



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

*Issued: October 2008*



<b>Flight Delays<sup>1</sup></b>	August 2008 12 Months Ending August 2008
<b>Mishandled Baggage<sup>1</sup></b>	August 2008
<b>Oversales<sup>1</sup></b>	2nd Quarter 2008 January-June 2008
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	August 2008
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	August 2008
<b>Airline Animal Incident Reports<sup>4</sup></b>	August 2008

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

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

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

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

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## **INTRODUCTION**

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

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

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



## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 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/](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](mailto: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](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 the May-issued report, Aloha is no longer a ranked airline.**

AUGUST 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	76.5	14	92.3
PINNACLE AIRLINES S/V/	16	89.6	119	89.6
SKYWEST AIRLINES S/	21	85.4	148	85.7
NORTHWEST AIRLINES S/	30	85.2	94	85.3
SOUTHWEST AIRLINES S/	19	84.9	64	84.4
FRONTIER S/	22	83.5	43	82.9
US AIRWAYS S/	30	80.7	79	80.8
ALASKA S/	16	79.7	47	78.7
AMERICAN EAGLE S/	18	79.1	114	78.5
AIRTRAN AIRWAYS S/	25	78.2	57	78.3
DELTA AIR LINES S/	31	77.0	98	77.1
MESA AIRLINE S/	20	75.6	114	75.7
ATLANTIC SOUTHEAST AIRLINES S/	19	75.9	127	75.2
CONTINENTAL AIRLINES S/	28	73.6	64	73.8
UNITED AIRLINES S/	31	73.0	84	72.9
EXPRESSJET AIRLINES S/	28	70.9	124	72.1
AMERICAN AIRLINES S/	30	70.8	79	70.6
COMAIR S/	22	67.3	85	67.4
JETBLUE AIRWAYS S/	19	64.2	45	64.7
<b>TOTAL</b>		<b>77.8</b>		<b>78.4</b>

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaints" sections of this report.

## AUGUST 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 *	3rd QUARTER		4th QUARTER		1st QUARTER		2nd QUARTER		JUNE - 08		JULY - 08		AUGUST - 08		12 MONTHS ENDING AUGUST 2008		DATABASE TO DATE SEP 1987-AUGUST 2008	
	07 - 09 2007		10 - 12 2007		01 - 03 2008		04 - 06 2008		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	75.0	10	76.0	6	70.8	10	80.1	6	74.6	8	71.1	12	78.3	10	76.4	9	(--)	(--)
ALASKA	69.4	19	73.0	13	75.9	3	79.9	7	77.8	4	79.9	6	78.7	8	76.6	8	75.6	8
ALOHA **	94.7	1	92.1	2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	70.5	17	70.1	16	63.4	19	63.8	19	58.8	19	69.5	16	70.6	17	67.6	19	78.1	5
AMERICAN EAGLE	70.7	16	69.6	18	64.4	18	72.1	17	65.7	15	75.2	11	78.5	9	71.1	16	73.5	9
ATLANTIC SOUTHEAST	57.0	20	68.0	20	69.4	13	79.3	8	77.3	5	70.1	14	75.2	13	71.6	15	(--)	(--)
COMAIR	69.6	18	69.7	17	66.7	16	72.4	16	63.4	17	63.3	19	67.4	18	69.8	17	(--)	(--)
CONTINENTAL	77.3	8	74.9	9	71.0	8	73.1	14	67.4	13	76.1	10	73.8	14	74.5	10	78.3	3
DELTA	72.1	12	79.2	4	75.8	4	77.8	9	72.9	10	69.6	15	77.1	11	77.3	7	77.6	6
EXPRESSJET	77.9	6	73.5	11	69.4	12	73.6	13	68.5	11	76.1	9	72.1	16	73.7	11	(--)	(--)
FRONTIER	79.9	3	75.5	7	75.0	5	77.5	10	74.3	9	81.6	5	82.9	6	78.2	4	(--)	(--)
HAWAIIAN	94.0	2	93.0	1	93.9	1	90.6	1	92.2	1	83.6	2	92.3	1	91.7	1	(--)	(--)
JETBLUE	73.9	11	73.9	10	71.7	7	73.7	12	64.9	16	64.6	18	64.7	19	72.6	14	(--)	(--)
MESA	77.1	9	72.4	14	69.1	14	72.4	15	67.3	14	70.8	13	75.7	12	72.6	13	(--)	(--)
NORTHWEST	71.8	13	70.2	15	69.5	11	74.1	11	67.6	12	79.5	7	85.3	4	73.6	12	79.0	2
PINNACLE	77.3	7	73.3	12	68.1	15	82.4	2	80.7	2	85.6	1	89.6	2	77.4	6	(--)	(--)
SKYWEST	78.0	5	75.0	8	70.9	9	82.1	3	77.9	3	81.7	4	85.7	3	77.9	5	(--)	(--)
SOUTHWEST	79.5	4	79.7	3	74.8	6	80.2	5	76.3	7	83.1	3	84.4	5	79.8	2	81.9	1
UNITED	71.3	15	68.2	19	66.4	17	68.1	18	59.3	18	68.2	17	72.9	15	69.0	18	75.8	7
US AIRWAYS	71.7	14	76.9	5	78.3	2	80.4	4	76.3	6	78.3	8	80.8	7	78.8	3	78.1	4
<b>Total</b>	<b>74.2</b>		<b>74.2</b>		<b>70.8</b>		<b>75.8</b>		<b>70.8</b>		<b>75.7</b>		<b>78.4</b>		<b>74.8</b>		<b>78.2</b>	

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

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

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

AUGUST 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	728	78.2	98	80.6	49	95.9	131	89.3	202	90.6	169	85.8	75	80.0	11	100.0
AA	721	63.1	1179	66.0	276	70.3	179	66.5	H/		897	70.7	681	70.3	14101	75.6
AS	H/		93	67.7	H/		H/		H/		93	80.6	205	77.6	92	80.4
B6	H/		1591	67.1	H/		186	60.8	H/		H/		119	56.3	H/	
CO	398	64.3	590	64.2	180	83.3	26	42.3	H/		330	70.9	389	72.8	323	69.7
DL	12701	77.5	1168	71.1	344	78.8	197	73.6	1560	86.6	899	78.6	312	75.3	333	69.7
EV	10686	74.4	H/		12	91.7	24	58.3	1214	87.1	18	77.8	H/		H/	
F9	124	82.3	H/		H/		H/		H/		91	85.7	4508	85.3	176	80.7
FL	8017	80.6	739	70.9	1539	78.8	239	72.0	H/		254	83.5	132	57.6	336	73.5
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	57	70.2	884	63.2	150	68.7	325	73.5	527	79.3	871	73.7	H/		8415	80.1
NW	260	85.4	363	68.6	254	83.9	224	86.6	H/		554	89.7	272	83.5	156	81.4
OH	529	61.1	1007	65.5	355	73.5	257	55.3	3884	78.9	446	74.2	H/		85	61.2
OO	516	74.2	H/		87	92.0	H/		267	73.0	H/		4172	83.0	203	80.8
UA	229	76.0	849	66.7	423	73.3	121	81.8	68	66.2	438	66.0	6626	74.3	353	67.1
US	308	84.7	1676	76.7	374	80.2	6450	83.8	H/		2110	85.2	333	74.5	489	78.9
WN	H/		H/		4904	84.3	H/		H/		H/		2640	82.0	H/	
XE	182	67.6	70	65.7	124	77.4	482	62.0	175	64.0	180	66.7	120	74.2	205	66.8
YV	122	63.9	50	42.0	31	67.7	1775	67.8	H/		H/		1178	79.4	H/	
<b>TOTAL</b>	<b>35578</b>	<b>76.6</b>	<b>10357</b>	<b>68.6</b>	<b>9102</b>	<b>81.3</b>	<b>10616</b>	<b>77.9</b>	<b>7897</b>	<b>81.4</b>	<b>7350</b>	<b>78.6</b>	<b>21762</b>	<b>79.3</b>	<b>25278</b>	<b>76.9</b>

\* 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 *																
	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	4310	91.8	H/		30	76.7	66	89.4	126	84.9	H/		H/		H/	
AA	334	75.4	541	63.2	370	69.2	332	67.8	371	61.5	1051	56.8	648	71.1	2566	67.5
AS	H/		62	72.6	H/		H/		H/		H/		319	81.2	680	82.5
B6	H/		332	58.4	960	64.3	703	70.7	H/		4811	60.2	372	65.3	H/	
CO	179	69.3	4963	69.9	477	76.1	H/		7803	78.1	108	57.4	540	75.2	757	72.8
DL	149	78.5	327	65.7	681	72.8	242	82.6	100	70.0	1449	60.1	552	79.3	1097	77.8
EV	79	83.5	14	57.1	108	92.6	31	74.2	9	55.6	70	30.0	H/		H/	
F9	93	80.6	H/		31	67.7	H/		93	78.5	H/		183	85.2	183	86.3
FL	186	78.5	202	63.4	482	78.8	180	85.6	H/		H/		253	80.2	309	70.6
HA	H/		H/		H/		H/		H/		H/		62	80.6	73	67.1
MQ	233	77.7	118	62.7	H/		H/		H/		640	59.2	122	85.2	1448	91.6
NW	6624	87.8	281	65.5	129	76.0	79	83.5	123	77.2	170	60.6	359	86.4	562	82.4
OH	206	66.5	143	49.7	11	81.8	165	70.9	47	76.6	2495	55.8	H/		H/	
OO	55	67.3	81	69.1	H/		H/		224	72.8	H/		277	85.9	3581	89.2
UA	169	72.8	426	58.7	125	74.4	2164	79.1	154	66.9	447	58.2	936	71.2	2619	76.0
US	247	82.6	309	70.6	587	73.6	85	77.6	143	72.7	175	64.0	2514	80.7	742	78.8
WN	538	82.9	H/		1386	83.3	329	83.9	H/		H/		7259	86.7	3677	85.3
XE	173	50.3	4117	61.3	H/		269	65.1	7253	75.3	H/		16	75.0	988	79.0
YV	43	58.1	94	38.3	H/		1914	73.3	251	52.2	4	0.0	296	81.8	50	80.0
<b>TOTAL</b>	<b>13618</b>	<b>86.6</b>	<b>12010</b>	<b>65.1</b>	<b>5377</b>	<b>75.2</b>	<b>6559</b>	<b>75.8</b>	<b>16697</b>	<b>75.9</b>	<b>11420</b>	<b>58.6</b>	<b>14708</b>	<b>82.4</b>	<b>19332</b>	<b>80.9</b>

\* 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 *																
	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
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	201	73.1	H/		H/		H/		1644	92.5	H/		H/		H/	
AA	1826	61.3	930	59.1	H/		3503	63.6	473	72.3	92	72.8	6189	75.8	217	65.9
AS	H/		85	76.5	H/		31	87.1	H/		222	84.7	124	79.8	930	81.3
B6	248	64.5	1233	68.0	H/		H/		H/		434	75.8	217	66.8	31	51.6
CO	392	65.8	620	77.7	H/		308	71.8	132	71.2	93	76.3	467	65.7	216	73.1
DL	1647	72.9	1024	76.8	H/		375	72.5	107	76.6	24	87.5	334	74.3	297	80.8
EV	105	59.0	352	90.9	H/		69	76.8	36	77.8	H/		6	66.7	H/	
F9	92	58.7	48	68.8	180	82.8	H/		136	81.6	H/		H/		150	88.0
FL	618	53.9	1595	83.5	412	78.2	118	86.4	217	83.4	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		62	82.3
MQ	1564	64.6	H/		H/		335	76.7	H/		H/		7714	82.3	H/	
NW	581	70.1	426	86.2	69	97.1	93	79.6	6782	87.8	H/		561	85.2	203	81.8
OH	1206	62.1	18	88.9	37	54.1	46	69.6	155	56.1	H/		177	70.6	H/	
OO	H/		H/		H/		H/		281	81.5	177	91.0	4219	83.1	850	93.4
UA	645	58.3	607	72.0	H/		37	48.6	456	74.3	87	54.0	7899	75.2	625	70.2
US	1125	76.8	779	76.4	H/		243	72.4	247	81.0	107	83.2	643	78.1	326	76.4
WN	H/		3400	83.8	6632	86.2	H/		H/		3928	87.8	H/		1288	86.0
XE	56	33.9	30	86.7	H/		36	77.8	297	69.7	H/		118	66.1	94	77.7
YV	35	51.4	H/		H/		H/		H/		58	91.4	2105	76.8	H/	
<b>TOTAL</b>	<b>10341</b>	<b>65.6</b>	<b>11147</b>	<b>78.0</b>	<b>7330</b>	<b>85.6</b>	<b>5194</b>	<b>67.2</b>	<b>10963</b>	<b>85.5</b>	<b>5222</b>	<b>85.7</b>	<b>30773</b>	<b>78.3</b>	<b>5289</b>	<b>81.8</b>

\* 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	119	82.4	H/		H/		H/		H/		H/		75	98.7	H/	
AA	486	66.5	488	67.8	520	71.0	522	68.0	1063	66.5	212	67.9	1629	75.9	585	70.9
AS	H/		246	65.9	348	81.3	4482	80.4	461	73.1	H/		H/		H/	
B6	H/		62	67.7	237	69.6	186	68.3	168	67.3	175	69.1	H/		279	62.7
CO	178	74.7	339	74.6	392	75.0	492	69.7	483	71.6	92	65.2	H/		402	79.6
DL	338	76.9	271	77.1	408	75.2	560	81.1	439	80.9	2508	85.0	138	69.6	592	78.7
EV	64	60.9	H/		H/		H/		H/		H/		89	76.4	105	82.9
F9	62	69.4	180	86.1	181	86.2	156	76.9	171	77.2	216	78.7	93	73.1	31	61.3
FL	339	79.4	93	74.2	135	75.6	217	74.2	171	63.7	H/		136	85.3	579	78.8
HA	H/		31	71.0	62	74.2	62	85.5	31	71.0	H/		H/		H/	
MQ	H/		H/		663	91.9	H/		145	89.7	H/		88	68.2	H/	
NW	339	77.9	264	84.1	176	86.9	509	77.6	376	77.7	93	86.0	290	82.1	222	87.4
OH	333	63.1	H/		H/		H/		H/		H/		52	69.2	190	52.1
OO	70	80.0	289	80.6	545	95.0	411	91.0	3258	72.5	6626	92.9	108	86.1	H/	
UA	461	71.8	404	69.6	675	69.0	857	70.8	3976	72.0	207	76.8	61	85.2	254	70.1
US	3728	80.7	5432	83.4	430	81.4	400	74.0	656	72.1	172	79.7	132	78.8	631	77.0
WN	2076	82.2	5809	83.6	3190	85.4	1468	83.5	1093	80.4	1496	85.6	2272	84.4	2550	84.8
XE	49	91.8	138	76.1	366	82.0	119	76.5	155	70.3	550	84.4	262	71.0	35	77.1
YV	67	55.2	2711	85.3	18	77.8	H/		H/		35	62.9	79	55.7	H/	
<b>TOTAL</b>	<b>8709</b>	<b>78.3</b>	<b>16757</b>	<b>82.2</b>	<b>8346</b>	<b>82.1</b>	<b>10441</b>	<b>78.6</b>	<b>12646</b>	<b>73.0</b>	<b>12382</b>	<b>88.2</b>	<b>5504</b>	<b>79.8</b>	<b>6455</b>	<b>78.8</b>

\* 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	90.6	76.2	72.9	89.4	77.3	J/	85.8	88.8	77.8	70.5	J/	81.9	89.4	73.2	92.4	90.1	56.7	82.1
700 - 759 AM	92.2	82.6	94.0	90.0	90.6	94.1	94.0	87.9	92.4	85.2	95.8	88.1	81.4	79.7	96.0	95.4	89.2	76.7
800 - 859 AM	80.4	83.1	95.3	83.9	87.2	91.3	92.9	85.8	92.6	84.8	95.5	85.7	79.9	80.9	94.3	91.6	82.3	99.4
900 - 959 AM	82.5	86.3	94.6	84.6	83.0	91.3	87.6	81.6	92.5	88.4	91.0	91.4	82.8	86.7	93.1	88.2	81.8	94.7
1000 - 1059 AM	83.9	86.2	93.1	86.5	84.7	86.4	85.0	82.6	89.3	90.5	88.4	79.2	82.8	78.8	89.6	85.8	75.7	88.4
1100 - 1159 AM	83.2	84.1	90.1	83.7	88.7	87.3	85.7	84.1	92.3	79.9	84.6	82.0	82.7	79.5	89.5	86.0	72.5	85.5
1200 - 1259 PM	84.7	80.7	90.3	83.1	83.6	81.7	84.0	81.4	91.2	76.1	79.8	91.2	79.7	81.7	86.2	85.6	74.3	83.1
100 - 159 PM	79.0	79.2	86.5	87.1	84.6	83.8	84.8	80.3	87.6	66.6	80.2	79.0	75.0	80.3	84.8	82.2	70.3	80.5
200 - 259 PM	76.4	76.6	84.3	74.0	85.5	82.6	79.2	79.9	90.4	66.3	67.2	81.1	76.2	67.2	86.1	82.6	69.1	82.1
300 - 359 PM	72.5	70.4	81.6	78.3	84.5	81.6	81.0	78.6	86.5	61.5	78.6	80.4	74.9	60.2	71.7	82.0	67.9	80.2
400 - 459 PM	75.0	62.4	75.3	77.2	79.8	74.3	73.6	74.7	87.7	51.8	75.1	71.0	73.7	47.8	75.9	79.2	60.0	79.4
500 - 559 PM	75.1	59.1	73.3	69.6	65.9	69.5	70.4	72.0	86.8	51.7	69.8	74.5	68.7	43.2	77.4	76.2	57.2	71.4
600 - 659 PM	71.4	56.6	72.8	70.4	80.1	70.7	69.9	69.8	80.3	48.8	68.5	69.4	67.1	29.0	77.4	77.3	53.9	74.8
700 - 759 PM	62.1	57.2	75.1	63.3	69.5	72.1	71.9	66.4	82.6	48.6	73.4	80.3	67.3	24.9	75.9	80.6	52.2	75.9
800 - 859 PM	67.8	54.6	74.6	70.3	67.7	70.1	66.7	67.1	82.5	50.8	66.5	69.0	67.9	26.4	78.9	70.8	47.5	62.7
900 - 959 PM	68.3	56.5	72.8	67.8	53.9	69.7	70.3	66.2	76.0	58.8	62.7	66.9	68.4	33.1	73.2	69.6	51.9	65.5
1000 - 1059 PM	73.7	55.6	73.8	82.7	74.2	71.9	64.9	60.2	61.8	57.3	61.0	66.7	68.7	42.9	76.5	72.1	54.3	68.0
1100 - 559 AM	72.6	60.5	69.2	60.7	74.0	66.4	75.3	69.3	79.3	68.2	65.9	63.4	78.7	61.9	72.0	73.1	68.3	62.6
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>76.6</b>	<b>68.6</b>	<b>81.3</b>	<b>77.9</b>	<b>81.4</b>	<b>78.6</b>	<b>79.3</b>	<b>76.9</b>	<b>86.6</b>	<b>65.1</b>	<b>75.2</b>	<b>75.8</b>	<b>75.9</b>	<b>58.6</b>	<b>82.4</b>	<b>80.9</b>	<b>65.6</b>	<b>78.0</b>

\* 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	96.6	78.6	93.4	J/	90.1	96.7	85.6	93.7	100.0	98.3	93.4	77.4	92.5	61.5	86.6
700 - 759 AM	96.9	89.2	90.7	99.2	87.8	95.9	93.4	90.3	95.8	95.7	93.4	96.7	89.3	90.8	90.0
800 - 859 AM	92.4	84.7	92.6	96.4	83.5	96.1	88.4	89.1	94.9	94.1	89.1	96.8	91.0	94.8	87.4
900 - 959 AM	92.4	78.8	92.6	97.8	83.4	93.8	83.7	84.3	93.4	91.3	69.7	92.9	89.1	95.6	86.8
1000 - 1059 AM	91.0	76.3	88.7	92.0	84.4	91.4	90.2	88.1	87.9	80.3	66.9	90.5	87.0	87.3	85.3
1100 - 1159 AM	90.7	79.0	88.7	92.8	82.3	82.4	91.4	89.3	85.5	79.6	66.1	89.9	91.2	84.8	84.2
1200 - 1259 PM	92.6	80.5	90.5	85.5	82.8	82.4	85.8	87.0	83.1	77.6	62.8	90.6	83.7	82.6	83.2
100 - 159 PM	89.5	69.6	87.5	80.8	80.6	87.6	90.9	88.1	83.7	77.2	76.8	92.0	82.9	85.5	81.4
200 - 259 PM	88.2	60.0	87.0	88.7	79.5	76.1	85.2	85.1	82.9	80.0	72.8	91.5	78.5	80.4	79.8
300 - 359 PM	85.4	68.6	82.1	87.2	76.5	83.3	80.1	84.3	84.2	76.7	75.9	85.7	82.2	80.0	77.3
400 - 459 PM	88.0	57.9	85.7	88.3	75.0	83.8	74.8	81.5	82.1	80.3	74.9	91.6	76.3	81.0	75.1
500 - 559 PM	82.7	59.2	84.3	86.7	73.4	79.6	68.7	80.3	79.3	79.4	74.1	82.7	77.0	74.2	72.3
600 - 659 PM	81.4	66.8	83.3	81.8	71.0	82.0	65.0	75.9	76.4	72.5	79.2	86.9	73.8	75.9	71.5
700 - 759 PM	79.1	55.2	86.4	79.1	71.6	79.0	72.6	76.9	77.7	77.2	71.5	79.0	75.0	76.9	69.8
800 - 859 PM	76.6	56.7	80.0	80.2	70.1	69.1	69.4	74.0	75.4	73.7	72.6	83.2	70.2	64.7	68.8
900 - 959 PM	77.3	65.1	80.2	77.7	66.8	74.1	68.5	62.7	73.6	70.1	69.8	78.9	66.9	63.6	66.7
1000 - 1059 PM	75.3	45.2	54.8	75.3	64.9	74.9	70.3	67.7	68.7	79.2	66.8	69.5	69.2	68.7	66.8
1100 - 559 AM	80.0	56.8	76.4	79.4	75.3	74.1	71.0	75.3	83.7	74.1	70.7	68.2	69.6	70.4	70.5
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>85.6</b>	<b>67.2</b>	<b>85.5</b>	<b>85.7</b>	<b>78.3</b>	<b>81.8</b>	<b>78.3</b>	<b>82.2</b>	<b>82.1</b>	<b>78.6</b>	<b>73.0</b>	<b>88.2</b>	<b>79.8</b>	<b>78.8</b>	<b>77.8</b>

\* 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	92.9	93.2	95.9	92.5	97.5	94.2	95.9	91.2	93.7	90.3	95.4	91.5	90.3	93.5	94.8	92.4	92.4	91.8
700 - 759 AM	88.9	90.2	93.7	86.4	87.7	91.7	94.9	89.4	92.8	86.8	94.3	88.7	88.9	85.7	94.0	92.2	90.2	92.4
800 - 859 AM	90.6	87.3	90.0	87.0	85.9	92.1	92.2	85.1	92.2	84.3	95.4	82.4	85.4	82.4	92.9	90.6	87.3	91.8
900 - 959 AM	83.9	85.7	89.9	86.4	90.0	90.6	85.8	80.2	91.7	81.4	93.5	87.3	83.2	84.7	89.0	85.1	83.5	89.2
1000 - 1059 AM	82.2	82.8	91.8	87.8	84.0	90.0	83.5	76.9	90.0	84.6	93.0	80.8	83.7	74.8	87.9	79.6	84.1	92.9
1100 - 1159 AM	83.9	83.5	86.8	84.3	84.5	86.1	82.2	72.8	86.6	77.2	87.0	72.1	79.9	82.8	85.1	82.9	81.6	86.9
1200 - 1259 PM	82.7	85.7	84.2	75.5	82.8	83.9	78.7	74.2	89.2	72.3	76.3	80.2	81.7	78.6	86.2	83.8	77.8	80.9
100 - 159 PM	78.1	78.0	81.8	82.2	84.0	81.1	74.3	71.5	86.8	65.4	77.9	82.1	78.9	72.1	82.0	80.1	78.0	81.4
200 - 259 PM	72.7	71.7	76.4	78.9	82.4	83.9	78.6	68.0	80.3	61.5	63.4	69.1	72.4	66.6	78.1	80.5	73.6	73.1
300 - 359 PM	67.8	67.1	78.3	58.1	78.0	72.1	73.7	67.9	86.0	56.6	66.7	77.6	70.9	65.2	72.4	78.1	71.4	68.3
400 - 459 PM	67.9	61.2	72.9	75.8	76.4	73.8	71.9	66.6	70.0	49.8	71.7	67.8	68.0	58.4	64.9	83.1	65.4	74.0
500 - 559 PM	68.5	58.1	68.5	70.6	84.1	71.1	71.3	66.0	84.1	45.1	64.4	68.3	65.9	53.7	72.9	77.6	63.5	69.7
600 - 659 PM	72.4	54.5	63.6	68.1	67.2	75.0	67.3	62.4	65.3	54.5	58.1	65.5	62.8	51.0	76.6	81.1	61.1	66.5
700 - 759 PM	65.8	56.8	64.4	69.6	77.5	71.5	70.8	62.7	81.0	48.7	65.7	63.1	64.2	49.2	72.1	80.5	57.7	68.5
800 - 859 PM	62.7	52.2	69.7	75.9	69.0	73.0	68.2	61.9	71.3	44.1	57.8	72.8	62.9	38.6	72.4	79.9	55.2	67.3
900 - 959 PM	67.9	57.3	63.0	39.3	74.2	77.2	71.7	62.1	88.3	48.2	83.3	69.0	73.6	33.7	75.3	79.4	56.2	57.0
1000 - 1059 PM	68.1	J/	J/	78.8	100.0	J/	78.5	63.7	84.8	48.3	J/	64.2	76.6	56.2	82.6	82.9	J/	J/
1100 - 559 AM	68.2	89.7	91.8	J/	J/	92.3	74.3	82.4	96.8	87.0	93.5	100.0	82.7	80.6	80.9	79.3	96.8	63.3
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>75.6</b>	<b>75.2</b>	<b>80.3</b>	<b>78.8</b>	<b>81.3</b>	<b>82.4</b>	<b>78.5</b>	<b>72.3</b>	<b>86.6</b>	<b>66.9</b>	<b>78.3</b>	<b>75.8</b>	<b>75.5</b>	<b>67.2</b>	<b>81.4</b>	<b>83.4</b>	<b>75.0</b>	<b>79.3</b>

\* 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	96.4	91.8	91.5	96.2	86.4	96.3	91.4	94.0	94.4	91.0	93.4	94.9	95.9	96.2	92.9
700 - 759 AM	94.1	85.0	91.6	96.2	86.6	91.9	90.3	89.1	94.7	89.5	93.4	92.1	92.7	94.0	90.4
800 - 859 AM	89.6	86.8	93.3	92.2	85.8	93.6	89.8	86.3	91.9	89.1	88.6	92.7	90.3	93.8	88.8
900 - 959 AM	88.2	78.5	91.2	93.2	80.4	84.8	83.9	83.3	87.4	84.2	83.3	93.2	89.3	94.0	85.7
1000 - 1059 AM	87.4	78.2	90.7	91.6	79.7	90.0	85.2	83.5	87.5	85.5	69.9	88.8	90.6	90.8	84.0
1100 - 1159 AM	84.1	76.0	88.6	88.0	78.9	86.9	85.7	82.6	84.6	77.2	63.5	90.2	85.3	82.4	82.2
1200 - 1259 PM	83.9	70.0	82.4	87.3	78.1	80.0	86.8	83.3	83.1	79.3	67.8	90.3	83.0	87.8	80.7
100 - 159 PM	84.5	64.1	87.6	75.6	76.9	84.4	88.0	84.8	81.2	70.5	64.5	87.6	77.7	77.3	78.5
200 - 259 PM	79.5	44.4	84.7	78.4	73.0	82.4	82.3	78.8	82.3	77.1	71.3	90.0	77.6	77.2	75.0
300 - 359 PM	83.1	54.3	84.4	76.9	73.1	73.1	78.2	79.4	81.3	77.3	74.1	89.0	75.9	76.3	73.4
400 - 459 PM	75.9	57.1	81.1	83.8	71.7	87.6	74.8	79.9	80.5	76.9	75.3	81.8	74.8	77.0	71.8
500 - 559 PM	80.0	50.0	84.7	84.0	70.7	77.7	67.7	78.2	78.9	79.2	80.3	87.3	74.9	71.0	70.9
600 - 659 PM	75.9	56.7	82.7	80.9	69.4	73.8	70.1	76.5	80.6	78.5	80.0	86.4	72.0	67.0	69.2
700 - 759 PM	67.6	51.9	88.2	78.5	71.1	84.9	58.1	75.1	79.9	77.3	75.9	84.6	75.2	70.7	69.9
800 - 859 PM	67.6	61.3	91.5	78.8	66.9	78.1	72.7	72.8	78.5	77.0	77.5	83.1	63.6	65.7	66.4
900 - 959 PM	70.0	52.2	87.7	72.1	72.7	90.6	63.6	68.7	76.3	81.3	71.7	88.9	65.6	56.0	71.7
1000 - 1059 PM	J/	58.7	80.1	83.9	72.4	79.8	74.1	73.4	83.3	84.2	76.1	66.7	J/	J/	75.2
1100 - 559 AM	93.1	J/	94.2	92.8	91.4	83.8	92.7	85.1	100.0	80.9	78.4	75.1	J/	J/	80.4
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>81.9</b>	<b>65.4</b>	<b>87.3</b>	<b>85.9</b>	<b>76.5</b>	<b>86.6</b>	<b>79.9</b>	<b>81.7</b>	<b>85.1</b>	<b>81.5</b>	<b>76.9</b>	<b>88.5</b>	<b>82.1</b>	<b>81.6</b>	<b>78.6</b>

\* 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	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
OH	5610	BWI-JFK	1815	25	100.00	85	63
OH	5109	CLE-JFK	1504	31	100.00	59	50
OH	5292	MSP-JFK	1627	31	96.77	94	78
B6	74	MCO-JFK	1550	31	96.77	85	70
OH	5588	ORF-JFK	1838	31	96.77	71	75
OH	5614	CLT-JFK	1645	27	96.30	79	79
OH	5491	ALB-JFK	1645	26	96.15	70	50
OH	5440	IAD-JFK	1705	24	95.83	62	55
B6	3	BUF-JFK	1835	31	93.55	111	83
B6	36	JFK-ROC	2100	31	93.55	94	80
B6	14	FLL-JFK	1710	31	93.55	91	71
OH	5521	BOS-JFK	1740	31	93.55	89	89
B6	154	MCO-JFK	1725	31	93.55	82	65
AA	1522	SJU-MCO	1745	31	93.55	80	56
B6	1076	RIC-JFK	1710	31	93.55	78	48
OH	5480	JFK-DTW	1615	15	93.33	110	72
OH	5211	JFK-BUF	1235	15	93.33	77	36
OH	5592	RIC-JFK	1659	29	93.10	61	51
OH	5366	DTW-JFK	1600	28	92.86	77	60
OH	5539	BTV-JFK	1835	27	92.59	69	75
OH	5496	BOS-BGR	2040	25	92.00	86	62
AA	902	MIA-JFK	1425	31	90.32	86	65
B6	616	JAX-JFK	1640	31	90.32	73	46
B6	35	JFK-PBI	2100	31	90.32	64	63
MQ	4617	BOS-JFK	2000	31	90.32	56	32

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
B6	1080	CLT-JFK	1950	31	90.32	53	45
B6	192	LAS-JFK	1120	31	90.32	50	36
OH	5430	SRQ-ATL	1727	18	88.89	59	26
OH	5490	JFK-ALB	1455	26	88.46	32	20
EV	4316	PIT-JFK	1815	25	88.00	78	72
OH	5496	PHL-BOS	1845	25	88.00	74	41
AA	2082	MIA-SJU	1400	31	87.10	73	66
B6	1056	PIT-JFK	1720	31	87.10	68	51
OH	5418	ROC-JFK	1625	31	87.10	55	39
B6	1079	JFK-RIC	2150	31	87.10	50	33
OH	5640	RDU-JFK	1645	31	87.10	48	35
OH	5396	PIT-JFK	1504	31	87.10	43	37
MQ	3944	JFK-BWI	1540	31	87.10	37	33
XE	2587	EWR-AVL	2055	30	86.67	69	53
FL	514	MKE-LGA	1755	30	86.67	58	53
B6	1315	JFK-IAD	2230	26	84.62	49	36
OH	5203	BUF-JFK	1437	25	84.00	85	40
OH	5350	RDU-LGA	1830	25	84.00	66	61
OH	5239	LGA-TYS	2100	25	84.00	50	34
B6	136	RSW-JFK	1740	31	83.87	86	56
B6	1108	RDU-JFK	1730	31	83.87	85	68
B6	1069	BOS-JFK	1800	31	83.87	81	56
B6	144	PBI-JFK	1820	31	83.87	77	44
MQ	4549	RDU-JFK	1910	31	83.87	76	73
B6	120	MSY-JFK	1745	31	83.87	74	52

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



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## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
B6	75	SYR-JFK	1720	31	83.87	73	47
B6	156	MCO-JFK	1400	31	83.87	71	46
OH	5287	JFK-MSP	1910	31	83.87	69	57
DL	246	ATL-JFK	1730	31	83.87	66	49
DL	30	BOS-JFK	1415	31	83.87	61	40
AA	1963	FLL-SJU	1620	31	83.87	53	39
FL	307	ATL-DEN	1520	18	83.33	33	24
B6	1026	JFK-BOS	2140	21	80.95	62	35
B6	1027	BOS-JFK	1945	26	80.77	77	47
B6	1088	CLT-JFK	1755	31	80.65	88	59
AA	1908	MIA-JFK	2145	31	80.65	77	78
FL	474	ATL-EWR	1636	31	80.65	77	43
DL	31	JFK-BOS	1629	31	80.65	71	53
B6	28	TPA-JFK	1850	31	80.65	65	45
AA	685	MIA-IAH	1540	31	80.65	58	38
OH	5629	BOS-JFK	1940	31	80.65	58	51
AA	1530	MIA-LGA	1528	31	80.65	54	31
B6	1068	AUS-JFK	1645	31	80.65	49	31
B6	60	TPA-JFK	1420	31	80.65	44	24
MQ	4755	JFK-DCA	1615	31	80.65	42	27
OH	5710	SYR-JFK	1520	31	80.65	42	23
B6	1024	JFK-BOS	2235	31	80.65	41	41
OH	5117	EWR-ATL	1915	15	80.00	89	54
OO	3650	ATL-CVG	1850	15	80.00	34	24

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
JETBLUE	569	44	7.7
COMAIR	585	42	7.2
AMERICAN	1,748	23	1.3
EXPRESSJET	1,235	16	1.3
AIRTRAN	782	7	0.9
AMERICAN EAGLE	1,469	13	0.9
DELTA	1,291	8	0.6
UNITED	1,348	7	0.5
ATLANTIC SOUTHEAST	839	4	0.5
CONTINENTAL	928	3	0.3
PINNACLE	713	1	0.1
MESA	719	1	0.1
NORTHWEST	1,039	1	0.1
US AIRWAYS	1,306	1	0.1
SKYWEST	1,681	1	0.1
SOUTHWEST	3,470	1	0.0
ALASKA	464	0	0.0
FRONTIER	292	0	0.0
HAWAIIAN	187	0	0.0
<b>TOTAL</b>	<b>20,665</b>	<b>173</b>	<b>0.8</b>

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

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AIR TRAVEL CONSUMER REPORT  
TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	70.8	86.0	236	235
ADAK ISLAND AK (ADK)	33.3	22.2	9	9
AGUADILLA PR (BQN)	72.3	87.1	155	155
AKRON/CANTON OH (CAK)	76.8	82.6	800	800
ALBANY GA (ABY)	67.8	71.3	87	87
ALBANY NY (ALB)	75.2	80.1	1,194	1,195
ALBUQUERQUE NM (ABQ)	80.2	83.0	3,695	3,695
ALEXANDRIA LA (AEX)	77.8	86.3	203	204
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	82.3	88.0	378	383
AMARILLO TX (AMA)	76.0	81.0	647	646
ANCHORAGE AK (ANC)	75.0	79.5	2,215	2,219
APPLETON WI (ATW)	83.3	86.2	514	515
ASHEVILLE NC (AVL)	68.8	78.7	445	445
ASPEN CO (ASE)	78.6	81.2	462	463
ATLANTA GA (ATL)	76.6	75.6	35,578	35,538
AUGUSTA GA (AGS)	76.0	75.4	204	203
AUSTIN TX (AUS)	76.7	83.5	4,277	4,276
BAKERSFIELD CA (BFL)	86.9	90.8	436	437
BALTIMORE MD (BWI)	81.3	80.3	9,102	9,103
BANGOR ME (BGR)	68.7	75.9	291	291
BARROW AK (BRW)	59.7	46.8	62	62
BATON ROUGE LA (BTR)	75.3	74.2	782	783
BEAUMONT/PORT ARTHUR TX (BPT)	82.8	83.3	29	30
BEMIDJI MN (BJI)	100.0	100.0	18	18
BEND/REDMOND OR (RDM)	89.4	89.8	303	303
BETHEL AK (BET)	75.9	70.1	87	87
BILLINGS MT (BIL)	87.1	93.3	464	463
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	88.7	90.3	62	62
BIRMINGHAM AL (BHM)	79.9	82.6	2,034	2,037
BISMARCK/MANDAN ND (BIS)	91.0	92.0	199	199
BLOOMINGTON IL (BMI)	78.1	82.4	393	393
BOISE ID (BOI)	83.2	87.8	1,528	1,529
BOSTON MA (BOS)	68.6	75.2	10,357	10,362
BOZEMAN MT (BZN)	90.4	92.5	429	429
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	63.9	76.1	155	155
BROWNSVILLE TX (BRO)	70.2	83.6	121	122
BRUNSWICK GA (BQK)	76.9	87.2	78	78
BUFFALO NY (BUF)	74.9	80.5	2,389	2,389
BURBANK CA (BUR)	83.9	86.6	2,676	2,676
BURLINGTON VT (BTV)	65.0	77.1	660	659
BUTTE MT (BTM)	98.3	100.0	60	60
CARLSBAD CA (CLD)	96.4	95.4	195	196
CASPER WY (CPR)	91.9	94.0	234	235

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR CITY UT (CDC)	84.2	98.2	57	57
CEDAR RAPIDS/IOWA CITY IA (CID)	79.8	85.5	781	784
CHAMPAIGN/URBANA IL (CMI)	78.8	85.7	231	231
CHARLESTON SC (CHS)	76.4	80.9	1,209	1,212
CHARLESTON/DUNBAR WV (CRW)	81.4	85.2	263	263
CHARLOTTE AMALIE VI (STT)	70.8	77.9	240	240
CHARLOTTE NC (CLT)	77.9	78.8	10,616	10,602
CHARLOTTESVILLE VA (CHO)	64.4	79.7	59	59
CHATTANOOGA TN (CHA)	76.9	82.0	386	388
CHICAGO IL (MDW)	85.6	81.9	7,330	7,330
CHICAGO IL (ORD)	78.3	76.5	30,773	30,732
CHICO CA (CIC)	65.3	73.7	118	118
CHRISTIANSTED VI (STX)	63.2	63.2	38	38
CLEVELAND OH (CLE)	77.9	80.9	6,084	6,089
CODY WY (COD)	87.7	93.4	122	122
COLLEGE STATION/BRYAN TX (CLL)	73.5	84.7	117	118
COLORADO SPRINGS CO (COS)	78.7	84.0	1,518	1,516
COLUMBIA SC (CAE)	76.1	81.1	855	855
COLUMBUS GA (CSG)	73.0	80.2	122	121
COLUMBUS MS (GTR)	82.9	76.8	82	82
COLUMBUS OH (CMH)	77.3	82.9	2,882	2,887
CORDOVA AK (CDV)	64.5	61.3	62	62
CORPUS CHRISTI TX (CRP)	78.4	83.0	500	501
COVINGTON KY (CVG)	81.4	81.3	7,897	7,899
CRESCENT CITY CA (CEC)	64.5	57.0	93	93
DALLAS TX (DAL)	81.8	79.0	4,416	4,421
DALLAS/FT.WORTH TX (DFW)	76.9	72.3	25,278	25,269
DAYTON OH (DAY)	79.7	86.1	1,343	1,345
DAYTONA BEACH FL (DAB)	69.7	72.8	231	232
DEADHORSE AK (SCC)	72.6	58.1	62	62
DENVER CO (DEN)	79.3	78.5	21,762	21,788
DES MOINES IA (DSM)	80.5	86.1	1,409	1,413
DETROIT MI (DTW)	86.6	86.6	13,618	13,599
DILLINGHAM AK (DLG)	71.0	67.7	31	31
DOTHAN AL (DHN)	65.0	75.4	117	118
DUBUQUE IA (DBQ)	86.6	90.8	119	119
DULUTH MN (DLH)	92.1	95.8	165	165
DURANGO CO (DRO)	86.7	90.1	331	332
EAGLE CO (EGE)	72.7	86.5	161	163
EL CENTRO CA (IPL)	90.4	92.3	52	52
EL PASO TX (ELP)	80.4	86.7	1,768	1,769
ELKO NV (EKO)	89.3	94.3	122	122
ELMIRA/CORNING NY (ELM)	91.0	95.5	111	111

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ERIE PA (ERI)	91.0	91.0	122	122
EUGENE OR (EUG)	83.0	88.6	476	474
EUREKA/ARCATA CA (ACV)	75.2	73.0	355	355
EVANSVILLE IN (EVV)	85.6	87.7	473	473
FAIRBANKS AK (FAI)	81.3	84.3	508	508
FARGO ND (FAR)	87.6	87.9	348	346
FAYETTEVILLE AR (XNA)	76.6	81.9	1,165	1,167
FAYETTEVILLE NC (FAY)	78.3	81.7	175	175
FLAGSTAFF AZ (FLG)	80.7	79.5	171	171
FLINT MI (FNT)	82.7	89.7	728	726
FLORENCE SC (FLO)	73.1	78.8	52	52
FORT LAUDERDALE FL (FLL)	75.2	78.3	5,377	5,383
FORT SMITH AR (FSM)	80.6	89.8	247	246
FORT WAYNE IN (FWA)	82.1	85.8	491	492
FRESNO CA (FAT)	84.1	86.7	1,264	1,266
FT. MYERS FL (RSW)	78.2	81.6	1,696	1,697
GAINESVILLE FL (GNV)	85.2	88.8	162	161
GILLETTE WY (GCC)	82.4	87.2	148	149
GRAND FORKS ND (GFK)	88.6	96.2	105	106
GRAND JUNCTION CO (GJT)	86.9	88.6	466	465
GRAND RAPIDS MI (GRR)	82.1	88.1	1,478	1,476
GREAT FALLS MT (GTF)	91.1	92.7	191	191
GREEN BAY/CLINTONVILLE WI (GRB)	84.5	88.6	696	696
GREENSBORO/HIGH POINT NC (GSO)	74.7	81.8	1,218	1,222
GREENVILLE/SPARTANBURG SC (GSP)	76.5	82.5	1,083	1,082
GULFPORT/BILOXI MS (GPT)	79.1	84.3	781	781
GUNNISON CO (GUC)	83.7	81.3	92	91
GUSTAVUS AK (GST)	61.3	64.5	31	31
HANCOCK/HOUGHTON MI (CMX)	90.9	100.0	11	10
HARLINGEN/SAN BENITO TX (HRL)	75.7	79.8	367	367
HARRISBURG PA (MDT)	76.6	85.9	593	595
HARTFORD CT (BDL)	75.8	83.2	2,547	2,553
HELENA MT (HLN)	92.4	95.2	210	209
HILO HI (ITO)	88.9	90.8	664	664
HILTON HEAD SC (HHH)	63.8	71.6	80	81
HONOLULU HI (HNL)	86.9	90.5	4,796	4,798
HOUSTON TX (HOU)	79.9	76.9	4,761	4,756
HOUSTON TX (IAH)	75.9	75.5	16,697	16,695
HUNTSVILLE AL (HSV)	81.2	84.6	938	940
IDAHO FALLS ID (IDA)	87.9	92.8	289	290
INDIANAPOLIS IN (IND)	81.1	85.9	3,696	3,700
INDIO/PALM SPRINGS CA (PSP)	85.7	90.6	754	754
INTERNATIONAL FALLS MN (INL)	100.0	100.0	17	18

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
INYOKERN CA (IYK)	85.7	87.0	77	77
ISLIP NY (ISP)	78.5	79.5	838	835
ITHACA/CORTLAND NY (ITH)	84.6	91.7	13	12
JACKSON WY (JAC)	78.2	81.9	509	509
JACKSON/VICKSBURG MS (JAN)	76.7	81.8	1,076	1,076
JACKSONVILLE FL (JAX)	74.6	80.2	2,786	2,785
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	80.0	88.2	85	85
JUNEAU AK (JNU)	74.4	72.4	516	518
KAHULUI HI (OGG)	87.1	90.3	1,840	1,840
KALAMAZOO MI (AZO)	86.0	90.2	315	316
KALISPELL MT (FCA)	88.9	93.0	341	342
KANSAS CITY MO (MCI)	79.7	83.9	4,809	4,810
KETCHIKAN AK (KTN)	73.4	70.2	248	248
KEY WEST FL (EYW)	50.0	60.6	70	71
KILLEEN TX (GRK)	72.0	80.9	440	439
KING SALMON AK (AKN)	67.7	54.8	31	31
KLAMATH FALLS OR (LMT)	72.6	72.6	62	62
KNOXVILLE TN (TYS)	79.2	83.7	1,257	1,256
KODIAK AK (ADQ)	87.1	62.9	62	62
KONA HI (KOA)	87.5	91.0	1,095	1,091
KOTZEBUE AK (OTZ)	78.3	79.3	92	92
LA CROSSE WI (LSE)	83.7	90.1	190	191
LAFAYETTE LA (LFT)	73.4	80.9	413	413
LAKE CHARLES LA (LCH)	67.8	78.2	87	87
LANSING MI (LAN)	81.8	83.9	335	336
LAREDO TX (LRD)	73.1	85.1	175	175
LAS VEGAS NV (LAS)	82.4	81.4	14,708	14,705
LAWTON/FORT SILL OK (LAW)	78.9	86.1	266	267
LEWISBURG WV (LWB)	90.3	90.3	31	31
LEWISTON ID (LWS)	96.3	100.0	54	54
LEXINGTON KY (LEX)	77.3	87.0	917	920
LIHUE HI (LIH)	88.1	91.7	1,122	1,126
LINCOLN NE (LNK)	87.8	89.9	246	247
LITTLE ROCK AR (LIT)	74.8	80.7	1,333	1,337
LONG BEACH CA (LGB)	78.8	79.1	1,464	1,464
LONGVIEW/KILGOR/GLADWATR TX (GGG)	78.9	89.1	90	92
LOS ANGELES CA (LAX)	80.9	83.4	19,332	19,311
LOUISVILLE KY (SDF)	80.1	84.3	1,917	1,920
LUBBOCK TX (LBB)	75.5	80.5	711	711
LYNCHBURG VA (LYH)	80.8	88.5	52	52
MACON GA (MCN)	73.6	80.3	72	71
MADISON WI (MSN)	81.4	86.3	1,272	1,271
MANCHESTER NH (MHT)	76.8	79.9	1,580	1,584

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MARQUETTE MI (MQT)	84.3	85.5	83	83
MEDFORD OR (MFR)	85.6	84.2	494	494
MELBOURNE FL (MLB)	67.5	75.3	154	154
MEMPHIS TN (MEM)	83.4	87.3	6,786	6,780
MERIDIAN MS (MEI)	90.0	81.7	60	60
MIAMI FL (MIA)	67.2	65.4	5,194	5,190
MIDLAND/ODESSA TX (MAF)	78.6	81.8	616	615
MILWAUKEE WI (MKE)	84.9	85.2	4,109	4,108
MINNEAPOLIS/ST. PAUL MN (MSP)	85.5	87.3	10,963	10,949
MINOT ND (MOT)	89.0	96.7	91	91
MISSION/MCALLEN/EDINBURG TX (MFE)	78.5	87.1	362	363
MISSOULA MT (MSO)	90.4	95.9	342	343
MOBILE AL (MOB)	77.3	82.2	617	617
MODESTO CA (MOD)	68.7	70.7	147	147
MOLINE IL (MLI)	81.1	84.2	732	733
MONROE LA (MLU)	76.3	84.7	228	229
MONTEREY CA (MRY)	83.7	82.6	689	688
MONTGOMERY AL (MGM)	76.8	78.0	336	336
MONTROSE/DELTA CO (MTJ)	80.5	82.8	251	250
MUSKOGON MI (MKG)	97.4	93.6	77	78
MYRTLE BEACH SC (MYR)	73.4	81.4	542	544
NANTUCKET MA (ACK)	62.4	61.3	186	181
NASHVILLE TN (BNA)	80.8	82.1	4,876	4,876
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	86.0	91.2	57	57
NEW ORLEANS LA (MSY)	78.8	82.7	3,247	3,251
NEW YORK NY (JFK)	58.6	67.2	11,420	11,423
NEW YORK NY (LGA)	65.6	75.0	10,341	10,345
NEWARK NJ (EWR)	65.1	66.9	12,010	12,012
NEWBURGH/POUGHKEEPSIE NY (SWF)	78.1	84.7	425	425
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	75.4	81.3	568	568
NOME AK (OME)	80.4	75.0	92	92
NORFOLK VA (ORF)	78.7	81.1	1,537	1,537
NORTH BEND/COOS BAY OR (OTH)	51.6	83.9	62	62
OAKLAND CA (OAK)	85.7	85.9	5,222	5,220
OKLAHOMA CITY OK (OKC)	77.8	85.2	2,082	2,083
OMAHA NE (OMA)	78.4	86.0	2,294	2,296
ONTARIO/SAN BERNARDINO CA (ONT)	82.0	84.4	3,052	3,053
ORLANDO FL (MCO)	78.0	79.3	11,147	11,148
OXNARD/VENTURA CA (OXR)	92.1	95.0	101	101
PALMDALE CA (PMD)	77.2	77.2	57	57
PANAMA CITY FL (PFN)	74.7	81.3	344	343
PASCO/KENNEWICK/RICHLAND WA (PSC)	87.0	95.7	230	230
PELLSTON MI (PLN)	90.6	96.3	53	54

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PENSACOLA FL (PNS)	80.1	84.8	924	926
PEORIA IL (PIA)	85.9	88.5	474	477
PETERSBURG AK (PSG)	45.2	50.0	62	62
PHILADELPHIA PA (PHL)	78.3	79.9	8,709	8,704
PHOENIX AZ (PHX)	82.2	81.7	16,757	16,745
PITTSBURGH PA (PIT)	77.9	81.3	3,597	3,597
POCATELLO ID (PIH)	90.2	98.4	123	123
PONCE PR (PSE)	66.1	87.1	62	62
PORTLAND ME (PWM)	68.8	77.0	821	819
PORTLAND OR (PDX)	81.8	86.6	5,289	5,287
PROVIDENCE RI (PVD)	79.0	80.8	1,852	1,855
RALEIGH/DURHAM NC (RDU)	74.8	78.2	5,317	5,314
RAPID CITY SD (RAP)	85.3	88.3	401	401
REDDING CA (RDD)	73.7	77.0	152	152
RENO NV (RNO)	84.5	86.2	2,115	2,118
RHINELANDER WI (RHI)	92.9	96.4	28	28
RICHMOND VA (RIC)	72.0	78.6	1,754	1,759
ROANOKE VA (ROA)	80.1	81.4	301	301
ROCHESTER MN (RST)	85.0	88.2	254	255
ROCHESTER NY (ROC)	69.2	77.6	1,239	1,241
ROCK SPRINGS WY (RKS)	87.8	93.5	123	123
ROSWELL NM (ROW)	68.2	81.8	88	88
SACRAMENTO CA (SMF)	82.4	85.8	4,635	4,641
SAGINAW/BAY CITY/MIDLAND MI (MBS)	82.5	90.4	280	281
SALEM OR (SLE)	93.8	97.9	48	48
SALT LAKE CITY UT (SLC)	88.2	88.5	12,382	12,376
SAN ANGELO TX (SJT)	74.0	87.7	154	154
SAN ANTONIO TX (SAT)	78.0	84.6	4,029	4,037
SAN DIEGO CA (SAN)	82.1	85.1	8,346	8,344
SAN FRANCISCO CA (SFO)	73.0	76.9	12,646	12,651
SAN JOSE CA (SJC)	84.0	87.8	5,034	5,037
SAN JUAN PR (SJU)	67.7	76.1	2,025	2,024
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	85.1	88.1	530	531
SANTA ANA CA (SNA)	83.7	85.5	3,993	3,995
SANTA BARBARA CA (SBA)	86.0	86.4	1,071	1,071
SANTA MARIA CA (SMX)	97.9	95.8	143	142
SARASOTA/BRADENTON FL (SRQ)	72.4	73.9	449	449
SAVANNAH GA (SAV)	72.4	77.9	1,328	1,329
SCRANTON/WILKES-BARRE PA (AVP)	80.0	84.2	195	196
SEATTLE WA (SEA)	78.6	81.5	10,441	10,437
SHREVEPORT LA (SHV)	76.9	83.8	720	720
SIOUX FALLS SD (FSD)	82.9	88.9	514	514
SITKA AK (SIT)	79.4	80.0	155	155

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SOUTH BEND IN (SBN)	81.2	83.5	473	473
SPOKANE WA (GEG)	81.4	86.8	1,406	1,407
SPRINGFIELD IL (SPI)	83.0	79.5	88	88
SPRINGFIELD MO (SGF)	78.8	85.1	883	884
ST. GEORGE UT (SGU)	93.3	96.4	253	253
ST. LOUIS MO (STL)	79.8	82.1	5,504	5,504
STATE COLLEGE PA (SCE)	85.2	92.5	54	53
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	90.9	92.2	154	154
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	89.8	94.3	314	314
SYRACUSE NY (SYR)	70.2	76.3	1,171	1,173
TALLAHASSEE FL (TLH)	79.2	82.3	761	761
TAMPA FL (TPA)	78.8	81.6	6,455	6,458
TEXARKANA AR (TXK)	80.2	84.4	121	122
TOLEDO OH (TOL)	81.0	87.3	126	126
TRAVERSE CITY MI (TVC)	85.2	87.1	594	595
TUCSON AZ (TUS)	82.1	87.9	2,234	2,232
TULSA OK (TUL)	76.4	86.2	2,048	2,053
TWIN FALLS ID (TWF)	89.4	97.6	123	123
TYLER TX (TYR)	83.0	90.8	153	153
VALDOSTA GA (VLD)	65.8	75.9	79	79
VALPARAISO FL (VPS)	74.6	81.6	630	631
WACO TX (ACT)	82.3	85.1	175	175
WASHINGTON DC (DCA)	78.6	82.4	7,350	7,350
WASHINGTON DC (IAD)	75.8	75.8	6,559	6,573
WATERLOO IA (ALO)	86.2	86.2	29	29
WAUSAU/MARSHFIELD WI (CWA)	85.0	88.7	293	293
WEST PALM BEACH/PALM BEACH FL (PBI)	70.6	78.3	2,011	2,011
WEST YELLOWSTONE MT (WYS)	90.3	95.8	72	72
WHITE PLAINS NY (HPN)	77.2	80.1	948	949
WICHITA FALLS TX (SPS)	79.4	86.8	204	204
WICHITA KS (ICT)	74.7	82.5	1,166	1,167
WILMINGTON NC (ILM)	72.5	79.4	295	296
WRANGELL AK (WRG)	54.8	59.7	62	62
YAKIMA WA (YKM)	93.8	91.8	48	49
YAKUTAT AK (YAK)	61.3	67.7	62	62
YUMA AZ (YUM)	85.4	89.2	323	324

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**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
COMAIR	22	11,836	534	4.5	87	17,567	800	4.6
EXPRESSJET	28	16,652	666	4.0	124	35,136	1,151	3.3
JETBLUE	19	12,349	394	3.2	45	17,482	557	3.2
AMERICAN EAGLE	18	24,289	688	2.8	114	43,704	1,167	2.7
AMERICAN	30	42,981	985	2.3	78	53,186	1,208	2.3
UNITED	31	33,386	710	2.1	84	40,325	844	2.1
ATLANTIC SOUTHEAST	19	13,093	256	2.0	127	25,286	527	2.1
MESA	20	10,918	231	2.1	114	21,523	439	2.0
US AIRWAYS	30	31,570	557	1.8	79	38,293	672	1.8
DELTA	31	31,150	491	1.6	98	38,173	597	1.6
ALASKA	16	8,466	48	0.6	47	13,765	154	1.1
HAWAIIAN	7	382	0	0.0	14	5,597	47	0.8
PINNACLE	16	8,031	46	0.6	119	21,456	176	0.8
SKYWEST	21	26,292	171	0.7	148	49,784	381	0.8
AIRTRAN	25	17,497	119	0.7	57	23,534	174	0.7
CONTINENTAL	28	21,660	156	0.7	64	27,088	193	0.7
SOUTHWEST	19	55,927	347	0.6	64	101,797	585	0.6
NORTHWEST	30	21,377	117	0.5	95	29,572	139	0.5
FRONTIER	22	7,176	20	0.3	43	9,011	24	0.3
<b>Total</b>		<b>395,032</b>	<b>6,536</b>	<b>1.7</b>	<b>Total</b>	<b>612,279</b>	<b>9,835</b>	<b>1.6</b>

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

**AUGUST 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	21456	19234	89.64%	176	0.82%	83	0.39%	635	2.96%	93	0.43%	784	3.65%	1	0.01%	450	2.10%
AA	53186	37526	70.56%	1208	2.27%	211	0.40%	4286	8.06%	693	1.30%	4749	8.93%	6	0.01%	4507	8.47%
AS	13765	10835	78.71%	154	1.12%	51	0.37%	764	5.55%	51	0.37%	900	6.54%	24	0.17%	986	7.16%
B6	17482	11308	64.68%	557	3.19%	67	0.38%	1259	7.20%	54	0.31%	2281	13.05%	3	0.02%	1952	11.16%
CO	27088	20000	73.83%	193	0.71%	151	0.56%	1517	5.60%	281	1.04%	3029	11.18%	24	0.09%	1893	6.99%
DL	38173	29422	77.08%	597	1.56%	92	0.24%	2169	5.68%	151	0.39%	3519	9.22%	1	0.00%	2223	5.82%
EV	25286	19012	75.19%	527	2.08%	40	0.16%	2800	11.07%	570	2.25%	1907	7.54%	10	0.04%	420	1.66%
F9	9011	7471	82.91%	24	0.27%	10	0.11%	431	4.79%	51	0.57%	728	8.08%	0	0.00%	296	3.28%
FL	23534	18433	78.32%	174	0.74%	73	0.31%	893	3.80%	39	0.17%	1683	7.15%	0	0.00%	2239	9.51%
HA	5597	5164	92.26%	47	0.84%	2	0.04%	266	4.76%	0	0.01%	2	0.03%	1	0.02%	115	2.05%
MQ	43704	34298	78.48%	1167	2.67%	92	0.21%	2244	5.13%	294	0.67%	2527	5.78%	1	0.00%	3081	7.05%
NW	29572	25228	85.31%	139	0.47%	59	0.20%	1558	5.27%	206	0.70%	1683	5.69%	5	0.02%	695	2.35%
OH	17567	11838	67.39%	800	4.55%	35	0.20%	1501	8.55%	862	4.91%	2289	13.03%	5	0.03%	237	1.35%
OO	49784	42641	85.65%	381	0.77%	92	0.18%	2342	4.70%	249	0.50%	2080	4.18%	17	0.03%	1983	3.98%
UA	40325	29399	72.91%	844	2.09%	125	0.31%	2559	6.35%	242	0.60%	3009	7.46%	6	0.01%	4140	10.27%
US	38293	30949	80.82%	672	1.75%	101	0.26%	1770	4.62%	147	0.38%	2824	7.38%	24	0.06%	1806	4.72%
WN	101797	85867	84.35%	585	0.57%	234	0.23%	3610	3.55%	569	0.56%	2765	2.72%	40	0.04%	8127	7.98%
XE	35136	25347	72.14%	1151	3.28%	117	0.33%	2288	6.51%	247	0.70%	3000	8.54%	23	0.06%	2963	8.43%
YV	21523	16297	75.72%	439	2.04%	59	0.27%	2768	12.86%	237	1.10%	1114	5.18%	29	0.13%	580	2.69%
TOTAL	612279	480269		9835		1694		35661		5036		40871		219		38693	
			78.44%		1.61%		0.28%		5.82%		0.82%		6.68%		0.04%		6.32%

**\*Causes of Delay:**

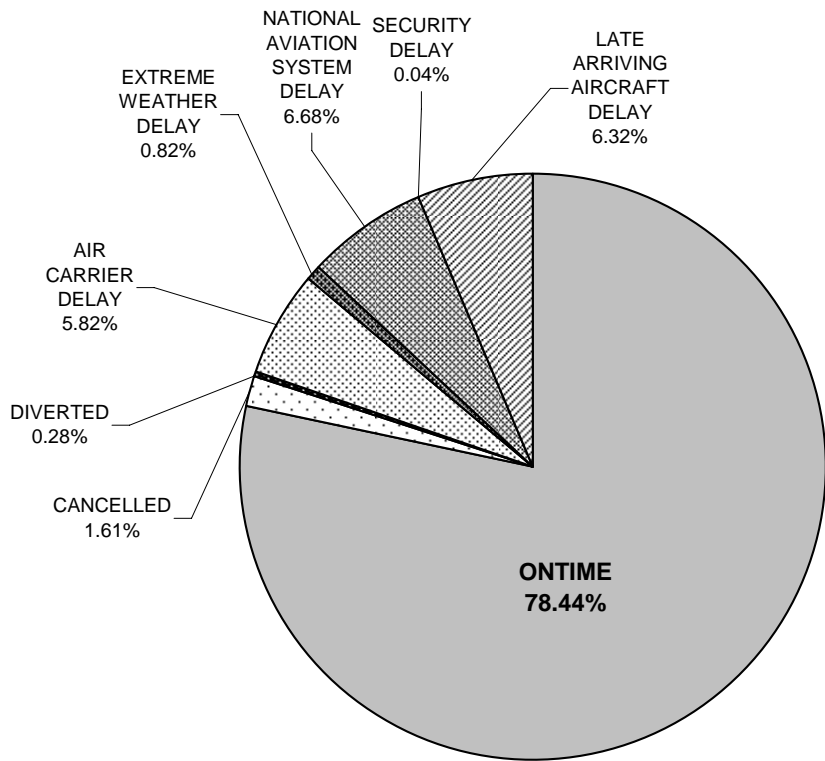
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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



**AUGUST 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.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

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

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 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

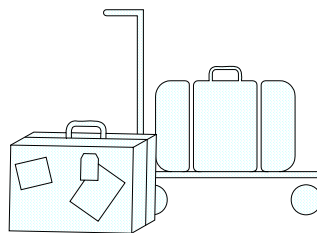
**Air Carriers Voluntarily Reporting  
Data to DOT and to CRS Vendors**

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.



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

RANK	AIRLINE	AUGUST 2008			AUGUST 2007		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	2,121	734,667	2.89	2,013	649,813	3.10
2	NORTHWEST AIRLINES	10,318	3,537,194	2.92	22,215	4,044,761	5.49
3	AIRTRAN AIRWAYS	7,482	2,488,789	3.01	12,293	2,369,194	5.19
4	FRONTIER AIRLINES	3,789	1,000,298	3.79	6,055	1,047,987	5.78
5	US AIRWAYS	18,135	4,435,179	4.09	46,555	4,844,554	9.61
6	SOUTHWEST AIRLINES	38,203	9,249,550	4.13	57,108	9,838,811	5.80
7	CONTINENTAL AIRLINES	13,769	3,313,977	4.15	20,544	3,524,111	5.83
8	ALASKA AIRLINES	6,638	1,542,477	4.30	13,142	1,639,658	8.02
9	JETBLUE AIRWAYS	8,790	2,014,288	4.36	16,138	1,997,310	8.08
10	AMERICAN AIRLINES	34,713	6,673,101	5.20	50,762	6,971,832	7.28
11	DELTA AIR LINES	28,982	5,463,742	5.30	54,325	5,918,991	9.18
12	PINNACLE AIRLINES	4,910	872,448	5.63	9,366	880,336	10.64
13	EXPRESSJET AIRLINES	8,160	1,355,619	6.02	11,460	1,456,993	7.87
14	UNITED AIRLINES	32,827	5,062,719	6.48	29,331	5,411,763	5.42
15	SKYWEST AIRLINES	12,774	1,911,054	6.68	20,979	2,089,131	10.04
16	MESA AIRLINES	7,842	1,015,414	7.72	14,649	1,179,185	12.42
17	AMERICAN EAGLE AIRLINES	12,148	1,438,511	8.44	23,156	1,659,183	13.96
18	ATLANTIC SOUTHEAST AIRLINES	9,655	1,116,684	8.65	14,974	1,094,975	13.68
19	COMAIR	7,334	753,449	9.73	10,701	881,384	12.14
TOTALS **		268,590	53,979,160	4.98	435,766	57,499,972	7.58

**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 the May 2008-issued report as a result of its cessation of all flight operations on March 31, 2008. Totals for August 2007 reflect the deletion of Aloha's data for that month.

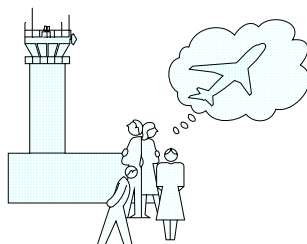
## OVERSALES

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 30 or more 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 four 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; 3) aircraft of smaller capacity is substituted; and (4) passenger is denied boarding due to safety-related weight restrictions on an aircraft with 60 or fewer seats. Totals appear at the end of each table.

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



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

RANK	AIRLINE	APRIL - JUNE 2008				APRIL - JUNE 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	<i>JETBLUE AIRWAYS</i>	3	5	5,637,086	<b>0.01</b>	0	14	5,587,025	<b>0.03</b>
2	<i>HAWAIIAN AIRLINES</i>	45	20	2,153,980	<b>0.09</b>	392	13	1,776,049	<b>0.07</b>
3	<i>AIRTRAN AIRWAYS</i>	6,877	139	6,533,427	<b>0.21</b>	7,978	109	6,323,023	<b>0.17</b>
4	<i>ALASKA AIRLINES</i>	1,995	183	4,083,082	<b>0.45</b>	4,190	88	4,236,434	<b>0.21</b>
5	<i>FRONTIER AIRLINES</i>	1,115	150	2,771,920	<b>0.54</b>	1,311	255	2,921,301	<b>0.87</b>
6	<i>NORTHWEST AIRLINES</i>	13,229	730	11,690,963	<b>0.62</b>	21,782	1,144	12,695,660	<b>0.90</b>
7	<i>AMERICAN AIRLINES</i>	13,654	1,389	21,673,408	<b>0.64</b>	22,536	1,562	22,693,023	<b>0.69</b>
8	<i>SOUTHWEST AIRLINES</i>	17,578	2,363	27,550,957	<b>0.86</b>	22,489	2,922	26,889,424	<b>1.09</b>
9	<i>UNITED AIRLINES</i>	29,157	1,535	15,576,992	<b>0.99</b>	33,633	1,681	16,768,255	<b>1.00</b>
10	<i>CONTINENTAL AIRLINES</i>	10,245	1,420	10,819,897	<b>1.31</b>	11,406	1,931	11,251,647	<b>1.72</b>
11	<i>SKYWEST AIRLINES</i>	10,029	490	3,645,605	<b>1.34</b>	5,706	319	2,048,736	<b>1.56</b>
12	<i>DELTA AIR LINES</i>	15,169	2,370	16,734,131	<b>1.42</b>	26,821	5,585	17,500,812	<b>3.19</b>
13	<i>MESA AIRLINES</i>	6,099	417	2,780,662	<b>1.50</b>	5,008	174	1,903,808	<b>0.91</b>
14	<i>US AIRWAYS</i>	21,367	2,042	13,205,783	<b>1.55</b>	24,594	1,782	14,728,126	<b>1.21</b>
15	<i>EXPRESSJET AIRLINES</i>	2,966	332	1,905,479	<b>1.74</b>	*	*	*	*
16	<i>AMERICAN EAGLE AIRLINES</i>	345	164	552,779	<b>2.97</b>	331	95	655,729	<b>1.45</b>
17	<i>ATLANTIC SOUTHEAST AIRLINES</i>	5,014	741	2,234,774	<b>3.32</b>	2,963	556	1,167,577	<b>4.76</b>
18	<i>PINNACLE AIRLINES</i>	306	76	228,366	<b>3.33</b>	*	*	*	*
19	<i>COMAIR</i>	3,056	483	1,364,690	<b>3.54</b>	1,433	159	396,381	<b>4.01</b>
	<b>TOTALS **</b>	158,249	15,049	151,143,981	<b>1.00</b>	192,573	18,389	149,543,010	<b>1.23</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more (prior to the 2<sup>nd</sup> quarter 2008, the reporting threshold was for aircraft with more than 60 seats). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report. Pinnacle Airlines' ranking in this table was effective the 4<sup>th</sup> quarter 2007. ExpressJet Airlines' ranking in this table is effective with this report.

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

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

RANK	AIRLINE	JANUARY - JUNE 2008				JANUARY - JUNE 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	<b>JETBLUE AIRWAYS</b>	26	14	11,155,184	<b>0.01</b>	0	33	10,677,840	<b>0.03</b>
2	<b>HAWAIIAN AIRLINES</b>	198	36	3,886,976	<b>0.09</b>	800	98	3,450,865	<b>0.28</b>
3	<b>AIRTRAN AIRWAYS</b>	16,102	341	12,251,746	<b>0.28</b>	14,462	216	11,403,131	<b>0.19</b>
4	<b>ALASKA AIRLINES</b>	4,480	480	7,702,793	<b>0.62</b>	7,447	435	7,638,020	<b>0.57</b>
5	<b>AMERICAN AIRLINES</b>	35,546	3,371	41,905,037	<b>0.80</b>	44,669	3,775	43,543,819	<b>0.87</b>
6	<b>NORTHWEST AIRLINES</b>	29,084	1,963	22,404,805	<b>0.88</b>	41,297	2,568	24,082,246	<b>1.07</b>
7	<b>FRONTIER AIRLINES</b>	2,262	483	5,279,911	<b>0.91</b>	2,406	609	5,135,819	<b>1.19</b>
8	<b>UNITED AIRLINES</b>	42,707	2,774	29,423,158	<b>0.94</b>	51,150	2,285	31,781,817	<b>0.72</b>
9	<b>SOUTHWEST AIRLINES</b>	43,009	6,519	52,259,497	<b>1.25</b>	41,711	5,796	49,792,446	<b>1.16</b>
10	<b>MESA AIRLINES</b>	11,578	606	4,364,830	<b>1.39</b>	8,366	525	3,716,876	<b>1.41</b>
11	<b>CONTINENTAL AIRLINES</b>	20,702	3,006	20,895,198	<b>1.44</b>	19,982	3,856	21,229,298	<b>1.82</b>
12	<b>SKYWEST AIRLINES</b>	13,039	861	5,479,848	<b>1.57</b>	11,136	815	3,863,170	<b>2.11</b>
13	<b>DELTA AIR LINES</b>	30,627	5,206	32,456,741	<b>1.60</b>	54,195	11,101	33,405,147	<b>3.32</b>
14	<b>US AIRWAYS</b>	47,520	4,602	25,961,761	<b>1.77</b>	43,942	3,964	27,722,223	<b>1.43</b>
15	<b>AMERICAN EAGLE AIRLINES</b>	690	318	1,105,558	<b>2.88</b>	650	162	1,216,873	<b>1.33</b>
16	<b>PINNACLE AIRLINES</b>	455	121	323,839	<b>3.74</b>	*	*	*	*
17	<b>COMAIR</b>	4,482	728	1,911,391	<b>3.81</b>	3,278	312	857,829	<b>3.64</b>
18	<b>ATLANTIC SOUTHEAST AIRLINES</b>	7,821	1,293	3,292,545	<b>3.93</b>	5,771	1,083	2,137,893	<b>5.07</b>
*	<b>EXPRESSJET AIRLINES</b>	*	*	*	*	*	*	*	*
	<b>TOTALS**</b>	310,328	32,332	282,060,818	<b>1.16</b>	351,262	37,633	281,655,312	<b>1.34</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more (prior to the 2<sup>nd</sup> quarter 2008, the reporting threshold was for aircraft with more than 60 seats). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report. Pinnacle Airlines' ranking in this table was effective the 4<sup>th</sup> quarter 2007. ExpressJet Airlines' ranking in this table is effective with this report.

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



## **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

	AUGUST 2008				AUGUST 2007			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	873	69	0	112	1,382	73	6	236
FOREIGN AIRLINES	120	1	0	8	232	1	0	19
TRAVEL AGENTS	9	1	0	1	23	0	0	3
TOUR OPERATORS	1	1	0	0	1	0	0	2
MISCELLANEOUS	3	11	0	7	1	0	0	0
<b>INDUSTRY TOTALS</b>	<b>1,006</b>	<b>83</b>	<b>0</b>	<b>128</b>	<b>1,639</b>	<b>74</b>	<b>6</b>	<b>260</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	AUGUST 2008			AUGUST 2007		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	358		1	599	
CANCELLATIONS			148			264
DELAYS			110			169
MISCONNECTIONS			57			87
BAGGAGE	2	174		2	381	
CUSTOMER SERVICE	3	134		4	153	
RES/TKTG/BOARDING	4	118		3	176	
FARES	5	52		8	52	
REFUNDS	6	43		5	118	
DISABILITY	7	41		6	61	
OVERSALES	8	37		7	59	
OTHER	9	29		9	26	
FREQUENT FLYER			18			24
DISCRIMINATION	10	17		10	10	
ADVERTISING	11	3		12	2	
ANIMALS	12	0		11	2	
COMPLAINT TOTAL		1,006			1,639	

\* 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\*

AUGUST 2008

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AI RTRAN AIRWAYS	12	2	4	4	0	4	4	2	0	1	0	0	33
ALASKA AIRLINES	0	0	1	0	0	2	1	1	0	0	0	0	5
AMERICAN AIRLINES	43	2	7	2	2	29	9	2	0	1	0	6	103
AMERICAN EAGLE AIRLINES	12	0	0	2	1	4	0	0	0	0	0	0	19
ATLANTIC SOUTHEAST AIRLINES	11	0	0	0	0	0	2	1	0	0	0	0	14
COMAIR	11	1	1	0	0	3	0	0	0	0	0	0	16
CONTINENTAL AIRLINES	18	1	9	2	1	6	3	3	0	4	0	2	49
DELTA AIRLINES	35	7	21	6	5	16	15	6	0	1	0	4	116
EXPRESSJET AIRLINES	2	0	0	0	0	1	3	0	0	0	0	0	6
FREEDOM AIRLINES	3	0	1	0	0	0	1	0	0	0	0	0	5
FRONTIER AIRLINES	4	0	1	1	0	1	0	0	0	0	0	1	8
HAWAIIAN AIRLINES	2	0	2	3	2	2	0	0	2	0	0	0	13
JETBLUE AIRWAYS	31	1	4	1	1	1	2	1	0	2	0	2	46
MESA AIRLINES	6	1	0	0	0	0	2	0	0	0	0	0	9
MIDWEST AIRLINES	6	0	2	0	2	0	1	0	0	0	0	0	11
NORTHWEST AIRLINES	6	1	2	4	4	6	8	0	0	0	0	1	32
PINNACLE AIRLINES	1	0	1	0	0	0	3	0	0	0	0	0	5
REPUBLIC AIRWAYS	5	0	0	0	0	0	0	0	0	0	0	0	5
SKYWEST AIRLINES	3	0	0	0	0	4	0	1	0	0	0	0	8
SOUTHWEST AIRLINES	1	0	1	0	0	5	9	2	0	2	0	0	20
SPIRIT AIRLINES	18	3	7	5	4	16	13	0	1	0	0	1	68
UNITED AIRLINES	35	2	10	5	3	23	21	5	0	1	0	4	109
US AIRWAYS	47	6	18	11	4	9	17	4	0	2	0	2	120
OTHER U. S. AIRLINES	22	4	3	3	3	5	5	4	0	2	0	2	53
TOTAL AUGUST 2008	334	31	95	49	32	137	119	32	3	16	0	25	873
% OF TOTAL COMPLAINTS	38.3	3.6	10.9	5.6	3.7	15.7	13.6	3.7	0.3	1.8	0	2.9	
TOTAL AUGUST 2007	559	44	136	44	87	280	140	57	2	7	2	24	1,382
% OF TOTAL COMPLAINTS	40.4	3.2	9.8	3.2	6.3	20.3	10.1	4.1	0.1	0.5	0.1	1.7	

\* 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

AUGUST 2008

U. S. AIRLINES*	COMPS RECD IN AUG	INCI - DENTS IN AUG	PERCENT	INCI - DENTS IN JULY	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	33	14	42.4	11	33.3	4	12.1	4	12.1
ALASKA AIRLINES	5	1	20.0	3	60.0	1	20.0	0	0.0
AMERICAN AIRLINES	103	45	43.7	24	23.3	21	20.4	13	12.6
AMERICAN EAGLE AIRLINES	19	5	26.3	8	42.1	3	15.8	3	15.8
ATLANTIC SOUTHEAST AIRLINES	14	6	42.9	7	50.0	1	7.1	0	0.0
COMAIR	16	10	62.5	4	25.0	0	0.0	2	12.5
CONTINENTAL AIRLINES	49	18	36.7	14	28.6	14	28.6	3	6.1
DELTA AIRLINES	116	40	34.5	29	25.0	36	31.0	11	9.5
EXPRESSJET AIRLINES	6	2	33.3	1	16.7	3	50.0	0	0.0
FREEDOM AIRLINES	5	2	40.0	1	20.0	1	20.0	1	20.0
FRONTIER AIRLINES	8	3	37.5	3	37.5	2	25.0	0	0.0
HAWAIIAN AIRLINES	13	1	7.7	3	23.1	6	46.2	3	23.1
JETBLUE AIRWAYS	46	22	47.8	14	30.4	5	10.9	5	10.9
MESA AIRLINES	9	4	44.4	2	22.2	1	11.1	2	22.2
MIDWEST AIRLINES	11	1	9.1	3	27.3	5	45.5	2	18.2
NORTHWEST AIRLINES	32	17	53.1	5	15.6	7	21.9	3	9.4
PINNACLE AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	5	4	80.0	0	0.0	1	20.0	0	0.0
SKYWEST AIRLINES	8	4	50.0	4	50.0	0	0.0	0	0.0
SOUTHWEST AIRLINES	20	9	45.0	5	25.0	5	25.0	1	5.0
SPIRIT AIRLINES	68	25	36.8	17	25.0	14	20.6	12	17.6
UNITED AIRLINES	109	60	55.0	18	16.5	24	22.0	7	6.4
US AIRWAYS	120	54	45.0	27	22.5	29	24.2	10	8.3
OTHER U. S. AIRLINES	53	26	49.1	7	13.2	12	22.6	8	15.1
<b>TOTALS</b>	<b>873</b>	<b>376</b>	<b>43.1</b>	<b>212</b>	<b>24.3</b>	<b>195</b>	<b>22.3</b>	<b>90</b>	<b>10.3</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>1,382</b>	<b>454</b>	<b>32.9</b>	<b>369</b>	<b>26.7</b>	<b>301</b>	<b>21.8</b>	<b>258</b>	<b>18.7</b>

\*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\*\*

AUGUST 2008

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	1	0	0	0	0	4	1	0	0	0	0	0	6
AIR JAMAICA	2	1	0	0	0	2	0	0	0	0	0	0	5
BRITISH AIRWAYS	0	0	2	0	2	5	1	0	0	0	0	1	11
KLM	0	0	1	0	0	2	1	2	0	0	0	0	6
LUFTHANSA	2	0	1	0	0	3	0	1	0	1	0	0	8
OTHER FOREIGN AIRLINES	17	4	15	2	6	21	10	6	0	0	0	3	84
<b>TOTALS</b>	<b>22</b>	<b>5</b>	<b>19</b>	<b>2</b>	<b>8</b>	<b>37</b>	<b>13</b>	<b>9</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>120</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	1	4	1	3	0	0	0	0	0	0	0	9
<b>TOTALS</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	0	0	0	0	0	0	0	0	0	0	0	1
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	1	0	0	0	0	0	2	0	0	0	0	0	3
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>

\* 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

AUGUST  
CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES \*

RANK	AIRLINE	AUGUST 2008			AUGUST 2007		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	20	8,979,791	0.22	39	9,610,516	0.41
2	<i>ALASKA AIRLINES</i>	5	1,619,403	0.31	21	1,751,713	1.20
3	<i>EXPRESSJET AIRLINES</i>	6	1,475,842	0.41	13	1,628,384	0.80
4	<i>SKYWEST AIRLINES</i>	8	1,884,760	0.42	21	2,071,353	1.01
5	<i>PINNACLE AIRLINES</i>	5	882,823	0.57	7	901,676	0.78
6	<i>NORTHWEST AIRLINES</i>	32	4,391,405	0.73	121	4,857,209	2.49
7	<i>FRONTIER AIRLINES</i>	8	1,018,245	0.79	7	1,020,234	0.69
8	<i>MESA AIRLINES</i>	9	980,811	0.92	8	1,149,744	0.70
9	<i>CONTINENTAL AIRLINES</i>	49	4,483,734	1.09	73	4,564,540	1.60
10	<i>AMERICAN AIRLINES</i>	103	8,439,285	1.22	170	8,811,129	1.93
11	<i>ATLANTIC SOUTHEAST AIRLINES</i>	14	1,139,586	1.23	15	1,124,905	1.33
12	<i>AMERICAN EAGLE AIRLINES</i>	19	1,463,663	1.30	26	1,682,309	1.55
13	<i>AIRTRAN AIRWAYS</i>	33	2,410,809	1.37	38	2,303,351	1.65
14	<i>DELTA AIR LINES</i>	116	6,486,363	1.79	163	6,792,585	2.40
15	<i>HAWAIIAN AIRLINES</i>	13	725,272	1.79	3	644,187	0.47
16	<i>UNITED AIRLINES</i>	109	5,923,618	1.84	181	6,261,564	2.89
17	<i>COMAIR</i>	16	774,013	2.07	18	902,967	1.99
18	<i>JETBLUE AIRWAYS</i>	46	2,100,767	2.19	12	2,025,136	0.59
19	<i>US AIRWAYS</i>	120	4,900,762	2.45	233	5,276,481	4.42
	<b>TOTAL **</b>	<b>731</b>	<b>60,080,952</b>	<b>1.22</b>	<b>1,169</b>	<b>63,379,983</b>	<b>1.84</b>

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

\* 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 the May 2008-issued report as a result of its cessation of all flight operations on March 31, 2008. Totals for August 2007 reflect the deletion of Aloha's data for that month.

## **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.

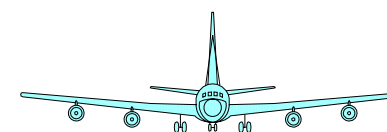
**Disability:** Civil rights complaints by air travelers with disabilities.

**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 August 2008  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration screened approximately 62 million airline passengers and their 55.8 million checked bags during August 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 August.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public <sup>c</sup>	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
296	.0005	75	.0001	50	.00008	540	.0009

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
264	.0004	1031	.002

**NOTES**

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

<sup>b</sup> The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or phone, 1-866-289-9673. Contact Center representatives are available 24 hours a day.

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

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.

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">Alaska</a>	1		
<a href="#">Continental</a>	2		
<a href="#">Northwest</a>		1	
<b>Total</b>	<b>3</b>	<b>1</b>	<b>0</b>

In addition to the information reported above for incidents that occurred during the month of August, on September 4 American Airlines reported an incident that occurred on February 27, 2008, which American did not report at the time. That incident concerned a [deceased dog](#). This incident is not included in the statistics for August incidents reported above.