U.S. Department
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 Delays[1]	January 2008
	12 Months Ending January 2008
Mishandled Baggage[1]	January 2008
Oversales[1]	4th Quarter 2007
	January-December 2007
Consumer Complaints[2]	January 2008
(Includes Disability and Discrimination Complaints)	
Customer Service Reports to the Dept. of Homeland Security[3]	January 2008
Airline Animal Incident Reports[4]	January 2008

[1] Data collected by the Bureau of Transportation Statistics. Website: *http://www.bts.gov/*
[2] Data compiled by the Aviation Consumer Protection Division. Website: *http://airconsumer.ost.dot.gov/*
[3] Data provided by the Department of Homeland Security, Transportation Security Administration
[4] Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the eighteen (18) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the two (2)* 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) 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; 2 carriers (Aloha and Comair) record arrival times manually; and 4 carriers (Alaska, Atlantic Southeast, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 32 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 32 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

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

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

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

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

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

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

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

*Aloha Airlines and Pinnacle 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/	7	79.5	14	94.1
ALOHA AIRLINES S/V/	3	78.4	11	93.1
US AIRWAYS S/	30	79.1	82	79.5
DELTA AIR LINES S/	31	78.5	96	78.6
AIRTRAN AIRWAYS S/	24	77.2	54	78.0
SOUTHWEST AIRLINES S/	19	76.6	64	77.4
JETBLUE AIRWAYS S/	19	76.3	47	76.7
FRONTIER AIRLINES S/	22	76.3	44	76.4
CONTINENTAL AIRLINES S/	29	74.0	69	74.7
ALASKA AIRLINES S/	16	73.6	45	73.0
EXPRESSJET AIRLINES S/	28	69.4	124	72.8
NORTHWEST AIRLINES S/	30	72.6	100	72.4
COMAIR S/	23	72.8	87	72.3
ATLANTIC SOUTHEAST AIRLINES S/	14	71.5	128	70.9
PINNACLE AIRLINES S/V/	16	69.6	116	69.1
MESA AIRLINE S/	22	67.2	117	68.7
AMERICAN AIRLINES S/	30	65.9	79	66.4
AMERICAN EAGLE AIRLINES S/	18	65.8	113	65.9
SKYWEST AIRLINES S/	22	65.3	149	65.3
UNITED AIRLINES S/	31	62.1	83	62.1
TOTAL		71.7		72.4

➢ 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	1st QUARTER 01 – 03 2007		2nd QUARTER 04 - 06 2007		3rd QUARTER 07 – 09 2007		4th QUARTER 10 – 12 2007		NOV - 07		DEC - 07		JAN - 08		12 MONTHS ENDING JANUARY 2008		DATABASE T0 DATE SEP 1987- JANUARY 2008	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	76.5	6	79.7	5	75.0	10	76.0	6	81.1	8	67.2	7	78.0	5	76.7	6	(--)	(--)
ALASKA	72.0	9	75.4	9	69.4	19	73.0	13	78.0	13	71.1	6	73.0	10	72.6	12	75.5	8
ALOHA	92.0	2	90.2	2	94.7	1	92.1	2	91.6	2	93.0	1	93.1	2	92.4	2	(--)	(--)
AMERICAN	67.8	14	66.6	19	70.5	17	70.1	16	75.6	19	58.7	14	66.4	17	68.7	18	78.4	4
AMERICAN EAGLE	67.3	15	68.9	17	70.7	16	69.6	18	76.7	17	53.6	20	65.9	18	69.0	17	73.7	9
ATLANTIC SOUTHEAST	66.1	16	68.1	18	57.0	20	68.0	20	76.7	18	64.0	10	70.9	14	65.1	20	(--)	(--)
COMAIR	63.0	19	69.4	15	69.6	18	69.8	17	76.8	15	56.2	17	72.3	13	68.3	19	(--)	(--)
CONTINENTAL	73.0	8	72.2	12	77.3	8	74.9	9	78.0	12	66.4	8	74.7	9	74.4	9	78.4	3
DELTA	78.7	4	77.7	7	72.1	12	79.2	4	85.6	3	71.4	5	78.6	4	76.8	5	77.6	6
EXPRESSJET	70.6	10	72.7	11	77.9	6	73.5	11	76.8	16	63.7	11	72.8	11	73.9	10	(--)	(--)
FRONTIER	77.7	5	77.2	8	79.9	3	75.5	7	84.5	4	57.3	16	76.4	8	77.7	4	(--)	(--)
HAWAIIAN	92.5	1	93.6	1	94.0	2	93.0	1	92.4	1	92.0	2	94.1	1	93.5	1	(--)	(--)
JETBLUE	63.4	18	68.9	16	73.9	11	73.9	10	79.7	10	65.3	9	76.7	7	70.8	13	(--)	(--)
MESA	68.1	13	74.8	10	77.1	9	72.4	14	76.9	14	61.8	13	68.7	16	73.0	11	(--)	(--)
NORTHWEST	65.7	17	70.8	14	71.8	13	70.2	15	78.2	11	57.4	15	72.4	12	69.6	14	79.1	2
PINNACLE	73.3	7	81.2	3	77.3	7	73.3	12	84.1	6	54.6	19	69.1	15	75.6	8	(--)	(--)
SKYWEST	69.7	12	79.7	6	78.0	5	75.0	8	82.1	7	62.4	12	65.3	19	75.7	7	(--)	(--)
SOUTHWEST	80.7	3	80.6	4	79.5	4	79.7	3	84.5	5	72.5	4	77.4	6	79.7	3	82.0	1
UNITED	70.2	11	71.5	13	71.3	15	68.2	19	75.5	20	54.8	18	62.1	20	69.4	15	76.0	7
US AIRWAYS	62.4	20	64.3	20	71.7	14	76.9	5	80.6	9	74.5	3	79.5	3	69.3	16	78.1	5
Total	71.4		73.9		74.2		74.2		80.0		64.3		72.4		73.4		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.

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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 *															
	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	H/		91	72.5	59	71.2	98	60.2	207	73.4	112	84.8	H/		58	67.2
AA	711	69.8	1036	65.7	266	72.9	143	75.5	H/		859	71.2	612	64.1	13553	73.7
AQ	H/		H/		H/		H/		H/		H/		H/		H/	
AS	H/		62	83.9	H/		H/		H/		93	83.9	186	72.0	93	82.8
B6	H/		1631	82.0	H/		152	62.5	H/		H/		85	70.6	H/	
CO	323	74.3	474	73.8	142	78.2	H/		H/		370	78.4	332	81.9	288	68.4
DL	12282	81.9	1279	79.7	329	83.6	262	82.1	1629	83.5	907	82.1	339	78.2	364	76.4
EV	11097	71.5	26	84.6	H/		33	60.6	407	74.9	85	80.0	H/		2	100.0
F9	123	75.6	H/		H/		H/		H/		93	78.5	3826	79.3	169	80.5
FL	6823	79.3	535	82.4	1139	82.7	250	77.2	H/		218	85.3	95	80.0	214	67.3
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	62	41.9	834	78.7	155	54.8	483	59.6	480	67.1	887	82.0	H/		7676	74.5
NW	416	64.2	336	67.6	292	67.5	160	51.9	H/		494	68.2	355	65.6	151	66.2
OH	522	62.3	947	76.0	340	76.8	167	70.1	5486	77.0	475	73.9	2	0.0	88	54.5
OO	449	80.0	H/		85	81.2	59	81.4	165	63.6	H/		4008	74.1	163	59.5
UA	237	63.7	746	62.2	379	64.1	177	66.1	56	46.4	415	56.9	6349	71.3	365	60.5
US	295	84.7	1632	82.0	371	84.4	6456	79.9	H/		2088	86.5	298	85.9	534	82.4
WN	H/		H/		5072	83.1	H/		H/		H/		1683	76.8	H/	
XE	92	78.3	61	86.9	225	75.6	357	63.3	239	82.4	216	73.6	167	63.5	148	79.1
YV	292	60.6	36	47.2	35	77.1	1948	66.6	H/		H/		1145	80.5	8	62.5
TOTAL	33724	76.7	9726	76.5	8889	80.4	10745	74.7	8669	77.2	7312	78.8	19482	74.6	23874	73.7

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

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	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	4690	68.7	H/		31	83.9	40	70.0	84	69.0	H/		H/		H/	
AA	350	66.3	562	57.3	517	74.7	306	78.4	364	68.4	1070	68.4	632	59.2	2563	59.4
AQ	H/		H/		H/		H/		H/		H/		31	87.1	H/	
AS	H/		62	62.9	H/		H/		H/		H/		361	74.5	509	75.2
B6	H/		368	69.3	1137	73.4	636	81.4	H/		4551	77.1	285	80.0	H/	
CO	171	76.6	4739	69.8	486	76.1	9	66.7	7285	78.8	103	77.7	459	73.9	583	62.1
DL	86	72.1	325	73.8	884	77.3	262	83.6	143	79.0	1276	81.9	653	70.1	1114	60.4
EV	86	73.3	59	42.4	H/		11	54.5	5	100.0	H/		H/		H/	
F9	91	74.7	H/		55	83.6	H/		47	72.3	H/		211	77.3	187	61.5
FL	169	83.4	126	71.4	566	72.8	167	83.2	H/		H/		255	75.7	123	55.3
HA	H/		H/		H/		H/		H/		H/		62	77.4	79	89.9
MQ	205	66.8	115	73.9	H/		H/		H/		666	71.8	94	64.9	1389	80.6
NW	6844	78.1	375	62.9	211	64.5	205	80.0	199	69.8	154	61.0	409	60.1	492	51.2
OH	249	74.7	113	69.9	23	52.2	77	80.5	80	61.2	1521	69.1	H/		H/	
OO	38	57.9	140	56.4	H/		H/		155	83.2	H/		238	73.9	3921	71.1
UA	214	60.3	399	50.6	140	58.6	2166	71.6	192	55.7	445	61.6	946	60.9	2455	60.2
US	230	85.2	259	67.2	725	79.9	121	81.0	156	79.5	172	75.6	2895	77.5	787	71.9
WN	611	78.4	H/		1321	83.9	329	74.2	H/		H/		7241	74.9	3593	68.4
XE	179	72.6	4740	67.2	H/		302	76.2	6565	71.5	H/		40	85.0	1084	63.3
YV	168	58.3	88	71.6	H/		2161	65.0	193	66.3	81	49.4	480	80.0	85	74.1
TOTAL	14381	74.0	12470	67.2	6096	76.7	6792	72.3	15468	74.8	10039	74.0	15292	73.5	18964	66.5

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

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

	ARRIVAL AIRPORT *															
	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	199	64.3	H/		1	100.0	H/		2550	70.5	H/		H/		H/	
AA	1874	58.9	929	68.7	H/		3479	68.6	507	69.2	93	60.2	6169	51.5	120	76.7
AQ	H/		H/		H/		H/		H/		97	79.4	H/		H/	
AS	H/		93	84.9	H/		31	64.5	H/		442	78.3	124	61.3	1141	73.9
B6	245	62.0	1116	78.6	H/		H/		H/		313	74.4	202	55.0	31	96.8
CO	404	70.5	617	79.3	42	73.8	325	79.1	121	80.2	85	71.8	352	56.0	136	75.0
DL	1832	75.3	1090	82.1	H/		355	80.8	149	79.2	31	54.8	333	59.8	209	80.9
EV	53	52.8	H/		H/		H/		40	70.0	H/		H/		H/	
F9	88	70.5	100	73.0	150	76.7	H/		92	80.4	H/		H/		104	66.3
FL	492	62.0	1538	77.6	491	68.4	173	87.3	226	72.1	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		62	79.0
MQ	1558	69.5	H/		H/		547	69.1	H/		H/		7568	48.8	H/	
NW	547	53.9	550	58.5	199	64.8	186	68.3	6824	79.6	H/		620	54.7	141	67.4
OH	1153	67.4	27	81.5	31	38.7	91	75.8	116	67.2	H/		258	52.3	H/	
OO	H/		H/		H/		H/		217	66.8	213	64.8	4085	53.7	819	80.0
UA	619	55.6	631	62.8	H/		68	45.6	449	60.8	213	60.6	7328	61.4	531	58.9
US	1094	76.4	827	78.2	H/		293	72.7	284	88.4	170	70.6	633	60.3	235	75.7
WN	H/		3529	84.5	6738	76.7	H/		H/		4216	72.3	H/		1231	73.8
XE	53	50.9	16	87.5	46	71.7	H/		246	73.6	H/		199	47.7	137	59.1
YV	87	43.7	H/		H/		H/		4	75.0	61	86.9	2065	44.2	H/	
TOTAL	10298	66.4	11063	78.0	7698	75.7	5548	70.6	11825	76.1	5934	72.1	29936	53.5	4897	73.2

* 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	147	74.1	H/		H/		H/		H/		6	16.7	177	72.9	H/	
AA	472	67.4	520	64.0	519	60.1	429	67.6	976	44.3	213	53.5	1570	73.2	616	71.4
AQ	H/		H/		43	69.8	H/		H/		H/		H/		H/	
AS	H/		310	80.6	341	71.3	3753	74.3	430	54.4	H/		H/		H/	
B6	H/		62	83.9	151	80.1	62	85.5	154	46.8	190	77.4	H/		314	75.5
CO	148	76.4	350	74.0	277	68.2	308	70.5	372	47.8	71	66.2	H/		472	78.8
DL	328	83.8	425	74.1	359	64.1	397	78.3	372	54.6	2552	73.2	86	70.9	800	81.2
EV	25	76.0	H/		H/		H/		H/		H/		77	75.3	H/	
F9	62	79.0	151	67.5	196	70.9	104	73.1	130	51.5	197	64.5	93	71.0	37	81.1
FL	362	73.2	132	64.4	64	60.9	H/		38	44.7	H/		137	74.5	656	74.2
HA	H/		31	87.1	62	88.7	93	69.9	31	61.3	H/		H/		H/	
MQ	H/		H/		641	84.7	H/		147	42.2	H/		93	67.7	H/	
NW	351	70.9	327	61.5	126	55.6	389	72.8	282	42.6	93	65.6	212	76.9	331	66.5
OH	288	67.7	H/		H/		H/		H/		H/		155	74.2	3	33.3
OO	82	74.4	219	69.9	537	73.4	455	72.3	3439	46.6	6731	68.6	92	54.3	H/	
UA	455	60.4	453	60.7	699	56.2	732	59.4	3657	50.5	214	52.3	64	73.4	315	62.9
US	3572	78.1	5748	81.7	477	74.4	327	81.0	591	55.2	158	71.5	120	90.8	651	79.7
WN	1829	78.5	5934	76.7	3046	71.7	1397	78.5	793	53.6	1455	70.9	2167	80.8	2540	83.7
XE	5	40.0	195	66.2	485	74.8	93	58.1	148	52.7	411	68.9	238	71.8	1	100.0
YV	62	48.4	2836	80.6	8	50.0	H/		H/		73	71.2	50	68.0	H/	
TOTAL	8188	75.5	17693	77.5	8031	70.5	8539	73.4	11560	49.2	12364	69.3	5331	76.3	6736	78.4

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

JANUARY 2008

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	80.5	73.1	61.3	81.3	82.6	J/	95.0	78.9	83.3	68.1	77.4	79.7	90.3	73.1	91.1	84.2	92.3	85.3
700 - 759 AM	84.9	82.5	87.4	83.6	85.1	87.5	84.7	81.2	71.7	87.2	72.5	74.7	76.7	78.7	89.6	87.0	78.3	85.5
800 - 859 AM	78.7	81.6	85.2	76.4	79.2	81.8	81.5	78.7	79.1	90.1	89.6	85.3	75.3	82.8	88.3	81.6	73.3	91.9
900 - 959 AM	77.7	84.8	87.9	73.3	71.0	89.1	82.3	76.7	75.6	86.2	88.8	80.5	74.3	81.2	85.9	75.1	74.1	83.5
1000 - 1059 AM	82.7	80.7	86.4	79.7	83.0	83.7	78.6	75.8	78.4	88.4	87.0	78.0	74.6	77.1	77.3	68.7	70.6	82.4
1100 - 1159 AM	85.3	81.7	83.2	71.5	80.4	78.9	80.2	78.9	81.3	82.5	80.5	73.9	84.3	81.8	78.3	68.6	66.9	80.2
1200 - 1259 PM	82.4	84.0	90.7	75.2	77.2	79.4	76.8	76.6	77.4	83.4	77.4	77.7	82.7	84.9	75.9	67.5	69.9	81.1
100 - 159 PM	79.1	79.8	84.4	81.2	77.6	83.4	76.9	75.4	68.8	75.4	82.0	76.8	77.1	80.6	74.9	68.0	67.7	83.3
200 - 259 PM	76.9	81.5	83.0	76.0	80.6	84.2	74.5	76.0	74.6	55.7	77.0	79.7	78.0	79.4	71.8	66.0	71.7	77.0
300 - 359 PM	76.8	81.3	78.6	76.7	80.3	78.8	73.9	73.5	79.5	58.2	82.3	73.5	70.8	69.2	70.6	66.0	70.0	81.9
400 - 459 PM	78.4	76.9	79.6	75.8	77.2	79.1	73.5	70.9	75.1	56.0	75.4	68.0	75.3	74.5	69.1	63.4	66.2	76.9
500 - 559 PM	76.0	72.6	79.3	73.9	74.3	74.1	67.6	68.4	73.3	55.7	75.3	74.3	68.8	67.2	64.7	57.8	64.8	78.0
600 - 659 PM	74.0	73.1	82.2	68.5	75.4	75.6	68.1	72.3	70.6	56.0	79.4	70.3	68.0	72.0	69.6	61.7	66.9	75.2
700 - 759 PM	65.9	73.9	75.0	66.9	72.1	79.3	65.5	72.0	72.0	52.4	69.6	74.3	68.7	60.2	67.2	58.3	59.9	74.3
800 - 859 PM	67.1	71.1	80.0	72.4	71.4	73.7	67.1	69.1	68.0	52.8	73.9	64.0	66.4	67.9	66.8	61.9	58.2	73.8
900 - 959 PM	69.4	66.2	74.3	68.9	56.7	73.1	60.4	62.2	72.7	63.0	68.6	76.6	69.6	67.2	65.7	58.8	57.2	66.3
1000 - 1059 PM	70.5	69.7	69.3	75.8	71.1	67.5	66.5	58.4	67.6	71.3	63.4	77.0	71.2	69.7	71.6	55.0	55.5	72.6
1100 - 559 AM	76.7	70.2	67.3	64.2	68.7	71.8	72.4	71.1	69.5	66.6	70.3	63.8	85.1	78.2	64.0	67.0	59.5	70.8
TOTAL, ALL ARRIVALS, BY AIRPORT	76.7	76.5	80.4	74.7	77.2	78.8	74.6	73.7	74.0	67.2	76.7	72.3	74.8	74.0	73.5	66.5	66.4	78.0

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

JANUARY 2008

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	78.8	73.6	74.0	J/	77.0	60.0	86.9	83.9	93.3	68.1	82.1	J/	90.9	J/	80.1
700 - 759 AM	90.0	75.8	75.5	94.0	73.1	80.0	92.6	88.7	90.1	85.2	77.9	83.3	85.9	92.4	81.4
800 - 859 AM	88.9	81.2	76.4	93.0	69.8	88.3	79.3	87.8	84.5	84.4	78.9	74.6	92.3	89.6	79.9
900 - 959 AM	88.3	88.9	80.2	86.7	64.3	81.7	86.3	85.0	84.9	81.7	61.7	73.7	85.3	88.2	78.7
1000 - 1059 AM	79.4	83.4	80.3	84.7	63.6	83.4	86.0	75.3	76.1	83.9	43.9	75.2	86.8	84.5	77.0
1100 - 1159 AM	88.2	86.1	73.0	75.8	60.5	81.8	84.9	80.1	73.4	81.7	42.6	76.4	82.7	84.1	76.3
1200 - 1259 PM	85.3	71.8	75.8	70.4	59.2	73.0	80.9	82.7	67.5	78.1	41.1	65.5	79.5	83.4	74.9
100 - 159 PM	84.9	70.1	76.4	74.1	54.1	77.4	82.3	79.8	68.9	74.8	36.8	66.0	77.5	84.0	74.4
200 - 259 PM	77.2	69.8	76.0	70.8	53.0	65.3	79.1	78.5	74.5	73.7	43.2	69.0	75.4	78.9	72.1
300 - 359 PM	76.6	74.2	78.8	71.1	48.8	76.0	74.8	78.4	65.1	74.7	43.1	67.6	78.7	81.1	71.2
400 - 459 PM	75.2	64.9	77.9	63.9	47.3	72.5	69.3	75.0	69.7	69.0	45.3	67.7	68.5	76.7	70.0
500 - 559 PM	73.0	70.0	74.7	71.3	42.8	66.9	71.9	75.5	60.2	70.6	43.4	68.7	75.8	79.5	67.1
600 - 659 PM	71.2	66.4	69.0	66.4	40.5	65.2	68.7	75.0	71.2	68.0	42.3	67.9	69.8	76.4	67.7
700 - 759 PM	60.5	60.5	76.6	66.9	37.2	69.3	68.9	72.9	60.6	69.4	44.8	60.9	71.6	73.8	64.3
800 - 859 PM	59.9	54.3	77.4	61.0	34.9	67.4	72.3	74.1	66.4	69.1	42.9	65.9	66.8	70.8	64.5
900 - 959 PM	61.0	55.2	65.4	64.6	38.0	69.1	74.2	76.2	65.2	68.0	45.0	63.5	64.6	73.0	64.7
1000 - 1059 PM	61.3	65.7	72.0	63.0	46.8	64.1	72.0	67.7	58.9	62.0	45.1	62.3	70.5	66.7	65.1
1100 - 559 AM	67.4	56.0	75.3	67.1	66.8	69.4	68.2	68.9	73.2	70.2	63.0	59.2	68.1	66.4	69.1
TOTAL, ALL ARRIVALS, BY AIRPORT	**75.7**	**70.6**	**76.1**	**72.1**	**53.5**	**73.2**	**75.5**	**77.5**	**70.5**	**73.4**	**49.2**	**69.3**	**76.3**	**78.4**	**71.7**

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

JANUARY 2008

AIR TRAVEL CONSUMER REPORT

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

									DEPARTURE AIRPORT *									
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	88.7	90.0	94.1	95.3	92.3	94.8	92.4	89.9	88.4	90.8	94.2	92.6	90.9	89.1	92.7	91.9	90.3	95.5
700 - 759 AM	87.2	88.2	91.0	85.7	87.8	90.3	91.8	87.0	89.6	89.7	92.4	86.1	91.0	87.9	91.8	87.5	91.5	92.9
800 - 859 AM	83.9	86.2	86.6	90.5	82.4	90.8	84.2	82.8	82.7	87.3	91.9	80.7	82.6	86.2	86.1	87.8	85.9	87.8
900 - 959 AM	77.9	84.8	83.5	79.4	85.0	91.6	84.6	75.0	83.2	88.6	87.9	86.0	83.9	85.2	84.3	78.9	86.3	90.2
1000 - 1059 AM	75.4	82.4	85.8	76.5	81.4	87.3	78.5	74.0	76.9	83.0	89.0	76.8	80.7	84.3	76.5	68.7	82.3	88.1
1100 - 1159 AM	79.8	80.7	82.5	77.4	85.5	84.5	73.1	73.1	80.3	83.8	82.9	87.7	79.8	84.3	75.2	71.9	78.5	84.4
1200 - 1259 PM	83.2	79.9	80.2	68.0	81.4	79.6	72.7	74.1	79.2	84.0	78.1	73.5	85.4	82.9	74.5	70.8	76.6	79.5
100 - 159 PM	78.0	87.1	79.0	77.4	81.1	85.9	71.9	71.8	73.2	75.8	76.0	70.3	81.2	80.3	72.1	68.0	77.6	78.0
200 - 259 PM	73.7	77.0	82.7	73.8	83.8	84.7	71.9	70.0	70.4	71.6	76.4	68.1	78.3	76.1	69.4	63.3	76.3	76.0
300 - 359 PM	73.1	79.7	75.3	74.1	79.6	81.0	73.3	73.6	73.8	57.9	75.2	77.4	77.9	72.6	65.0	64.4	75.3	77.5
400 - 459 PM	74.9	74.5	73.0	72.8	73.8	82.6	67.6	68.9	67.5	58.6	78.1	62.1	82.0	73.5	69.8	68.2	74.8	76.7
500 - 559 PM	75.4	75.8	69.3	75.4	78.9	78.3	72.6	66.5	74.8	59.2	70.3	69.2	73.4	73.4	61.0	62.8	75.3	76.7
600 - 659 PM	69.6	72.3	77.0	68.3	58.0	76.2	69.5	67.2	70.3	54.0	72.0	65.2	72.0	72.6	66.9	63.6	68.9	71.6
700 - 759 PM	70.3	71.8	68.9	70.5	75.0	76.6	66.3	66.4	70.4	57.4	68.9	69.6	68.9	72.2	68.1	65.6	64.8	69.3
800 - 859 PM	68.7	74.2	70.7	71.1	75.6	81.5	67.5	71.5	59.5	54.0	68.1	63.1	64.1	67.2	57.6	61.6	67.5	73.3
900 - 959 PM	69.3	58.3	65.6	69.7	73.5	86.3	66.4	69.4	74.8	60.7	61.2	62.4	80.0	68.8	63.6	67.7	65.3	67.2
1000 - 1059 PM	79.3	J/	J/	76.9	J/	63.0	28.6	67.7	72.0	J/	50.0	65.9	75.5	80.2	76.0	77.8	J/	68.4
1100 - 559 AM	87.2	90.4	94.9	J/	J/	92.3	85.6	98.9	J/	90.2	93.5	100.0	93.8	87.4	74.9	69.7	100.0	79.2
TOTAL, ALL DEPARTURES, BY AIRPORT	75.9	80.8	80.2	76.6	79.5	84.7	74.8	73.3	76.2	73.3	80.4	74.1	79.2	78.9	74.2	72.6	78.4	80.9

* 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	88.5	89.2	89.5	95.0	77.8	95.5	92.7	96.1	89.6	91.7	86.6	91.8	93.8	95.8	90.6
700 - 759 AM	85.4	86.1	90.5	89.2	77.6	89.8	88.7	95.1	91.5	85.3	79.9	89.3	92.5	94.3	88.4
800 - 859 AM	80.6	84.9	84.5	89.8	74.2	89.5	87.3	91.4	82.9	85.0	80.4	82.3	88.9	93.9	84.7
900 - 959 AM	82.2	73.6	79.7	88.1	66.8	81.3	79.9	83.9	82.6	83.4	73.4	80.8	89.5	89.1	80.6
1000 - 1059 AM	80.6	80.9	80.5	81.1	62.5	82.7	83.1	79.9	79.5	75.2	60.2	79.6	83.1	88.7	77.5
1100 - 1159 AM	76.6	78.5	78.8	77.5	60.9	78.7	80.4	77.8	71.9	79.1	49.6	77.6	83.8	82.4	76.3
1200 - 1259 PM	74.1	77.0	73.9	74.2	58.6	87.7	83.9	77.5	70.7	75.8	47.7	74.7	77.2	85.4	75.2
100 - 159 PM	74.6	65.8	78.3	70.0	58.8	76.4	83.7	80.7	64.9	79.1	45.9	69.9	79.2	80.8	73.2
200 - 259 PM	71.0	63.8	75.2	66.9	47.3	77.2	75.2	77.6	70.9	70.3	39.1	70.8	73.4	80.4	70.8
300 - 359 PM	67.8	58.2	74.5	62.7	49.4	72.5	74.7	69.2	71.5	72.9	48.3	73.1	75.4	77.9	70.0
400 - 459 PM	68.9	76.2	73.9	66.3	44.3	77.1	68.5	74.7	63.8	73.0	46.1	63.8	63.8	75.5	68.5
500 - 559 PM	67.2	63.4	73.4	62.1	43.2	68.5	63.7	72.4	62.5	69.8	48.1	76.9	77.0	75.1	68.5
600 - 659 PM	59.4	64.5	73.7	68.7	38.6	73.0	70.1	71.3	68.3	66.2	47.0	67.5	71.3	77.1	66.0
700 - 759 PM	57.7	68.3	76.9	59.9	39.6	64.5	64.6	74.0	66.1	62.7	48.5	69.7	67.2	76.6	66.3
800 - 859 PM	44.0	66.1	62.5	54.8	35.5	75.8	76.6	68.9	70.0	73.1	52.9	74.5	58.0	71.3	64.1
900 - 959 PM	44.0	57.6	78.9	63.2	40.5	71.4	67.2	71.2	64.9	67.7	54.5	78.2	68.1	63.5	67.9
1000 - 1059 PM	73.5	52.7	74.4	74.6	49.2	80.3	J/	82.6	85.5	82.0	61.7	80.0	J/	76.5	74.7
1100 - 559 AM	90.3	J/	91.8	76.9	82.5	87.6	86.2	87.6	J/	78.6	63.3	81.8	J/	76.5	80.2
TOTAL, ALL DEPARTURES, BY AIRPORT	**71.1**	**71.4**	**78.4**	**74.6**	**55.0**	**81.5**	**78.0**	**79.0**	**74.9**	**77.5**	**58.7**	**76.0**	**79.3**	**82.9**	**74.5**

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

JANUARY 2008

AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS I/ 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
YV	7173	DSM-ORD	1637	17	94.12	114	99
UA	334	ORD-CMH	1900	28	92.86	59	49
OO	6360	SLC-SFO	1920	25	92.00	90	67
YV	7177	ORD-DSM	1900	22	90.91	69	33
YV	7297	ORD-ABE	1638	27	88.89	87	48
AA	889	ORD-LAX	1815	31	87.10	72	72
OO	6380	SFO-BOI	1253	31	87.10	62	47
YV	7190	AVP-ORD	1713	22	86.36	83	56
XE	1223	EWR-ORD	1845	28	85.71	91	92
YV	7350	CAE-ORD	1755	28	85.71	90	72
OO	4068	SFO-SLC	1245	28	85.71	81	62
OO	2548	MKE-MSN	2145	27	85.19	41	28
OO	4005	PHX-SLC	1853	20	85.00	41	23
AA	1497	EWR-ORD	2020	25	84.00	61	41
AA	1750	ORD-MCO	1955	31	83.87	79	55
AA	463	DFW-SFO	1850	31	83.87	43	30
UA	139	ORD-SFO	945	31	83.87	35	30
OO	4123	SLC-SFO	1930	18	83.33	89	50
OO	4125	STL-SLC	1400	29	82.76	51	24
UA	655	EWR-ORD	1839	28	82.14	65	60
UA	651	EWR-ORD	1723	22	81.82	73	65
MQ	4096	ORD-MKE	1855	27	81.48	72	57
AA	564	FLL-ORD	1710	31	80.65	95	58
AA	1228	TUS-ORD	1305	31	80.65	87	69
YV	7333	TVC-ORD	1543	25	80.00	84	44

* 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 I/ 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
YV	7212	GSO-ORD	1715	25	80.00	78	49
UA	249	SFO-LAX	1900	25	80.00	73	79
UA	828	ORD-BOS	2045	25	80.00	70	48
UA	416	SLC-DEN	1633	25	80.00	65	55
YV	7212	ORD-GSO	1400	25	80.00	62	42
UA	1204	ORD-PIT	1850	25	80.00	54	52
YV	7171	ABE-ORD	740	20	80.00	43	27
OO	1989	CVG-DFW	1635	25	80.00	30	22

* 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
MESA	732	28	3.8
UNITED	1,229	46	3.7
SKYWEST	1,622	58	3.6
AMERICAN	1,736	62	3.6
AMERICAN EAGLE	1,442	36	2.5
EXPRESSJET	1,194	11	0.9
NORTHWEST	1,000	6	0.6
CONTINENTAL	865	4	0.5
COMAIR	662	3	0.5
ATLANTIC SOUTHEAST	787	3	0.4
SOUTHWEST	3,006	9	0.3
ALASKA	412	1	0.2
DELTA	1,313	1	0.1
US AIRWAYS	1,325	0	0.0
PINNACLE	743	0	0.0
AIRTRAN	664	0	0.0
JETBLUE	532	0	0.0
FRONTIER	248	0	0.0
HAWAIIAN	149	0	0.0
ALOHA	128	0	0.0
TOTAL	19,789	268	1.4

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		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	73.3	81.7	240	240	CASPER WY (CPR)	85.4	85.7	301	301
ADAK ISLAND AK (ADK)	55.6	44.4	9	9	CEDAR CITY UT (CDC)	67.3	79.2	49	48
AGUADILLA PR (BQN)	76.6	91.1	124	124	CEDAR RAPIDS/IOWA CITY IA (CID)	62.1	64.8	783	782
AKRON/CANTON OH (CAK)	74.1	80.2	745	744	CHAMPAIGN/URBANA IL (CMI)	49.2	54.7	244	243
ALBANY GA (ABY)	64.7	71.6	102	102	CHARLESTON SC (CHS)	70.8	75.2	1,132	1,131
ALBANY NY (ALB)	72.7	78.7	1,223	1,225	CHARLESTON/DUNBAR WV (CRW)	75.2	76.7	258	258
ALBUQUERQUE NM (ABQ)	78.8	81.8	3,446	3,447	CHARLOTTE AMALIE VI (STT)	73.1	81.0	312	311
ALEXANDRIA LA (AEX)	70.9	76.1	206	205	CHARLOTTE NC (CLT)	74.7	76.6	10,745	10,752
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	64.4	74.8	416	413	CHARLOTTESVILLE VA (CHO)	74.0	78.4	73	74
AMARILLO TX (AMA)	77.8	83.3	627	628	CHATTANOOGA TN (CHA)	68.8	80.4	378	377
ANCHORAGE AK (ANC)	70.3	78.9	1,335	1,338	CHICAGO IL (MDW)	75.7	71.1	7,698	7,702
APPLETON WI (ATW)	60.9	62.6	422	423	CHICAGO IL (ORD)	53.5	55.0	29,936	29,936
ASHEVILLE NC (AVL)	75.8	75.4	260	260	CHICO CA (CIC)	55.3	61.4	114	114
ASPEN CO (ASE)	56.4	50.0	711	736	CHRISTIANSTED VI (STX)	82.5	70.0	40	40
ATLANTA GA (ATL)	76.7	75.9	33,724	33,747	CLEVELAND OH (CLE)	74.4	79.4	5,262	5,265
ATLANTIC CITY NJ (ACY)	77.4	87.1	31	31	CODY WY (COD)	79.6	91.4	93	93
AUGUSTA GA (AGS)	67.5	75.7	203	202	COLLEGE STATION/BRYAN TX (CLL)	74.0	83.4	150	151
AUSTIN TX (AUS)	75.2	82.8	4,364	4,361	COLORADO SPRINGS CO (COS)	73.2	84.2	1,447	1,445
BAKERSFIELD CA (BFL)	68.7	77.4	402	403	COLUMBIA SC (CAE)	63.3	73.0	921	921
BALTIMORE MD (BWI)	80.4	80.2	8,889	8,883	COLUMBUS GA (CSG)	71.6	75.9	116	116
BANGOR ME (BGR)	72.0	67.3	207	208	COLUMBUS MS (GTR)	71.6	74.1	81	81
BARROW AK (BRW)	69.4	64.5	62	62	COLUMBUS OH (CMH)	74.0	80.2	3,159	3,163
BATON ROUGE LA (BTR)	72.9	79.1	756	755	CORDOVA AK (CDV)	58.1	62.9	62	62
BEAUMONT/PORT ARTHUR TX (BPT)	82.1	97.4	39	39	CORPUS CHRISTI TX (CRP)	75.2	81.7	359	361
BELLINGHAM WA (BLI)	87.1	96.7	31	30	COVINGTON KY (CVG)	77.2	79.5	8,669	8,659
BEND/REDMOND OR (RDM)	71.6	72.1	299	297	CRESCENT CITY CA (CEC)	52.8	42.0	89	88
BETHEL AK (BET)	72.7	68.2	88	88	DALLAS TX (DAL)	81.6	79.9	4,717	4,717
BILLINGS MT (BIL)	72.9	85.0	361	359	DALLAS/FT.WORTH TX (DFW)	73.7	73.3	23,874	23,861
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	61.3	75.8	62	62	DAYTON OH (DAY)	75.1	82.5	1,229	1,228
BIRMINGHAM AL (BHM)	78.5	80.6	2,043	2,047	DAYTONA BEACH FL (DAB)	83.3	86.7	270	270
BISMARCK/MANDAN ND (BIS)	77.4	80.1	221	221	DEADHORSE AK (SCC)	72.6	74.2	62	62
BLOOMINGTON IL (BMI)	64.6	69.7	446	445	DENVER CO (DEN)	74.6	74.8	19,482	19,477
BOISE ID (BOI)	70.1	74.3	1,514	1,520	DES MOINES IA (DSM)	63.0	70.3	1,352	1,352
BOSTON MA (BOS)	76.5	80.8	9,726	9,717	DETROIT MI (DTW)	74.0	76.2	14,381	14,373
BOZEMAN MT (BZN)	62.6	73.5	444	449	DOTHAN AL (DHN)	72.6	80.3	117	117
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	68.6	79.8	175	173	DUBUQUE IA (DBQ)	52.5	62.5	120	120
BROWNSVILLE TX (BRO)	57.0	67.0	107	106	DULUTH MN (DLH)	76.1	79.1	201	201
BRUNSWICK GA (BQK)	77.0	83.6	61	61	DURANGO CO (DRO)	73.2	76.4	317	318
BUFFALO NY (BUF)	72.6	74.7	2,049	2,051	EAGLE CO (EGE)	68.1	71.9	514	516
BURBANK CA (BUR)	71.4	72.8	2,798	2,797	EL CENTRO CA (IPL)	81.9	83.8	116	117
BURLINGTON VT (BTV)	73.2	76.2	582	581	EL PASO TX (ELP)	77.4	82.9	1,818	1,818
BUTTE MT (BTM)	80.6	88.7	62	62	ELKO NV (EKO)	64.9	76.5	148	149
CARLSBAD CA (CLD)	79.9	83.0	229	229	ELMIRA/CORNING NY (ELM)	67.3	74.3	113	113

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
ERIE PA (ERI)	58.7	65.1	109	109	JACKSON/VICKSBURG MS (JAN)	73.0	81.2	1,135	1,134
EUGENE OR (EUG)	62.5	71.2	554	552	JACKSONVILLE FL (JAX)	76.5	82.5	2,929	2,929
EUREKA/ARCATA CA (ACV)	51.2	53.8	299	301	JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	68.3	70.7	82	82
EVANSVILLE IN (EVV)	62.8	71.1	500	499	JUNEAU AK (JNU)	66.7	63.4	309	309
FAIRBANKS AK (FAI)	75.2	82.6	403	403	KAHULUI HI (OGG)	91.5	92.3	2,078	2,079
FARGO ND (FAR)	70.6	72.6	402	402	KALAMAZOO MI (AZO)	56.3	61.3	359	359
FAYETTEVILLE AR (XNA)	68.0	73.2	1,198	1,199	KALISPELL MT (FCA)	72.1	79.6	215	216
FAYETTEVILLE NC (FAY)	69.8	72.5	172	171	KANSAS CITY MO (MCI)	73.5	79.5	5,579	5,577
FLAGSTAFF AZ (FLG)	79.1	78.4	148	148	KETCHIKAN AK (KTN)	71.0	73.7	186	186
FLINT MI (FNT)	71.4	78.9	794	792	KEY WEST FL (EYW)	60.9	68.5	92	92
FLORENCE SC (FLO)	72.7	69.1	55	55	KILLEEN TX (GRK)	71.7	76.5	360	361
FORT LAUDERDALE FL (FLL)	76.7	80.4	6,096	6,100	KNOXVILLE TN (TYS)	71.6	78.8	1,019	1,022
FORT SMITH AR (FSM)	76.6	79.6	239	240	KODIAK AK (ADQ)	74.2	71.0	62	62
FORT WAYNE IN (FWA)	61.0	67.4	528	527	KONA HI (KOA)	91.0	92.6	1,315	1,316
FRESNO CA (FAT)	73.1	79.2	1,273	1,266	KOTZEBUE AK (OTZ)	73.9	75.0	92	92
FT. MYERS FL (RSW)	78.3	84.3	2,603	2,608	LA CROSSE WI (LSE)	54.0	61.7	161	162
GAINESVILLE FL (GNV)	72.5	81.9	171	171	LAFAYETTE LA (LFT)	75.7	81.9	453	452
GRAND FORKS ND (GFK)	71.7	76.7	120	120	LAKE CHARLES LA (LCH)	71.1	88.5	97	96
GRAND JUNCTION CO (GJT)	70.3	79.6	390	372	LANSING MI (LAN)	59.3	68.0	369	369
GRAND RAPIDS MI (GRR)	66.7	74.6	1,276	1,274	LAREDO TX (LRD)	71.2	78.1	170	169
GREAT FALLS MT (GTF)	77.8	86.2	216	217	LAS VEGAS NV (LAS)	73.5	74.2	15,292	15,292
GREEN BAY/CLINTONVILLE WI (GRB)	58.1	64.9	678	675	LAWTON/FORT SILL OK (LAW)	69.1	77.5	178	178
GREENSBORO/HIGH POINT NC (GSO)	67.9	73.3	1,083	1,085	LEWISTON ID (LWS)	80.8	88.5	52	52
GREENVILLE/SPARTANBURG SC (GSP)	66.8	73.5	998	998	LEXINGTON KY (LEX)	70.2	79.3	752	749
GULFPORT/BILOXI MS (GPT)	75.3	81.3	733	731	LIHUE HI (LIH)	94.5	96.1	1,372	1,371
GUNNISON CO (GUC)	54.7	59.1	95	93	LINCOLN NE (LNK)	66.3	73.7	270	270
HANCOCK/HOUGHTON MI (CMX)	48.4	58.1	31	31	LITTLE ROCK AR (LIT)	72.5	76.9	1,368	1,365
HARLINGEN/SAN BENITO TX (HRL)	75.3	79.5	409	409	LONG BEACH CA (LGB)	75.5	80.5	1,240	1,244
HARRISBURG PA (MDT)	64.9	74.6	661	662	LONGVIEW/KILGOR/GLADWATR TX (GGG)	69.9	78.5	93	93
HARTFORD CT (BDL)	74.2	80.5	2,729	2,729	LOS ANGELES CA (LAX)	66.5	72.6	18,964	18,945
HELENA MT (HLN)	72.3	83.7	137	135	LOUISVILLE KY (SDF)	74.2	78.8	2,027	2,028
HILO HI (ITO)	95.7	96.8	786	786	LUBBOCK TX (LBB)	78.5	82.3	716	717
HILTON HEAD SC (HHH)	64.2	76.1	67	67	LYNCHBURG VA (LYH)	66.1	78.6	56	56
HONOLULU HI (HNL)	90.1	94.2	5,659	5,660	MACON GA (MCN)	70.0	72.9	70	70
HOUSTON TX (HOU)	79.2	76.9	4,726	4,723	MADISON WI (MSN)	59.0	66.9	1,099	1,102
HOUSTON TX (IAH)	74.8	79.2	15,468	15,475	MANCHESTER NH (MHT)	74.5	77.9	1,621	1,622
HUNTSVILLE AL (HSV)	71.8	79.8	902	901	MARQUETTE MI (MQT)	30.6	44.7	85	85
IDAHO FALLS ID (IDA)	65.2	73.8	310	301	MEDFORD OR (MFR)	64.3	73.0	471	474
INDIANAPOLIS IN (IND)	73.2	82.2	3,582	3,580	MELBOURNE FL (MLB)	77.7	84.6	175	175
INDIO/PALM SPRINGS CA (PSP)	67.1	74.2	1,187	1,189	MEMPHIS TN (MEM)	72.3	76.0	7,054	7,050
INYOKERN CA (IYK)	78.0	79.3	82	82	MERIDIAN MS (MEI)	77.4	79.2	53	53
ISLIP NY (ISP)	78.2	81.5	911	912	MIAMI FL (MIA)	70.6	71.4	5,548	5,545
JACKSON WY (JAC)	54.8	50.0	290	292	MIDLAND/ODESSA TX (MAF)	73.6	80.6	591	589

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
MILWAUKEE WI (MKE)	67.2	73.9	2,832	2,843	PROVIDENCE RI (PVD)	77.3	80.3	1,980	1,983
MINNEAPOLIS/ST. PAUL MN (MSP)	76.1	78.4	11,825	11,810	RALEIGH/DURHAM NC (RDU)	77.1	82.3	5,315	5,314
MINOT ND (MOT)	81.7	96.8	93	93	RAPID CITY SD (RAP)	79.8	86.1	337	338
MISSION/MCALLEN/EDINBURG TX (MFE)	72.9	83.0	351	353	REDDING CA (RDD)	51.3	61.8	154	152
MISSOULA MT (MSO)	70.4	86.9	301	298	RENO NV (RNO)	67.6	71.1	2,318	2,322
MOBILE AL (MOB)	73.2	77.9	544	544	RHINELANDER WI (RHI)	61.3	67.7	31	31
MODESTO CA (MOD)	60.4	64.1	260	259	RICHMOND VA (RIC)	74.5	80.2	1,686	1,687
MOLINE IL (MLI)	68.7	73.3	777	778	ROANOKE VA (ROA)	68.8	74.3	292	292
MONROE LA (MLU)	73.7	81.4	236	236	ROCHESTER MN (RST)	55.2	59.8	355	356
MONTEREY CA (MRY)	68.1	71.3	709	705	ROCHESTER NY (ROC)	72.2	78.0	1,352	1,353
MONTGOMERY AL (MGM)	79.6	81.8	324	324	ROCKFORD IL (RFD)	70.0	91.4	60	58
MONTROSE/DELTA CO (MTJ)	74.6	78.0	279	277	ROSWELL NM (ROW)	82.3	90.3	62	62
MYRTLE BEACH SC (MYR)	80.3	81.7	360	360	SACRAMENTO CA (SMF)	72.1	75.6	4,767	4,774
NASHVILLE TN (BNA)	75.7	79.2	4,932	4,935	SAGINAW/BAY CITY/MIDLAND MI (MBS)	56.6	68.6	228	229
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	79.0	85.2	62	61	SALEM OR (SLE)	43.4	77.8	53	54
NEW ORLEANS LA (MSY)	77.3	81.6	3,453	3,453	SALT LAKE CITY UT (SLC)	69.3	76.0	12,364	12,401
NEW YORK NY (JFK)	74.0	78.9	10,039	10,023	SAN ANGELO TX (SJT)	75.2	80.8	125	125
NEW YORK NY (LGA)	66.4	78.4	10,298	10,300	SAN ANTONIO TX (SAT)	74.6	83.5	3,921	3,920
NEWARK NJ (EWR)	67.2	73.3	12,470	12,467	SAN DIEGO CA (SAN)	70.5	74.9	8,031	8,043
NEWBURGH/POUGHKEEPSIE NY (SWF)	72.6	78.9	452	450	SAN FRANCISCO CA (SFO)	49.2	58.7	11,560	11,573
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	79.1	88.4	483	481	SAN JOSE CA (SJC)	71.4	76.1	4,977	4,976
NOME AK (OME)	66.3	67.4	92	92	SAN JUAN PR (SJU)	70.4	76.9	1,991	1,997
NORFOLK VA (ORF)	70.5	79.4	1,506	1,503	SAN LUIS OBISPO/PASO ROBLS CA (SBP)	72.4	76.9	548	550
OAKLAND CA (OAK)	72.1	74.6	5,934	5,932	SANTA ANA CA (SNA)	72.8	77.2	4,277	4,273
OKLAHOMA CITY OK (OKC)	71.5	79.9	2,275	2,272	SANTA BARBARA CA (SBA)	70.6	74.1	1,110	1,109
OMAHA NE (OMA)	70.1	78.1	2,282	2,278	SANTA MARIA CA (SMX)	75.2	81.9	149	149
ONTARIO/SAN BERNARDINO CA (ONT)	73.9	78.0	3,563	3,558	SARASOTA/BRADENTON FL (SRQ)	77.3	83.6	674	675
ORLANDO FL (MCO)	78.0	80.9	11,063	11,070	SAVANNAH GA (SAV)	70.1	78.9	996	998
OXNARD/VENTURA CA (OXR)	79.6	92.0	113	113	SCRANTON/WILKES-BARRE PA (AVP)	60.8	67.8	212	211
PALMDALE CA (PMD)	63.8	61.4	58	57	SEATTLE WA (SEA)	73.4	77.5	8,539	8,543
PANAMA CITY FL (PFN)	72.2	84.2	273	273	SHREVEPORT LA (SHV)	66.8	76.0	690	688
PASCO/KENNEWICK/RICHLAND WA (PSC)	74.0	84.4	231	231	SIOUX CITY IA (SUX)	59.5	63.2	37	38
PELLSTON MI (PLN)	48.0	50.0	25	24	SIOUX FALLS SD (FSD)	67.7	71.3	504	506
PENSACOLA FL (PNS)	70.5	76.9	777	778	SITKA AK (SIT)	60.2	72.8	93	92
PEORIA IL (PIA)	55.6	66.0	502	500	SOUTH BEND IN (SBN)	55.6	55.0	437	436
PETERSBURG AK (PSG)	62.9	59.7	62	62	SPOKANE WA (GEG)	71.1	75.7	1,369	1,373
PHILADELPHIA PA (PHL)	75.5	78.0	8,188	8,191	SPRINGFIELD IL (SPI)	49.0	54.0	151	150
PHOENIX AZ (PHX)	77.5	79.0	17,693	17,695	SPRINGFIELD MO (SGF)	67.5	72.5	904	903
PITTSBURGH PA (PIT)	75.9	80.2	3,846	3,844	ST. GEORGE UT (SGU)	78.3	87.3	309	308
POCATELLO ID (PIH)	64.0	83.1	161	154	ST. LOUIS MO (STL)	76.3	79.3	5,331	5,330
PONCE PR (PSE)	87.2	90.0	109	110	STATE COLLEGE PA (SCE)	59.7	79.0	62	62
PORTLAND ME (PWM)	73.1	74.5	595	595	STEAMBOAT SPRINGS/HAYDEN CO (HDN)	66.3	68.5	421	429
PORTLAND OR (PDX)	73.2	81.5	4,897	4,898	SUN VALLEY/HAILEY/KETCHUM ID (SUN)	61.8	68.9	217	222

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SYRACUSE NY (SYR)	70.7	74.5	1,049	1,048
TALLAHASSEE FL (TLH)	73.9	79.3	272	271
TAMPA FL (TPA)	78.4	82.9	6,736	6,748
TELLURIDE CO (TEX)	63.0	53.7	54	54
TEXARKANA AR (TXK)	66.9	74.2	124	124
TOLEDO OH (TOL)	55.3	63.8	152	152
TRAVERSE CITY MI (TVC)	53.6	63.2	306	307
TUCSON AZ (TUS)	73.3	82.6	2,549	2,545
TULSA OK (TUL)	72.5	81.0	2,043	2,041
TUPELO MS (TUP)	100.0	100.0	9	10
TWIN FALLS ID (TWF)	59.2	67.1	267	249
TYLER TX (TYR)	71.4	78.1	154	155
VALDOSTA GA (VLD)	75.6	85.4	82	82
VALPARAISO FL (VPS)	74.3	83.7	572	571
WACO TX (ACT)	67.0	76.6	209	209
WASHINGTON DC (DCA)	78.8	84.7	7,312	7,304
WASHINGTON DC (IAD)	72.3	74.1	6,792	6,786
WATERLOO IA (ALO)	59.3	59.3	27	27
WAUSAU/MARSHFIELD WI (CWA)	44.2	50.8	120	120
WEST PALM BEACH/PALM BEACH FL (PBI)	76.8	81.2	2,766	2,767
WHITE PLAINS NY (HPN)	68.9	72.4	879	879
WICHITA FALLS TX (SPS)	62.5	75.6	208	209
WICHITA KS (ICT)	68.6	75.2	1,273	1,273
WILMINGTON NC (ILM)	69.4	79.6	219	221
WRANGELL AK (WRG)	66.1	64.5	62	62
YAKIMA WA (YKM)	59.4	93.9	32	33
YAKUTAT AK (YAK)	51.6	66.1	62	62
YUMA AZ (YUM)	77.7	82.6	381	380

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**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	22	11,964	778	6.5	117	22,161	1,440	6.5
AMERICAN EAGLE	18	23,588	1,289	5.5	113	43,454	2,447	5.6
SKYWEST	22	26,333	1,242	4.7	147	48,992	2,564	5.2
PINNACLE	16	8,549	430	5.0	116	22,531	1,118	5.0
ATLANTIC SOUTHEAST	14	12,008	560	4.7	129	23,115	1,128	4.9
UNITED	31	32,107	1,292	4.0	83	38,026	1,481	3.9
AMERICAN	30	42,023	1,418	3.4	79	52,410	1,657	3.2
DELTA	31	31,456	979	3.1	96	38,256	1,199	3.1
ALASKA	16	8,029	183	2.3	45	12,729	355	2.8
COMAIR	23	12,208	326	2.7	90	18,644	501	2.7
EXPRESSJET	28	16,691	333	2.0	124	35,058	603	1.7
US AIRWAYS	30	32,207	554	1.7	82	39,226	666	1.7
JETBLUE	19	11,679	143	1.2	47	16,447	211	1.3
AIRTRAN	24	14,993	178	1.2	54	20,519	238	1.2
SOUTHWEST	19	54,735	700	1.3	64	101,396	1,138	1.1
NORTHWEST	30	22,257	207	0.9	100	30,908	279	0.9
HAWAIIAN	7	420	1	0.2	14	4,679	36	0.8
CONTINENTAL	29	19,853	169	0.9	69	25,177	193	0.8
ALOHA	3	171	1	0.6	11	4,028	25	0.6
FRONTIER	22	6,307	13	0.2	44	7,692	14	0.2
Total		387,578	10,796	2.8	Total	605,448	17,293	2.9

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

JANUARY 2008
AIR TRAVEL CONSUMER REPORT
TABLE 9. CAUSES OF DELAY*, BY CARRIER*

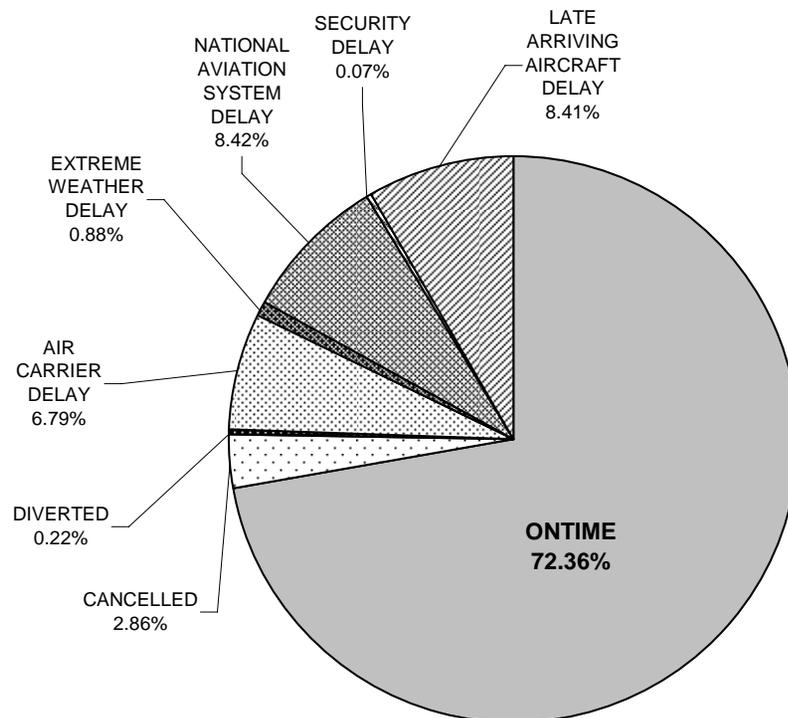| CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	22531	15561	69.06%	1118	4.96%	89	0.40%	1860	8.25%	172	0.76%	1815	8.05%	2	0.01%	1915	8.50%
AA	52410	34793	66.39%	1657	3.16%	113	0.22%	4034	7.70%	607	1.16%	6215	11.86%	18	0.04%	4972	9.49%
AQ	4028	3752	93.15%	25	0.62%	3	0.07%	143	3.55%	6	0.15%	12	0.30%	3	0.07%	84	2.08%
AS	12729	9292	73.00%	355	2.79%	85	0.67%	792	6.22%	66	0.52%	1067	8.38%	23	0.18%	1048	8.24%
B6	16447	12614	76.69%	211	1.28%	29	0.18%	711	4.32%	10	0.06%	1539	9.36%	5	0.03%	1328	8.07%
CO	25177	18796	74.66%	193	0.77%	38	0.15%	1275	5.06%	146	0.58%	3244	12.89%	42	0.17%	1443	5.73%
DL	38256	30067	78.59%	1199	3.13%	86	0.22%	1794	4.69%	171	0.45%	3296	8.62%	3	0.01%	1639	4.28%
EV	23115	16400	70.95%	1128	4.88%	42	0.18%	3192	13.81%	314	1.36%	1391	6.02%	8	0.03%	640	2.77%
F9	7692	5880	76.44%	14	0.18%	4	0.05%	587	7.63%	14	0.19%	832	10.82%	0	0.00%	360	4.69%
FL	20519	16014	78.04%	238	1.16%	47	0.23%	744	3.63%	40	0.20%	1934	9.43%	0	0.00%	1501	7.32%
HA	4679	4405	94.14%	36	0.77%	2	0.04%	168	3.58%	3	0.06%	0	0.00%	1	0.02%	64	1.38%
MQ	43454	28642	65.91%	2447	5.63%	129	0.30%	2691	6.19%	579	1.33%	4273	9.83%	5	0.01%	4689	10.79%
NW	30908	22362	72.35%	279	0.90%	46	0.15%	2342	7.58%	222	0.72%	4201	13.59%	21	0.07%	1434	4.64%
OH	18644	13477	72.29%	501	2.69%	32	0.17%	1641	8.80%	809	4.34%	2016	10.81%	0	0.00%	168	0.90%
OO	48992	32015	65.35%	2564	5.23%	181	0.37%	4698	9.59%	869	1.77%	2044	4.17%	60	0.12%	6561	13.39%
UA	38026	23608	62.08%	1481	3.89%	59	0.16%	3251	8.55%	333	0.88%	4564	12.00%	0	0.00%	4730	12.44%
US	39226	31182	79.49%	666	1.70%	47	0.12%	1897	4.84%	64	0.16%	3158	8.05%	26	0.07%	2186	5.57%
WN	101396	78515	77.43%	1138	1.12%	151	0.15%	4834	4.77%	507	0.50%	4206	4.15%	125	0.12%	11921	11.76%
XE	35058	25509	72.76%	603	1.72%	87	0.25%	1796	5.12%	208	0.59%	3771	10.76%	53	0.15%	3031	8.65%
YV	22161	15221	68.68%	1440	6.50%	55	0.25%	2652	11.97%	216	0.97%	1388	6.26%	9	0.04%	1180	5.32%
TOTAL	605448	438105		17293		1325		41102		5357		50966		404		50896	
			72.36%		2.86%		0.22%		6.79%		0.88%		8.42%		0.07%		8.41%

*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 breech, 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.**

JANUARY 2008
AIR TRAVEL CONSUMER REPORT
TABLE 10. OVERALL CAUSES OF DELAY*

SECURITY DELAY 0.07%

LATE ARRIVING AIRCRAFT DELAY 8.41%

NATIONAL AVIATION SYSTEM DELAY 8.42%

EXTREME WEATHER DELAY 0.88%

AIR CARRIER DELAY 6.79%

DIVERTED 0.22%

CANCELLED 2.86%

ONTIME 72.36%

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 breech, 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

<u>FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)</u>

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

AQ	Aloha Airlines (eff. 04/06)
9E	Pinnacle Airlines (eff. 01/08)

* 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.
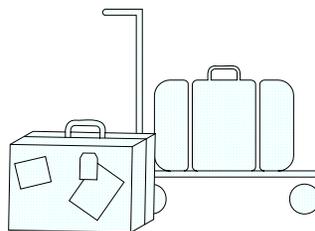
JANUARY

MISHANDLED BAGGAGE REPORTS FILED BY PASSENGERS

U.S. AIRLINES[*]

RANK	AIRLINE	JANUARY 2008			JANUARY 2007		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,795	571,983	**3.14**	2,046	549,796	**3.72**
2	AIRTRAN AIRWAYS	5,894	1,693,013	**3.48**	5,613	1,544,409	**3.63**
3	JETBLUE AIRWAYS	6,700	1,705,755	**3.93**	8,926	1,653,968	**5.40**
4	ALOHA AIRLINES	1,228	309,945	**3.96**	1,086	321,532	**3.38**
5	CONTINENTAL AIRLINES	13,816	2,903,244	**4.76**	15,191	2,944,428	**5.16**
6	NORTHWEST AIRLINES	15,826	3,166,091	**5.00**	17,708	3,366,911	**5.26**
7	UNITED AIRLINES	26,113	4,033,374	**6.47**	41,787	4,606,808	**9.07**
8	ALASKA AIRLINES	7,502	1,108,316	**6.77**	6,214	1,066,058	**5.83**
9	FRONTIER AIRLINES	5,512	793,842	**6.94**	7,575	693,935	**10.92**
10	SOUTHWEST AIRLINES	54,834	7,846,506	**6.99**	49,826	7,447,139	**6.69**
11	US AIRWAYS	29,334	3,991,686	**7.35**	31,730	4,219,443	**7.52**
12	AMERICAN AIRLINES	47,056	6,074,486	**7.75**	54,136	6,126,282	**8.84**
13	DELTA AIR LINES	36,507	4,637,927	**7.87**	37,792	4,825,772	**7.83**
14	EXPRESSJET AIRLINES	10,913	1,185,572	**9.20**	11,596	1,207,791	**9.60**
15	COMAIR	6,261	674,605	**9.28**	10,741	711,696	**15.09**
16	ATLANTIC SOUTHEAST AIRLINES	10,194	907,571	**11.23**	9,026	820,457	**11.00**
17	MESA AIRLINES	10,657	909,456	**11.72**	13,457	1,064,802	**12.64**
18	PINNACLE AIRLINES	9,973	779,047	**12.80**	6,398	675,142	**9.48**
19	AMERICAN EAGLE AIRLINES	17,507	1,277,141	**13.71**	24,190	1,347,576	**17.95**
20	SKYWEST AIRLINES	22,538	1,607,020	**14.02**	28,545	1,642,708	**17.38**
	TOTALS	340,160	46,176,580	**7.37**	383,583	46,836,653	**8.19**

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.

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[*] 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 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.

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.
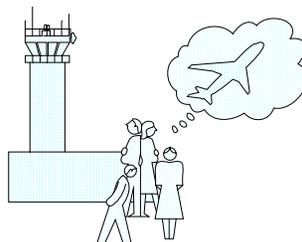
OCTOBER-DECEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES[*]

		OCTOBER - DECEMBER 2007				OCTOBER - DECEMBER 2006			
		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
RANK	AIRLINE	Voluntary	Involuntary			Voluntary	Involuntary		
1	PINNACLE AIRLINES	3	0	9,242	0.00	*	*	*	*
2	JETBLUE AIRWAYS	10	3	5,180,468	0.01	10	29	4,931,609	0.06
3	AIRTRAN AIRWAYS	5,614	46	5,934,141	0.08	4,781	18	5,017,232	0.04
4	ALOHA AIRLINES	202	8	953,851	0.08	32	0	887,148	0.00
5	HAWAIIAN AIRLINES	220	18	1,767,774	0.10	340	38	1,610,807	0.24
6	NORTHWEST AIRLINES	11,065	473	11,327,726	0.42	17,740	851	12,235,357	0.70
7	UNITED AIRLINES	16,380	937	14,671,409	0.64	17,225	866	15,369,958	0.56
8	AMERICAN AIRLINES	15,666	1,608	21,656,205	0.74	21,987	1,877	21,307,774	0.88
9	FRONTIER AIRLINES	1,077	196	2,458,627	0.80	644	113	2,249,061	0.50
10	CONTINENTAL AIRLINES	6,669	843	10,424,519	0.81	8,296	1,442	10,232,687	1.41
11	ALASKA AIRLINES	3,741	347	3,780,367	0.92	3,972	549	3,642,976	1.51
12	SOUTHWEST AIRLINES	16,793	2,354	24,875,069	0.95	24,785	1,748	24,073,919	0.73
13	SKYWEST AIRLINES	3,090	187	1,954,068	0.96	3,090	177	1,556,835	1.14
14	US AIRWAYS	18,439	1,315	13,030,439	1.01	15,471	1,359	13,695,451	0.99
15	DELTA AIR LINES	8,671	2,009	16,229,841	1.24	15,096	2,246	16,664,534	1.35
16	AMERICAN EAGLE AIRLINES	354	123	629,569	1.95	415	54	610,898	0.88
17	MESA AIRLINES	2,972	355	1,706,790	2.08	3,028	179	1,659,022	1.08
18	COMAIR	992	131	502,829	2.61	1,831	101	599,762	1.68
19	ATLANTIC SOUTHEAST AIRLINES	1,946	412	1,089,178	3.78	1,657	397	967,995	4.10
	TOTALS **	113,904	11,365	138,182,742	0.82	140,400	12,044	137,313,025	0.88

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

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

**ATA Airlines' ranking in this table ceased effective the 1st quarter 2007. Totals for the 4th quarter 2006 reflect the deletion of ATA's data for that period.
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JANUARY - DECEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES[*]

		JANUARY-DECEMBER 2007				JANUARY-DECEMBER 2006			
		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
RANK	AIRLINE	Voluntary	Involuntary			Voluntary	Involuntary		
1	*JETBLUE AIRWAYS*	13	43	21,386,573	**0.02**	73	126	18,564,558	**0.07**
2	*AIRTRAN AIRWAYS*	28,949	348	23,780,058	**0.15**	17,698	163	20,051,219	**0.08**
3	*HAWAIIAN AIRLINES*	1,061	119	7,098,609	**0.17**	2,216	79	6,202,663	**0.13**
4	*ALOHA AIRLINES*	482	112	3,921,358	**0.29**	*	*	*	*
5	*UNITED AIRLINES*	90,639	4,448	62,732,171	**0.71**	71,894	3,221	63,157,815	**0.51**
6	*ALASKA AIRLINES*	16,106	1,164	15,985,172	**0.73**	18,677	1,949	15,492,040	**1.26**
7	*AMERICAN AIRLINES*	75,852	6,764	87,781,244	**0.77**	81,542	7,393	87,900,592	**0.84**
8	*NORTHWEST AIRLINES*	72,115	3,969	47,779,125	**0.83**	73,959	3,988	49,039,931	**0.81**
9	*FRONTIER AIRLINES*	4,631	969	10,436,638	**0.93**	2,566	450	9,656,161	**0.47**
10	*SOUTHWEST AIRLINES*	88,248	11,288	101,910,758	**1.11**	107,427	8,724	96,276,907	**0.91**
11	*US AIRWAYS*	77,001	6,544	54,991,550	**1.19**	68,174	5,965	55,156,067	**1.08**
12	*AMERICAN EAGLE AIRLINES*	1,269	336	2,485,956	**1.35**	1,724	314	2,388,828	**1.31**
13	*CONTINENTAL AIRLINES*	36,049	6,100	42,576,293	**1.43**	39,510	7,087	40,807,967	**1.74**
14	*MESA AIRLINES* **	15,590	1,120	7,262,198	**1.54**	14,794	1,095	6,896,908	**1.59**
15	*SKYWEST AIRLINES*	19,507	1,339	7,937,530	**1.69**	13,791	647	5,786,205	**1.12**
16	*DELTA AIR LINES*	78,837	16,691	67,455,072	**2.47**	88,377	11,644	68,675,523	**1.70**
17	*COMAIR*	5,455	556	1,763,507	**3.15**	7,196	559	2,259,675	**2.47**
18	*ATLANTIC SOUTHEAST AIRLINES*	9,913	1,968	4,377,102	**4.50**	9,531	1,846	4,131,637	**4.47**
*	*PINNACLE AIRLINES*	*	*	*	*	*	*	*	*
	TOTALS **	621,717	63,878	571,660,914	**1.12**	619,149	55,250	552,444,696	**1.00**

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. Aloha Airlines' ranking in this table is effective the 2nd quarter 2006 (voluntary flight delay and mishandled baggage reporting effective April 2006). Pinnacle Airlines' ranking in this section is effective the 4th quarter 2007. The entire fleet of ExpressJet Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ATCR) consists of aircraft with 60 seats or less.
** This table includes corrections to Mesa Airlines' 3rd quarter oversales data.
***ATA Airlines' ranking in this table ceased effective the 1st quarter 2007. Totals for 2006 reflect the deletion of ATA's data for that twelve-month period.
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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

	JANUARY 2008				JANUARY 2007			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	982	57	7	107	559	63	5	137
FOREIGN AIRLINES	167	1	0	12	171	0	0	7
TRAVEL AGENTS	15	0	0	0	14	0	1	1
TOUR OPERATORS	1	0	0	0	2	0	0	0
MISCELLANEOUS	9	6	0	17	8	7	0	24
INDUSTRY TOTALS	1,174	64	7	136	754	70	6	169

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY 2008			JANUARY 2007		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	369		2	189	
CANCELLATIONS			170			87
DELAYS			107			45
MISCONNECTIONS			51			29
BAGGAGE	2	305		1	239	
CUSTOMER SERVICE	3	124		3	80	
RES/TKTG/BOARDING	4	121		4	76	
REFUNDS	5	82		5	60	
OVERSALES	6	49		7	26	
DISABILITY	7	43		6	29	
FARES	8	36		8	20	
OTHER	9	26		9	18	
FREQUENT FLYER			21			11
DISCRIMINATION	10	11		10	10	
ADVERTISING	11	6		11	5	
ANIMALS	12	2		12	2	
COMPLAINT TOTAL		1,174			754	

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* 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*

JANUARY 2008

U.S. AIRLINES**

ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	4	1	0	0	0	0	0	0	0	0	0	0	5
AIRTRAN AIRWAYS	6	1	3	0	0	4	1	0	0	0	0	0	15
ALASKA AIRLINES	6	1	1	1	1	0	1	0	0	0	0	0	11
ALLEGIANT AIR	3	0	0	0	1	1	1	0	0	0	0	0	6
AMERICAN AIRLINES	61	3	11	3	4	35	18	3	0	1	0	1	140
AMERICAN EAGLE AIRLINES	15	1	1	0	0	8	1	0	0	0	0	0	26
ATLANTIC SOUTHEAST AIRLINES	7	0	0	0	0	0	0	3	0	0	0	0	10
COMAIR	7	1	0	0	0	2	1	2	0	0	0	0	13
CONTINENTAL AIRLINES	15	1	8	2	4	7	6	3	0	1	0	2	49
DELTA AIR LINES	35	4	15	6	7	35	15	2	0	2	2	8	131
EXPRESSJET AIRLINES	4	0	2	0	0	0	1	0	0	0	0	0	7
FREEDOM AIRLNES	4	0	0	0	0	0	1	1	0	0	0	0	6
FRONTIER AIRLINES	3	2	2	0	1	2	3	0	0	0	0	0	13
JETBLUE AIRWAYS	8	1	0	1	0	2	2	2	0	0	0	0	16
MESA AIRLINES	6	0	0	0	0	1	1	0	0	0	0	0	8
MIDWEST AIRLINES	3	0	0	0	0	2	1	2	0	0	0	0	8
NORTHWEST AIRLINES	14	2	6	4	4	21	1	5	0	0	0	1	58
PINNACLE AIRLINES	13	0	1	0	0	3	2	1	0	0	0	0	20
REPUBLIC AIRWAYS	4	0	0	0	0	1	1	0	0	1	0	0	7
SHUTTLE AMERICA	5	0	0	0	0	0	1	0	0	0	0	0	6
SKYBUS AIRLINES	2	0	0	0	0	2	1	0	0	0	0	0	5
SKYWEST AIRLINES	17	0	0	0	0	6	1	1	0	0	0	0	25
SOUTHWEST AIRLINES	6	1	1	0	0	4	5	5	0	1	0	0	23
SPIRIT AIRLINES	6	4	16	2	14	31	10	2	1	0	0	1	87
UNITED AIRLINES	41	4	12	1	13	33	18	2	0	1	0	6	131
UNITED EXPRESS	5	1	1	0	0	2	2	0	0	0	0	0	11
US AIRWAYS	27	10	8	7	8	21	15	1	1	0	0	2	100
OTHER U.S. AIRLINES	21	4	3	2	2	8	3	2	0	0	0	0	45
TOTAL JANUARY 2008	348	42	91	29	59	231	113	37	2	7	2	21	982
% OF TOTAL COMPLAINTS	35.4	4.3	9.3	3.0	6	23.5	11.5	3.8	0.2	0.7	0.2	2.1	
TOTAL JANUARY 2007	159	21	48	14	39	162	66	24	3	8	1	14	559
% OF TOTAL COMPLAINTS	28.4	3.8	8.6	2.5	7.0	29.0	11.8	4.3	0.5	1.4	0.2	2.5	

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

** AIRLINES ARE LISTED INDIVIDUALY 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

JANUARY 2008

U.S. AIRLINES* ALPHABETICAL	COMPS RECD IN JAN	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
AIR WISCONSIN	5	3	60.0	1	20.0	1	20.0	0	0.0
AIRTRAN AIRWAYS	15	7	46.7	5	33.3	2	13.3	1	6.7
ALASKA AIRLINES	11	5	45.5	4	36.4	1	9.1	1	9.1
ALLEGIANT AIR	6	2	33.3	0	0.0	3	50.0	1	16.7
AMERICAN AIRLINES	140	57	40.7	44	31.4	27	19.3	12	8.6
AMERICAN EAGLE AIRLINES	26	7	26.9	16	61.5	3	11.5	0	0.0
ATLANTIC SOUTHEAST AIRLINES	10	6	60.0	4	40.0	0	0.0	0	0.0
COMAIR	13	4	30.8	5	38.5	3	23.1	1	7.7
CONTINENTAL AIRLINES	49	14	28.6	15	30.6	15	30.6	5	10.2
DELTA AIR LINES	131	50	38.2	26	19.8	40	30.5	15	11.5
EXPRESSJET AIRLINES	7	5	71.4	1	14.3	0	0.0	1	14.3
FREEDOM AIRLNES	6	1	16.7	3	50.0	1	16.7	1	16.7
FRONTIER AIRLINES	13	4	30.8	2	15.4	6	46.2	1	7.7
JETBLUE AIRWAYS	16	4	25.0	5	31.2	4	25.0	3	18.8
MESA AIRLINES	8	2	25.0	3	37.5	3	37.5	0	0.0
MIDWEST AIRLINES	8	2	25.0	3	37.5	3	37.5	0	0.0
NORTHWEST AIRLINES	58	19	32.8	17	29.3	9	15.5	13	22.4
PINNACLE AIRLINES	20	7	35.0	11	55.0	2	10.0	0	0.0
REPUBLIC AIRWAYS	7	4	57.1	3	42.9	0	0.0	0	0.0
SHUTTLE AMERICA	6	2	33.3	3	50.0	1	16.7	0	0.0
SKYBUS AIRLINES	5	0	0.0	3	60.0	1	20.0	1	20.0
SKYWEST AIRLINES	25	12	48.0	9	36.0	2	8.0	2	8.0
SOUTHWEST AIRLINES	23	9	39.1	8	34.8	5	21.7	1	4.3
SPIRIT AIRLINES	87	18	20.7	22	25.3	32	36.8	15	17.2
UNITED AIRLINES	131	47	35.9	42	32.1	33	25.2	9	6.9
UNITED EXPRESS	11	5	45.5	6	54.5	0	0.0	0	0.0
US AIRWAYS	100	36	36.0	26	26.0	28	28.0	10	10.0
OTHER U.S. AIRLINES	45	17	37.8	17	37.8	7	15.6	4	8.9
TOTALS	982	349	35.5	304	31.0	232	23.6	97	9.9
PREVIOUS YEAR'S TOTALS	559	165	29.5	185	33.1	106	19.0	103	18.4

*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**

JANUARY 2008

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AEROMEXICO	1	0	4	0	0	1	0	0	0	0	0	0	6
AIR CANADA	0	0	0	0	0	5	0	0	0	0	0	0	5
AIR FRANCE	1	0	3	0	1	14	2	1	0	1	0	0	23
AIR INDIA	1	1	0	0	0	6	1	0	0	0	0	0	9
AIR JAMAICA	2	0	1	0	1	1	0	2	0	0	0	0	7
ALITALIA AIRLINES	2	0	1	0	1	5	0	0	0	0	0	0	9
BRITISH AIRWAYS	3	0	3	1	2	6	1	1	0	0	0	1	18
COPA COMPANIA PANAMENA	1	1	1	0	0	3	0	0	0	0	0	0	6
EMIRATES AIRLINES	0	0	0	1	1	4	0	0	0	0	0	0	6
IBERIA AIRLINES	1	1	0	0	0	1	0	2	0	0	0	0	5
KLM	1	0	1	0	1	3	1	0	0	0	0	0	7
MEXICANA	0	3	1	0	0	1	0	0	0	0	0	0	5
VIRGIN ATLANTIC AIRWAYS	0	0	0	0	2	2	1	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	5	1	9	3	7	20	3	0	2	3	0	3	56
TOTALS	18	7	24	5	16	72	9	6	2	4	0	4	167
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	1	0	5	1	4	0	2	0	1	0	0	1	15
TOTALS	1	0	5	1	4	0	2	0	1	0	0	1	15
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	1	0	0	0	1
TOTALS	0	0	0	0	0	0	0	0	1	0	0	0	1
MISCELLANEOUS													
OTHER MISCELLANEOUS	2	0	1	1	3	2	0	0	0	0	0	0	9
TOTALS	2	0	1	1	3	2	0	0	0	0	0	0	9

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*   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.

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

TABLE 6

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

RANK	AIRLINE	JANUARY 2008			JANUARY 2007		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALOHA AIRLINES	0	291,139	0.00	1	303,925	0.33
2	SOUTHWEST AIRLINES	23	7,664,343	0.30	24	7,289,866	0.33
3	EXPRESSJET AIRLINES	7	1,321,660	0.53	4	1,328,004	0.30
4	HAWAIIAN AIRLINES	4	566,943	0.71	7	546,164	1.28
5	ALASKA AIRLINES	11	1,255,323	0.88	11	1,216,456	0.90
6	MESA AIRLINES	8	873,483	0.92	2	1,058,359	0.19
7	AIRTRAN AIRWAYS	15	1,631,597	0.92	7	1,496,534	0.47
8	JETBLUE AIRWAYS	16	1,727,907	0.93	6	1,600,180	0.38
9	ATLANTIC SOUTHEAST AIRLINES	10	935,033	1.07	2	856,702	0.23
10	CONTINENTAL AIRLINES	49	3,731,668	1.31	28	3,694,321	0.76
11	NORTHWEST AIRLINES	58	3,902,160	1.49	35	4,088,025	0.86
12	SKYWEST AIRLINES	25	1,593,301	1.57	11	1,631,510	0.67
13	FRONTIER AIRLINES	13	776,220	1.67	6	726,891	0.83
14	AMERICAN AIRLINES	140	7,669,728	1.83	106	7,685,180	1.38
15	COMAIR	13	686,608	1.89	9	726,914	1.24
16	AMERICAN EAGLE AIRLINES	26	1,304,531	1.99	14	1,364,690	1.03
17	US AIRWAYS	100	4,317,774	2.32	47	4,498,666	1.04
18	DELTA AIR LINES	131	5,352,522	2.45	72	5,493,109	1.31
19	PINNACLE AIRLINES	20	788,115	2.54	6	687,940	0.87
20	UNITED AIRLINES	131	4,779,557	2.74	113	5,323,373	2.12
	TOTAL	800	51,169,612	1.56	511	51,616,809	0.99

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 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.

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 January 2008
as provided by the Transportation Security Administration [a]

The Transportation Security Administration screened approximately 57.5 million airline passengers and their 51.75 million checked bags during January 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 January.

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
455	.0008	64	.0001	53	.00009	504	.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
316	.0006	1501	.003

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 January.

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.

**January 2008 Airline Reports to DOT of Incidents Involving the
Loss, Injury or Death of Animals During Air Transportation**

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

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

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

Carrier	Death	Injury	Loss
Alaska	1		
American	2		
Northwest	1		
Total	**4**	**0**	**0**