



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 Delays¹	March 2006 12 Months Ending March 2006
Mishandled Baggage¹	March 2006 January-March 2006
Oversales¹	1 st Quarter 2006
Consumer Complaints² (Includes Disability and Discrimination Complaints)	March 2006 January-March 2006
Customer Service Reports to the Dept. of Homeland Security³	March 2006
Airline Animal Incident Reports⁴	March 2006

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

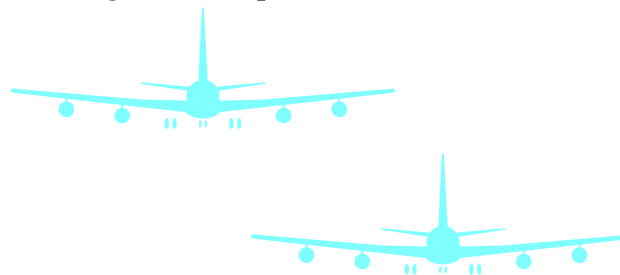
² Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.ost.dot.gov/>

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 20* U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues.

The rule requires carriers to currently report on operations to and from the 31 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 20* reporting air carriers, 12 carriers (America West*, American, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, United, and US Airways*) use ACARS exclusively; 4 carriers (AirTran, Atlantic Southeast, Comair, and Southwest) record arrival times manually; and 4 carriers (Alaska, ATA, 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 31 "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 31 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

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

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

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

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

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

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

Information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights 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.**

MARCH 2006

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 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/	6	69.9	14	90.9
COMAIR S/	22	83.9	104	84.1
US AIRWAYS S/	29	82.4	79	82.6
AIRTRAN AIRWAYS S/	22	79.2	46	79.9
SOUTHWEST AIRLINES S/	16	79.7	62	79.7
DELTA AIRLINES S/	30	79.4	98	79.4
NORTHWEST AIRLINES S/	29	78.7	106	79.1
JETBLUE AIRWAYS S/	15	78.1	33	77.9
MESA AIRLINE S/	25	77.6	117	76.8
ATLANTIC SOUTHEAST AIRLINES S/	18	73.3	131	74.3
AMERICAN AIRLINES S/	29	74.3	85	74.3
AMERICAN EAGLE AIRLINES S/	22	73.7	113	72.9
ALASKA AIRLINES S/	16	71.1	46	72.6
EXPRESSJET AIRLINES S/	25	69.0	116	71.5
CONTINENTAL AIRLINES S/	28	70.6	71	71.0
SKYWEST AIRLINES S/	16	72.3	128	71.0
ATA AIRLINES S/	9	71.7	12	70.3
FRONTIER AIRLINES S/	21	70.4	37	70.0
UNITED AIRLINES S/	31	70.1	84	69.3
TOTAL		76.0		76.1

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, as determined by DOT's Bureau of Transportation Statistics. Mesa Airlines' reporting effective January 2006. Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear as US Airways data in this table.

MARCH 2006

AIR TRAVEL CONSUMER REPORT

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

CARRIER *	2nd QUARTER		3rd QUARTER		4th QUARTER		1st QUARTER		JAN - 06		FEB - 06		MAR - 06		12 MONTHS ENDING MAR 2006		DATABASE TO DATE SEP 1987-MAR 2006	
	04 - 06 2005		07 - 09 2005		10 - 12 2005		01 - 03 2006		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	75.3	18	68.4	19	72.6	19	75.8	9	75.7	14	71.2	15	79.9	4	73.1	14	(--)	(--)
ALASKA	61.6	20	70.2	18	74.4	15	71.7	17	71.2	18	71.1	16	72.6	13	69.4	17	75.8	8
AMERICA WEST	83.8	6	81.6	5	82.6	2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	80.7	10	73.7	13	76.9	12	76.2	7	79.3	7	75	9	74.3	11	76.9	8	79	3
AMERICAN EAGLE	79.3	13	75.1	11	76.2	13	74.6	12	77.1	12	73.7	11	72.9	12	76.3	10	75.4	9
ATA	86.5	2	82.5	4	79.3	8	71	18	76	13	65.5	18	70.3	17	81.3	5	(--)	(--)
ATLANTIC SOUTHEAST	75	19	66.8	20	73.4	18	73.1	15	72.9	17	72	12	74.3	10	72	16	(--)	(--)
COMAIR	85	4	81.1	6	79.5	7	81	3	78.7	9	80.3	2	84.1	2	81.7	2	(--)	(--)
CONTINENTAL	81.1	9	74.7	12	76	14	73.3	14	78.1	10	71	17	71	15	76.3	11	78.8	4
DELTA	80.5	11	72.3	15	77.2	11	77.4	6	77.3	11	75.3	8	79.4	6	76.8	9	77.7	6
EXPRESSJET	81.1	8	72	16	74.3	16	74.2	13	79.6	5	71.7	14	71.5	14	75.4	13	(--)	(--)
FRONTIER	81.2	7	85.7	2	79.7	6	74.8	11	82.5	3	71.7	13	70	18	(--)	(--)	(--)	(--)
HAWAIIAN	95.2	1	96.8	1	95.4	1	93.7	1	95.9	1	94.3	1	90.9	1	95.3	1	(--)	(--)
INDEPENDENCE AIR	77.7	16	76.5	10	81.9	3	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
JETBLUE	76.2	17	72.7	14	70.8	20	70.6	19	70.6	19	62.1	19	77.9	8	72.4	15	(--)	(--)
MESA	(--)	(--)	(--)	(--)	(--)	(--)	76	8	73.6	16	77.9	5	76.8	9	(--)	(--)	(--)	(--)
NORTHWEST	80.4	12	70.5	17	73.7	17	78.2	5	79.5	6	75.8	7	79.1	7	75.7	12	79.7	2
SKYWEST	86.3	3	85.3	3	78.8	9	75.1	10	78.8	8	75.9	6	71	16	81.4	3	(--)	(--)
SOUTHWEST	84.5	5	79.3	7	80.6	4	81	4	84.4	2	78.6	4	79.7	5	81.3	4	82.3	1
UNITED	78.4	15	78.8	8	77.4	10	73	16	75.6	15	74.3	10	69.3	19	76.9	7	76.3	7
US AIRWAYS	78.5	14	77.1	9	79.7	5	81	2	81.1	4	79.2	3	82.6	3	79.2	6	78.5	5
Total	80.8		76.1		77.5		76.8		78.8		75.3		76.1		77.7		78.7	

➤ 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, as determined by DOT's Bureau of Transportation Statistics. Frontier Airlines' reporting effective May 2005; Mesa Airlines' reporting effective January 2006. Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear as US Airways data in this table. Independence Air ceased operations in December 2005. Effective January 2006, the carrier is no longer ranked in the ATRC.

MARCH 2006

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	666	75.1	1111	76.1	416	75.0	151	74.8	H/		836	77.4	665	69.3	13723	79.7
AS	H/		31	61.3	H/		H/		H/		93	62.4	186	75.3	62	64.5
B6	H/		1349	87.3	H/		H/		H/		H/		93	66.7	H/	
CO	408	67.2	576	69.3	176	75.0	H/		H/		390	71.3	437	67.5	338	67.2
DL	14670	79.9	1566	78.3	377	80.4	199	86.4	2272	87.8	1078	82.5	455	79.6	393	77.6
EV	10544	72.8	H/		35	85.7	39	56.4	427	86.7	93	93.5	H/		31	74.2
F9	86	74.4	H/		61	86.9	H/		H/		87	67.8	3507	74.2	167	64.1
FL	6532	77.2	807	83.5	1059	88.3	204	82.8	H/		155	88.4	101	59.4	341	80.6
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	177	61.0	1443	82.1	203	79.3	418	65.8	382	64.1	917	80.9	H/		8129	76.9
NW	418	73.2	328	74.4	240	82.5	89	75.3	H/		507	80.5	301	68.1	375	73.9
OH	403	73.2	970	81.3	263	79.8	293	85.0	8018	89.0	483	84.1	27	85.2	80	86.2
OO	H/		H/		H/		H/		66	77.3	H/		3953	74.8	22	59.1
RU	270	70.7	24	70.8	235	68.1	411	73.7	273	68.9	263	73.8	31	83.9	251	71.3
TZ	H/		H/		H/		H/		H/		116	81.0	H/		93	65.6
UA	217	70.0	880	76.0	430	74.9	155	74.8	27	81.5	452	63.7	7075	75.1	463	66.1
US**	237	84.8	1900	82.9	477	82.8	5678	87.3	H/		2933	88.6	500	78.6	522	77.8
WN	H/		H/		4919	85.8	H/		H/		H/		607	71.7	H/	
YV	360	66.1	205	73.2	9	77.8	2315	77.6	H/		31	67.7	1255	75.2	116	75.0
TOTAL	34988	76.5	11190	80.2	8900	83.6	9952	82.8	11465	87.2	8434	81.9	19193	74.4	25106	78.0

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

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

MARCH 2006

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	364	73.6	696	58.8	690	81.3	337	81.0	437	71.9	1117	78.1	705	69.1	2620	72.3
AS	H/		62	64.5	H/		31	96.8	H/		H/		363	65.0	638	74.1
B6	H/		496	62.9	992	83.5	457	86.0	H/		3761	75.2	240	75.4	H/	
CO	181	71.8	5356	66.7	591	77.5	H/		7555	76.0	62	62.9	517	61.3	606	61.7
DL	177	79.7	479	68.5	1036	84.0	313	80.8	212	71.2	1136	77.6	567	66.8	1088	72.6
EV	62	50.0	H/		H/		6	33.3	111	71.2	83	65.1	H/		H/	
F9	62	75.8	H/		63	84.1	H/		84	71.4	H/		214	64.0	178	59.0
FL	217	84.3	245	69.4	504	84.3	213	84.0	H/		H/		173	51.4	93	35.5
HA	H/		H/		H/		H/		H/		H/		58	79.3	75	70.7
MQ	205	72.7	290	61.7	H/		120	68.3	H/		589	82.5	H/		1718	90.2
NW	7923	84.2	316	57.3	310	86.1	178	83.1	297	78.5	155	77.4	555	64.0	581	63.2
OH	204	83.8	H/		33	75.8	111	90.1	116	69.0	917	75.5	H/		H/	
OO	92	54.3	H/		H/		H/		60	61.7	H/		271	64.6	4372	77.7
RU	230	70.4	4973	61.0	H/		386	74.6	9912	72.4	22	72.7	H/		22	77.3
TZ	H/		H/		H/		H/		H/		H/		31	83.9	62	74.2
UA	213	60.6	480	57.7	252	76.6	2384	82.3	186	64.0	413	88.6	1197	64.1	3063	65.4
US**	248	80.6	348	65.8	856	87.0	186	86.6	253	78.7	217	75.1	3398	77.7	817	76.4
WN	464	79.5	H/		1270	87.4	H/		H/		H/		6592	74.9	3526	73.3
YV	128	84.4	251	66.5	H/		3534	82.2	178	64.6	186	82.3	831	75.5	151	78.1
TOTAL	10770	81.8	13992	63.6	6597	83.9	8256	82.1	19401	73.7	8658	77.1	15712	72.5	19610	73.6

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

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

MARCH 2006

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		PHL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	2071	63.5	1004	83.3	81	74.1	3640	83.0	336	73.2	124	60.5	6722	65.1	546	70.0
AS	H/		62	82.3	H/		31	74.2	H/		453	70.2	124	61.3	H/	
B6	247	67.6	669	79.7	H/		H/		H/		493	76.9	H/		H/	
CO	416	62.0	668	77.5	106	68.9	348	84.8	142	75.4	84	59.5	414	57.7	200	72.5
DL	1946	73.3	1284	85.0	H/		402	87.8	125	77.6	146	76.0	446	64.8	317	78.2
EV	85	67.1	199	90.5	162	70.4	H/		194	75.3	H/		H/		4	75.0
F9	62	54.8	89	65.2	151	74.8	H/		93	57.0	H/		H/		62	75.8
FL	491	67.8	1354	87.5	721	77.3	155	78.7	299	78.6	H/		H/		634	78.1
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	1545	71.7	20	80.0	62	58.1	573	79.9	182	61.0	H/		7425	63.7	62	59.7
NW	602	66.3	655	82.1	267	77.5	225	82.2	8019	81.2	H/		607	61.4	289	69.2
OH	1190	68.8	157	86.0	31	58.1	94	81.9	169	77.5	H/		226	66.4	142	79.6
OO	H/		H/		H/		H/		31	83.9	207	82.6	4846	67.0	H/	
RU	121	69.4	30	86.7	137	78.1	4	100.0	307	72.0	H/		267	59.9	134	80.6
TZ	259	62.2	62	80.6	658	76.4	H/		H/		H/		H/		H/	
UA	618	62.0	743	77.8	89	66.3	186	71.0	502	64.5	275	55.3	8145	69.6	542	69.2
US**	1320	81.2	978	85.6	H/		430	85.8	217	79.7	218	79.8	762	66.1	4593	81.2
WN	H/		2791	88.9	5952	83.4	H/		H/		4114	73.8	H/		1758	83.6
YV	186	68.3	H/		89	86.5	H/		62	66.1	H/		1701	64.3	325	75.1
TOTAL	11159	69.4	10765	84.7	8506	81.0	6088	82.8	10678	78.8	6114	73.0	31685	66.0	9608	79.0

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

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

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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*														
CARRIER*	PHX		PIT		SAN		SEA		SFO		SLC		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
AA	488	64.3	H/		612	69.4	457	75.5	995	61.8	217	66.4	699	77.4
AS	310	71.6	H/		372	69.4	3973	72.6	399	61.2	H/		H/	
B6	31	61.3	H/		92	66.3	62	83.9	H/		62	75.8	360	84.2
CO	394	59.1	54	74.1	301	64.5	331	71.9	377	55.2	89	58.4	504	76.2
DL	384	74.5	199	83.4	388	79.9	388	80.2	520	70.0	2787	77.9	819	87.7
EV	H/		9	77.8	1	100.0	H/		H/		678	70.9	H/	
F9	210	58.1	H/		143	49.0	96	69.8	145	50.3	178	65.7	58	69.0
FL	H/		151	84.1	H/		H/		40	47.5	H/		589	84.2
HA	31	54.8	H/		31	77.4	50	68.0	31	61.3	H/		H/	
MQ	H/		310	59.4	886	92.2	H/		159	66.7	H/		H/	
NW	433	61.2	81	87.7	178	53.9	341	87.4	275	54.5	93	73.1	464	78.2
OH	H/		254	85.4	H/		H/		H/		H/		13	92.3
OO	221	75.1	62	85.5	753	77.3	306	92.5	3499	54.4	6052	79.9	H/	
RU	111	73.0	319	56.1	H/		H/		H/		123	62.6	4	75.0
TZ	62	85.5	H/		H/		H/		124	46.8	H/		H/	
UA	779	59.9	217	63.1	740	62.3	890	70.9	3792	64.8	274	53.6	380	75.5
US**	5807	82.2	1466	86.8	458	82.5	368	84.2	577	60.0	120	78.3	820	87.2
WN	6035	77.1	608	85.4	2776	76.2	1130	83.4	H/		1262	74.6	2196	86.3
YV	3211	84.2	120	80.8	151	78.1	31	80.6	31	80.6	62	85.5	H/	
TOTAL	18507	77.7	3850	79.7	7882	75.0	8423	76.2	10964	60.1	11997	76.9	6906	83.4

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

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

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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	86.0	82.8	79.0	83.7	89.1	91.2	82.5	88.9	J/	70.9	23.3	83.9	89.2	82.1	87.8	85.3	91.3	74.2
700 - 759 AM	95.2	95.0	93.2	90.9	92.7	92.4	82.0	88.1	90.5	85.0	83.3	92.1	81.6	88.4	89.9	92.0	86.5	75.0
800 - 859 AM	84.6	88.1	94.9	90.8	92.5	88.1	86.3	86.4	91.4	92.1	94.8	89.1	82.2	86.2	89.6	86.5	85.7	94.1
900 - 959 AM	81.4	88.3	91.7	85.8	89.5	90.1	86.1	86.2	88.0	91.7	96.2	91.1	81.7	85.6	84.3	85.2	84.5	94.7
1000 - 1059 AM	86.7	85.4	94.1	84.9	85.8	84.2	78.8	83.3	88.6	87.9	93.9	89.3	77.5	82.5	78.8	82.6	83.2	91.3
1100 - 1159 AM	86.1	89.6	92.0	88.5	88.6	86.9	79.1	81.7	84.6	87.1	88.9	86.3	72.9	89.4	78.0	76.0	79.9	91.9
1200 - 1259 PM	85.8	87.8	88.4	89.0	87.0	84.4	71.6	81.0	87.3	80.8	84.0	85.2	81.1	77.0	77.6	76.3	77.0	91.2
100 - 159 PM	81.9	91.3	90.3	90.1	88.7	88.0	78.0	79.8	86.9	79.1	88.0	86.1	72.3	85.9	72.8	77.0	75.2	89.9
200 - 259 PM	76.4	86.0	85.4	84.2	83.3	84.2	74.9	81.6	82.2	71.3	90.5	86.2	70.0	72.3	69.2	76.2	67.8	87.9
300 - 359 PM	74.8	84.2	85.1	83.7	88.1	83.9	69.3	77.4	86.8	57.5	86.6	81.5	72.8	78.1	73.2	70.6	70.4	87.3
400 - 459 PM	70.4	79.4	82.4	86.7	78.4	78.0	65.6	73.6	85.9	50.2	83.4	77.3	68.5	73.4	65.4	70.0	70.2	85.3
500 - 559 PM	69.6	75.8	79.6	77.5	86.9	80.0	69.7	72.0	84.8	46.4	82.0	81.1	66.3	73.9	69.2	68.7	64.0	84.7
600 - 659 PM	69.8	77.3	75.9	74.7	81.5	82.3	69.0	71.9	76.5	45.5	80.3	78.5	58.0	71.7	64.5	62.5	56.6	82.4
700 - 759 PM	66.3	68.4	82.0	80.0	85.8	78.6	66.1	70.7	71.9	38.3	80.8	72.1	70.3	74.7	63.4	66.3	61.7	79.5
800 - 859 PM	62.3	65.6	75.7	72.7	76.3	70.0	66.3	71.0	76.1	41.7	78.0	77.2	66.9	71.1	68.7	65.8	56.4	83.3
900 - 959 PM	65.4	69.0	74.7	75.0	58.6	75.6	65.1	67.3	68.3	46.7	79.3	78.8	71.8	76.1	71.0	66.3	58.0	69.9
1000 - 1059 PM	69.5	78.8	73.5	76.5	68.8	75.0	67.6	67.8	59.8	58.3	72.9	79.4	77.9	70.0	59.0	60.2	56.4	74.4
1100 - 559 AM	80.4	73.3	77.3	67.7	77.8	70.0	73.9	77.1	73.2	69.8	77.2	76.6	76.2	74.4	65.9	69.2	56.2	71.8
TOTAL, ALL ARRIVALS, BY AIRPORT	76.5	80.2	83.6	82.8	87.2	81.9	74.4	78.0	81.8	63.6	83.9	82.1	73.7	77.1	72.5	73.6	69.4	84.7

* 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	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	96.7	75.8	91.4	J/	84.0	85.5	J/	91.8	93.5	91.9	87.1	85.2	74.1	85.2
700 - 759 AM	89.9	79.3	84.4	87.7	80.3	90.4	91.7	97.9	93.2	95.1	84.8	93.1	100.0	88.0
800 - 859 AM	90.3	94.0	86.2	97.1	78.8	90.5	89.4	92.4	90.2	88.1	89.2	88.0	97.6	87.2
900 - 959 AM	90.0	91.4	82.7	91.3	80.2	85.9	89.1	91.7	84.9	89.6	71.4	83.4	94.7	85.9
1000 - 1059 AM	91.0	91.0	79.7	85.3	78.5	86.7	83.0	83.7	82.6	85.9	69.7	70.2	94.8	83.0
1100 - 1159 AM	81.6	88.1	78.2	81.6	79.2	89.9	81.8	84.8	82.2	87.5	54.7	79.9	90.3	82.2
1200 - 1259 PM	85.9	85.0	78.0	75.4	74.8	88.1	85.6	90.9	73.5	84.1	56.6	76.9	87.6	80.8
100 - 159 PM	85.9	83.8	83.0	77.1	70.3	84.4	79.1	84.3	81.0	81.4	51.1	77.0	93.8	80.3
200 - 259 PM	85.6	80.2	84.2	79.1	65.2	81.1	80.9	78.9	77.1	73.9	53.2	80.0	86.3	76.8
300 - 359 PM	80.2	87.1	81.3	75.9	61.9	78.5	76.6	81.4	74.9	75.3	56.9	74.9	86.6	75.8
400 - 459 PM	77.5	80.4	77.8	67.1	57.2	78.7	76.8	77.3	73.5	79.4	54.5	74.8	86.3	72.2
500 - 559 PM	74.3	76.2	81.9	63.6	55.1	70.9	72.2	79.9	71.9	67.5	53.9	81.1	84.8	71.1
600 - 659 PM	65.6	74.7	75.7	61.3	51.2	66.2	76.9	68.5	68.4	67.7	51.6	80.3	77.3	68.4
700 - 759 PM	76.9	78.3	73.8	62.4	47.1	61.0	70.9	72.7	60.9	74.1	52.6	73.5	80.7	67.9
800 - 859 PM	76.4	78.9	78.6	56.7	46.3	78.2	68.0	67.2	70.4	65.3	53.3	75.8	83.2	66.4
900 - 959 PM	70.1	79.6	64.7	66.7	50.7	78.2	67.8	77.0	70.7	67.7	51.0	67.3	70.0	66.6
1000 - 1059 PM	79.6	72.3	56.8	67.4	58.2	79.4	63.6	73.0	62.5	68.0	50.1	58.9	71.1	67.4
1100 - 559 AM	78.8	70.5	70.2	69.6	72.3	76.9	64.1	74.2	67.5	72.0	67.2	68.3	68.6	71.9
TOTAL, ALL ARRIVALS, BY AIRPORT	81.0	82.8	78.8	73.0	66.0	79.0	77.7	79.7	75.0	76.2	60.1	76.9	83.4	76.0

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	92.3	94.4	95.0	94.1	98.2	96.0	94.0	91.7	92.4	94.5	97.2	94.4	92.4	94.9	96.6	92.6	93.2	96.1
700 - 759 AM	92.7	93.4	94.1	87.2	85.5	92.7	90.4	89.3	93.6	91.9	95.5	93.2	90.8	94.8	94.0	90.7	89.9	94.3
800 - 859 AM	89.8	93.5	91.6	90.6	89.6	92.4	82.4	86.1	86.8	91.4	97.0	89.3	85.3	91.3	86.8	89.4	88.7	93.3
900 - 959 AM	83.9	89.3	91.8	90.6	85.1	91.5	85.6	84.5	88.6	89.3	91.0	89.0	86.7	92.0	84.8	85.5	86.9	90.8
1000 - 1059 AM	84.4	89.1	88.0	84.4	91.1	90.6	75.2	80.2	86.4	85.6	93.0	88.9	86.0	87.0	74.5	78.2	86.2	90.3
1100 - 1159 AM	86.4	90.4	87.7	87.7	81.4	90.1	73.2	77.6	83.8	88.5	85.7	87.1	80.0	85.1	74.7	79.5	83.1	87.4
1200 - 1259 PM	83.4	90.5	83.8	85.2	90.6	86.9	73.2	74.0	80.8	85.8	77.7	85.0	82.7	84.9	69.4	73.6	81.3	87.4
100 - 159 PM	83.9	85.3	80.4	86.6	80.4	86.0	65.9	72.5	78.3	76.3	73.9	80.8	81.1	72.9	68.1	72.8	77.9	84.6
200 - 259 PM	79.8	82.2	79.7	80.7	89.1	86.9	71.0	72.9	78.8	72.5	79.1	78.3	72.7	84.3	62.3	72.2	75.7	79.9
300 - 359 PM	74.1	80.8	69.7	80.0	86.5	85.2	66.9	71.9	74.5	68.8	74.6	75.2	68.9	69.5	61.2	71.8	73.5	80.3
400 - 459 PM	71.0	79.9	75.5	76.7	89.1	76.8	57.8	73.4	82.2	59.0	77.6	75.8	80.0	78.0	67.3	70.2	73.1	76.9
500 - 559 PM	67.0	75.2	71.2	80.1	76.5	78.4	65.1	66.4	79.3	54.3	75.4	72.8	68.7	75.3	56.8	74.2	71.5	78.3
600 - 659 PM	71.7	74.9	67.7	70.4	84.4	79.0	66.5	63.6	64.3	50.4	74.8	75.7	60.9	79.2	58.8	67.9	66.6	80.1
700 - 759 PM	70.4	77.3	69.7	74.2	75.1	80.8	62.1	64.4	76.4	47.2	79.0	76.4	65.3	70.6	57.3	62.6	61.5	74.0
800 - 859 PM	64.7	73.9	70.8	63.3	87.7	82.9	63.2	68.2	64.0	54.4	80.7	69.7	62.8	69.7	61.8	65.9	67.8	77.7
900 - 959 PM	64.1	75.0	69.4	75.1	92.1	84.0	61.7	69.2	78.3	57.9	73.3	75.7	75.9	80.8	66.4	75.4	66.6	71.5
1000 - 1059 PM	72.8	74.1	82.5	92.9	J/	J/	J/	70.0	68.8	61.3	80.6	82.1	77.3	79.4	74.6	77.4	J/	J/
1100 - 559 AM	78.8	96.0	93.5	J/	J/	J/	82.2	96.6	J/	95.5	100.0	J/	84.6	96.0	76.4	75.8	96.8	89.3
TOTAL, ALL DEPARTURES, BY AIRPORT	77.6	85.1	81.5	82.2	87.9	86.6	71.6	74.9	80.6	74.2	83.4	81.8	77.2	82.2	72.2	77.3	78.8	84.6

* 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	PHL	PHX	PIT	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	93.1	93.1	89.6	96.4	89.7	91.4	90.8	91.8	93.4	95.8	95.0	92.3	97.2	93.6
700 - 759 AM	93.3	93.0	88.1	93.2	82.3	90.5	94.9	96.5	94.0	89.9	85.1	93.1	92.3	91.1
800 - 859 AM	87.7	89.9	82.7	90.8	81.5	87.4	91.5	92.3	90.3	86.4	86.4	88.8	93.5	88.4
900 - 959 AM	77.9	94.3	80.7	89.6	78.6	84.5	84.5	94.9	86.5	82.9	79.7	81.6	91.9	85.7
1000 - 1059 AM	85.8	88.9	82.4	83.2	77.1	86.5	76.7	90.2	81.5	85.1	68.1	83.1	93.3	82.8
1100 - 1159 AM	73.1	86.1	79.4	77.7	75.4	85.9	79.9	86.2	79.1	81.4	63.4	79.7	88.3	81.0
1200 - 1259 PM	72.6	87.3	75.3	71.8	72.6	85.8	74.0	86.3	76.6	85.1	61.0	77.1	85.3	78.7
100 - 159 PM	80.8	79.0	78.1	71.2	69.7	84.0	80.2	89.3	73.1	78.7	58.5	76.0	81.3	76.6
200 - 259 PM	75.6	78.8	76.4	66.0	63.2	79.2	76.6	69.7	72.0	76.6	48.5	81.9	84.6	75.6
300 - 359 PM	65.7	75.3	79.8	65.0	61.5	72.9	67.1	80.1	74.8	74.3	61.6	77.8	78.9	71.6
400 - 459 PM	65.0	78.6	74.2	60.8	58.1	71.1	71.0	74.6	66.7	68.4	58.2	70.7	72.9	71.2
500 - 559 PM	58.8	76.4	73.3	54.3	54.5	68.6	74.4	71.3	73.0	72.6	45.3	79.6	83.9	69.3
600 - 659 PM	56.4	69.8	76.6	65.0	51.7	66.3	52.8	71.2	67.7	69.2	59.1	60.4	79.5	66.8
700 - 759 PM	54.8	74.1	76.7	52.8	47.5	63.9	72.6	62.1	68.4	70.0	44.9	85.0	73.8	66.4
800 - 859 PM	61.9	78.5	71.0	58.4	48.2	69.0	70.0	86.4	73.2	62.5	54.6	78.1	75.4	67.0
900 - 959 PM	65.2	90.3	77.1	54.4	51.8	81.5	60.9	90.3	79.0	76.1	55.4	83.5	70.1	70.2
1000 - 1059 PM	J/	J/	80.1	73.9	55.0	77.6	76.9	J/	88.8	84.3	67.7	J/	67.9	74.9
1100 - 559 AM	95.2	J/	95.5	79.2	93.5	96.3	79.7	J/	100.0	82.6	78.4	91.3	J/	81.8
TOTAL, ALL DEPARTURES, BY AIRPORT	73.2	82.4	79.2	73.8	66.3	79.2	76.7	83.5	79.9	80.7	66.7	80.9	85.1	77.4

* 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
DL	1442	MIA-LGA	1124	31	93.55	30	27
AA	1763	ORD-SNA	1710	27	92.59	57	39
UA	1567	ORD-LAS	2040	31	90.32	61	40
CO	1187	EWR-ORD	1845	27	88.89	82	77
AA	1497	EWR-ORD	2014	27	88.89	77	66
DL	181	ATL-LAX	1755	25	88.00	41	30
AA	1175	ORD-EWR	1613	31	87.10	62	53
AA	575	EWR-ORD	1744	27	85.19	95	98
WN	709	LAS-SJC	2050	27	85.19	54	38
AA	1639	JFK-SJU	1745	31	83.87	51	33
OO	6148	SFO-SBA	2125	31	83.87	44	33
US**	551	SFO-PHX	1229	31	83.87	42	31
RU	2763	EWR-DTW	1750	22	81.82	85	83
UA	1499	ORD-PHX	2005	27	81.48	56	37
WN	709	MDW-LAS	1840	27	81.48	48	33
RU	2958	CVG-EWR	1415	27	81.48	41	35
RU	2078	EWR-PIT	1600	27	81.48	37	27
RU	2072	EWR-RIC	1900	26	80.77	57	39
EV	4320	GNV-ATL	1900	26	80.77	39	32
OO	6440	RNO-SFO	1747	31	80.65	70	49
OO	6390	SFO-RNO	1918	31	80.65	60	37
OO	6458	RNO-SFO	2040	31	80.65	60	35
OO	6440	SFO-RNO	1627	31	80.65	58	27
AA	1450	ORD-EWR	1338	31	80.65	55	38
UA	129	ORD-LAX	2005	31	80.65	49	38
OO	6191	SFO-ACV	1418	31	80.65	46	38
CO	1835	EWR-PHX	1945	31	80.65	38	30
AA	1677	ORD-SNA	1912	31	80.65	36	30
WN	269	HOU-JAN	1700	31	80.65	30	27

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

** Effective January 2006, data of the merged operations of US Airways and America West Airlines are combined, and will appear only as US in this table. The designated flight was operated by America West, and the flight number is an America West flight number.

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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	1,326	42	3.2
SKYWEST	1,526	35	2.3
ATA	58	1	1.7
AMERICAN	1,833	30	1.6
CONTINENTAL	924	15	1.6
UNITED	1,394	17	1.2
AIRTRAN	634	6	0.9
FRONTIER	236	2	0.8
AMERICAN EAGLE	1,500	8	0.5
ATLANTIC SOUTHEAST	789	4	0.5
MESA	832	4	0.5
SOUTHWEST	3,092	10	0.3
DELTA	1,545	4	0.3
JETBLUE	408	1	0.2
ALASKA	425	1	0.2
US AIRWAYS *	1,481	2	0.1
COMAIR	807	1	0.1
NORTHWEST	1,224	0	0.0
HAWAIIAN	130	0	0.0
TOTAL	20,164	183	0.9

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.

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

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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)	66.4	80.3	244	244
ADAK ISLAND AK (ADK)	55.6	0.0	9	9
AGUADILLA PR (BQN)	78.5	93.5	93	93
AKRON/CANTON OH (CAK)	82.2	83.2	929	930
ALBANY GA (ABY)	79.1	81.7	115	115
ALBANY NY (ALB)	78.7	83.8	1,327	1,327
ALBUQUERQUE NM (ABQ)	76.7	81.0	3,218	3,217
ALEXANDRIA LA (AEX)	78.5	83.3	200	221
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	74.3	81.3	408	427
AMARILLO TX (AMA)	71.4	78.2	702	703
ANCHORAGE AK (ANC)	73.5	81.6	1,508	1,506
APPLETON WI (ATW)	72.9	73.9	328	329
ASHEVILLE NC (AVL)	79.5	80.9	288	288
ASHLAND WV (HTS)	94.4	96.3	54	54
ASPEN CO (ASE)	67.6	68.6	105	105
ATLANTA GA (ATL)	76.5	77.6	34,988	34,920
ATLANTIC CITY NJ (ACY)	94.8	94.8	58	58
AUGUSTA GA (AGS)	82.4	77.0	204	204
AUSTIN TX (AUS)	76.0	80.2	3,850	3,848
BAKERSFIELD CA (BFL)	75.0	79.9	507	507
BALTIMORE MD (BWI)	83.6	81.5	8,900	8,902
BANGOR ME (BGR)	78.1	86.5	333	333
BARROW AK (BRW)	81.1	77.4	53	53
BATON ROUGE LA (BTR)	69.9	75.9	1,090	1,091
BEAUMONT/PORT ARTHUR TX (BPT)	77.4	83.9	31	31
BEND/REDMOND OR (RDM)	66.8	71.8	298	298
BETHEL AK (BET)	72.4	67.3	98	98
BILLINGS MT (BIL)	76.8	80.1	362	362
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	89.7	93.1	58	58
BIRMINGHAM AL (BHM)	76.1	78.8	1,587	1,588
BISMARCK/MANDAN ND (BIS)	73.3	86.9	176	176
BLOOMINGTON IL (BMI)	68.8	70.6	384	385
BOISE ID (BOI)	75.2	83.7	1,402	1,401
BOSTON MA (BOS)	80.2	85.1	11,190	11,186
BOZEMAN MT (BZN)	71.6	77.1	370	398
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	77.3	77.5	176	178
BROWNSVILLE TX (BRO)	69.6	84.5	207	207
BRUNSWICK GA (BQK)	85.9	81.5	92	92
BUFFALO NY (BUF)	74.4	77.1	2,190	2,186
BURBANK CA (BUR)	73.3	77.3	2,649	2,650
BURLINGTON VT (BTV)	67.8	78.0	596	615
BUTTE MT (BTM)	86.9	83.9	61	62
CARLSBAD CA (CLD)	74.6	80.0	205	205

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CASPER WY (CPR)	78.1	81.5	278	275
CEDAR CITY UT (CDC)	74.7	83.1	91	89
CEDAR RAPIDS/IOWA CITY IA (CID)	70.0	75.4	787	790
CHAMPAIGN/URBANA IL (CMI)	68.8	79.7	321	320
CHARLESTON SC (CHS)	77.4	80.6	969	969
CHARLESTON/DUNBAR WV (CRW)	78.9	83.6	369	377
CHARLOTTE AMALIE VI (STT)	85.8	86.6	337	337
CHARLOTTE NC (CLT)	82.8	82.2	9,952	9,953
CHARLOTTESVILLE VA (CHO)	90.9	92.5	186	186
CHATTANOOGA TN (CHA)	79.2	83.3	408	408
CHICAGO IL (MDW)	81.0	73.2	8,506	8,499
CHICAGO IL (ORD)	66.0	66.3	31,685	31,689
CHICO CA (CIC)	48.3	66.3	89	89
CHRISTIANSTED VI (STX)	90.7	97.1	43	35
CLEVELAND OH (CLE)	80.2	83.7	7,670	7,678
CODY WY (COD)	77.4	87.1	93	93
COLLEGE STATION/BRYAN TX (CLL)	81.7	87.4	126	127
COLORADO SPRINGS CO (COS)	73.7	81.2	1,497	1,492
COLUMBIA SC (CAE)	72.5	75.2	1,136	1,137
COLUMBUS GA (CSG)	81.7	84.3	115	115
COLUMBUS MS (GTR)	83.9	75.8	62	62
COLUMBUS OH (CMH)	76.5	81.9	2,732	2,731
CORDOVA AK (CDV)	83.9	88.7	62	62
CORPUS CHRISTI TX (CRP)	69.7	78.8	736	737
COVINGTON KY (CVG)	87.2	87.9	11,465	11,462
CRESCENT CITY CA (CEC)	68.2	75.3	85	85
DALLAS TX (DAL)	79.1	77.1	4,247	4,247
DALLAS/FT.WORTH TX (DFW)	78.0	74.9	25,106	25,086
DAYTON OH (DAY)	73.3	81.0	1,140	1,120
DAYTONA BEACH FL (DAB)	80.6	77.2	356	356
DEADHORSE AK (SCC)	66.7	70.4	27	27
DENVER CO (DEN)	74.4	71.6	19,193	19,198
DES MOINES IA (DSM)	69.7	77.7	1,101	1,102
DETROIT MI (DTW)	81.8	80.6	10,770	10,770
DILLINGHAM AK (DLG)	84.6	84.6	13	13
DOTHAN AL (DHN)	76.9	80.5	169	169
DUBUQUE IA (DBQ)	62.2	76.7	119	120
DULUTH MN (DLH)	82.8	90.8	87	87
DURANGO CO (DRO)	72.0	76.7	279	279
EAGLE CO (EGE)	66.3	77.8	540	540
EL CENTRO CA (IPL)	80.6	87.1	62	62
EL PASO TX (ELP)	75.9	81.7	1,960	1,960
ELKO NV (EKO)	83.0	84.4	141	147

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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)	91.3	93.8	80	80
EUGENE OR (EUG)	70.9	77.1	516	516
EUREKA/ARCATA CA (ACV)	55.6	67.5	320	320
EVANSVILLE IN (EVV)	74.1	79.0	467	467
FAIRBANKS AK (FAI)	78.7	84.7	385	385
FARGO ND (FAR)	75.7	82.3	354	350
FAYETTEVILLE AR (XNA)	73.2	75.4	1,074	1,072
FAYETTEVILLE NC (FAY)	68.5	68.5	124	124
FLAGSTAFF AZ (FLG)	71.8	79.0	124	124
FLINT MI (FNT)	77.8	84.3	693	693
FLORENCE SC (FLO)	79.0	88.7	62	62
FORT LAUDERDALE FL (FLL)	83.9	83.4	6,597	6,596
FORT SMITH AR (FSM)	76.2	80.1	151	151
FORT WAYNE IN (FWA)	72.4	78.6	576	576
FRESNO CA (FAT)	74.0	77.9	1,274	1,274
FT. MYERS FL (RSW)	82.5	83.5	3,108	3,106
GAINESVILLE FL (GNV)	73.8	71.4	168	168
GRAND FORKS ND (GFK)	72.4	89.7	58	58
GRAND JUNCTION CO (GJT)	77.3	81.1	396	391
GRAND RAPIDS MI (GRR)	75.9	83.7	1,425	1,424
GREAT FALLS MT (GTF)	80.1	87.2	327	328
GREEN BAY/CLINTONVILLE WI (GRB)	71.8	78.9	680	702
GREENSBORO/HIGH POINT NC (GSO)	74.9	77.5	1,181	1,184
GREENVILLE/SPARTANBURG SC (GSP)	75.1	82.0	908	909
GULFPORT/BILOXI MS (GPT)	76.4	79.2	607	607
GUNNISON CO (GUC)	73.0	81.8	159	159
HARLINGEN/SAN BENITO TX (HRL)	78.8	82.0	510	510
HARRISBURG PA (MDT)	76.5	83.1	673	692
HARTFORD CT (BDL)	77.3	83.5	2,818	2,818
HELENA MT (HLN)	84.1	91.4	151	151
HILO HI (ITO)	95.3	96.0	275	275
HONOLULU HI (HNL)	82.4	91.4	3,290	3,291
HOUSTON TX (HOU)	79.2	72.3	4,674	4,674
HOUSTON TX (IAH)	73.7	77.2	19,401	19,386
HUNTSVILLE AL (HSV)	78.0	82.4	777	777
IDAHO FALLS ID (IDA)	76.7	85.7	215	210
INDIANAPOLIS IN (IND)	77.6	82.6	3,221	3,223
INDIO/PALM SPRINGS CA (PSP)	64.9	74.2	1,430	1,430
INYOKERN CA (IYK)	67.4	75.3	89	89
ISLIP NY (ISP)	84.5	82.6	987	987
JACKSON WY (JAC)	77.9	84.2	348	348
JACKSON/VICKSBURG MS (JAN)	73.6	78.7	936	936
JACKSONVILLE FL (JAX)	81.9	84.5	2,690	2,690

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JUNEAU AK (JNU)	86.8	84.5	310	310
KAHULUI HI (OGG)	80.8	87.7	1,335	1,335
KALAMAZOO MI (AZO)	77.1	84.5	402	420
KALISPELL MT (FCA)	82.4	93.7	205	205
KANSAS CITY MO (MCI)	75.1	79.8	4,718	4,719
KETCHIKAN AK (KTN)	81.2	84.9	186	186
KEY WEST FL (EYW)	77.4	67.7	93	93
KILLEEN TX (GRK)	76.4	81.8	415	418
KING SALMON AK (AKN)	54.5	54.5	22	22
KINSTON NC (ISO)	83.6	90.2	61	61
KNOXVILLE TN (TYS)	74.1	81.0	927	927
KODIAK AK (ADQ)	86.5	86.5	52	52
KONA HI (KOA)	87.4	91.6	658	658
KOTZEBUE AK (OTZ)	65.6	73.1	93	93
LA CROSSE WI (LSE)	70.0	80.8	150	151
LAFAYETTE LA (LFT)	68.7	74.0	377	377
LAKE CHARLES LA (LCH)	70.2	82.6	121	121
LANSING MI (LAN)	76.9	82.0	445	445
LAREDO TX (LRD)	77.1	82.3	231	231
LAS VEGAS NV (LAS)	72.5	72.2	15,712	15,708
LAWTON/FORT SILL OK (LAW)	81.3	87.8	182	181
LEWISTON ID (LWS)	82.3	91.9	62	62
LEXINGTON KY (LEX)	75.4	81.7	910	912
LIHUE HI (LIH)	88.8	93.5	660	660
LINCOLN NE (LNK)	63.9	69.4	277	278
LITTLE ROCK AR (LIT)	74.3	82.1	1,445	1,461
LONG BEACH CA (LGB)	75.0	87.7	1,035	1,038
LONGVIEW/KILGOR/GLADWATR TX (GGG)	69.9	84.9	93	93
LOS ANGELES CA (LAX)	73.6	77.3	19,610	19,605
LOUISVILLE KY (SDF)	77.1	80.8	1,647	1,647
LUBBOCK TX (LBB)	73.3	81.4	764	764
LYNCHBURG VA (LYH)	62.5	79.5	88	88
MACON GA (MCN)	80.9	88.2	94	93
MADISON WI (MSN)	71.7	76.5	1,053	1,049
MANCHESTER NH (MHT)	76.5	82.1	1,815	1,814
MARQUETTE MI (MQT)	52.9	70.6	85	85
MEDFORD OR (MFR)	57.2	67.1	486	487
MELBOURNE FL (MLB)	75.1	77.8	221	221
MEMPHIS TN (MEM)	79.5	80.3	3,989	3,992
MERIDIAN MS (MEI)	67.6	75.8	71	62
MIAMI FL (MIA)	82.8	82.4	6,088	6,092
MIDLAND/ODESSA TX (MAF)	71.7	82.2	725	725
MILWAUKEE WI (MKE)	73.4	80.4	1,955	1,932

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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.
MINNEAPOLIS/ST. PAUL MN (MSP)	78.8	79.2	10,678	10,667
MINOT ND (MOT)	78.5	91.4	93	93
MISSION/MCALLEN/EDINBURG TX (MFE)	71.8	81.9	447	447
MISSOULA MT (MSO)	79.5	88.6	302	298
MOBILE AL (MOB)	76.3	81.9	552	552
MODESTO CA (MOD)	50.9	72.4	116	116
MOLINE IL (MLI)	72.7	79.6	484	505
MONROE LA (MLU)	65.9	75.2	129	129
MONTEREY CA (MRY)	69.8	77.9	725	727
MONTGOMERY AL (MGM)	76.4	78.8	292	293
MONTROSE/DELTA CO (MTJ)	74.0	80.1	315	317
MYRTLE BEACH SC (MYR)	85.0	82.7	514	514
NAPLES FL (APF)	83.9	80.6	93	93
NASHVILLE TN (BNA)	81.0	79.7	4,907	4,910
NEW ORLEANS LA (MSY)	80.2	80.3	2,198	2,198
NEW YORK NY (JFK)	77.1	82.2	8,658	8,658
NEW YORK NY (LGA)	69.4	78.8	11,159	11,150
NEWARK NJ (EWR)	63.6	74.2	13,992	13,994
NEWBURGH/POUGHKEEPSIE NY (SWF)	63.4	74.2	93	93
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	77.3	78.7	599	601
NOME AK (OME)	72.2	67.0	97	97
NORFOLK VA (ORF)	77.5	81.4	1,670	1,671
OAKLAND CA (OAK)	73.0	73.8	6,114	6,114
OKLAHOMA CITY OK (OKC)	70.6	79.9	1,831	1,817
OMAHA NE (OMA)	71.2	80.1	1,871	1,869
ONTARIO/SAN BERNARDINO CA (ONT)	72.4	78.0	3,032	3,032
ORLANDO FL (MCO)	84.7	84.6	10,765	10,780
OXNARD/VENTURA CA (OXR)	78.8	86.8	151	151
PANAMA CITY FL (PFN)	76.5	80.1	221	221
PASCO/KENNEWICK/RICHLAND WA (PSC)	76.8	90.8	142	142
PENSACOLA FL (PNS)	78.2	80.5	864	865
PEORIA IL (PIA)	69.3	69.4	400	399
PETERSBURG AK (PSG)	85.5	85.5	62	62
PHILADELPHIA PA (PHL)	79.0	79.2	9,608	9,600
PHOENIX AZ (PHX)	77.7	76.7	18,507	18,513
PITTSBURGH PA (PIT)	79.7	83.5	3,850	3,848
POCATELLO ID (PIH)	81.0	91.6	158	155
PONCE PR (PSE)	87.1	90.3	31	31
PORTLAND ME (PWM)	72.0	78.9	667	668
PORTLAND OR (PDX)	75.3	82.1	4,514	4,515
PROVIDENCE RI (PVD)	80.9	85.0	2,389	2,389
RALEIGH/DURHAM NC (RDU)	79.6	82.5	4,588	4,587
RAPID CITY SD (RAP)	75.0	81.4	368	371

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
REDDING CA (RDD)	43.6	61.8	179	178
RENO NV (RNO)	69.8	76.2	2,307	2,307
RICHMOND VA (RIC)	74.2	78.8	1,436	1,435
ROANOKE VA (ROA)	76.7	74.9	395	394
ROCHESTER MN (RST)	66.7	69.7	174	175
ROCHESTER NY (ROC)	75.3	77.7	1,397	1,397
ROCKFORD IL (RFD)	70.9	85.2	55	54
SACRAMENTO CA (SMF)	72.6	76.2	4,396	4,398
SAGINAW/BAY CITY/MIDLAND MI (MBS)	73.4	83.8	271	271
SALT LAKE CITY UT (SLC)	76.9	80.9	11,997	11,996
SAN ANGELO TX (SJT)	74.7	81.3	154	155
SAN ANTONIO TX (SAT)	77.0	82.3	3,787	3,778
SAN DIEGO CA (SAN)	75.0	79.9	7,882	7,886
SAN FRANCISCO CA (SFO)	60.1	66.7	10,964	10,966
SAN JOSE CA (SJC)	75.3	80.2	5,176	5,177
SAN JUAN PR (SJU)	79.8	87.9	2,261	2,259
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	73.2	79.2	590	590
SANTA ANA CA (SNA)	75.5	80.2	4,242	4,243
SANTA BARBARA CA (SBA)	73.7	79.1	1,292	1,292
SANTA MARIA CA (SMX)	78.9	82.8	152	151
SARASOTA/BRADENTON FL (SRQ)	84.0	84.1	855	855
SAVANNAH GA (SAV)	71.7	77.4	1,043	1,044
SCRANTON/WILKES-BARRE PA (AVP)	71.0	77.5	231	231
SEATTLE WA (SEA)	76.2	80.7	8,423	8,421
SHREVEPORT LA (SHV)	73.5	78.3	601	600
SIOUX FALLS SD (FSD)	72.5	77.0	473	473
SITKA AK (SIT)	84.9	93.5	93	93
SOUTH BEND IN (SBN)	75.7	68.3	259	259
SPOKANE WA (GEG)	76.4	88.7	1,078	1,079
SPRINGFIELD IL (SPI)	67.1	69.7	155	155
SPRINGFIELD MO (SGF)	68.7	76.9	757	757
ST. GEORGE UT (SGU)	74.1	81.6	266	267
ST. LOUIS MO (STL)	82.0	82.1	5,602	5,601
STATE COLLEGE PA (SCE)	86.5	91.0	89	89
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	68.7	75.5	396	396
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	77.1	82.9	201	205
SYRACUSE NY (SYR)	74.4	82.3	1,017	1,018
TALLAHASSEE FL (TLH)	79.1	82.3	244	243
TAMPA FL (TPA)	83.4	85.1	6,906	6,908
TELLURIDE CO (TEX)	69.4	69.4	62	62
TEXARKANA AR (TXK)	79.6	82.8	93	93
TOLEDO OH (TOL)	84.4	85.5	352	352
TRAVERSE CITY MI (TVC)	64.8	75.4	236	236

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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.
TUCSON AZ (TUS)	71.7	80.3	2,267	2,267
TULSA OK (TUL)	73.4	78.4	1,862	1,862
TUPELO MS (TUP)	79.4	82.5	63	63
TWIN FALLS ID (TWF)	72.5	83.2	233	220
TYLER TX (TYR)	81.2	89.7	154	155
VALDOSTA GA (VLD)	83.5	80.6	109	93
VALPARAISO FL (VPS)	76.0	80.5	520	519
WACO TX (ACT)	83.0	90.1	212	213
WASHINGTON DC (DCA)	81.9	86.6	8,434	8,432
WASHINGTON DC (IAD)	82.1	81.8	8,256	8,255
WAUSAU/MARSHFIELD WI (CWA)	67.7	76.3	93	93
WEST PALM BEACH/PALM BEACH FL (PBI)	82.9	83.6	2,932	2,933
WHITE PLAINS NY (HPN)	69.7	77.4	439	439
WICHITA FALLS TX (SPS)	78.7	82.3	207	209
WICHITA KS (ICT)	69.5	75.8	1,064	1,065
WILMINGTON NC (ILM)	71.0	75.3	269	287
WRANGELL AK (WRG)	85.5	85.5	62	62
YAKUTAT AK (YAK)	88.7	90.3	62	62
YUMA AZ (YUM)	70.6	77.0	248	248

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	22	25,797	778	3.0	113	45,177	1,420	3.1
SKYWEST	16	24,848	556	2.2	125	46,337	1,100	2.4
UNITED	31	36,059	785	2.2	84	42,644	869	2.0
MESA	25	15,520	282	1.8	117	25,485	503	2.0
ATLANTIC SOUTHEAST	18	12,645	150	1.2	131	23,983	317	1.3
ALASKA	16	7,192	41	0.6	46	13,072	147	1.1
EXPRESSJET	25	18,860	226	1.2	116	38,038	422	1.1
DELTA	30	36,173	426	1.2	98	45,718	500	1.1
AMERICAN	29	42,524	453	1.1	85	55,904	600	1.1
NORTHWEST	29	25,100	290	1.2	106	36,904	392	1.1
COMAIR	22	14,186	136	1.0	104	23,208	234	1.0
ATA	9	1,467	14	1.0	12	1,750	17	1.0
SOUTHWEST	16	46,001	335	0.7	62	92,111	638	0.7
US AIRWAYS *	29	36,703	211	0.6	79	44,295	254	0.6
CONTINENTAL	28	21,617	85	0.4	71	27,531	97	0.4
HAWAIIAN	6	274	0	0.0	14	4,145	13	0.3
FRONTIER	21	5,795	9	0.2	37	7,016	16	0.2
AIRTRAN	22	15,079	34	0.2	46	19,516	41	0.2
JETBLUE	15	9,400	5	0.1	33	12,383	6	0.0
Total		395,240	4,816	1.2	Total	605,217	7,586	1.2

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

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

MARCH 2006
AIR TRAVEL CONSUMER REPORT
TABLE 9. CAUSES OF DELAY*, BY CARRIER**

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	55904	41541	74.31%	600	1.07%	127	0.23%	3148	5.63%	796	1.42%	5651	10.11%	22	0.04%	4020	7.19%
AS	13072	9495	72.64%	147	1.12%	24	0.18%	1043	7.98%	37	0.29%	1177	9.00%	27	0.21%	1121	8.58%
B6	12383	9647	77.91%	6	0.05%	68	0.55%	549	4.44%	9	0.08%	1148	9.27%	17	0.14%	938	7.57%
CO	27531	19552	71.02%	97	0.35%	36	0.13%	1372	4.98%	170	0.62%	4263	15.48%	92	0.33%	1949	7.08%
DL	45718	36316	79.43%	500	1.09%	58	0.13%	2178	4.76%	116	0.25%	3973	8.69%	19	0.04%	2558	5.60%
EV	23983	17826	74.33%	317	1.32%	22	0.09%	2227	9.28%	830	3.46%	2446	10.20%	9	0.04%	307	1.28%
F9	7016	4908	69.95%	16	0.23%	6	0.09%	520	7.42%	27	0.38%	1038	14.80%	1	0.01%	500	7.12%
FL	19516	15591	79.89%	41	0.21%	26	0.13%	639	3.27%	15	0.08%	1563	8.01%	0	0.00%	1641	8.41%
HA	4145	3768	90.90%	13	0.31%	0	0.00%	199	4.79%	14	0.33%	3	0.07%	0	0.00%	149	3.59%
MQ	45177	32918	72.86%	1420	3.14%	93	0.21%	2548	5.64%	492	1.09%	3549	7.86%	1	0.00%	4155	9.20%
NW	36904	29202	79.13%	392	1.06%	126	0.34%	2519	6.83%	475	1.29%	2732	7.40%	28	0.08%	1430	3.88%
OH	23208	19516	84.09%	234	1.01%	34	0.15%	1314	5.66%	480	2.07%	1567	6.75%	9	0.04%	54	0.23%
OO	46337	32885	70.97%	1100	2.37%	61	0.13%	6363	13.73%	485	1.05%	1786	3.85%	41	0.09%	3616	7.80%
RU	38038	27181	71.46%	422	1.11%	113	0.30%	1721	4.52%	297	0.78%	4648	12.22%	87	0.23%	3570	9.38%
TZ	1750	1230	70.29%	17	0.97%	0	0.00%	96	5.49%	5	0.28%	247	14.11%	2	0.12%	153	8.75%
UA	42644	29534	69.26%	869	2.04%	74	0.17%	2856	6.70%	111	0.26%	4699	11.02%	0	0.00%	4501	10.55%
US***	44295	36568	82.56%	254	0.57%	42	0.09%	2178	4.92%	72	0.16%	3198	7.22%	18	0.04%	1964	4.43%
WN	92111	73434	79.72%	638	0.69%	96	0.10%	4528	4.92%	345	0.37%	2843	3.09%	85	0.09%	10142	11.01%
YV	25485	19569	76.79%	503	1.97%	47	0.18%	1966	7.71%	154	0.60%	1069	4.19%	16	0.06%	2162	8.48%
TOTAL	605217	460681		7586		1053		37965		4930		47598		474		44930	
			76.12%		1.25%		0.17%		6.27%		0.81%		7.86%		0.08%		7.42%

***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.

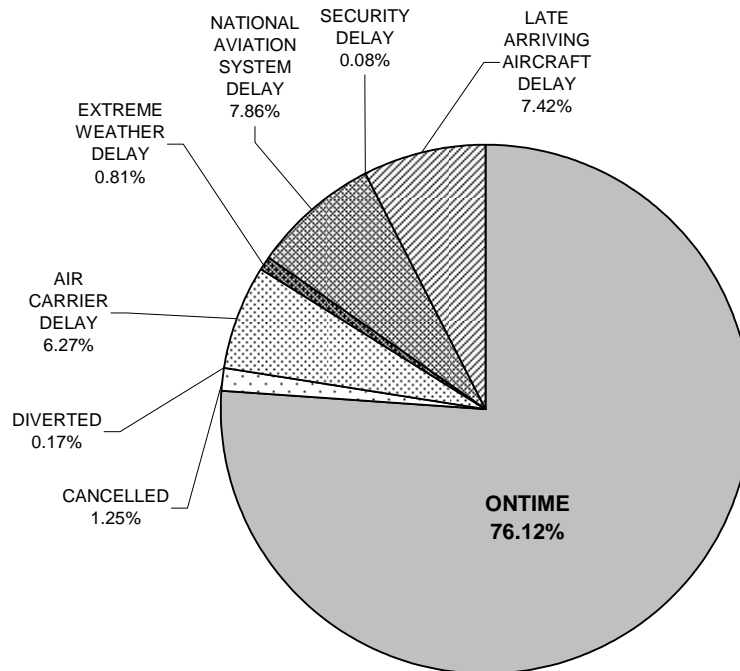
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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

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

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

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

**MARCH 2006
AIR TRAVEL CONSUMER REPORT
TABLE 10. OVERALL CAUSES OF DELAY***



***Causes of Delay:**

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

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

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 31 airports for which data must be reported. Data include all reported domestic flight operations to the 31 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 31 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
Pittsburgh: Greater International	PIT
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Reagan National	DCA
Washington: Dulles	IAD

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

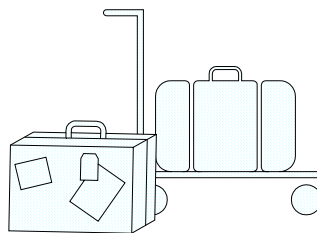
FL	AirTran Airways
AS	Alaska Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
NW	Northwest Airlines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

* Revised January 2006, based on Bureau of Transportation Statistic's Technical Reporting Directive #13, issued September 20, 2005.

** 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.



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

RANK	AIRLINE	MARCH 2006			MARCH 2005		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	JETBLUE AIRWAYS	5,358	1,637,461	3.27	4,962	1,294,025	3.83
2	AIRTRAN AIRWAYS	6,656	1,811,202	3.67	5,242	1,437,452	3.65
3	CONTINENTAL AIRLINES	13,035	3,350,497	3.89	13,034	3,174,433	4.11
4	HAWAIIAN AIRLINES	2,049	517,490	3.96	1,541	500,637	3.08
5	UNITED AIRLINES	22,246	5,256,828	4.23	22,264	4,971,673	4.48
6	ALASKA AIRLINES	5,456	1,286,383	4.24	3,668	1,290,366	2.84
7	NORTHWEST AIRLINES	17,841	4,040,675	4.42	21,060	4,461,163	4.72
8	SOUTHWEST AIRLINES	41,780	8,508,512	4.91	28,964	7,816,700	3.71
9	ATA AIRLINES	1,087	219,200	4.96	2,099	548,365	3.83
10	FRONTIER AIRLINES	4,153	837,043	4.96	*	*	*
11	DELTA AIR LINES	33,941	6,215,710	5.46	64,523	7,720,455	8.36
12	AMERICAN AIRLINES	42,485	7,128,873	5.96	37,269	7,105,395	5.25
13	US AIRWAYS **	32,430	4,869,375	6.66	46,645	3,802,661	12.27
14	EXPRESSJET AIRLINES	10,709	1,451,493	7.38	7,448	1,223,056	6.09
15	MESA AIRLINES	9,886	1,198,185	8.25	*	*	*
16	COMAIR	7,807	902,344	8.65	14,150	1,166,179	12.13
17	SKYWEST AIRLINES	17,322	1,701,924	10.18	16,269	1,442,146	11.28
18	AMERICAN EAGLE AIRLINES	20,344	1,546,954	13.15	13,002	1,463,518	8.88
19	ATLANTIC SOUTHEAST AIRLINES	16,438	1,087,172	15.12	21,342	1,034,597	20.63
TOTALS **		311,023	53,567,321	5.81	323,482	50,452,821	6.41

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

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

ENPLANED PASSENGERS—For the domestic system only.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Reporting by Mesa Airlines effective January 2006.

** Effective January 2006, "Total Baggage Reports" and "Enplaned Passengers" data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways data in this table. Independence Air ceased operating in December 2005. Effective January 2006, America West and Independence Air are no longer ranked in this table. Totals for March 2005 reflect the deletion of America West's and Independence Air's data for that month.

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

RANK	AIRLINE	JANUARY - MARCH 2006			JANUARY - MARCH 2005		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	4,898	1,470,302	3.33	3,901	1,374,724	2.84
2	AIRTRAN AIRWAYS	17,735	4,592,944	3.86	11,717	3,632,854	3.23
3	JETBLUE AIRWAYS	17,821	4,360,753	4.09	13,342	3,417,502	3.90
4	CONTINENTAL AIRLINES	36,812	8,915,871	4.13	33,709	8,169,906	4.13
5	ALASKA AIRLINES	14,914	3,424,626	4.35	10,812	3,437,607	3.15
6	UNITED AIRLINES	64,029	14,131,439	4.53	66,772	13,576,215	4.92
7	NORTHWEST AIRLINES	47,805	10,485,627	4.56	59,403	11,447,846	5.19
8	SOUTHWEST AIRLINES	109,368	22,513,000	4.86	80,667	20,204,769	3.99
9	FRONTIER AIRLINES	11,872	2,179,226	5.45	*	*	*
10	ATA AIRLINES	3,734	611,905	6.10	6,386	1,498,796	4.26
11	DELTA AIR LINES	102,625	16,658,442	6.16	169,951	20,442,225	8.31
12	AMERICAN AIRLINES	121,833	19,318,640	6.31	109,192	18,851,378	5.79
13	US AIRWAYS **	95,748	12,925,632	7.41	127,853	9,561,493	13.37
14	EXPRESSJET AIRLINES	30,464	3,713,883	8.20	21,347	3,278,220	6.51
15	COMAIR	22,680	2,453,418	9.24	42,613	3,090,609	13.79
16	MESA AIRLINES	32,460	3,203,413	10.13	*	*	*
17	SKYWEST AIRLINES	49,575	4,544,753	10.91	49,400	3,808,858	12.97
18	AMERICAN EAGLE AIRLINES	56,918	4,245,449	13.41	37,924	3,861,728	9.82
19	ATLANTIC SOUTHEAST AIRLINES	49,334	2,914,374	16.93	59,302	2,725,936	21.75
TOTALS **		890,625	142,663,697	6.24	904,291	132,380,666	6.83

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

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

ENPLANED PASSENGERS—For the domestic system only.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Reporting by Mesa Airlines effective January 2006.

** Effective January 2006, "Total Baggage Reports" and "Enplaned Passengers" data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways data in this table. Independence Air ceased operating in December 2005. Effective January 2006, America West and Independence Air are no longer ranked in this table. Totals for January-March 2005 reflect the deletion of America West's and Independence Air's data for that month.

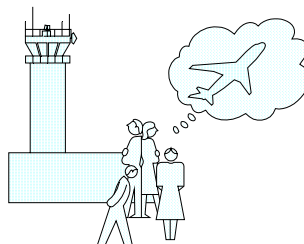
OVERSALES

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.



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

RANK	AIRLINE	JANUARY-MARCH 2006				JANUARY-MARCH 2005			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	17	5	4,334,914	0.01	15	0	3,400,086	0.00
2	HAWAIIAN AIRLINES	647	14	1,460,757	0.10	744	5	1,376,667	0.04
3	AIRTRAN AIRWAYS	4,893	61	4,487,485	0.14	8,334	216	3,543,810	0.61
4	UNITED AIRLINES	17,503	493	14,773,356	0.33	21,687	593	14,160,569	0.42
5	ALASKA AIRLINES	4,852	188	3,424,626	0.55	6,284	511	3,505,624	1.46
6	FRONTIER AIRLINES	510	144	2,165,124	0.67	*	*	*	*
7	NORTHWEST AIRLINES	19,096	1,116	11,155,597	1.00	23,152	2,048	12,061,214	1.70
8	US AIRWAYS **	19,066	1,426	13,370,306	1.07	17,902	1,014	10,074,156	1.01
9	AMERICAN AIRLINES	22,511	2,465	21,213,474	1.16	17,687	1,478	20,623,793	0.72
10	SKYWEST AIRLINES	4,144	154	1,225,894	1.26	1,394	28	399,872	0.70
11	SOUTHWEST AIRLINES	29,804	2,881	22,015,484	1.31	21,530	1,473	19,780,746	0.74
12	MESA AIRLINES	3,828	330	1,946,708	1.70	*	*	*	*
13	AMERICAN EAGLE AIRLINES	583	109	507,758	2.15	682	40	503,598	0.79
14	ATA AIRLINES	298	147	640,100	2.30	1,896	912	1,532,801	5.95
15	DELTA AIR LINES	38,256	4,315	17,079,253	2.53	18,494	2,185	20,650,378	1.06
16	CONTINENTAL AIRLINES	12,227	2,500	9,611,189	2.60	13,273	2,642	8,775,816	3.01
17	COMAIR	2,143	135	455,164	2.97	693	72	665,595	1.08
18	ATLANTIC SOUTHEAST AIRLINES	3,892	714	1,035,886	6.89	1,074	272	1,013,122	2.68
	TOTALS **	184,270	17,197	130,903,075	1.31	154,871	13,489	122,067,847	1.11

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 Express Jet Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ACR) consists of aircraft with 60 seats or less. Frontier Airlines was ranked in this section for the first time with the 2nd quarter (April-June) 2005 (voluntary flight delay and mishandled baggage reporting effective May 2005). Mesa Airlines is ranked in this section for the first time with this report.

** Effective the 1st quarter 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways in this table. Independence Air ceased operating in December 2005. Effective the 1st quarter 2006, America West and Independence Air are no longer ranked in this table. Totals for the 1st quarter 2005 reflect the deletion of America West's and Independence Air's data for that quarter.

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	MARCH 2006				MARCH 2005			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	575	97	2	88	532	80	5	90
FOREIGN AIRLINES	103	4	0	11	134	2	0	15
TRAVEL AGENTS	18	2	0	0	14	2	0	2
TOUR OPERATORS	0	0	0	0	4	0	0	0
MISCELLANEOUS	13	8	0	36	8	7	0	36
INDUSTRY TOTALS	709	111	2	135	692	91	5	143

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	MARCH 2006			MARCH 2005		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	154		1	175	
CANCELLATIONS			67			66
DELAYS			34			42
MISCONNECTIONS			26			32
BAGGAGE	2	151		2	160	
RES/TKTG/BOARDING	3	107		4	71	
REFUNDS	4	89		5	48	
CUSTOMER SERVICE	5	82		3	76	
OVERSALES	6	38		6	48	
DISABILITY	7	30		7	43	
OTHER	8	22		8	32	
FREQUENT FLYER			17			24
FARES	9	21		9	22	
DISCRIMINATION	10	11		10	13	
ADVERTISING	11	4		11	4	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		709			692	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT
 COMPLAINTS AGAINST U. S. AIRLINES
 BY COMPLAINT CATEGORY*
 MARCH 2006

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	5	1	3	0	0	1	0	1	0	0	0	0	11
AIRTRAN AIRWAYS	3	0	0	0	1	2	1	1	0	0	0	1	9
ALASKA AIRLINES	2	0	2	0	0	3	3	0	0	0	0	2	12
AMERICAN AIRLINES	26	5	14	3	7	24	14	5	0	4	0	4	106
AMERICAN EAGLE AIRLINES	5	2	2	0	1	5	4	0	0	0	0	0	19
ATLANTIC SOUTHEAST AIRLINES	3	2	0	0	0	1	0	0	0	0	0	0	6
CONTINENTAL AIRLINES	6	4	5	3	6	9	5	0	0	2	0	1	41
DELTA AIRLINES	10	4	9	1	5	17	11	0	0	2	0	2	61
EXPRESSJET AIRLINES	0	0	1	0	0	1	4	0	0	0	0	0	6
FLORIDA COASTAL AIRLINES	4	0	0	0	5	0	1	0	0	0	0	0	10
FRONTIER AIRLINES	4	0	0	0	1	1	0	0	0	0	0	1	7
HAWAIIAN AIRLINES	0	0	0	1	1	3	1	1	0	0	0	0	7
MESA AIRLINES	6	0	0	0	0	3	1	2	0	0	0	0	12
NORTHWEST AIRLINES	4	1	9	1	4	6	6	4	0	1	0	1	37
SKYWEST AIRLINES	7	0	1	0	0	3	0	1	0	1	0	0	13
SOUTHWEST AIRLINES	0	0	1	0	1	4	5	1	0	0	0	0	12
SPIRIT AIRLINES	5	2	3	0	3	5	0	0	0	0	0	0	18
UNITED AIRLINES	12	4	13	2	6	12	6	1	2	0	0	4	62
US AIRWAYS***	14	6	12	3	10	10	12	4	0	0	0	3	74
OTHER U. S. AIRLINES	22	3	5	1	6	7	5	3	0	0	0	0	52
TOTAL MARCH 2006	138	34	80	15	57	117	79	24	2	10	0	19	575
% OF TOTAL COMPLAINTS	24	5.9	13.9	2.6	9.9	20.3	13.7	4.2	0.3	1.7	0	3.3	
TOTAL MARCH 2005	144	37	45	18	29	116	63	37	3	11	0	29	532
% OF TOTAL COMPLAINTS	27.1	7.0	8.5	3.4	5.5	21.8	11.8	7.0	0.6	2.1	0	5.5	

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

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

*** EFFECTIVE JANUARY 2006, THE COMPLAINTS OF THE MERGED US AIRWAYS AND AMERICA WEST AIRLINES ARE COMBINED, AND APPEAR ONLY AS US AIRWAYS COMPLAINTS IN THIS TABLE. AMERICA WEST IS NO LONGER INCLUDED IN THIS TABLE.

Table 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE
MARCH 2006

U. S. AIRLINES*	COMPS RECD IN MAR	INCI - DENTS IN MAR	PERCENT	INCI - DENTS IN FEB	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AIR WISCONSIN	11	4	36.4	5	45.5	1	9.1	1	9.1
AIRTRAN AIRWAYS	9	4	44.4	2	22.2	3	33.3	0	0.0
ALASKA AIRLINES	12	4	33.3	2	16.7	2	16.7	4	33.3
AMERICAN AIRLINES	106	40	37.7	22	20.8	31	29.2	13	12.3
AMERICAN EAGLE AIRLINES	19	11	57.9	2	10.5	2	10.5	4	21.1
ATLANTIC SOUTHEAST AIRLINES	6	2	33.3	3	50.0	0	0.0	1	16.7
CONTINENTAL AIRLINES	41	9	22.0	10	24.4	14	34.1	8	19.5
DELTA AIRLINES	61	18	29.5	17	27.9	16	26.2	10	16.4
EXPRESSJET AIRLINES	6	5	83.3	1	16.7	0	0.0	0	0.0
FLORIDA COASTAL AIRLINES	10	3	30.0	2	20.0	3	30.0	2	20.0
FRONTIER AIRLINES	7	3	42.9	0	0.0	2	28.6	2	28.6
HAWAIIAN AIRLINES	7	4	57.1	2	28.6	1	14.3	0	0.0
MESA AIRLINES	12	8	66.7	2	16.7	1	8.3	1	8.3
NORTHWEST AIRLINES	37	5	13.5	17	45.9	7	18.9	8	21.6
SKYWEST AIRLINES	13	6	46.2	2	15.4	5	38.5	0	0.0
SOUTHWEST AIRLINES	12	4	33.3	2	16.7	4	33.3	2	16.7
SPIRIT AIRLINES	18	4	22.2	6	33.3	4	22.2	4	22.2
UNITED AIRLINES	62	23	37.1	17	27.4	10	16.1	12	19.4
US AIRWAYS**	74	26	35.1	14	18.9	15	20.3	19	25.7
OTHER U. S. AIRLINES	52	20	38.5	6	11.5	15	28.8	11	21.2
TOTALS	575	203	35.3	134	23.3	136	23.7	102	17.7
PREVIOUS YEAR'S TOTALS	532	192	36.1	125	23.5	117	22.0	98	18.4

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

** THE COMPLAINTS OF THE MERGED US AIRWAYS AND AMERICA WEST AIRLINES ARE COMBINED, AND APPEAR ONLY AS US AIRWAYS COMPLAINTS IN THIS TABLE. AMERICA WEST IS NO LONGER INCLUDED IN THIS TABLE.

Table 5

AIR TRAVEL CONSUMER REPORT
 COMPANIES OTHER THAN U. S. AIRLINES*
 BY COMPLAINT CATEGORY**
 MARCH 2006

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	2	0	2	0	2	3	0	0	0	1	0	0	10
AIR JAMAICA	1	1	1	0	1	0	0	1	0	0	0	0	5
ALITALIA AIRLINES	1	1	0	0	3	3	0	0	0	0	0	1	9
BRITISH AIRWAYS	0	0	1	0	2	0	1	2	0	0	0	0	6
KLM	1	0	1	1	0	2	0	0	0	0	0	0	5
LUFTHANSA	1	0	2	0	0	3	0	2	0	0	0	0	8
OTHER FOREIGN AIRLINES	8	2	8	4	14	21	1	1	0	0	0	1	60
TOTALS	14	4	15	5	22	32	2	6	0	1	0	2	103
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	9	1	4	1	1	0	2	0	0	0	18
TOTALS	0	0	9	1	4	1	1	0	2	0	0	0	18
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	2	0	3	0	6	1	0	0	0	0	0	1	13
TOTALS	2	0	3	0	6	1	0	0	0	0	0	1	13

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

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

TABLE 6

MARCH
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	MARCH 2006			MARCH 2005		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>ATA AIRLINES</i>	0	242,947	0.00	4	569,315	0.70
2	<i>SOUTHWEST AIRLINES</i>	12	8,344,671	0.14	12	7,676,497	0.16
3	<i>JETBLUE AIRWAYS</i>	4	1,592,972	0.25	5	1,263,336	0.40
4	<i>EXPRESSJET AIRLINES</i>	6	1,571,744	0.38	7	1,342,025	0.52
5	<i>COMAIR</i>	4	922,222	0.43	7	1,162,828	0.60
6	<i>AIRTRAN AIRWAYS</i>	9	1,776,534	0.51	11	1,412,384	0.78
7	<i>ATLANTIC SOUTHEAST AIRLINES</i>	6	1,098,347	0.55	7	1,042,308	0.67
8	<i>NORTHWEST AIRLINES</i>	37	4,844,870	0.76	54	5,213,884	1.04
9	<i>SKYWEST AIRLINES</i>	13	1,681,062	0.77	6	1,408,582	0.43
10	<i>FRONTIER AIRLINES</i>	7	863,265	0.81	*	*	*
11	<i>ALASKA AIRLINES</i>	12	1,456,791	0.82	4	1,445,197	0.28
12	<i>DELTA AIR LINES</i>	61	6,804,506	0.90	73	8,180,543	0.89
13	<i>CONTINENTAL AIRLINES</i>	41	4,153,373	0.99	32	3,891,620	0.82
14	<i>UNITED AIRLINES</i>	62	6,050,794	1.02	52	5,752,322	0.90
15	<i>MESA AIRLINES</i>	12	1,160,813	1.03	*	*	*
16	<i>AMERICAN AIRLINES</i>	106	8,719,416	1.22	81	8,676,123	0.93
17	<i>AMERICAN EAGLE AIRLINES</i>	19	1,550,849	1.23	7	1,454,377	0.48
18	<i>HAWAIIAN AIRLINES</i>	7	514,143	1.36	3	502,542	0.60
19	<i>US AIRWAYS **</i>	74	5,265,686	1.41	59	4,247,679	1.39
TOTALS **		492	58,615,005	0.84	424	55,241,562	0.77

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Frontier Airlines' ranking in this table effective May 2005. Mesa Airlines' ranking in this table effective January 2006.

** Effective January 2006, "Complaints" and "Systemwide Enplanements" data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways data in this table. America West is no longer ranked in this table. Totals for March 2005 reflect the deletion of America West's data for that month. Independence Air ceased operating in December 2005. Effective January 2006, Independence Air is no longer ranked in this table. Totals for March 2005 reflect the deletion of Independence Air's data for that month.

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JANUARY - MARCH 2006				JANUARY - MARCH 2005			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,645	203	7	274	2,199	226	12	270
FOREIGN AIRLINES	357	9	0	28	358	6	1	33
TRAVEL AGENTS	49	2	0	1	66	4	0	8
TOUR OPERATORS	6	0	0	4	6	0	0	0
MISCELLANEOUS	29	26	0	111	28	11	0	138
INDUSTRY TOTALS	2,086	240	7	418	2,657	247	13	449

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - MARCH 2006			JANUARY - MARCH 2005		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	500		2	702	
CANCELLATIONS			190			323
DELAYS			128			154
MISCONNECTIONS			100			106
BAGGAGE	2	497		1	800	
RES/TKTG/BOARDING	3	272		4	221	
CUSTOMER SERVICE	4	238		3	267	
REFUNDS	5	216		5	182	
DISABILITY	6	98		6	142	
OVERSALES	7	97		7	113	
OTHER	8	71		8	105	
FREQUENT FLYER			56			58
FARES	9	58		9	74	
DISCRIMINATION	10	26		10	37	
ADVERTISING	11	13		11	14	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		2,086			2,657	

* 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 - MARCH 2006

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	10	2	7	0	0	7	1	1	0	0	0	0	28
AIRTRAN AIRWAYS	9	0	0	0	1	8	5	2	1	0	0	1	27
ALASKA AIRLINES	13	0	4	1	1	5	6	0	0	0	0	3	33
AMERICAN AIRLINES	69	6	25	5	26	76	40	16	0	6	0	10	279
AMERICAN EAGLE AIRLINES	15	5	3	0	3	12	7	1	0	0	0	0	46
ATLANTIC SOUTHEAST AIRLINES	13	3	1	0	0	1	0	2	0	1	0	0	21
CHAUTAUQUA AIRLINES	7	1	1	0	0	2	1	2	0	0	0	0	14
COMAIR	8	2	1	0	0	2	0	0	0	1	0	0	14
CONTINENTAL AIRLINES	17	10	12	5	10	22	15	5	0	4	0	4	104
DELTA AIR LINES	46	12	24	6	7	50	27	4	1	2	0	14	193
EXPRESSJET AIRLINES	5	0	2	0	0	1	6	0	0	0	0	0	14
FLORIDA COASTAL AIRLINES	4	0	0	0	6	0	1	0	0	0	0	0	11
FRONTIER AIRLINES	6	0	2	0	2	2	1	2	0	0	0	1	16
HAWAIIAN AIRLINES	0	0	0	3	1	3	1	2	0	0	0	0	10
JETBLUE AIRWAYS	9	0	2	0	1	3	1	1	0	1	0	0	18
MESA AIRLINES	29	1	0	0	1	11	4	6	0	0	0	0	52
MESABA AVIATION	7	4	3	0	0	1	0	1	0	0	0	0	16
NORTHWEST AIRLINES	22	8	15	3	12	23	11	8	0	2	0	7	111
PI NNACLE AIRLINES	2	2	1	0	0	0	4	2	0	0	0	0	11
SKYWEST AIRLINES	17	3	2	0	0	9	4	3	0	2	0	0	40
SOUTHWEST AIRLINES	5	0	4	0	1	11	11	4	0	0	0	1	37
SPI RIT AIRLINES	11	4	3	0	4	8	1	0	1	0	0	0	32
UNI TED AIRLINES	42	8	37	5	17	53	19	8	5	4	0	8	206
US AIRWAYS ***	35	10	29	11	19	43	21	11	0	0	0	10	189
USA3000	5	0	2	0	6	0	3	0	0	0	0	0	16
OTHER U. S. AIRLINES	38	1	5	3	13	30	9	3	1	0	0	4	107
TOTAL JANUARY - MARCH 2006	444	82	185	42	131	383	199	84	9	23	0	63	1,645
% OF TOTAL COMPLAINTS	27.0	5.0	11.2	2.6	8.0	23.3	12.1	5.1	0.5	1.4	0	3.8	
TOTAL JANUARY -MARCH 2005	629	87	149	55	119	674	234	115	10	31	0	96	2,199
% OF TOTAL COMPLAINTS	28.6	4.0	6.8	2.5	5.4	30.7	10.6	5.2	0.5	1.4	0	4.4	

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

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

*** EFFECTIVE JANUARY 2006, THE COMPLAINTS OF THE MERGED US AIRWAYS AND AMERICA WEST AIRLINES ARE COMBINED, AND APPEAR ONLY AS US AIRWAYS COMPLAINTS IN THIS TABLE. AMERICA WEST IS NO LONGER INCLUDED IN THIS TABLE.

Table 4

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

JANUARY - MARCH 2006

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANI MALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR CANADA	6	1	2	1	0	5	1	1	0	0	0	0	17
AIR FRANCE	4	1	5	0	5	14	3	2	0	2	0	0	36
AIR INDIA	2	0	0	0	0	4	3	0	0	1	0	0	10
AIR JAMAICA	2	1	2	0	2	3	3	1	0	0	0	0	14
ALITALIA AIRLINES	2	3	4	1	4	11	0	0	0	0	0	1	26
BRITISH AIRWAYS	2	0	8	1	6	2	1	3	0	0	0	0	23
IBERIA AIRLINES	1	0	1	1	2	5	0	0	0	0	0	0	10
KLM	2	2	2	1	1	5	4	0	0	0	0	1	18
LUFTHANSA	1	1	6	0	0	9	5	2	0	0	0	0	24
MEXICANA	1	1	5	0	1	4	0	0	0	0	0	0	12
UNIVERSAL AIRLINES	2	0	0	0	19	0	0	0	0	0	0	0	21
VIRGIN ATLANTIC AIRWAYS	0	1	2	0	1	4	1	2	0	0	0	0	11
OTHER FOREIGN AIRLINES	24	4	20	6	18	44	15	3	0	0	0	1	135
TOTALS	49	15	57	11	59	110	36	14	0	3	0	3	357
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	2	0	26	4	10	1	2	0	4	0	0	0	49
TOTALS	2	0	26	4	10	1	2	0	4	0	0	0	49
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	1	0	3	0	0	0	0	0	0	1	6
TOTALS	1	0	1	0	3	0	0	0	0	0	0	1	6
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	4	0	3	1	13	3	1	0	0	0	0	4	29
TOTALS	4	0	3	1	13	3	1	0	0	0	0	4	29

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

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

TABLE 5

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

RANK	AIRLINE	JANUARY - MARCH 2006			JANUARY - MARCH 2005		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	37	22,033,131	0.17	48	19,802,317	0.24
2	<i>EXPRESSJET AIRLINES</i>	14	4,085,537	0.34	17	3,509,175	0.48
3	<i>JETBLUE AIRWAYS</i>	18	4,243,499	0.42	13	3,330,149	0.39
4	<i>COMAIR</i>	14	2,460,206	0.57	153	3,077,612	4.97
5	<i>AIRTRAN AIRWAYS</i>	27	4,485,411	0.60	35	3,553,274	0.99
6	<i>ATA AIRLINES</i>	4	654,670	0.61	19	1,555,814	1.22
7	<i>HAWAIIAN AIRLINES</i>	10	1,460,757	0.68	7	1,376,667	0.51
8	<i>ATLANTIC SOUTHEAST AIRLINES</i>	21	2,939,756	0.71	22	2,748,724	0.80
9	<i>FRONTIER AIRLINES</i>	16	2,199,712	0.73	*	*	*0
10	<i>ALASKA AIRLINES</i>	33	3,904,525	0.85	25	3,851,376	0.65
11	<i>NORTHWEST AIRLINES</i>	111	12,608,430	0.88	151	13,520,107	1.12
12	<i>SKYWEST AIRLINES</i>	40	4,475,745	0.89	17	3,723,748	0.46
13	<i>CONTINENTAL AIRLINES</i>	104	10,988,778	0.95	109	10,048,328	1.08
14	<i>DELTA AIR LINES</i>	193	18,093,335	1.07	315	21,584,389	1.46
15	<i>AMERICAN EAGLE AIRLINES</i>	46	4,246,945	1.08	32	3,827,010	0.84
16	<i>AMERICAN AIRLINES</i>	279	23,650,209	1.18	262	23,065,223	1.14
17	<i>UNITED AIRLINES</i>	206	16,267,097	1.27	187	15,667,409	1.19
18	<i>US AIRWAYS **</i>	189	13,899,850	1.36	333	10,646,698	3.13
19	<i>MESA AIRLINES</i>	52	3,121,439	1.67	*	*	*
TOTALS **		1,414	155,819,032	0.91	1,745	144,888,020	1.20

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics. Frontier Airlines' ranking in this table effective May 2005. Mesa Airlines' ranking in this table effective January 2006.

** Effective January 2006, "Complaints" and "Systemwide Enplanements" data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Airways data in this table. America West is no longer ranked in this table. Totals for January-March 2005 reflect the deletion of America West's data for that period. Independence Air ceased operating in December 2005. Effective January 2006, Independence Air is no longer ranked in this table. Totals for January-March 2005 reflect the deletion of Independence Air's data for that period.

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

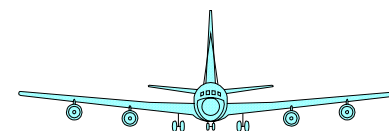
Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



Customer Service Reports to the Department of Homeland Security for the Month of March 2006 as provided by the Transportation Security Administration ^a

The Transportation Security Administration protects approximately 58 million airline passengers and screens their 75 million checked bags every month as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of March.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public ^c	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
230	.00037	103	.00063	49	.000078	376	.0006

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
309	.0005	1420	.000018

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 Monday through Friday, 8:00 AM to 10:00 PM (EST), and Saturdays, Sundays and Holidays, 10:00 AM to 6:00 PM (EST).

^c The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of March.

March 2006 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
Continental Airlines		1	
Pinnacle Airlines		1	
<i>Total</i>		2	