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of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	November 2007 12 Months Ending November 2007
Mishandled Baggage¹	November 2007
Oversales¹	3rd Quarter 2007 January-September 2007
Consumer Complaints² (Includes Disability and Discrimination Complaints)	November 2007
Customer Service Reports to the Dept. of Homeland Security³	November 2007
Airline Animal Incident Reports⁴	November 2007

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 19* U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the two** carriers that currently report 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). Based on the latest information available to DOT, of the 21* reporting air carriers, 15 carriers (AirTran, America West*, American, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways*) use ACARS exclusively; 3 carriers (Aloha, Atlantic Southeast, and Comair) record arrival times manually; and 3 carriers (Alaska, 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.

*** Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US or US Airways data in the flight delay tables.**

****Aloha Airlines and Hawaiian Airlines currently report flight delay data voluntarily, as permitted by Part 234.**

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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/V/	7	77.4	14	92.4
ALOHA AIRLINES S/V/	3	74.4	11	91.6
DELTA AIR LINES S/	31	84.9	92	85.6
FRONTIER AIRLINES S/	22	83.9	47	84.5
SOUTHWEST AIRLINES S/	19	84.8	64	84.5
PINNACLE AIRLINES S/	14	84.3	115	84.1
SKYWEST AIRLINES S/	23	81.7	147	82.1
AIRTRAN AIRWAYS S/	25	80.7	55	81.1
US AIRWAYS S/	30	80.3	81	80.6
JETBLUE AIRWAYS S/	19	78.6	47	79.7
NORTHWEST AIRLINES S/	30	77.7	100	78.2
CONTINENTAL AIRLINES S/	30	76.9	72	78.0
ALASKA AIRLINES S/	16	77.3	45	78.0
MESA AIRLINE S/	23	76.9	118	76.9
COMAIR S/	23	76.2	82	76.8
EXPRESSJET AIRLINES S/	30	73.6	124	76.8
AMERICAN EAGLE AIRLINES S/	18	76.2	114	76.7
ATLANTIC SOUTHEAST AIRLINES S/	12	77.8	126	76.7
AMERICAN AIRLINES S/	30	74.8	76	75.6
UNITED AIRLINES S/	31	75.3	78	75.5
TOTAL		79.2		80.0

➤ 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.

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		SEP - 07		OCT - 07		NOV - 07		12 MONTHS ENDING NOVEMBER 2007		DATABASE TO DATE SEP 1987-NOVEMBER 2007	
	10 - 12 2006		01 - 03 2007		04 - 06 2007		07 - 09 2007											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	73.3	10	76.5	6	79.7	5	75.0	10	86.2	5	80.0	9	81.1	8	77.6	6	(--)	(--)
ALASKA	72.4	12	72.0	9	75.4	9	69.4	19	73.3	19	70.1	19	78.0	13	72.0	11	75.5	8
ALOHA	92.8	1	92.0	2	90.2	2	94.7	1	95.4	1	91.5	2	91.6	2	92.3	2	(--)	(--)
AMERICAN	73.6	8	67.8	14	66.6	19	70.5	17	78.5	16	76.1	14	75.6	19	69.4	16	78.5	3
AMERICAN EAGLE	69.5	16	67.3	15	68.9	17	70.7	16	79.8	15	78.3	12	76.7	17	70.0	15	74.1	9
ATA	71.7	15	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
ATLANTIC SOUTHEAST	63.3	20	66.1	16	68.1	18	57.0	20	63.4	20	63.6	20	76.7	18	65.2	19	(--)	(--)
COMAIR	66.7	19	63.0	19	69.4	15	69.6	18	80.2	13	74.4	18	76.8	15	68.7	17	(--)	(--)
CONTINENTAL	73.7	7	73.0	8	72.2	12	77.3	8	88.0	4	80.4	8	78.0	12	74.9	8	78.5	4
DELTA	74.1	5	78.7	4	77.7	7	72.1	12	82.0	12	80.7	7	85.6	3	77.7	5	77.6	6
EXPRESSJET	72.1	14	70.6	10	72.7	11	77.9	6	85.8	7	79.6	10	76.8	16	74.2	9	(--)	(--)
FRONTIER	81.4	3	77.7	5	77.2	8	79.9	3	88.4	3	84.4	3	84.5	4	78.8	4	(--)	(--)
HAWAIIAN	90.9	2	92.5	1	93.6	1	94.0	2	93.7	2	94.6	1	92.4	1	93.1	1	(--)	(--)
JETBLUE	68.6	17	63.4	18	68.9	16	73.9	11	85.7	8	77.4	13	79.7	10	70.1	14	(--)	(--)
MESA	72.7	11	68.1	13	74.8	10	77.1	9	82.9	10	78.4	11	76.9	14	73.7	10	(--)	(--)
NORTHWEST	67.9	18	65.7	17	70.8	14	71.8	13	77.8	18	74.7	16	78.2	11	70.3	13	79.2	2
PINNACLE	(--)	(--)	73.3	7	81.2	3	77.3	7	82.4	11	81.6	5	84.1	6	(--)	(--)	(--)	(--)
SKYWEST	72.2	13	69.7	12	79.7	6	78.0	5	82.9	9	80.7	6	82.1	7	75.9	7	(--)	(--)
SOUTHWEST	80.4	4	80.7	3	80.6	4	79.5	4	85.8	6	82.2	4	84.5	5	80.5	3	82.1	1
UNITED	73.8	6	70.2	11	71.5	13	71.3	15	78.2	17	74.4	17	75.5	20	71.5	12	76.1	7
US AIRWAYS	73.5	9	62.4	20	64.3	20	71.7	14	80.1	14	75.7	15	80.6	9	68.4	18	78.1	5
Total	73.4		71.4		73.9		74.2		81.7		78.2		80.0		73.8		78.3	

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.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. Pinnacle Airlines' reporting is effective January 2007. ATA Airlines' ranking in this table ceased effective January 2007.

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		157	81.5	29	89.7	88	84.1	251	88.0	103	89.3	H/		52	82.7
AA	682	76.2	1058	76.4	288	80.2	143	84.6	H/		854	75.2	607	73.0	13424	80.9
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		60	90.0	H/		H/		H/		90	92.2	180	76.7	90	91.1
B6	H/		1508	87.1	H/		147	59.9	H/		H/		88	79.5	H/	
CO	402	75.6	549	69.6	169	82.8	4	25.0	H/		362	82.6	311	73.3	312	78.8
DL	12900	87.1	1210	85.0	313	85.3	249	86.7	1645	90.8	872	83.7	367	85.6	361	88.1
EV	11032	77.5	24	83.3	1	0.0	H/		707	85.0	73	93.2	H/		H/	
F9	115	89.6	H/		H/		H/		H/		87	87.4	3868	85.6	169	84.6
FL	7308	82.2	650	78.3	1257	84.4	312	79.2	H/		189	84.7	89	78.7	253	83.0
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	59	71.2	808	74.1	149	83.9	466	71.7	505	78.4	817	78.9	H/		8020	81.9
NW	392	78.1	318	77.0	282	81.6	218	77.5	H/		516	76.6	353	66.6	279	79.2
OH	489	68.7	1023	76.5	412	80.3	131	72.5	5430	83.6	472	80.3	25	68.0	88	68.2
OO	484	86.4	H/		84	82.1	57	93.0	200	87.5	H/		3789	87.2	142	78.2
UA	224	75.4	813	72.7	428	72.9	173	79.8	56	76.8	434	77.6	6383	80.0	421	77.9
US	255	80.4	1654	81.7	375	80.8	6382	83.2	H/		2080	83.7	322	75.2	514	83.9
WN	H/		H/		4933	87.7	H/		H/		H/		1571	86.0	H/	
XE	115	79.1	14	64.3	199	70.4	340	65.9	256	72.3	167	75.4	297	84.2	106	88.7
YV	217	73.7	53	50.9	33	84.8	2012	79.6	H/		H/		1084	89.8	8	87.5
TOTAL	34674	82.0	9899	79.3	8952	84.8	10722	80.9	9050	84.6	7116	81.1	19334	83.0	24239	81.4

* 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 *																
CARRIER*	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	4040	84.4	H/		30	93.3	26	96.2	81	84.0	H/		H/		H/	
AA	313	78.9	542	59.4	448	82.8	312	79.2	353	81.9	1033	62.4	591	72.9	2495	68.8
AQ	H/		H/		H/		H/		H/		H/		30	70.0	H/	
AS	H/		60	76.7	H/		H/		H/		H/		352	75.6	494	77.3
B6	H/		386	59.1	1096	81.0	634	87.5	H/		4646	76.5	270	81.9	H/	
CO	170	78.2	4985	66.2	511	83.8	50	88.0	7463	85.2	103	77.7	516	71.7	638	71.0
DL	165	87.9	318	69.2	782	85.8	269	88.5	143	90.2	1352	81.1	685	86.0	1225	82.7
EV	71	85.9	74	40.5	H/		7	85.7	50	86.0	H/		H/		H/	
F9	101	84.2	H/		62	87.1	H/		85	90.6	H/		192	83.3	174	73.6
FL	177	74.0	149	61.1	576	81.6	193	78.8	H/		H/		255	79.2	123	60.2
HA	H/		H/		H/		H/		H/		H/		60	76.7	77	64.9
MQ	226	61.9	114	57.0	H/		H/		H/		614	69.2	120	77.5	1678	82.8
NW	7016	80.6	348	46.0	148	73.6	231	88.7	231	84.8	171	60.8	440	66.4	500	62.8
OH	239	77.8	89	58.4	1	100.0	125	80.0	81	84.0	1735	70.4	H/		H/	
OO	33	87.9	109	53.2	24	91.7	H/		134	86.6	H/		283	73.9	4005	77.2
UA	204	79.4	404	57.7	158	79.1	2121	81.6	204	65.7	399	65.7	979	75.6	2641	71.6
US	248	87.9	274	58.0	628	81.8	115	86.1	152	92.1	169	72.2	2834	78.7	757	77.5
WN	591	87.0	H/		1263	89.5	322	86.3	H/		H/		6954	82.7	3451	79.4
XE	165	60.6	4559	56.5	H/		253	65.6	6321	83.8	1	100.0	78	87.2	1278	78.2
YV	184	70.1	61	82.0	H/		2237	75.2	236	77.1	76	56.6	589	79.6	119	79.8
TOTAL	13943	81.4	12472	60.9	5727	84.0	6895	80.2	15534	84.4	10299	73.4	15228	79.8	19655	75.9

* 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 *																
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	183	45.4	H/		H/		H/		2559	87.3	H/		H/		H/	
AA	1782	49.4	859	75.9	H/		3231	75.9	498	74.1	114	80.7	6038	72.5	178	68.0
AQ	H/		H/		H/		H/		H/		108	75.9	H/		H/	
AS	H/		90	91.1	H/		30	76.7	H/		428	78.0	120	84.2	1078	79.5
B6	234	47.4	994	83.6	H/		H/		H/		366	82.8	206	69.4	30	60.0
CO	388	41.8	682	85.6	50	74.0	294	83.3	127	85.8	89	95.5	448	66.7	153	74.5
DL	1690	65.6	1061	89.3	H/		326	84.0	204	86.8	51	70.6	312	84.0	232	78.9
EV	51	49.0	H/		H/		H/		68	91.2	H/		H/		H/	
F9	88	52.3	93	86.0	145	89.0	H/		88	92.0	H/		H/		91	70.3
FL	441	54.2	1676	85.9	586	79.7	168	82.1	260	82.3	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		60	83.3
MQ	1551	50.2	H/		H/		529	85.6	H/		H/		7387	74.4	H/	
NW	561	40.6	480	80.8	285	80.7	117	87.2	7177	84.8	H/		609	72.2	178	53.4
OH	1139	54.2	38	73.7	30	60.0	48	91.7	109	61.5	H/		284	76.4	H/	
OO	H/		H/		H/		H/		192	81.8	284	90.8	3932	76.3	726	82.8
UA	613	46.2	550	78.5	H/		59	71.2	465	75.9	232	76.7	7535	76.9	647	71.9
US	1096	65.0	791	79.1	H/		267	77.2	249	85.5	173	78.6	606	72.6	247	81.4
WN	H/		3403	90.6	6454	86.2	H/		H/		4110	85.2	H/		1199	84.5
XE	28	28.6	H/		87	74.7	29	100.0	187	75.9	120	92.5	106	67.9	72	77.8
YV	81	28.4	H/		H/		H/		27	70.4	58	87.9	2458	69.1	H/	
TOTAL	9926	53.4	10717	85.6	7637	85.3	5098	78.6	12210	84.2	6133	84.3	30041	74.4	4891	78.5

* 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 *																
CARRIER*	PHL		PHX		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	155	71.6	H/		H/		H/		H/		H/		123	78.9	H/	
AA	518	65.8	466	71.5	530	73.4	491	70.7	1059	66.9	204	80.9	1573	80.8	603	80.8
AQ	H/		H/		30	73.3	H/		H/		H/		H/		H/	
AS	H/		300	73.0	316	77.8	3698	76.1	416	73.1	H/		H/		H/	
B6	H/		59	81.4	149	86.6	59	76.3	149	63.8	154	87.0	H/		304	80.9
CO	190	76.3	340	80.0	271	76.4	358	71.8	378	71.7	72	77.8	H/		457	88.8
DL	319	79.6	394	86.8	384	81.8	449	72.8	445	76.2	2445	89.3	165	85.5	766	88.3
EV	H/		H/		H/		H/		H/		H/		43	72.1	H/	
F9	59	91.5	137	83.2	166	82.5	116	58.6	154	70.1	159	83.6	111	91.0	47	87.2
FL	445	70.6	88	85.2	66	68.2	16	43.8	69	71.0	H/		160	78.1	627	83.3
HA	H/		30	83.3	60	66.7	90	87.8	30	83.3	H/		H/		H/	
MQ	H/		H/		767	82.5	H/		140	52.9	H/		90	72.2	H/	
NW	323	68.7	347	67.7	177	69.5	360	52.5	269	51.7	88	60.2	271	87.5	289	81.3
OH	347	66.0	H/		H/		H/		H/		H/		163	78.5	6	83.3
OO	81	65.4	213	83.6	539	74.2	443	80.6	3313	70.8	6837	90.3	53	67.9	H/	
UA	463	71.5	524	75.4	713	72.8	825	71.2	3676	72.6	176	72.2	89	67.4	327	80.4
US	3473	77.5	5519	83.2	464	81.2	321	79.4	574	70.9	149	81.2	116	86.2	636	83.5
WN	1778	75.8	5732	83.0	2969	82.8	1331	84.7	731	75.2	1389	85.7	2098	86.0	2456	89.9
XE	18	55.6	188	84.0	570	82.1	108	58.3	176	69.3	150	87.3	279	72.0	6	83.3
YV	94	59.6	2735	80.7	31	80.6	H/		24	54.2	48	83.3	47	89.4	H/	
TOTAL	8263	74.5	17072	81.7	8202	79.6	8665	75.3	11603	70.8	11871	88.5	5381	82.5	6524	86.2

* 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	85.1	80.0	71.9	90.1	88.6	J/	86.9	89.5	82.1	80.9	96.4	81.6	87.5	82.0	90.1	83.2	70.4	84.1
700 - 759 AM	93.4	87.7	92.1	91.1	92.7	90.0	89.9	90.7	84.9	88.2	91.7	85.0	81.9	85.8	93.2	89.0	87.9	82.8
800 - 859 AM	86.9	82.2	92.1	85.9	88.1	86.7	89.0	85.0	92.9	88.3	96.9	86.7	85.2	87.3	90.7	88.3	75.1	93.0
900 - 959 AM	82.6	88.2	93.5	91.5	85.8	87.1	86.6	87.2	85.4	92.5	96.5	88.9	86.8	92.5	89.1	79.7	64.4	95.4
1000 - 1059 AM	85.6	87.6	92.3	85.0	87.7	85.4	84.8	84.7	88.0	86.2	93.7	82.2	86.5	87.9	81.6	78.0	60.4	92.6
1100 - 1159 AM	86.1	84.6	90.0	88.1	90.5	83.8	86.7	84.9	81.8	81.3	88.2	84.8	89.1	89.7	80.7	78.9	61.3	89.0
1200 - 1259 PM	84.6	86.5	90.5	81.8	85.0	81.9	86.2	85.6	83.4	73.4	89.3	86.7	88.6	83.1	80.6	82.8	55.0	86.9
100 - 159 PM	84.3	87.8	91.8	84.6	86.1	87.0	82.0	82.9	83.5	63.2	86.0	89.1	87.8	88.8	80.8	74.8	56.7	88.0
200 - 259 PM	83.0	83.2	87.2	84.6	87.8	85.0	83.2	81.6	83.1	48.7	88.3	89.6	87.4	81.4	84.1	78.8	52.5	88.2
300 - 359 PM	80.5	79.4	87.6	78.3	87.2	81.9	82.1	83.0	84.1	50.9	86.0	78.1	86.6	67.2	80.0	78.6	47.2	92.2
400 - 459 PM	83.2	76.6	83.6	80.4	84.5	84.7	80.8	76.8	80.4	45.2	82.9	77.0	81.5	64.9	75.7	79.6	47.5	83.9
500 - 559 PM	78.6	75.8	81.8	78.9	63.9	76.9	83.4	76.8	84.6	45.1	81.9	82.7	81.7	69.4	78.3	72.1	48.6	84.9
600 - 659 PM	78.7	74.9	80.1	71.2	83.4	72.3	77.4	77.6	72.9	41.5	82.2	75.0	84.6	62.0	73.8	74.0	44.8	83.1
700 - 759 PM	75.0	70.0	81.1	76.5	79.3	77.0	76.4	78.3	83.4	43.7	75.5	81.7	80.3	56.0	76.1	69.6	39.0	83.9
800 - 859 PM	74.9	68.1	81.7	74.8	73.8	74.4	77.6	75.6	74.5	42.4	77.7	74.2	78.8	56.7	74.2	69.8	40.3	79.0
900 - 959 PM	75.7	71.4	73.5	76.5	81.3	80.3	80.5	75.0	74.8	51.0	78.0	85.0	78.9	59.9	77.0	63.0	42.4	73.8
1000 - 1059 PM	74.3	74.5	77.7	80.6	79.1	74.2	79.3	64.1	67.2	57.1	78.3	75.8	78.7	64.2	74.2	65.4	42.0	76.3
1100 - 559 AM	83.3	78.1	71.6	72.8	81.2	73.3	78.9	80.8	82.8	74.2	74.0	74.3	82.8	77.8	71.5	69.9	58.7	79.4
TOTAL, ALL ARRIVALS, BY AIRPORT	82.0	79.3	84.8	80.9	84.6	81.1	83.0	81.4	81.4	60.9	84.0	80.2	84.4	73.4	79.8	75.9	53.4	85.6

* 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	90.5	75.7	92.3	J/	90.2	J/	88.8	94.7	J/	89.2	91.5	100.0	100.0	100.0	86.7
700 - 759 AM	96.0	85.5	87.6	98.3	87.7	86.0	96.8	90.8	92.9	88.5	92.4	94.0	87.2	93.8	89.5
800 - 859 AM	91.3	94.0	85.5	94.7	85.3	95.5	80.7	87.3	89.3	89.8	93.3	91.1	91.5	97.8	87.5
900 - 959 AM	90.2	87.9	85.9	91.4	85.9	85.1	79.6	84.2	89.9	86.8	82.8	89.5	91.3	96.5	86.1
1000 - 1059 AM	94.8	87.6	86.0	92.7	84.7	85.9	84.2	80.2	86.5	74.4	69.5	91.3	90.7	94.3	84.5
1100 - 1159 AM	92.7	88.9	84.8	86.8	84.7	71.2	84.4	88.2	80.3	76.6	62.4	88.4	88.6	91.4	83.5
1200 - 1259 PM	91.3	84.3	89.2	84.6	83.2	77.7	82.5	86.5	76.8	76.8	64.1	90.7	88.8	89.7	83.1
100 - 159 PM	88.9	78.1	86.4	82.1	77.0	77.5	72.6	85.5	77.1	79.6	61.2	86.6	85.6	88.2	81.4
200 - 259 PM	85.6	78.2	86.4	85.1	76.4	75.2	78.9	81.5	85.6	77.5	65.4	90.6	83.7	88.6	80.7
300 - 359 PM	87.9	83.1	80.6	86.2	70.2	85.6	68.1	81.1	78.1	82.7	70.2	93.3	85.0	88.1	78.6
400 - 459 PM	84.7	71.8	80.9	82.6	69.0	84.3	71.3	81.9	81.5	73.5	66.4	87.7	75.2	85.7	76.7
500 - 559 PM	83.5	81.0	84.3	82.5	64.8	82.7	71.4	77.6	74.2	68.4	73.4	86.4	83.2	87.0	75.7
600 - 659 PM	78.6	67.7	86.7	80.8	62.0	80.3	68.6	82.4	77.2	76.1	72.7	87.3	74.2	83.4	74.6
700 - 759 PM	75.5	65.1	82.8	86.0	59.2	75.3	64.8	77.8	79.1	70.7	69.3	84.3	77.5	85.0	72.8
800 - 859 PM	76.3	70.4	78.2	77.9	56.0	78.3	69.6	79.5	74.8	68.3	71.0	85.9	73.8	74.8	71.8
900 - 959 PM	76.0	71.0	75.4	83.6	58.2	75.4	73.5	76.0	71.7	71.1	64.9	85.0	69.3	80.9	71.1
1000 - 1059 PM	75.5	60.4	76.7	73.7	68.8	67.4	70.7	78.0	69.6	71.3	61.5	71.7	71.4	77.6	70.8
1100 - 559 AM	84.4	76.7	85.1	71.7	77.0	70.4	72.8	72.5	70.0	73.5	71.2	78.0	86.2	73.8	75.8
TOTAL, ALL ARRIVALS, BY AIRPORT	85.3	78.6	84.2	84.3	74.4	78.5	74.5	81.7	79.6	75.3	70.8	88.5	82.5	86.2	79.2

* 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	94.2	92.9	95.7	95.1	97.1	94.4	95.4	91.7	92.5	92.2	96.9	91.0	93.2	94.5	95.2	93.9	91.3	95.7
700 - 759 AM	92.4	90.9	96.2	89.2	93.7	94.3	94.1	89.1	92.2	92.1	95.3	89.2	91.5	90.5	92.9	92.6	94.5	94.7
800 - 859 AM	88.8	90.2	88.8	92.1	87.4	90.1	88.7	85.3	90.0	90.1	95.4	86.0	86.1	89.4	89.8	90.4	88.8	94.8
900 - 959 AM	84.0	88.2	90.0	88.5	90.7	89.9	91.1	82.4	91.7	89.6	95.6	91.0	87.7	90.3	86.8	84.0	83.5	93.5
1000 - 1059 AM	82.4	89.0	90.7	85.0	84.1	89.5	84.7	81.5	88.4	88.7	92.8	86.4	86.9	94.3	81.1	79.7	76.2	93.2
1100 - 1159 AM	83.8	86.4	88.0	84.3	87.4	85.7	87.3	78.3	83.9	86.6	90.3	86.2	87.5	90.9	80.4	80.6	73.5	90.5
1200 - 1259 PM	83.4	84.7	88.3	80.9	84.7	86.7	80.5	79.7	85.4	80.8	79.5	81.9	87.9	87.1	80.4	79.5	73.4	82.7
100 - 159 PM	80.2	85.6	84.1	80.3	84.7	84.1	83.9	76.5	80.4	74.8	83.7	81.5	86.4	84.4	77.1	79.6	65.9	83.5
200 - 259 PM	77.4	81.7	84.5	80.6	87.4	83.1	83.0	75.8	80.9	63.2	80.5	76.8	84.2	83.3	79.9	74.7	69.6	80.5
300 - 359 PM	79.5	80.5	81.1	71.3	83.1	82.4	81.9	75.4	84.9	52.4	82.7	87.3	85.3	76.0	77.9	79.7	61.4	82.2
400 - 459 PM	78.8	75.7	79.9	81.8	85.1	78.4	77.1	74.2	80.2	53.7	84.5	71.8	85.5	73.0	77.5	78.3	61.3	84.9
500 - 559 PM	79.0	75.7	78.6	73.2	85.8	82.6	81.4	72.4	83.0	50.2	75.6	78.1	80.3	69.9	71.9	76.6	59.3	84.8
600 - 659 PM	78.9	71.9	78.3	79.9	68.3	75.5	83.5	73.2	63.8	49.6	69.1	81.3	83.1	72.5	77.2	76.2	54.2	78.1
700 - 759 PM	76.1	71.9	73.5	72.9	78.8	72.1	80.4	72.8	79.3	47.3	81.3	71.6	83.1	66.3	73.3	76.0	46.4	81.2
800 - 859 PM	76.3	74.6	77.5	78.1	75.0	81.6	82.5	74.9	72.6	46.6	66.8	69.8	76.5	62.7	65.6	71.4	51.3	81.4
900 - 959 PM	75.1	46.7	67.0	75.1	83.0	80.0	80.0	74.1	84.5	47.7	70.2	75.9	87.7	60.4	74.4	75.6	49.4	64.3
1000 - 1059 PM	82.8	80.0	J/	80.7	J/	J/	89.7	79.1	87.4	J/	60.0	83.3	75.4	73.7	78.4	80.9	J/	J/
1100 - 559 AM	85.4	95.9	100.0	J/	J/	100.0	91.5	94.3	J/	90.0	91.1	100.0	84.8	88.7	78.5	82.1	96.7	78.1
TOTAL, ALL DEPARTURES, BY AIRPORT	81.1	83.2	84.8	82.1	84.7	84.9	84.4	78.4	84.6	71.0	85.2	81.4	85.8	80.2	80.4	81.4	70.4	86.5

* 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	94.1	92.6	94.4	96.4	90.8	95.1	93.2	94.9	94.9	92.8	92.8	94.8	97.4	97.9	93.8
700 - 759 AM	93.7	87.9	93.3	93.9	89.0	92.3	88.8	94.3	93.8	93.1	88.9	93.9	93.3	96.8	92.2
800 - 859 AM	94.3	87.6	88.0	91.1	87.5	92.6	88.9	91.1	87.4	87.4	90.3	95.0	93.9	94.5	89.5
900 - 959 AM	86.4	82.4	92.0	92.3	85.4	81.4	80.1	84.8	89.3	85.5	86.9	93.1	92.4	96.0	87.4
1000 - 1059 AM	92.3	82.0	89.1	85.8	84.0	86.1	79.1	82.7	80.5	76.7	79.0	91.8	89.6	95.0	85.1
1100 - 1159 AM	90.2	85.5	88.1	82.8	79.3	84.1	82.1	82.3	82.6	76.3	67.6	92.9	89.5	89.5	84.1
1200 - 1259 PM	84.0	82.6	87.6	85.5	80.5	82.9	82.8	83.0	82.3	79.6	67.0	84.1	81.7	92.6	82.0
100 - 159 PM	87.6	76.7	87.7	77.7	76.5	78.5	78.0	83.6	74.6	76.8	66.6	90.1	84.7	84.0	80.3
200 - 259 PM	80.0	71.1	84.2	81.5	71.2	84.1	75.3	80.2	79.6	74.6	65.0	89.2	84.2	83.1	78.1
300 - 359 PM	76.6	66.4	84.9	77.6	68.9	78.5	66.6	80.6	82.3	78.3	71.1	90.7	73.5	80.9	77.6
400 - 459 PM	82.9	76.6	82.7	81.0	64.7	83.5	71.3	77.0	79.1	78.8	68.1	91.0	70.2	82.0	76.3
500 - 559 PM	77.2	69.0	83.7	78.8	65.7	86.4	67.8	79.8	78.0	72.2	72.8	90.8	81.3	80.9	75.9
600 - 659 PM	70.7	73.8	79.7	81.7	62.0	81.6	68.7	77.2	80.0	72.5	71.3	77.4	78.6	85.1	74.0
700 - 759 PM	64.5	82.9	89.0	78.8	63.7	74.8	64.5	81.1	74.0	71.9	73.6	87.3	69.7	79.9	74.6
800 - 859 PM	69.7	75.7	93.5	73.0	61.4	82.8	76.7	73.4	77.9	68.7	71.0	93.3	68.2	78.2	72.5
900 - 959 PM	63.6	67.0	85.4	72.1	61.9	90.8	71.3	71.6	79.3	73.1	73.3	93.3	66.3	73.3	75.7
1000 - 1059 PM	J/	71.6	90.9	81.4	71.8	90.8	50.0	77.1	88.4	83.8	79.5	71.4	100.0	J/	81.2
1100 - 559 AM	100.0	J/	98.1	85.4	91.4	81.4	89.5	86.2	96.8	86.2	81.1	88.2	J/	J/	84.9
TOTAL, ALL DEPARTURES, BY AIRPORT	82.2	78.4	87.4	84.2	74.9	85.7	77.6	82.2	83.3	80.6	76.3	91.5	84.4	88.0	81.5

* 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	2979	BDL-EWR	1550	26	88.46	67	53
CO	1532	IAH-LGA	1440	24	87.50	62	46
XE	2076	EWR-IND	1905	27	85.19	62	52
YV	7462	IAD-LGA	1755	27	85.19	47	31
XE	2717	EWR-STL	1940	24	83.33	69	66
AA	350	ORD-LGA	1810	24	83.33	56	41
AA	1497	EWR-ORD	2025	24	83.33	51	44
UA	423	EWR-DEN	1718	29	82.76	62	33
XE	2985	EWR-DTW	2015	29	82.76	51	46
AA	1271	EWR-ORD	1835	23	82.61	66	52
XE	2723	JAX-EWR	1340	28	82.14	76	71
XE	2260	PVD-EWR	1320	21	80.95	48	36
XE	2403	EWR-TUL	1855	25	80.00	74	76
XE	2500	LEX-EWR	1450	25	80.00	69	61
NW	634	MEM-LGA	1830	25	80.00	67	44
XE	2609	EWR-MKE	1900	25	80.00	66	45
AA	1122	RDU-LGA	1645	25	80.00	60	50
UA	655	EWR-ORD	1845	25	80.00	56	49
XE	2661	EWR-GSO	1945	25	80.00	55	37
AA	360	ORD-LGA	1600	25	80.00	52	36
NW	669	LGA-IND	1845	25	80.00	52	31
NW	895	DTW-JFK	1344	30	80.00	35	29
NW	460	DTW-PDX	911	30	80.00	27	27
NW	215	DTW-SEA	1224	30	80.00	26	24

* 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 I/ ARRIVING LATE 70% OF THE TIME OR MORE

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
EXPRESSJET	1,297	45	3.5
CONTINENTAL	937	16	1.7
NORTHWEST	1,115	18	1.6
JETBLUE	532	6	1.1
AMERICAN EAGLE	1,537	13	0.8
AMERICAN	1,776	15	0.8
UNITED	1,340	10	0.7
COMAIR	693	4	0.6
MESA	801	3	0.4
PINNACLE	730	2	0.3
ATLANTIC SOUTHEAST	850	2	0.2
AIRTRAN	740	1	0.1
SKYWEST	1,706	1	0.1
SOUTHWEST	3,436	2	0.1
DELTA	1,414	0	0.0
US AIRWAYS	1,362	0	0.0
ALASKA	414	0	0.0
FRONTIER	272	0	0.0
HAWAIIAN	149	0	0.0
ALOHA	130	0	0.0
TOTAL	21,231	138	0.6

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.

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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)	73.5	87.4	230	230
ADAK ISLAND AK (ADK)	75.0	87.5	8	8
AGUADILLA PR (BQN)	70.3	93.3	118	120
AKRON/CANTON OH (CAK)	80.5	85.2	830	829
ALBANY GA (ABY)	81.1	83.0	106	106
ALBANY NY (ALB)	79.8	85.8	1,220	1,217
ALBUQUERQUE NM (ABQ)	83.7	85.8	3,600	3,600
ALEXANDRIA LA (AEX)	80.0	81.6	195	196
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	79.1	86.5	444	445
AMARILLO TX (AMA)	81.6	87.3	653	652
ANCHORAGE AK (ANC)	77.4	82.8	1,244	1,242
APPLETON WI (ATW)	79.2	81.1	496	497
ASHEVILLE NC (AVL)	81.2	80.4	341	341
ASPEN CO (ASE)	89.2	89.3	260	261
ATLANTA GA (ATL)	82.0	81.1	34,674	34,684
ATLANTIC CITY NJ (ACY)	75.6	86.7	45	45
AUGUSTA GA (AGS)	72.1	75.9	201	203
AUSTIN TX (AUS)	81.2	87.1	4,461	4,458
BAKERSFIELD CA (BFL)	77.4	87.9	398	397
BALTIMORE MD (BWI)	84.8	84.8	8,952	8,947
BANGOR ME (BGR)	78.9	77.4	185	190
BARROW AK (BRW)	84.5	81.0	58	58
BATON ROUGE LA (BTR)	83.0	84.9	824	821
BEAUMONT/PORT ARTHUR TX (BPT)	90.3	90.3	31	31
BELLINGHAM WA (BLI)	93.3	100.0	30	29
BEMIDJI MN (BJI)	100.0	100.0	2	2
BEND/REDMOND OR (RDM)	81.8	81.8	286	285
BETHEL AK (BET)	89.2	81.9	83	83
BILLINGS MT (BIL)	81.0	91.7	389	385
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	79.7	83.1	59	59
BIRMINGHAM AL (BHM)	84.9	85.9	2,071	2,074
BISMARCK/MANDAN ND (BIS)	85.1	90.2	255	254
BLOOMINGTON IL (BMI)	76.3	81.3	438	438
BOISE ID (BOI)	81.5	87.3	1,516	1,516
BOSTON MA (BOS)	79.3	83.2	9,899	9,894
BOZEMAN MT (BZN)	82.5	90.0	377	379
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	69.6	76.5	102	102
BROWNSVILLE TX (BRO)	80.7	90.8	109	109
BRUNSWICK GA (BQK)	80.0	85.2	80	81
BUFFALO NY (BUF)	81.3	83.7	2,012	2,010
BURBANK CA (BUR)	78.9	79.8	2,738	2,744
BURLINGTON VT (BTV)	73.1	77.8	527	527
BUTTE MT (BTM)	93.0	91.5	57	59

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	77.8	82.1	239	240
CASPER WY (CPR)	93.2	93.2	293	293
CEDAR RAPIDS/IOWA CITY IA (CID)	77.4	82.2	943	914
CHAMPAIGN/URBANA IL (CMI)	77.6	84.9	232	232
CHARLESTON SC (CHS)	79.3	81.7	1,364	1,365
CHARLESTON/DUNBAR WV (CRW)	79.7	82.7	271	271
CHARLOTTE AMALIE VI (STT)	76.2	80.7	202	202
CHARLOTTE NC (CLT)	80.9	82.1	10,722	10,720
CHARLOTTESVILLE VA (CHO)	79.3	78.2	111	110
CHATTANOOGA TN (CHA)	82.2	82.6	337	340
CHICAGO IL (MDW)	85.3	82.2	7,637	7,641
CHICAGO IL (ORD)	74.4	74.9	30,041	30,186
CHICO CA (CIC)	65.8	70.2	114	114
CHRISTIANSTED VI (STX)	78.8	78.8	33	33
CLEVELAND OH (CLE)	80.4	82.9	5,681	5,677
CODY WY (COD)	91.0	90.0	89	90
COLLEGE STATION/BRYAN TX (CLL)	81.0	86.6	142	142
COLORADO SPRINGS CO (COS)	83.9	87.8	1,487	1,428
COLUMBIA SC (CAE)	76.7	79.1	880	880
COLUMBUS GA (CSG)	79.4	81.6	141	141
COLUMBUS MS (GTR)	81.5	80.2	81	81
COLUMBUS OH (CMH)	81.0	84.3	3,122	3,121
CORDOVA AK (CDV)	84.5	87.9	58	58
CORPUS CHRISTI TX (CRP)	78.9	83.5	413	413
COVINGTON KY (CVG)	84.6	84.7	9,050	9,062
CRESCENT CITY CA (CEC)	75.6	61.4	86	88
DALLAS TX (DAL)	84.5	80.2	4,581	4,581
DALLAS/FT.WORTH TX (DFW)	81.4	78.4	24,239	24,226
DAYTON OH (DAY)	82.2	88.5	1,384	1,386
DAYTONA BEACH FL (DAB)	83.4	86.7	235	233
DEADHORSE AK (SCC)	91.4	87.9	58	58
DENVER CO (DEN)	83.0	84.4	19,334	19,335
DES MOINES IA (DSM)	77.3	82.3	1,395	1,397
DETROIT MI (DTW)	81.4	84.6	13,943	13,945
DOTHAN AL (DHN)	80.6	80.5	134	133
DUBUQUE IA (DBQ)	75.4	84.2	114	114
DULUTH MN (DLH)	86.4	93.7	191	191
DURANGO CO (DRO)	86.6	93.5	262	263
EAGLE CO (EGE)	81.5	83.2	119	119
EL CENTRO CA (IPL)	83.0	83.0	106	106
EL PASO TX (ELP)	83.1	85.2	1,730	1,727
ELKO NV (EKO)	96.5	99.3	143	143
ELMIRA/CORNING NY (ELM)	85.3	82.2	102	101

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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)	85.6	90.0	90	90
EUGENE OR (EUG)	80.5	82.5	528	530
EUREKA/ARCATA CA (ACV)	73.5	71.2	291	299
EVANSVILLE IN (EVV)	79.7	84.7	463	463
FAIRBANKS AK (FAI)	82.7	90.0	381	381
FARGO ND (FAR)	86.0	90.2	386	386
FAYETTEVILLE AR (XNA)	78.7	81.8	1,249	1,248
FAYETTEVILLE NC (FAY)	72.3	71.8	202	202
FLAGSTAFF AZ (FLG)	74.2	79.9	159	159
FLINT MI (FNT)	77.4	86.7	747	745
FLORENCE SC (FLO)	64.8	83.3	54	54
FORT LAUDERDALE FL (FLL)	84.0	85.2	5,727	5,722
FORT SMITH AR (FSM)	83.6	88.9	262	262
FORT WAYNE IN (FWA)	77.8	81.1	535	535
FRESNO CA (FAT)	81.8	86.6	1,359	1,360
FT. MYERS FL (RSW)	87.5	88.3	2,164	2,161
GAINESVILLE FL (GNV)	69.8	80.6	139	139
GRAND FORKS ND (GFK)	87.6	95.6	113	113
GRAND JUNCTION CO (GJT)	89.5	88.5	342	340
GRAND RAPIDS MI (GRR)	80.1	86.5	1,264	1,264
GREAT FALLS MT (GTF)	87.1	94.6	202	202
GREEN BAY/CLINTONVILLE WI (GRB)	77.8	81.2	604	605
GREENSBORO/HIGH POINT NC (GSO)	73.3	78.5	1,116	1,115
GREENVILLE/SPARTANBURG SC (GSP)	78.1	83.1	1,089	1,090
GULFPORT/BILOXI MS (GPT)	83.9	88.0	684	684
GUNNISON CO (GUC)	88.1	89.8	59	59
HANCOCK/HOUGHTON MI (CMX)	100.0	75.0	3	4
HARLINGEN/SAN BENITO TX (HRL)	81.3	82.5	332	332
HARRISBURG PA (MDT)	75.8	85.1	652	652
HARTFORD CT (BDL)	81.1	85.9	2,663	2,664
HELENA MT (HLN)	85.5	93.3	138	135
HILO HI (ITO)	94.3	94.4	771	772
HILTON HEAD SC (HHH)	73.1	71.2	104	104
HONOLULU HI (HNL)	90.2	92.6	5,499	5,500
HOUSTON TX (HOU)	81.3	78.7	4,633	4,637
HOUSTON TX (IAH)	84.4	85.8	15,534	15,534
HUNTSVILLE AL (HSV)	78.5	85.1	857	858
IDAHO FALLS ID (IDA)	93.0	96.8	286	281
INDIANAPOLIS IN (IND)	80.2	85.2	3,502	3,500
INDIO/PALM SPRINGS CA (PSP)	76.4	82.3	1,138	1,137
INTERNATIONAL FALLS MN (INL)	66.7	100.0	3	3
INYOKERN CA (IYK)	76.8	91.4	82	81
ISLIP NY (ISP)	84.3	84.3	886	887

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON WY (JAC)	81.9	90.6	232	234
JACKSON/VICKSBURG MS (JAN)	81.0	85.2	1,183	1,183
JACKSONVILLE FL (JAX)	84.6	86.9	2,897	2,901
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	80.2	82.1	106	106
JUNEAU AK (JNU)	79.4	80.1	296	296
KAHULUI HI (OGG)	89.6	91.4	1,984	1,984
KALAMAZOO MI (AZO)	79.9	80.5	389	389
KALISPELL MT (FCA)	88.5	94.4	270	270
KANSAS CITY MO (MCI)	83.3	86.2	5,744	5,742
KETCHIKAN AK (KTN)	74.7	75.8	178	178
KEY WEST FL (EYW)	69.5	77.8	82	81
KILLEEN TX (GRK)	77.7	84.3	421	421
KNOXVILLE TN (TYS)	79.4	82.2	1,219	1,219
KODIAK AK (ADQ)	84.5	81.0	58	58
KONA HI (KOA)	92.0	93.1	1,245	1,244
KOTZEBUE AK (OTZ)	86.2	74.7	87	87
LA CROSSE WI (LSE)	83.5	90.4	218	218
LAFAYETTE LA (LFT)	79.2	84.8	433	433
LAKE CHARLES LA (LCH)	83.5	85.9	85	85
LANSING MI (LAN)	83.4	85.3	355	354
LAREDO TX (LRD)	85.5	90.4	166	166
LAS VEGAS NV (LAS)	79.8	80.4	15,228	15,225
LAWTON/FORT SILL OK (LAW)	73.2	82.3	198	198
LEWISBURG WV (LWB)	100.0	100.0	5	5
LEWISTON ID (LWS)	92.9	94.6	56	56
LEXINGTON KY (LEX)	81.1	85.2	723	722
LIHUE HI (LIH)	91.1	93.0	1,264	1,264
LINCOLN NE (LNK)	84.7	87.3	340	339
LITTLE ROCK AR (LIT)	74.6	79.9	1,318	1,318
LONG BEACH CA (LGB)	85.3	89.4	1,173	1,174
LONGVIEW/KILGOR/GLADWATR TX (GGG)	74.2	88.8	89	89
LOS ANGELES CA (LAX)	75.9	81.4	19,655	19,621
LOUISVILLE KY (SDF)	82.7	85.2	1,996	1,991
LUBBOCK TX (LBB)	81.0	80.2	716	717
LYNCHBURG VA (LYH)	68.5	79.6	54	54
MACON GA (MCN)	69.6	73.9	69	69
MADISON WI (MSN)	77.1	82.7	1,113	1,086
MANCHESTER NH (MHT)	81.4	84.6	1,634	1,635
MARQUETTE MI (MQT)	68.3	82.7	82	81
MEDFORD OR (MFR)	78.7	80.3	502	503
MELBOURNE FL (MLB)	74.3	77.2	171	171
MEMPHIS TN (MEM)	82.7	84.7	6,965	6,967
MERIDIAN MS (MEI)	79.2	81.1	53	53

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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.
MIAMI FL (MIA)	78.6	78.4	5,098	5,100
MIDLAND/ODESSA TX (MAF)	78.9	81.3	635	636
MILWAUKEE WI (MKE)	77.4	83.2	2,818	2,817
MINNEAPOLIS/ST. PAUL MN (MSP)	84.2	87.4	12,210	12,208
MINOT ND (MOT)	78.4	96.6	88	88
MISSION/MCALLEN/EDINBURG TX (MFE)	83.4	88.3	409	409
MISSOULA MT (MSO)	91.3	94.5	252	255
MOBILE AL (MOB)	80.7	84.3	535	535
MODESTO CA (MOD)	78.5	75.1	246	245
MOLINE IL (MLI)	83.1	85.8	788	789
MONROE LA (MLU)	73.2	78.5	246	246
MONTEREY CA (MRY)	79.9	78.0	750	764
MONTGOMERY AL (MGM)	83.5	83.9	310	310
MONTROSE/DELTA CO (MTJ)	89.9	93.3	119	119
MYRTLE BEACH SC (MYR)	75.3	82.7	493	492
NASHVILLE TN (BNA)	81.0	82.8	5,074	5,078
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	82.7	84.0	81	81
NEW ORLEANS LA (MSY)	83.9	86.6	3,437	3,437
NEW YORK NY (JFK)	73.4	80.2	10,299	10,307
NEW YORK NY (LGA)	53.4	70.4	9,926	9,926
NEWARK NJ (EWR)	60.9	71.0	12,472	12,476
NEWBURGH/POUGHKEEPSIE NY (SWF)	80.1	84.8	492	492
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	81.8	83.4	433	433
NOME AK (OME)	82.8	83.9	87	87
NORFOLK VA (ORF)	80.3	84.6	1,617	1,618
OAKLAND CA (OAK)	84.3	84.2	6,133	6,129
OKLAHOMA CITY OK (OKC)	81.1	84.7	2,324	2,356
OMAHA NE (OMA)	79.0	85.6	2,272	2,271
ONTARIO/SAN BERNARDINO CA (ONT)	83.7	83.6	3,595	3,593
ORLANDO FL (MCO)	85.6	86.5	10,717	10,719
OXNARD/VENTURA CA (OXR)	76.0	86.0	104	107
PALMDALE CA (PMD)	92.7	78.2	55	55
PANAMA CITY FL (PFN)	79.2	84.0	288	288
PASCO/KENNEWICK/RICHLAND WA (PSC)	87.9	95.0	224	222
PELLSTON MI (PLN)	100.0	100.0	5	6
PENSACOLA FL (PNS)	81.8	84.9	861	861
PEORIA IL (PIA)	78.0	82.2	505	505
PETERSBURG AK (PSG)	86.2	84.5	58	58
PHILADELPHIA PA (PHL)	74.5	77.6	8,263	8,263
PHOENIX AZ (PHX)	81.7	82.2	17,072	17,068
PIERRE SD (PIR)	0.0	0.0	1	1
PITTSBURGH PA (PIT)	79.6	83.5	3,840	3,840
POCATELLO ID (PIH)	94.7	96.6	150	149

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PONCE PR (PSE)	92.1	92.2	114	115
PORTLAND ME (PWM)	77.5	81.2	653	653
PORTLAND OR (PDX)	78.5	85.7	4,891	4,887
PROVIDENCE RI (PVD)	79.8	81.9	2,049	2,048
RALEIGH/DURHAM NC (RDU)	80.9	82.6	5,603	5,603
RAPID CITY SD (RAP)	82.5	92.1	343	342
REDDING CA (RDD)	75.7	77.9	148	145
RENO NV (RNO)	83.9	85.2	2,131	2,132
RHINELANDER WI (RHI)	91.7	95.8	24	24
RICHMOND VA (RIC)	79.5	82.5	1,670	1,672
ROANOKE VA (ROA)	78.2	74.4	367	367
ROCHESTER MN (RST)	82.1	81.8	352	351
ROCHESTER NY (ROC)	75.5	80.5	1,345	1,346
ROCKFORD IL (RFD)	86.2	94.7	58	57
ROSWELL NM (ROW)	61.7	76.7	60	60
SACRAMENTO CA (SMF)	81.8	82.6	4,836	4,831
SAGINAW/BAY CITY/MIDLAND MI (MBS)	77.8	86.3	293	293
SALEM OR (SLE)	66.7	92.7	54	55
SALT LAKE CITY UT (SLC)	88.5	91.5	11,871	11,866
SAN ANGELO TX (SJT)	89.9	90.6	149	149
SAN ANTONIO TX (SAT)	80.2	85.2	3,916	3,914
SAN DIEGO CA (SAN)	79.6	83.3	8,202	8,204
SAN FRANCISCO CA (SFO)	70.8	76.3	11,603	11,587
SAN JOSE CA (SJC)	83.2	84.2	5,088	5,081
SAN JUAN PR (SJU)	78.8	83.7	1,754	1,751
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	78.8	83.5	594	601
SANTA ANA CA (SNA)	78.9	82.9	4,302	4,308
SANTA BARBARA CA (SBA)	79.6	78.6	1,203	1,228
SANTA MARIA CA (SMX)	71.9	76.4	146	144
SARASOTA/BRADENTON FL (SRQ)	85.6	85.5	561	560
SAVANNAH GA (SAV)	79.0	82.7	1,243	1,244
SCRANTON/WILKES-BARRE PA (AVP)	76.7	78.4	215	185
SEATTLE WA (SEA)	75.3	80.6	8,665	8,669
SHREVEPORT LA (SHV)	77.5	84.8	711	711
SIOUX CITY IA (SUX)	93.5	90.6	31	32
SIOUX FALLS SD (FSD)	81.7	86.2	546	545
SITKA AK (SIT)	75.6	82.2	90	90
SO.PINES/PINHRST/ABERDEEN NC (SOP)	77.8	77.8	9	9
SOUTH BEND IN (SBN)	75.6	76.4	406	407
SPOKANE WA (GEG)	82.6	89.1	1,407	1,405
SPRINGFIELD IL (SPI)	72.2	69.7	144	145
SPRINGFIELD MO (SGF)	79.7	82.3	896	869
ST. GEORGE UT (SGU)	87.5	92.6	296	298

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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.
ST. LOUIS MO (STL)	82.5	84.4	5,381	5,381
STATE COLLEGE PA (SCE)	86.2	96.6	58	58
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	93.9	95.9	148	148
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	93.8	92.5	258	268
SYRACUSE NY (SYR)	77.2	82.2	1,098	1,097
TALLAHASSEE FL (TLH)	80.0	82.9	375	375
TAMPA FL (TPA)	86.2	88.0	6,524	6,520
TEXARKANA AR (TXK)	77.3	78.2	119	119
TOLEDO OH (TOL)	78.8	86.7	165	165
TRAVERSE CITY MI (TVC)	78.5	84.0	261	262
TUCSON AZ (TUS)	81.1	86.5	2,443	2,444
TULSA OK (TUL)	79.9	86.5	2,088	2,086
TUPELO MS (TUP)	75.0	79.5	44	44
TWIN FALLS ID (TWF)	95.4	97.4	153	151
TYLER TX (TYR)	71.4	79.7	147	148
VALDOSTA GA (VLD)	73.2	81.7	82	82
VALPARAISO FL (VPS)	78.4	84.9	575	575
WACO TX (ACT)	72.9	83.4	199	199
WASHINGTON DC (DCA)	81.1	84.9	7,116	7,113
WASHINGTON DC (IAD)	80.2	81.4	6,895	6,893
WATERLOO IA (ALO)	89.3	96.4	28	28
WAUSAU/MARSHFIELD WI (CWA)	83.6	83.6	140	140
WEST PALM BEACH/PALM BEACH FL (PBI)	83.3	84.2	2,410	2,406
WHITE PLAINS NY (HPN)	76.0	77.4	993	1,000
WICHITA FALLS TX (SPS)	75.3	82.5	198	200
WICHITA KS (ICT)	79.3	84.3	1,259	1,258
WILMINGTON NC (ILM)	78.8	85.0	307	306
WRANGELL AK (WRG)	72.4	87.9	58	58
YAKIMA WA (YKM)	77.2	75.9	57	58
YAKUTAT AK (YAK)	81.0	86.2	58	58
YUMA AZ (YUM)	75.2	77.2	303	303

NOVEMBER 2007

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
MESA	23	12,512	343	2.7	118	23,052	658	2.9
AMERICAN EAGLE	18	24,024	374	1.6	114	44,175	738	1.7
SKYWEST	23	26,056	336	1.3	144	48,423	743	1.5
COMAIR	23	12,498	172	1.4	85	18,962	272	1.4
UNITED	31	32,929	450	1.4	78	38,803	515	1.3
US AIRWAYS	30	31,439	424	1.3	81	38,499	501	1.3
EXPRESSJET	30	16,278	256	1.6	124	35,749	429	1.2
ALASKA	16	7,804	64	0.8	45	12,292	136	1.1
PINNACLE	14	7,875	61	0.8	115	20,813	228	1.1
AMERICAN	30	41,286	462	1.1	76	51,229	545	1.1
ATLANTIC SOUTHEAST	13	12,202	101	0.8	127	23,567	224	1.0
ALOHA	3	167	1	0.6	11	3,884	31	0.8
DELTA	31	32,103	276	0.9	92	39,381	301	0.8
AIRTRAN	25	16,133	114	0.7	55	21,781	159	0.7
HAWAIIAN	7	407	0	0.0	14	4,543	32	0.7
SOUTHWEST	19	52,738	306	0.6	64	97,798	572	0.6
NORTHWEST	30	22,975	71	0.3	100	31,950	91	0.3
JETBLUE	19	11,480	24	0.2	47	16,073	39	0.2
CONTINENTAL	30	20,842	55	0.3	72	26,316	61	0.2
FRONTIER	22	6,310	3	0.0	46	7,859	4	0.1
Total		388,058	3,893	1.0	Total	605,149	6,279	1.0

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.

NOVEMBER 2007
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	20813	17498	84.07%	228	1.10%	36	0.17%	993	4.77%	98	0.47%	1205	5.79%	2	0.01%	754	3.62%
AA	51229	38722	75.59%	545	1.06%	42	0.08%	3150	6.15%	290	0.57%	4770	9.31%	6	0.01%	3704	7.23%
AQ	3884	3557	91.58%	31	0.80%	3	0.08%	166	4.27%	1	0.03%	20	0.51%	3	0.08%	103	2.65%
AS	12292	9582	77.95%	136	1.11%	37	0.30%	757	6.16%	34	0.28%	869	7.07%	17	0.14%	860	7.00%
B6	16073	12814	79.72%	39	0.24%	31	0.19%	537	3.34%	4	0.03%	1556	9.68%	2	0.01%	1089	6.77%
CO	26316	20523	77.99%	61	0.23%	43	0.16%	925	3.52%	108	0.41%	3371	12.81%	15	0.06%	1270	4.82%
DL	39381	33704	85.58%	301	0.76%	37	0.09%	1342	3.41%	20	0.05%	2733	6.94%	5	0.01%	1238	3.14%
EV	23567	18066	76.66%	224	0.95%	36	0.15%	2948	12.51%	545	2.31%	1323	5.61%	5	0.02%	420	1.78%
F9	7859	6643	84.53%	4	0.05%	11	0.14%	360	4.58%	4	0.06%	626	7.97%	0	0.00%	211	2.68%
FL	21781	17673	81.14%	159	0.73%	41	0.19%	688	3.16%	3	0.01%	1574	7.22%	0	0.00%	1644	7.55%
HA	4543	4199	92.43%	32	0.70%	0	0.00%	180	3.97%	12	0.27%	1	0.02%	1	0.01%	118	2.59%
MQ	44175	33884	76.70%	738	1.67%	51	0.12%	2369	5.36%	184	0.42%	3100	7.02%	1	0.00%	3848	8.71%
NW	31950	25000	78.25%	91	0.28%	24	0.08%	1837	5.75%	206	0.64%	3755	11.75%	12	0.04%	1025	3.21%
OH	18962	14565	76.81%	272	1.43%	29	0.15%	1498	7.90%	729	3.84%	1668	8.80%	2	0.01%	199	1.05%
OO	48423	39741	82.07%	743	1.53%	116	0.24%	3922	8.10%	218	0.45%	1214	2.51%	33	0.07%	2436	5.03%
UA	38803	29298	75.50%	515	1.33%	35	0.09%	2070	5.33%	39	0.10%	3409	8.78%	0	0.00%	3437	8.86%
US	38499	31046	80.64%	501	1.30%	31	0.08%	1886	4.90%	15	0.04%	3003	7.80%	46	0.12%	1971	5.12%
WN	97798	82621	84.48%	572	0.58%	114	0.12%	3378	3.45%	279	0.29%	2824	2.89%	38	0.04%	7971	8.15%
XE	35749	27457	76.80%	429	1.20%	133	0.37%	1479	4.14%	207	0.58%	3064	8.57%	20	0.06%	2960	8.28%
YV	23052	17716	76.85%	658	2.85%	31	0.13%	2162	9.38%	77	0.33%	913	3.96%	23	0.10%	1472	6.39%
TOTAL	605149	484309		6279		881		32646		3074		40998		232		36729	
			80.03%		1.04%		0.15%		5.39%		0.51%		6.77%		0.04%		6.07%

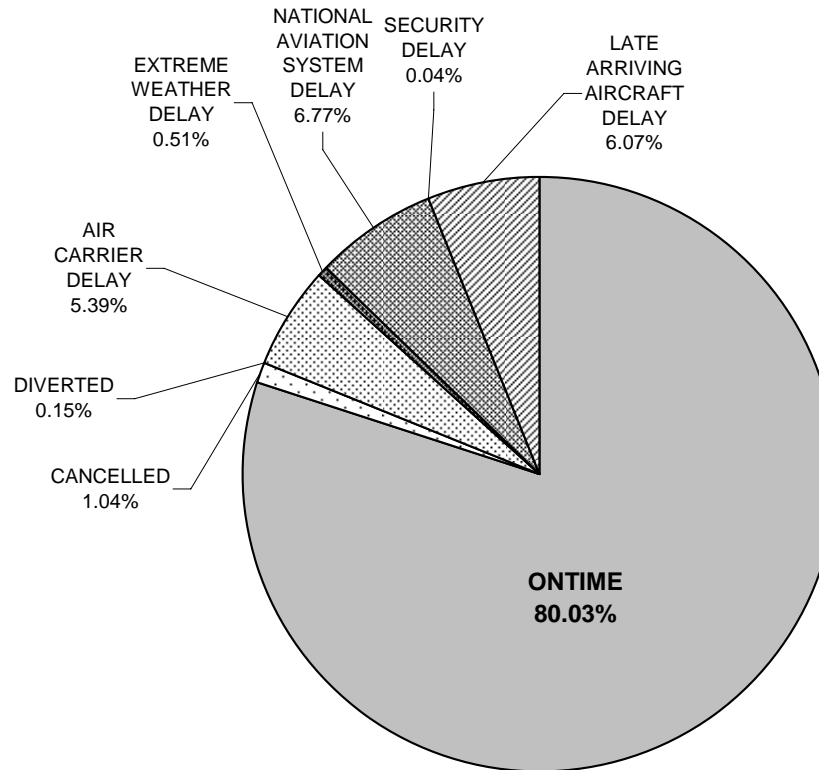
***Causes of Delay:**

- 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.

NOVEMBER 2007
 AIR TRAVEL CONSUMER REPORT
 TABLE 10. OVERALL CAUSES OF DELAY*



Causes of Delay:

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 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
HP**	America West 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
B6	JetBlue Airways
YV	Mesa Airlines
NW	Northwest Airlines
9E	Pinnacle Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US**	US Airways

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

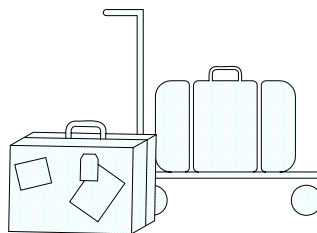
AQ	Aloha Airlines (eff. 04/06)
HA	Hawaiian Airlines (eff. 01/07)

* Revised January 2007, based on Bureau of Transportation Statistics' Technical Reporting Directive #14, issued October 2, 2006.

** Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US or US Airways data in this report.

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.



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

RANK	AIRLINE	NOVEMBER 2007			NOVEMBER 2006		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	JETBLUE AIRWAYS	5,102	1,728,882	2.95	7,151	1,648,717	4.34
2	NORTHWEST AIRLINES	10,557	3,529,047	2.99	18,095	3,783,591	4.78
3	AIRTRAN AIRWAYS	6,745	2,033,871	3.32	6,082	1,701,661	3.57
4	HAWAIIAN AIRLINES	2,086	594,544	3.51	1,790	534,369	3.35
5	CONTINENTAL AIRLINES	11,307	3,167,316	3.57	13,452	3,128,903	4.30
6	ALOHA AIRLINES	1,240	345,001	3.59	1,044	312,938	3.34
7	UNITED AIRLINES	16,927	4,555,410	3.72	28,896	4,757,928	6.07
8	FRONTIER AIRLINES	3,252	817,862	3.98	3,421	769,982	4.44
9	ALASKA AIRLINES	5,088	1,244,502	4.09	6,864	1,215,384	5.65
10	SOUTHWEST AIRLINES	38,581	8,456,161	4.56	44,900	8,220,987	5.46
11	AMERICAN AIRLINES	34,830	6,502,085	5.36	34,256	6,327,525	5.41
12	DELTA AIR LINES	27,749	5,124,783	5.41	35,927	5,344,375	6.72
13	US AIRWAYS	24,931	4,210,293	5.92	31,826	4,473,831	7.11
14	SKYWEST AIRLINES	10,867	1,797,620	6.05	14,842	1,618,751	9.17
15	MESA AIRLINES	6,538	1,053,810	6.20	10,204	1,114,104	9.16
16	EXPRESSJET AIRLINES	8,450	1,306,169	6.47	10,742	1,358,922	7.90
17	COMAIR	5,198	772,537	6.73	10,559	834,474	12.65
18	PINNACLE AIRLINES	6,180	818,726	7.55	*	*	*
19	ATLANTIC SOUTHEAST AIRLINES	7,731	1,011,462	7.64	14,499	919,396	15.77
20	AMERICAN EAGLE AIRLINES	13,946	1,508,899	9.24	18,954	1,512,933	12.53
TOTALS **		247,305	50,578,980	4.89	313,504	49,578,771	6.32

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 (Aloha and Hawaiian). 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. Reporting by Pinnacle Airlines is effective January 2007.

** ATA Airlines' ranking in this table ceased effective January 2007. Totals for November 2006 reflect the deletion of ATA's data for that month.

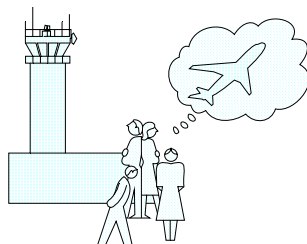
OVERSALES

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 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.



Office of Aviation Enforcement and Proceedings
U.S. Department of Transportation

**JULY-SEPTEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES***

RANK	AIRLINE	JULY - SEPTEMBER 2007				JULY - SEPTEMBER 2006			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	3	7	5,528,265	0.01	20	34	4,773,316	0.07
2	HAWAIIAN AIRLINES	41	3	1,879,970	0.02	588	0	1,604,739	0.00
3	AIRTRAN AIRWAYS	8,873	86	6,442,786	0.13	3,117	35	5,137,151	0.07
4	ALOHA AIRLINES	34	49	1,024,161	0.48	22	14	904,449	0.15
5	FRONTIER AIRLINES	1,148	164	2,842,192	0.58	583	47	2,635,897	0.18
6	AMERICAN AIRLINES	15,517	1,381	22,581,220	0.61	14,551	1,222	22,118,373	0.55
7	NORTHWEST AIRLINES	19,753	928	12,369,153	0.75	17,052	648	12,810,659	0.51
8	UNITED AIRLINES	23,109	1,226	16,278,945	0.75	15,438	659	16,391,356	0.40
9	AMERICAN EAGLE AIRLINES	265	51	639,514	0.80	247	66	635,900	1.04
10	ALASKA AIRLINES	4,918	382	4,566,785	0.84	4,233	423	4,380,456	0.97
11	US AIRWAYS	14,620	1,265	14,238,888	0.89	12,706	965	13,840,598	0.70
12	SOUTHWEST AIRLINES	29,744	3,138	27,242,613	1.15	23,812	1,525	24,880,646	0.61
13	CONTINENTAL AIRLINES	9,398	1,401	10,922,476	1.28	8,124	1,226	10,283,941	1.19
14	SKYWEST AIRLINES	5,281	337	2,120,292	1.59	2,895	153	1,530,085	1.00
15	MESA AIRLINES	1,068	92	500,221	1.84	3,657	171	1,594,847	1.07
16	DELTA AIR LINES	15,971	3,581	17,820,084	2.01	15,377	2,243	17,401,642	1.29
17	COMAIR	1,185	113	402,849	2.81	1,570	180	603,739	2.98
18	ATLANTIC SOUTHEAST AIRLINES	2,196	473	1,150,031	4.11	1,999	333	1,012,369	3.29
	TOTALS **	153,124	14,677	148,550,445	0.99	125,991	9,944	142,540,163	0.70

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. The entire fleet of ExpressJet Airlines and Pinnacle Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ATCR) consists of aircraft with 60 seats or less.

**ATA Airlines' ranking in this table ceased effective the 1st quarter 2007. Totals for the 3rd quarter 2006 reflect the deletion of ATA's data for that period.

Office of Aviation Enforcement and Proceedings
U.S. Department of Transportation

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2007				JANUARY - SEPTEMBER 2006			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	3	40	16,206,105	0.02	63	97	13,632,949	0.07
2	AIRTRAN AIRWAYS	23,335	302	17,845,917	0.17	12,917	145	15,033,987	0.10
3	HAWAIIAN AIRLINES	841	101	5,330,835	0.19	1,876	41	4,591,856	0.09
4	ALOHA AIRLINES	280	104	2,967,507	0.35	*	*	*	*
5	ALASKA AIRLINES	12,365	817	12,204,805	0.67	14,705	1,400	11,849,064	1.18
6	UNITED AIRLINES	74,259	3,511	48,060,762	0.73	54,669	2,355	47,787,857	0.49
7	AMERICAN AIRLINES	60,186	5,156	66,125,039	0.78	59,555	5,516	66,592,818	0.83
8	NORTHWEST AIRLINES	61,050	3,496	36,451,399	0.96	56,219	3,137	36,804,574	0.85
9	FRONTIER AIRLINES	3,554	773	7,978,011	0.97	1,922	337	7,407,100	0.45
10	AMERICAN EAGLE AIRLINES	915	213	1,856,387	1.15	1,309	260	1,777,930	1.46
11	SOUTHWEST AIRLINES	71,455	8,934	77,035,059	1.16	82,642	6,976	72,202,988	0.97
12	US AIRWAYS	58,562	5,229	41,961,111	1.25	52,702	4,605	41,460,615	1.11
13	MESA AIRLINES	9,434	617	4,217,097	1.46	11,766	916	5,237,886	1.75
14	CONTINENTAL AIRLINES	29,380	5,257	32,151,774	1.64	31,214	5,645	30,575,280	1.85
15	SKYWEST AIRLINES	16,417	1,152	5,983,462	1.93	10,701	470	4,229,370	1.11
16	DELTA AIR LINES	70,166	14,682	51,225,231	2.87	73,281	9,398	52,010,989	1.81
17	COMAIR	4,463	425	1,260,678	3.37	5,365	458	1,659,913	2.76
18	ATLANTIC SOUTHEAST AIRLINES	7,967	1,556	3,287,924	4.73	7,874	1,449	3,163,642	4.58
	TOTALS**	504,632	52,365	432,149,103	1.21	478,780	43,205	416,018,818	1.04

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. The entire fleet of ExpressJet Airlines and Pinnacle Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ACR) consists of aircraft with 60 seats or less. Aloha Airlines' ranking in this table is effective the 2nd quarter 2006 (voluntary flight delay and mishandled baggage reporting effective April 2006).

**ATA Airlines' ranking in this table ceased effective the 1st quarter 2007. Totals for the first three quarters 2006 reflect the deletion of ATA's data for that 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

	NOVEMBER 2007				NOVEMBER 2006			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	693	50	1	69	443	78	1	98
FOREIGN AIRLINES	93	3	0	6	126	3	0	6
TRAVEL AGENTS	8	0	0	0	13	0	0	0
TOUR OPERATORS	0	0	0	1	1	0	0	0
MISCELLANEOUS	14	8	0	11	6	4	0	22
INDUSTRY TOTALS	808	61	1	87	589	85	1	126

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	NOVEMBER 2007			NOVEMBER 2006		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	243		2	152	
CANCELLATIONS			95			54
DELAYS			72			24
MISCONNECTIONS			26			38
BAGGAGE	2	168		1	163	
RES/TKTG/BOARDING	3	129		3	68	
CUSTOMER SERVICE	4	78		4	49	
REFUNDS	5	75		5	44	
DISABILITY	6	39		6	34	
FARES	7	26		8	22	
OTHER	8	22		9	13	
FREQUENT FLYER			16			11
OVERSALES	9	21		7	32	
ADVERTISING	10	4		11	2	
DISCRIMINATION	11	3		10	9	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		808			589	

* 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*

NOVEMBER 2007

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-I NATION	ANI MALS	OTHER	TOTAL
AIR WISCONSIN	5	1	0	0	0	0	0	1	0	0	0	0	7
AIRTRAN AIRWAYS	2	0	1	1	0	5	3	0	0	0	0	0	12
ALASKA AIRLINES	0	0	2	0	1	1	1	0	1	0	0	0	6
ALLEGIAN T AIR	7	0	1	1	0	0	1	0	0	0	0	1	11
AMERICAN AIRLINES	31	0	14	2	6	28	6	4	0	0	0	1	92
AMERICAN EAGLE AIRLINES	1	1	2	0	0	4	1	3	0	0	0	0	12
ATA AIRLINES	5	0	2	0	0	1	0	0	0	0	0	0	8
ATLANTIC SOUTHEAST AIRLINES	6	1	0	0	0	0	0	2	0	0	0	0	9
CONTINENTAL AIRLINES	11	0	5	1	2	11	2	1	0	0	0	0	33
DELTA AIR LINES	21	4	11	1	9	21	6	4	0	0	0	1	78
EXECUTIVE AIRLINES	1	0	1	0	1	3	0	0	0	0	0	0	6
EXPRESSJET AIRLINES	8	0	1	0	0	0	1	0	0	0	0	0	10
FREEDOM AIRLINES	6	0	0	0	0	1	0	0	0	0	0	0	7
HAWAIIAN AIRLINES	2	0	1	0	1	4	0	1	0	0	0	0	9
HORIZON AIRLINES	4	0	0	0	0	0	1	0	0	0	0	0	5
JETBLUE AIRWAYS	0	0	2	0	1	0	3	2	0	0	0	0	8
NORTHWEST AIRLINES	11	2	10	2	5	4	6	1	0	0	0	1	42
PI NNACLE AIRLINES	2	1	1	0	0	1	1	1	0	0	0	0	7
SKYBUS AIRLINES	1	0	0	0	4	0	0	0	1	0	0	0	6
SKYWEST AIRLINES	5	1	0	0	0	0	1	1	0	0	0	0	8
SOUTHWEST AIRLINES	4	0	3	0	1	4	1	5	0	2	0	0	20
SPI RIT AIRLINES	12	2	15	2	9	14	2	0	1	0	0	1	58
TRANS STATES AIRLINES	4	0	0	0	0	1	0	0	0	0	0	0	5
UNI TED AIRLINES	27	0	10	5	8	17	8	5	0	0	0	8	88
US AIRWAYS	27	3	18	6	11	9	17	2	0	0	0	8	101
OTHER U. S. AIRLINES	18	2	6	0	1	9	7	2	0	0	0	0	45
TOTAL NOVEMBER 2007	221	18	106	21	60	138	68	35	3	2	0	21	693
% OF TOTAL COMPLAINTS	31.9	2.6	15.3	3.0	8.7	19.9	9.8	5.1	0.4	0.3	0	3	
TOTAL NOVEMBER 2006	133	25	44	17	27	103	45	28	2	6	1	12	443
% OF TOTAL COMPLAINTS	30.0	5.6	9.9	3.8	6.1	23.3	10.2	6.3	0.5	1.4	0.2	2.7	

* 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
NOVEMBER 2007

U. S. AIRLINES*	COMPS RECD IN NOV	INCI - DENTS IN NOV	PERCENT	INCI - DENTS IN OCT	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AIR WISCONSIN	7	4	57.1	2	28.6	1	14.3	0	0.0
AIRTRAN AIRWAYS	12	5	41.7	2	16.7	2	16.7	3	25.0
ALASKA AIRLINES	6	2	33.3	1	16.7	1	16.7	2	33.3
ALLEGANT AIR	11	6	54.5	0	0.0	4	36.4	1	9.1
AMERICAN AIRLINES	92	31	33.7	20	21.7	29	31.5	12	13.0
AMERICAN EAGLE AIRLINES	12	6	50.0	3	25.0	3	25.0	0	0.0
ATA AIRLINES	8	1	12.5	0	0.0	7	87.5	0	0.0
ATLANTIC SOUTHEAST AIRLINES	9	3	33.3	3	33.3	1	11.1	2	22.2
CONTINENTAL AIRLINES	33	13	39.4	6	18.2	10	30.3	4	12.1
DELTA AIRLINES	78	18	23.1	17	21.8	34	43.6	9	11.5
EXECUTIVE AIRLINES	6	1	16.7	3	50.0	2	33.3	0	0.0
EXPRESSJET AIRLINES	10	6	60.0	2	20.0	0	0.0	2	20.0
FREEDOM AIRLINES	7	3	42.9	1	14.3	1	14.3	2	28.6
HAWAIIAN AIRLINES	9	2	22.2	4	44.4	2	22.2	1	11.1
HORIZON AIRLINES	5	0	0.0	3	60.0	0	0.0	2	40.0
JETBLUE AIRWAYS	8	2	25.0	2	25.0	3	37.5	1	12.5
NORTHWEST AIRLINES	42	13	31.0	13	31.0	12	28.6	4	9.5
PINNACLE AIRLINES	7	5	71.4	0	0.0	1	14.3	1	14.3
SKYBUS AIRLINES	6	2	33.3	0	0.0	3	50.0	1	16.7
SKYWEST AIRLINES	8	5	62.5	1	12.5	1	12.5	1	12.5
SOUTHWEST AIRLINES	20	9	45.0	2	10.0	6	30.0	3	15.0
SPIRIT AIRLINES	58	17	29.3	7	12.1	27	46.6	7	12.1
TRANS STATES AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
UNITED AIRLINES	88	32	36.4	15	17.0	26	29.5	15	17.0
US AIRWAYS	101	36	35.6	20	19.8	32	31.7	13	12.9
OTHER U. S. AIRLINES	45	18	40.0	12	26.7	10	22.2	5	11.1
TOTALS	693	244	35.2	139	20.1	219	31.6	91	13.1
PREVIOUS YEAR'S TOTALS	443	125	28.2	120	27.1	118	26.6	80	18.1

** 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**
 NOVEMBER 2007

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROFLOT	1	0	1	0	0	0	2	1	0	0	0	1	6
ALITALIA AIRLINES	2	0	1	0	0	6	0	0	0	0	0	0	9
BRITISH AIRWAYS	1	0	0	0	1	3	0	0	0	0	0	0	5
MEXICANA	1	1	3	0	0	1	2	0	0	0	0	0	8
OTHER FOREIGN AIRLINES	15	2	10	2	8	20	3	3	1	1	0	0	65
TOTALS	20	3	15	2	9	30	7	4	1	1	0	1	93
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	3	2	3	0	0	0	0	0	0	0	8
TOTALS	0	0	3	2	3	0	0	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	2	0	5	1	3	0	3	0	0	0	0	0	14
TOTALS	2	0	5	1	3	0	3	0	0	0	0	0	14

* 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

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

RANK	AIRLINE	NOVEMBER 2007			NOVEMBER 2006		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>ALOHA AIRLINES</i>	0	328,025	0.00	0	293,170	0.00
2	<i>FRONTIER AIRLINES</i>	2	840,513	0.24	2	760,269	0.26
3	<i>SOUTHWEST AIRLINES</i>	20	8,281,755	0.24	17	8,071,639	0.21
4	<i>MESA AIRLINES</i>	3	1,016,878	0.30	3	1,105,813	0.27
5	<i>COMAIR</i>	3	787,867	0.38	8	850,063	0.94
6	<i>ALASKA AIRLINES</i>	6	1,394,292	0.43	4	1,360,851	0.29
7	<i>SKYWEST AIRLINES</i>	8	1,778,913	0.45	8	1,604,428	0.50
8	<i>JETBLUE AIRWAYS</i>	8	1,734,652	0.46	5	1,596,680	0.31
9	<i>AIRTRAN AIRWAYS</i>	12	1,977,217	0.61	12	1,655,746	0.72
10	<i>EXPRESSJET AIRLINES</i>	10	1,423,604	0.70	8	1,460,538	0.55
11	<i>AMERICAN EAGLE AIRLINES</i>	12	1,523,091	0.79	15	1,528,876	0.98
12	<i>PINNACLE AIRLINES</i>	7	832,787	0.84	*	*	*
13	<i>CONTINENTAL AIRLINES</i>	33	3,897,711	0.85	25	3,802,619	0.66
14	<i>ATLANTIC SOUTHEAST AIRLINES</i>	9	1,031,835	0.87	7	942,915	0.74
15	<i>NORTHWEST AIRLINES</i>	42	4,199,743	1.00	48	4,446,235	1.08
16	<i>AMERICAN AIRLINES</i>	92	7,984,035	1.15	67	7,697,959	0.87
17	<i>DELTA AIR LINES</i>	78	5,738,246	1.36	58	5,863,594	0.99
18	<i>HAWAIIAN AIRLINES</i>	9	592,441	1.52	8	530,159	1.51
19	<i>UNITED AIRLINES</i>	88	5,256,591	1.67	59	5,474,613	1.08
20	<i>US AIRWAYS</i>	101	4,476,535	2.26	48	4,736,599	1.01
	TOTAL **	543	55,096,731	0.99	402	53,782,766	0.75

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 (Aloha and Hawaiian). 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. Pinnacle Airlines' ranking in this table is effective January 2007.

** ATA Airlines' ranking in this table ceased effective January 2007. Totals for November 2006 reflect the deletion of ATA'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.

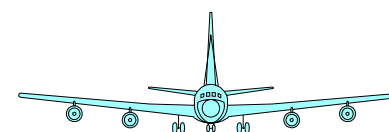
Disability: Civil rights complaints by air travelers with disabilities.

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 November 2007
as provided by the Transportation Security Administration^a**

The Transportation Security Administration screened approximately 58 million airline passengers and their 52.2 million checked bags during November 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 November.

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
435	.00075	46	.00008	67	.0001	625	.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
246	.0004	1285	.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 November.

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 the number of checked bags screened.

November 2007 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

Carrier	Death	Injury	Loss
Alaska Airlines		2	
Continental			1
Delta Air Lines	2		3
Total	2	2	4

In addition to the information reported above for incidents that occurred during the month of November:

- On December 19 American Airlines reported an incident that occurred on October 16, 2007, which American did not report at the time. That incident concerned an [injured dog](#).
- On December 19 Hawaiian Airlines reported an incident that occurred on October 30, 2007, which Hawaiian did not report at that time. That incident also concerned an [injured dog](#).