE CO (TEX)	80.6	80.6	62	62
TEXARKANA AR (TXK)	60.6	69.1	94	94
TOLEDO OH (TOL)	72.4	75.3	145	146
TRAVERSE CITY MI (TVC)	66.8	77.9	250	249
TUCSON AZ (TUS)	78.0	84.4	2,660	2,659
TULSA OK (TUL)	69.0	78.3	2,125	2,124
TWIN FALLS ID (TWF)	81.5	89.9	184	178
TYLER TX (TYR)	64.5	74.2	155	155
VALDOSTA GA (VLD)	68.5	80.9	89	89
VALPARAISO FL (VPS)	63.3	76.4	596	598
WACO TX (ACT)	62.7	75.0	177	176
WASHINGTON DC (DCA)	74.3	79.5	7,401	7,398
WASHINGTON DC (IAD)	74.1	76.5	6,886	6,892
WATERLOO IA (ALO)	65.4	73.1	26	26
WAUSAU/MARSHFIELD WI (CWA)	61.5	66.9	117	118
WEST PALM BEACH/PALM BEACH FL (PBI)	69.9	74.7	3,062	3,060
WHITE PLAINS NY (HPN)	71.3	77.4	928	928
WICHITA FALLS TX (SPS)	65.5	74.4	206	207
WICHITA KS (ICT)	67.9	75.9	1,252	1,252
WILMINGTON NC (ILM)	75.0	76.6	252	252
WRANGELL AK (WRG)	71.0	79.0	62	62
YAKIMA WA (YKM)	71.7	88.7	53	53
YAKUTAT AK (YAK)	75.8	88.7	62	62
YUMA AZ (YUM)	85.2	85.4	372	371

MARCH 2008

AIR TRAVEL CONSUMER REPORT
TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS
BY CARRIER

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	18	22,860	1,284	5.6	114	42,159	2,481	5.9
AMERICAN	30	41,659	2,339	5.6	79	52,021	2,908	5.6
PINNACLE	15	8,473	409	4.8	111	22,534	1,164	5.2
EXPRESSJET	29	17,011	800	4.7	123	36,623	1,633	4.5
COMAIR	23	12,156	494	4.1	88	18,699	778	4.2
MESA	21	11,142	377	3.4	119	21,006	722	3.4
SKYWEST	22	27,343	658	2.4	146	51,318	1,382	2.7
UNITED	31	34,027	803	2.4	86	40,449	934	2.3
DELTA	31	32,270	684	2.1	95	39,829	855	2.1
ATLANTIC SOUTHEAST	12	12,488	231	1.8	123	24,014	487	2.0
US AIRWAYS	30	32,354	507	1.6	82	39,403	590	1.5
CONTINENTAL	28	21,393	283	1.3	68	27,216	393	1.4
NORTHWEST	30	23,036	272	1.2	98	31,833	368	1.2
JETBLUE	19	12,833	140	1.1	45	17,906	199	1.1
AIRTRAN	24	16,870	158	0.9	55	23,351	241	1.0
SOUTHWEST	19	55,518	478	0.9	64	102,314	891	0.9
HAWAIIAN	7	421	0	0.0	14	4,705	36	0.8
ALASKA	16	8,077	45	0.6	45	12,757	85	0.7
FRONTIER	22	6,596	28	0.4	42	7,953	36	0.5
Total		396,527	9,990	2.5	Total	616,090	16,183	2.6

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.

MARCH 2008
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
9E	22534	16103	71.46%	1164	5.17%	57	0.25%	1628	7.22%	208	0.92%	1685	7.48%	2	0.01%	1687	7.49%
AA	52021	32233	61.96%	2908	5.59%	227	0.44%	4481	8.61%	590	1.13%	6280	12.07%	5	0.01%	5297	10.18%
AS	12757	9946	77.97%	85	0.67%	19	0.15%	796	6.24%	35	0.27%	987	7.73%	19	0.15%	871	6.83%
B6	17906	12658	70.69%	199	1.11%	64	0.36%	812	4.53%	22	0.12%	2164	12.09%	3	0.02%	1984	11.08%
CO	27216	18610	68.38%	393	1.44%	75	0.28%	1914	7.03%	274	1.01%	3629	13.33%	49	0.18%	2272	8.35%
DL	39829	28573	71.74%	855	2.15%	116	0.29%	2510	6.30%	237	0.59%	4512	11.33%	0	0.00%	3026	7.60%
EV	24014	16601	69.13%	487	2.03%	67	0.28%	3118	12.98%	1044	4.35%	2089	8.70%	8	0.03%	600	2.50%
F9	7953	5838	73.41%	36	0.45%	6	0.08%	551	6.93%	21	0.27%	1044	13.13%	1	0.02%	454	5.71%
FL	23351	16338	69.97%	241	1.03%	98	0.42%	1088	4.66%	45	0.19%	2362	10.12%	0	0.00%	3179	13.61%
HA	4705	4447	94.52%	36	0.77%	3	0.06%	154	3.28%	0	0.01%	1	0.01%	0	0.00%	64	1.35%
MQ	42159	27995	66.40%	2481	5.88%	134	0.32%	2883	6.84%	617	1.46%	3481	8.26%	2	0.00%	4566	10.83%
NW	31833	22328	70.14%	368	1.16%	53	0.17%	2726	8.56%	281	0.88%	4243	13.33%	13	0.04%	1821	5.72%
OH	18699	12350	66.05%	778	4.16%	41	0.22%	2049	10.96%	998	5.34%	2148	11.49%	2	0.01%	334	1.79%
OO	51318	39905	77.76%	1382	2.69%	104	0.20%	4232	8.25%	349	0.68%	2095	4.08%	73	0.14%	3178	6.19%
UA	40449	28984	71.66%	934	2.31%	52	0.13%	2483	6.14%	160	0.39%	3793	9.38%	18	0.04%	4026	9.95%
US	39403	31178	79.13%	590	1.50%	81	0.21%	2043	5.19%	62	0.16%	3105	7.88%	39	0.10%	2305	5.85%
WN	102314	76140	74.42%	891	0.87%	217	0.21%	5595	5.47%	364	0.36%	4593	4.49%	120	0.12%	14395	14.07%
XE	36623	24832	67.80%	1633	4.46%	114	0.31%	2424	6.62%	325	0.89%	3601	9.83%	81	0.22%	3613	9.87%
YV	21006	15914	75.76%	722	3.44%	36	0.17%	2288	10.89%	114	0.54%	952	4.53%	22	0.10%	958	4.56%
TOTAL	616090	440973		16183		1564		43776		5746		52762		457		54629	
			71.58%		2.63%		0.25%		7.11%		0.93%		8.56%		0.07%		8.87%

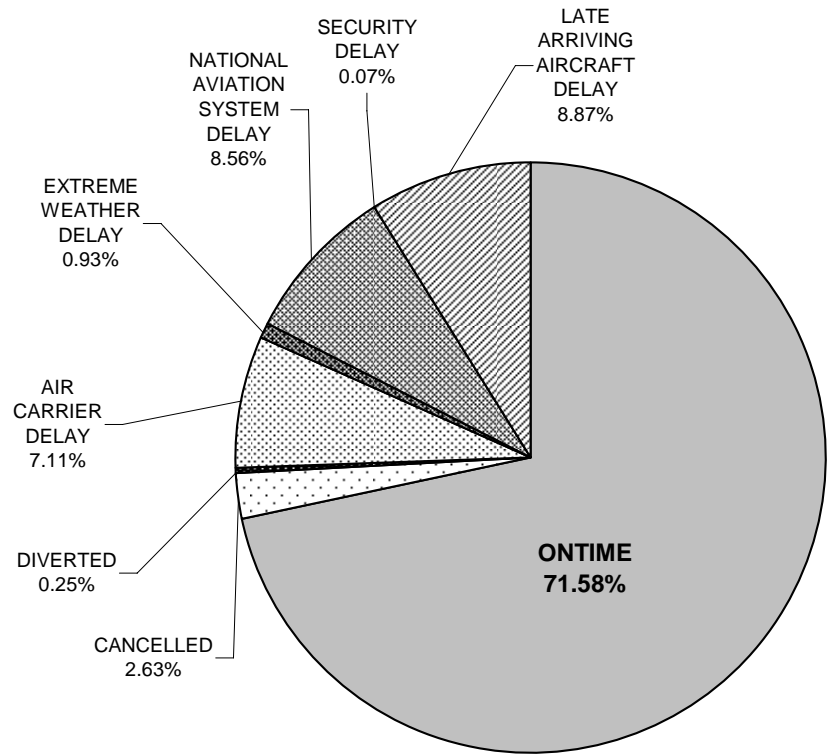
***Causes of Delay:**

- 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.

**MARCH 2008
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.
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- 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 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 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 32 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

APPENDIX

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

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

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

FL	AirTran Airways
AS	Alaska Airlines
AA	American Airlines
MQ	American Eagle Airlines
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
XE	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways

Air Carriers Voluntarily Reporting

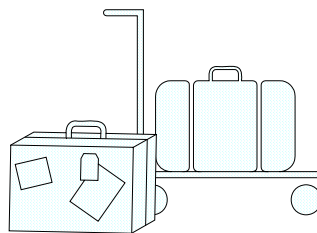
Data to DOT and to CRS Vendors

9E	Pinnacle Airlines (eff. 01/08)
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* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #16, issued October 31, 2007, effective January 1, 2008.

MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	MARCH 2008			MARCH 2007		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,511	618,526	2.44	2,331	612,430	3.81
2	JETBLUE AIRWAYS	7,033	2,005,244	3.51	11,844	1,994,952	5.94
3	AIRTRAN AIRWAYS	8,620	2,266,762	3.80	8,841	2,086,191	4.24
4	NORTHWEST AIRLINES	16,853	3,686,920	4.57	22,366	4,012,443	5.57
5	UNITED AIRLINES	23,932	4,920,724	4.86	33,920	5,317,182	6.38
6	ALASKA AIRLINES	6,907	1,365,551	5.06	6,679	1,280,740	5.21
7	SOUTHWEST AIRLINES	52,273	9,526,207	5.49	63,919	8,819,465	7.25
8	CONTINENTAL AIRLINES	18,458	3,353,261	5.50	22,950	3,392,187	6.77
9	FRONTIER AIRLINES	5,671	879,242	6.45	5,327	911,564	5.84
10	US AIRWAYS	31,403	4,528,250	6.93	52,675	4,819,173	10.93
11	AMERICAN AIRLINES	48,019	6,543,506	7.34	47,431	6,942,149	6.83
12	DELTA AIR LINES	44,209	5,593,898	7.90	44,537	5,812,686	7.66
13	EXPRESSJET AIRLINES	11,568	1,382,496	8.37	16,038	1,345,239	11.92
14	MESA AIRLINES	8,580	984,250	8.72	12,356	1,216,604	10.16
15	SKYWEST AIRLINES	18,374	1,901,930	9.66	21,986	1,894,469	11.61
16	COMAIR	7,682	781,119	9.83	11,224	815,409	13.76
17	AMERICAN EAGLE AIRLINES	17,782	1,395,714	12.74	21,928	1,535,239	14.28
18	PINNACLE AIRLINES	11,465	866,984	13.22	6,998	819,194	8.54
19	ATLANTIC SOUTHEAST AIRLINES	16,892	1,076,687	15.69	9,288	1,012,019	9.18
TOTALS **		357,232	53,677,271	6.66	422,638	54,639,335	7.74

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.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay data voluntarily (Pinnacle). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report.

** Aloha Airlines was ranked in this section every month during 2007, and for the months of January and February 2008. The carrier's ranking in this table ceased effective with this report as a result of its cessation of all flight operations on March 31, 2008. Totals for March 2007 reflect the deletion of Aloha's data for that month.

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

RANK	AIRLINE	JANUARY - MARCH 2008			JANUARY - MARCH 2007		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	4,579	1,755,839	2.61	6,299	1,687,181	3.73
2	AIRTRAN AIRWAYS	20,854	5,907,747	3.53	20,067	5,228,967	3.84
3	JETBLUE AIRWAYS	19,209	5,384,414	3.57	29,463	5,161,011	5.71
4	NORTHWEST AIRLINES	47,219	9,959,971	4.74	62,582	10,626,115	5.89
5	CONTINENTAL AIRLINES	45,325	9,094,979	4.98	53,170	9,169,890	5.80
6	UNITED AIRLINES	72,104	13,010,208	5.54	110,288	14,186,802	7.77
7	ALASKA AIRLINES	20,545	3,619,711	5.68	17,953	3,401,586	5.28
8	SOUTHWEST AIRLINES	151,795	25,309,872	6.00	165,834	23,413,754	7.08
9	FRONTIER AIRLINES	15,675	2,400,793	6.53	18,360	2,305,323	7.96
10	US AIRWAYS	88,185	12,464,522	7.07	122,038	13,038,063	9.36
11	AMERICAN AIRLINES	134,416	18,362,730	7.32	148,234	18,802,248	7.88
12	DELTA AIR LINES	112,843	14,885,486	7.58	119,486	15,171,546	7.88
13	EXPRESSJET AIRLINES	31,201	3,728,744	8.37	37,676	3,694,200	10.20
14	COMAIR	19,212	2,079,137	9.24	31,613	2,128,918	14.85
15	MESA AIRLINES	27,408	2,761,722	9.92	38,169	3,275,653	11.65
16	SKYWEST AIRLINES	58,960	5,125,472	11.50	74,165	5,106,915	14.52
17	PINNACLE AIRLINES	28,834	2,389,172	12.07	20,634	2,148,213	9.61
18	AMERICAN EAGLE AIRLINES	51,084	3,905,491	13.08	66,871	4,157,974	16.08
19	ATLANTIC SOUTHEAST AIRLINES	38,449	2,922,350	13.16	27,229	2,644,327	10.30
TOTALS **		987,897	145,068,360	6.81	1,170,131	145,348,686	8.05

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.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay data voluntarily (Pinnacle). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report.

** Aloha Airlines was ranked in this section every month during 2007, and for the months of January and February 2008. The carrier's ranking in this table ceased effective with this report as a result of its cessation of all flight operations on March 31, 2008. Totals for January-March (2007 and 2008) reflect the deletion of Aloha's data for that period.

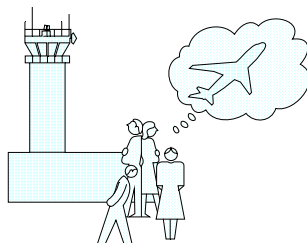
OVERSALES

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 2008				JANUARY - MARCH 2007			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	23	9	5,518,098	0.02	0	19	5,090,815	0.04
2	HAWAIIAN AIRLINES	153	16	1,732,996	0.09	408	85	1,674,816	0.51
3	AIRTRAN AIRWAYS	9,225	202	5,718,319	0.35	6,484	107	5,080,108	0.21
4	ALASKA AIRLINES	2,485	297	3,619,711	0.82	3,257	347	3,401,586	1.02
5	UNITED AIRLINES	13,550	1,239	13,846,166	0.89	17,517	604	15,013,562	0.40
6	AMERICAN AIRLINES	21,892	1,982	20,231,629	0.98	22,133	2,213	20,850,796	1.06
7	NORTHWEST AIRLINES	15,855	1,233	10,713,842	1.15	19,515	1,424	11,386,586	1.25
8	MESA AIRLINES	5,479	189	1,584,168	1.19	3,358	351	1,813,068	1.94
9	FRONTIER AIRLINES	1,147	333	2,507,991	1.33	1,095	354	2,214,518	1.60
10	CONTINENTAL AIRLINES	10,457	1,586	10,075,301	1.57	8,576	1,925	9,977,651	1.93
11	SOUTHWEST AIRLINES	25,431	4,156	24,708,540	1.68	19,222	2,874	22,903,022	1.25
12	DELTA AIR LINES	15,458	2,836	15,722,610	1.80	27,374	5,516	15,904,335	3.47
13	US AIRWAYS	26,153	2,560	12,755,978	2.01	19,348	2,182	12,994,097	1.68
14	SKYWEST AIRLINES	3,010	371	1,834,243	2.02	5,430	496	1,814,434	2.73
15	AMERICAN EAGLE AIRLINES	345	154	552,779	2.79	319	67	561,144	1.19
16	COMAIR	1,426	245	546,701	4.48	1,845	153	461,448	3.32
17	PINNACLE AIRLINES	149	45	95,473	4.71	*	*	*	*
18	ATLANTIC SOUTHEAST AIRLINES	2,807	552	1,057,771	5.22	2,808	527	970,316	5.43
	TOTALS**	155,045	18,005	132,822,316	1.36	158,689	19,244	132,112,302	1.46

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. Pinnacle Airlines' ranking in this table effective the 4th quarter 2007. The entire fleet of ExpressJet Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ATCR) consists of aircraft with 60 seats or less.

** Aloha Airlines ceased all flight operations on March 31, 2008. Aloha's ranking in this table ceased effective with this report. The carrier was ranked in this table for each of the four quarters in 2007. Totals for January-March 2007 reflect the deletion of Aloha's data for that quarter.

CONSUMER COMPLAINTS

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

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

Complaint Categories - Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	MARCH 2008				MARCH 2007			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	909	45	4	109	1,064	98	7	198
FOREIGN AIRLINES	94	2	0	7	190	1	0	14
TRAVEL AGENTS	8	0	0	1	23	0	0	0
TOUR OPERATORS	0	0	0	0	30	0	0	33
MISCELLANEOUS	2	0	0	0	0	0	0	0
INDUSTRY TOTALS	1,013	47	4	117	1,307	99	7	245

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	MARCH 2008			MARCH 2007		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	334		1	439	
CANCELLATIONS			137			213
DELAYS			113			107
MISCONNECTIONS			44			58
BAGGAGE	2	185		2	282	
CUSTOMER SERVICE	3	128		3	146	
RES/TKTG/BOARDING	4	120		4	132	
REFUNDS	5	75		5	110	
OVERSALES	6	59		7	51	
DIABILITY	7	43		8	37	
FARES	8	30		9	35	
OTHER	8	30		6	61	
FREQUENT FLYER			25			22
DISCRIMINATION	10	6		10	8	
ADVERTISING	11	3		11	5	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		1,013			1,307	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

MARCH 2008

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	4	1	0	0	0	0	0	0	0	0	0	0	5
AIRTRAN AIRWAYS	8	3	2	1	1	1	5	2	0	0	0	0	23
ALASKA AIRLINES	1	0	2	0	1	1	3	0	1	0	0	0	9
ALLEGIANTE AIR	8	0	1	0	1	1	0	0	1	0	0	0	12
AMERICAN AIRLINES	54	4	7	1	2	33	14	2	0	1	0	2	120
AMERICAN EAGLE AIRLINES	9	2	1	1	0	3	2	1	0	0	0	0	19
ATA AIRLINES	4	0	0	0	0	3	1	1	0	0	0	0	9
ATLANTIC SOUTHEAST AIRLINES	8	3	0	0	0	0	0	1	0	0	0	0	12
COLGAN AIRWAYS CORPORATION	5	0	0	1	0	0	0	0	0	0	0	0	6
COMAIR	5	1	0	0	0	1	0	0	0	0	0	0	7
CONTINENTAL AIRLINES	21	3	4	1	1	8	6	5	0	0	0	0	49
DELTA AIRLINES	24	5	18	8	7	16	10	2	1	2	0	8	101
FREEDOM AIRLINES	4	0	0	0	0	1	1	0	0	0	0	0	6
FRONTIER AIRLINES	3	0	1	0	2	2	1	0	0	0	0	0	9
HAWAIIAN AIRLINES	1	0	0	0	3	0	1	0	0	0	0	0	5
JETBLUE AIRWAYS	5	0	0	0	0	3	1	3	0	0	0	0	12
LYNXAIR INTERNATIONAL	1	0	0	0	0	4	0	0	0	0	0	2	7
MESA AIRLINES	6	1	1	1	0	0	1	2	0	0	0	0	12
MESABA AVIATION	6	0	2	0	0	0	0	1	0	0	0	0	9
NORTHWEST AIRLINES	16	3	6	2	1	7	6	3	0	0	0	1	45
PEDMONT AIRLINES	1	2	0	0	0	3	1	0	0	0	0	0	7
PINNACLE AIRLINES	5	0	1	0	0	1	4	0	0	0	0	0	11
PSA AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
REPUBLIC AIRWAYS	3	1	0	0	0	0	1	0	0	0	0	0	5
SKYBUS AIRLINES	3	0	6	0	2	2	2	1	0	0	0	0	16
SKYWEST AIRLINES	3	1	0	0	0	2	0	0	0	0	0	0	6
SOUTHWEST AIRLINES	7	0	4	2	2	6	9	7	0	0	0	0	37
SPIRIT AIRLINES	14	4	16	1	14	14	14	2	0	1	0	2	82
UNITED AIRLINES	34	2	13	4	14	18	17	4	0	2	0	7	115
UNITED EXPRESS	3	0	1	0	0	3	0	0	0	0	0	0	7
US AIRWAYS	28	10	16	1	11	9	14	3	0	0	0	5	97
OTHER U. S. AIRLINES	18	2	3	1	2	11	5	2	0	0	0	0	44
TOTAL MARCH 2008	317	48	105	25	64	153	119	42	3	6	0	27	909
% OF TOTAL COMPLAINTS	34.9	5.3	11.6	2.8	7.0	16.8	13.1	4.6	0.3	0.7	0	3.0	
TOTAL MARCH 2007	393	45	92	31	81	209	138	34	2	7	0	32	1,064
% OF TOTAL COMPLAINTS	36.9	4.2	8.6	2.9	7.6	19.6	13.0	3.2	0.2	0.7	0	3.0	

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

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

Table 4

AIR TRAVEL CONSUMER REPORT
 COMPLAINTS AGAINST U. S. AIRLINES
 BY INCIDENT DATE
 MARCH 2008

U. S. AIRLINES*	COMPS RECD IN MARCH	INCI - DENTS IN MARCH	PERCENT	INCI - DENTS IN FEB	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	5	3	60.0	2	40.0	0	0.0	0	0.0
AIRTRAN AIRWAYS	23	13	56.5	3	13.0	4	17.4	3	13.0
ALASKA AIRLINES	9	5	55.6	1	11.1	1	11.1	2	22.2
ALLEGIAN AIR	12	5	41.7	4	33.3	0	0.0	3	25.0
AMERICAN AIRLINES	120	54	45.0	24	20.0	28	23.3	14	11.7
AMERICAN EAGLE AIRLINES	19	11	57.9	1	5.3	3	15.8	4	21.1
ATA AIRLINES	9	2	22.2	2	22.2	3	33.3	2	22.2
ATLANTIC SOUTHEAST AIRLINES	12	6	50.0	2	16.7	3	25.0	1	8.3
COLGAN AIRWAYS CORPORATION	6	4	66.7	1	16.7	0	0.0	1	16.7
COMAIR	7	4	57.1	1	14.3	2	28.6	0	0.0
CONTINENTAL AIRLINES	49	25	51.0	11	22.4	8	16.3	5	10.2
DELTA AIRLINES	101	37	36.6	16	15.8	33	32.7	15	14.9
FREEDOM AIRLINES	6	5	83.3	0	0.0	1	16.7	0	0.0
FRONTIER AIRLINES	9	3	33.3	3	33.3	3	33.3	0	0.0
HAWAIIAN AIRLINES	5	0	0.0	0	0.0	3	60.0	2	40.0
JETBLUE AIRWAYS	12	5	41.7	4	33.3	2	16.7	1	8.3
LYNXAIR INTERNATIONAL	7	4	57.1	0	0.0	2	28.6	1	14.3
MESA AIRLINES	12	3	25.0	4	33.3	3	25.0	2	16.7
MESABA AVIATION	9	6	66.7	2	22.2	1	11.1	0	0.0
NORTHWEST AIRLINES	45	20	44.4	11	24.4	9	20.0	5	11.1
PIEDMONT AIRLINES	7	4	57.1	3	42.9	0	0.0	0	0.0
PINNACLE AIRLINES	11	8	72.7	3	27.3	0	0.0	0	0.0
PSA AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
REPUBLIC AIRWAYS	5	5	100.0	0	0.0	0	0.0	0	0.0
SKYBUS AIRLINES	16	9	56.2	2	12.5	5	31.2	0	0.0
SKYWEST AIRLINES	6	4	66.7	2	33.3	0	0.0	0	0.0
SOUTHWEST AIRLINES	37	16	43.2	6	16.2	9	24.3	6	16.2
SPIRIT AIRLINES	82	25	30.5	14	17.1	30	36.6	13	15.9
UNITED AIRLINES	115	37	32.2	22	19.1	38	33.0	18	15.7
UNITED EXPRESS	7	2	28.6	4	57.1	1	14.3	0	0.0
US AIRWAYS	97	44	45.4	24	24.7	19	19.6	10	10.3
OTHER U. S. AIRLINES	44	22	50.0	8	18.2	10	22.7	4	9.1
TOTALS	909	394	43.3	181	19.9	222	24.4	112	12.3
PREVIOUS YEAR'S TOTALS	1,064	423	39.8	211	19.8	211	19.8	219	20.6

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

Table 5

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

MARCH 2008

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANI MALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	1	3	0	0	0	1	0	1	0	0	0	0	6
AIR JAMAICA	2	0	1	1	0	1	0	0	0	0	0	0	5
BRITISH AIRWAYS	2	0	1	1	1	4	2	0	0	0	0	0	11
COPA COMPANIA PANAMENA	1	4	1	0	3	0	0	0	0	0	0	0	9
LUFTHANSA	0	0	3	0	1	3	0	0	0	0	0	0	7
VIRGIN ATLANTIC AIRWAYS	2	0	1	0	1	0	0	0	0	0	0	1	5
OTHER FOREIGN AIRLINES	9	4	5	1	3	21	6	0	0	0	0	2	51
TOTALS	17	11	12	3	9	30	8	1	0	0	0	3	94
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	3	2	2	0	1	0	0	0	0	0	8
TOTALS	0	0	3	2	2	0	1	0	0	0	0	0	8
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	0	0	0	2	0	0	0	0	0	0	2
TOTALS	0	0	0	0	0	2	0	0	0	0	0	0	2

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

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

TABLE 6

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

RANK	AIRLINE	MARCH 2008			MARCH 2007		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>EXPRESSJET AIRLINES</i>	4	1,525,976	0.26	2	1,477,849	0.14
2	<i>SKYWEST AIRLINES</i>	6	1,895,255	0.32	12	1,881,546	0.64
3	<i>SOUTHWEST AIRLINES</i>	37	9,321,742	0.40	22	8,636,687	0.25
4	<i>JETBLUE AIRWAYS</i>	12	2,062,793	0.58	21	1,885,260	1.11
5	<i>ALASKA AIRLINES</i>	9	1,536,992	0.59	11	1,448,248	0.76
6	<i>HAWAIIAN AIRLINES</i>	5	608,828	0.82	3	609,812	0.49
7	<i>COMAIR</i>	7	795,060	0.88	7	832,875	0.84
8	<i>FRONTIER AIRLINES</i>	9	926,881	0.97	7	871,743	0.80
9	<i>NORTHWEST AIRLINES</i>	45	4,585,980	0.98	74	4,860,236	1.52
10	<i>AIRTRAN AIRWAYS</i>	23	2,198,058	1.05	11	2,034,728	0.54
11	<i>ATLANTIC SOUTHEAST AIRLINES</i>	12	1,116,107	1.08	10	1,056,835	0.95
12	<i>CONTINENTAL AIRLINES</i>	49	4,365,284	1.12	42	4,265,536	0.98
13	<i>PINNACLE AIRLINES</i>	11	876,294	1.26	12	836,410	1.43
14	<i>MESA AIRLINES</i>	12	948,463	1.27	9	1,190,561	0.76
15	<i>AMERICAN EAGLE AIRLINES</i>	19	1,428,386	1.33	13	1,557,833	0.83
16	<i>AMERICAN AIRLINES</i>	120	8,241,368	1.46	164	8,580,751	1.91
17	<i>DELTA AIR LINES</i>	101	6,451,356	1.57	125	6,583,330	1.90
18	<i>US AIRWAYS</i>	97	4,959,011	1.96	232	5,216,310	4.45
19	<i>UNITED AIRLINES</i>	115	5,748,730	2.00	159	6,133,217	2.59
	TOTAL **	693	59,592,564	1.16	936	59,959,767	1.56

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.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily (Pinnacle). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Mishandled Baggage" sections of this report.

** Aloha Airlines was ranked in this section every month during 2007, and for the months of January and February 2008. The carrier's ranking in this table ceased effective with this report as a result of its cessation of all flight operations on March 31, 2008. Totals for March 2007 reflect the deletion of Aloha's data for that month.

Table 1 (YTD)

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS

	JANUARY - MARCH 2008				JANUARY - MARCH 2007			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	2,705	156	13	362	2,310	260	13	491
FOREIGN AIRLINES	376	3	0	31	485	5	0	28
TRAVEL AGENTS	33	0	0	2	57	0	1	1
TOUR OPERATORS	5	0	0	1	33	0	0	33
MISCELLANEOUS	2	0	0	1	2	0	0	0
INDUSTRY TOTALS	3,121	159	13	397	2,887	265	14	553

Table 2 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - MARCH 2008			JANUARY - MARCH 2007		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	1,038		1	909	
CANCELLATIONS			440			420
DELAYS			322			231
MISCONNECTIONS			156			127
BAGGAGE	2	665		2	708	
CUSTOMER SERVICE	3	373		3	309	
RES/TKTG/BOARDING	4	350		4	296	
REFUNDS	5	211		5	229	
OVERSALES	6	149		6	116	
DISABILITY	7	122		8	86	
FARES	8	93		9	78	
OTHER	9	81		7	111	
FREQUENT FLYER			66			50
DISCRIMINATION	10	26		10	24	
ADVERTISING	11	11		11	17	
ANIMALS	12	2		12	4	
COMPLAINT TOTAL		3,121			2,887	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3 (YTD)

COMPLAINTS AGAINST U. S. AIRLINES
BY COMPLAINT CATEGORY*
JANUARY - MARCH 2008

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	8	3	0	0	0	0	0	0	0	0	0	0	11
AIRTRAN AIRWAYS	20	6	5	2	1	13	6	4	0	0	0	0	57
ALASKA AIRLINES	9	1	3	1	2	1	5	0	1	0	0	0	23
ALLEGIAN AIR	13	0	1	0	2	4	1	1	1	0	0	0	23
AMERICAN AIRLINES	165	10	28	7	8	103	47	7	0	4	0	5	384
AMERICAN EAGLE AIRLINES	38	3	2	1	1	15	4	1	0	1	0	0	66
ATA AIRLINES	6	0	3	1	0	4	1	2	0	0	0	0	17
ATLANTIC SOUTHEAST AIRLINES	23	7	0	0	0	0	0	4	0	0	0	0	34
CHAUTAUQUA AIRLINES	11	0	0	0	0	0	0	1	0	0	0	0	12
COLGAN AIRWAYS CORPORATION COMAIR	7	0	0	1	0	1	1	0	0	0	0	0	10
COMAIR	14	3	0	0	0	3	2	4	0	1	0	0	27
CONTINENTAL AIRLINES	45	4	21	5	6	25	21	10	0	1	0	5	143
DELTA AIRLINES	93	11	45	14	19	70	42	8	1	5	2	20	330
EXPRESSJET AIRLINES	13	0	2	0	0	0	4	1	0	0	0	0	20
FREEDOM AIRLINES	12	1	0	0	0	1	2	1	0	0	0	0	17
FRONTIER AIRLINES	9	3	3	0	3	6	5	0	0	0	0	1	30
HAWAIIAN AIRLINES	1	0	1	3	3	2	4	1	0	0	0	0	15
JETBLUE AIRWAYS	17	1	1	1	1	5	5	7	0	0	0	0	38
LYNXAIR INTERNATIONAL	5	0	3	2	4	6	0	0	0	0	0	3	23
MESA AIRLINES	18	1	1	1	0	4	6	3	0	0	0	0	34
MESABA AVIATION	12	2	2	0	0	1	0	1	0	0	0	0	18
MIDWEST AIRLINES	9	0	0	0	0	2	1	2	0	0	0	0	14
NORTHWEST AIRLINES	42	7	16	7	7	31	12	10	0	1	0	3	136
PIEDMONT AIRLINES	4	4	2	0	0	4	1	0	0	0	0	0	15
PINNACLE AIRLINES	28	1	2	0	0	5	8	3	0	0	0	0	47
REPUBLIC AIRWAYS	8	2	0	0	0	1	2	0	0	1	0	0	14
SHUTTLE AMERICA	7	0	0	0	0	2	1	0	0	0	0	0	10
SKYBUS AIRLINES	8	0	7	0	3	5	3	1	0	0	0	0	27
SKYWEST AIRLINES	30	2	0	0	0	10	2	1	0	0	0	0	45
SOUTHWEST AIRLINES	18	1	7	3	3	14	19	16	0	1	0	0	82
SPIRIT AIRLINES	30	9	41	8	38	61	32	5	2	1	0	3	230
UNITED AIRLINES	117	9	33	8	37	61	50	7	0	4	0	17	343
UNITED EXPRESS	9	1	2	0	0	9	3	0	0	0	0	0	24
US AIRWAYS	84	26	40	11	25	42	43	9	1	0	0	13	294
USA3000	5	0	1	0	2	1	3	0	0	0	0	0	12
OTHER U. S. AIRLINES	33	5	10	2	3	17	6	3	0	0	0	1	80
TOTAL JANUARY 2008	971	123	282	78	168	529	342	113	6	20	2	71	2,705
% OF TOTAL COMPLAINTS	35.9	4.5	10.4	2.9	6.2	19.6	12.6	4.2	0.2	0.7	0.1	2.6	
TOTAL JANUARY 2007	802	100	207	64	157	516	277	77	12	19	2	77	2,310
% OF TOTAL COMPLAINTS	34.7	4.3	9.0	2.8	6.8	22.3	12.0	3.3	0.5	0.8	0.1	3.3	

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

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

TABLE 4 (YTD)

COMPANIES OTHER THAN U. S. AIRLINES*
 BY COMPLAINT CATEGORY**
 JANUARY-MARCH 2008

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROLINEAS ARGENTINAS	6	1	0	0	1	2	0	0	0	0	0	0	10
AEROMEXICO	2	3	4	0	0	2	0	1	0	0	0	0	12
AIR CANADA	2	0	1	1	0	6	1	0	0	0	0	0	11
AIR FRANCE	2	2	7	0	1	19	3	1	1	1	0	0	37
AIR INDIA	1	3	0	0	0	7	3	0	0	0	0	0	14
AIR JAMAICA	4	0	3	1	1	3	0	2	0	0	0	0	14
ALITALIA AIRLINES	4	0	1	0	2	10	0	0	0	0	0	0	17
BRITISH AIRWAYS	5	0	4	2	6	15	4	1	0	1	0	1	39
COPA COMPANIA PANAMENA	3	5	2	0	3	3	0	0	0	0	0	0	16
EMIRATES AIRLINES	1	0	1	1	3	9	0	0	0	0	0	0	15
IBERIA AIRLINES	4	2	0	0	1	2	1	2	0	0	0	0	12
KLM	1	0	1	0	1	5	4	0	0	0	0	0	12
LUFTHANSA	1	0	5	0	1	4	0	0	1	0	0	0	12
VIRGIN ATLANTIC AIRWAYS	2	0	2	0	3	2	1	0	0	0	0	1	11
OTHER FOREIGN AIRLINES	26	10	21	7	12	45	9	2	1	4	0	7	144
TOTALS	64	26	52	12	35	134	26	9	3	6	0	9	376
<u>TRAVEL AGENTS</u>													
ORBITZ.COM	0	0	6	0	0	0	3	0	1	0	0	0	10
OTHER TRAVEL AGENTS	1	0	9	3	7	0	2	0	0	0	0	1	23
TOTALS	1	0	15	3	7	0	5	0	1	0	0	1	33
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	2	0	1	0	1	0	0	0	1	0	0	0	5
TOTALS	2	0	1	0	1	0	0	0	1	0	0	0	5
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	0	0	0	2	0	0	0	0	0	0	2
TOTALS	0	0	0	0	0	2	0	0	0	0	0	0	2

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

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

TABLE 5 (YTD)

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

RANK	AIRLINE	JANUARY - MARCH 2008			JANUARY - MARCH 2007		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	82	24,736,915	0.33	62	22,916,870	0.27
2	<i>EXPRESSJET AIRLINES</i>	20	4,131,209	0.48	10	4,058,399	0.25
3	<i>ALASKA AIRLINES</i>	23	4,079,763	0.56	28	3,862,476	0.72
4	<i>JETBLUE AIRWAYS</i>	38	5,498,886	0.69	59	4,956,432	1.19
5	<i>HAWAIIAN AIRLINES</i>	15	1,732,779	0.87	11	1,678,599	0.66
6	<i>SKYWEST AIRLINES</i>	45	5,093,197	0.88	46	5,072,700	0.91
7	<i>AIRTRAN AIRWAYS</i>	57	5,715,378	1.00	33	5,077,730	0.65
8	<i>NORTHWEST AIRLINES</i>	136	12,324,805	1.10	143	12,884,023	1.11
9	<i>ATLANTIC SOUTHEAST AIRLINES</i>	34	3,019,939	1.13	21	2,760,198	0.76
10	<i>FRONTIER AIRLINES</i>	30	2,474,104	1.21	16	2,274,459	0.70
11	<i>CONTINENTAL AIRLINES</i>	143	11,706,249	1.22	96	11,464,633	0.84
12	<i>COMAIR</i>	27	2,118,148	1.27	25	2,174,064	1.15
13	<i>MESA AIRLINES</i>	34	2,658,904	1.28	19	3,223,834	0.59
14	<i>AMERICAN EAGLE AIRLINES</i>	66	3,995,095	1.65	37	4,211,600	0.88
15	<i>AMERICAN AIRLINES</i>	384	23,050,529	1.67	406	23,304,354	1.74
16	<i>PINNACLE AIRLINES</i>	47	2,463,437	1.91	26	2,190,225	1.19
17	<i>DELTA AIR LINES</i>	330	17,050,299	1.94	274	17,156,364	1.60
18	<i>US AIRWAYS</i>	294	13,535,935	2.17	368	13,979,985	2.63
19	<i>UNITED AIRLINES</i>	343	15,250,167	2.25	364	16,350,293	2.23
	TOTAL **	2,148	160,635,738	1.34	2,044	159,597,238	1.28

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.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily (Pinnacle)). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Mishandled Baggage" sections of this report.

** Aloha Airlines was ranked in this section every month during 2007, and for the months of January and February 2008. The carrier's ranking in this table ceased effective with this report as a result of its cessation of all flight operations on March 31, 2008. Totals for January-March (2007 and 2008) reflect the deletion of Aloha's data for that period.

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 oversales regulations.

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

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

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

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

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

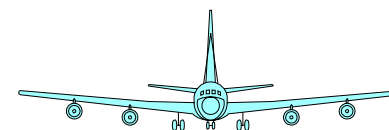
Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



Customer Service Reports to the Department of Homeland Security for the Month of March 2008 as provided by the Transportation Security Administration ^a

The Transportation Security Administration screened approximately 62.7 million airline passengers and their 56.4 million checked bags during March as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of March.

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

Courtesy ^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
446	.0007	79	.0001	106	.0002	612	.001

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
262	.0004	1193	.002

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 24 hours a day.

^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 March.

As of October 2007, TSA now calculates the number of checked bags screened. In the past, TSA used data provided by the Air Transport Association to calculate number of checked bags screened.

March 2008 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		1	
American	1	1	
Delta	1		
Hawaiian	1		
<i>Total</i>	3	2	0