



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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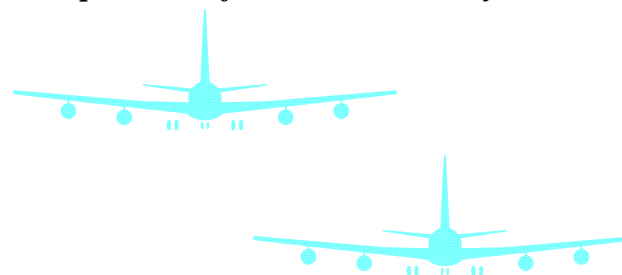
Flight Delays*	January 2005 12 Months Ending January 2005
Mishandled Baggage*	January 2005
Oversales*	4 th Quarter 2004 January - December 2004
Consumer Complaints** (Includes Disability and Discrimination Complaints)	January 2005

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

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

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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 five sections (Flight Delays, Mishandled Baggage, Oversales, Consumer Complaints, and Customer Service Reports to the Transportation Security Administration). 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. 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. 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 18 U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, plus 1 other carrier that reports voluntarily.

The rule requires carriers to currently report on operations to and from the 33 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 19 reporting air carriers, 12 carriers (Alaska, America West, American, Independence Air—formerly Atlantic Coast, Continental, Delta, ExpressJet, Hawaiian, JetBlue, Northwest, United, and US Airways) use ACARS exclusively; 3 carriers (Atlantic Southeast, Comair, and Southwest) record arrival times manually; and 4 carriers (AirTran, American Eagle, ATA, 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 33 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 33 "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 has 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.

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AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 33 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/V/	7	80.9	13	92.6
CONTINENTAL AIRLINES S/	31	77.5	79	78.0
SOUTHWEST AIRLINES S/	17	74.3	60	75.6
INDEPENDENCE AIR * S/	11	74.5	40	75.1
ATA AIRLINES S/	20	71.7	27	73.6
DELTA AIR LINES S/	33	72.9	109	73.4
SKYWEST AIRLINES S/	16	72.6	121	72.6
NORTHWEST AIRLINES S/	32	72.1	117	72.5
AMERICA WEST AIRLINES S/	29	71.6	51	71.9
EXPRESSJET AIRLINES S/	25	69.5	112	71.3
ALASKA AIRLINES S/	16	73.0	45	71.0
AIRTRAN AIRWAYS S/	20	69.1	42	70.1
AMERICAN AIRLINES S/	32	69.2	84	69.6
US AIRWAYS S/	27	68.4	61	68.6
UNITED AIRLINES S/	32	69.6	83	68.6
ATLANTIC SOUTHEAST AIRLINES S/	22	67.9	121	68.0
COMAIR S/	26	66.9	118	67.3
AMERICAN EAGLE AIRLINES S/	23	66.2	104	65.8
JETBLUE AIRWAYS S/	14	63.3	28	63.1
TOTAL		70.8		71.4

- 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 Complaint" sections of this report.
- * Formerly Atlantic Coast Airlines

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

CARRIER	1st QUARTER		2nd QUARTER		3rd QUARTER		4th QUARTER		NOV - 04		DEC - 04		JAN - 05		12 MONTHS ENDING JAN 2005		DATABASE TO DATE SEP 1987- JAN 2005	
	01 - 03 2004		04 - 06 2004		07 - 09 2004		10 - 12 2004											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	75.0	(15)	79.4	(8)	78.3	(10)	78.0	(10)	77.6	(13)	75.4	(3)	70.1	(12)	77.4	(10)	--	(--)
ALASKA	75.5	(14)	80.8	(5)	78.2	(11)	70.8	(18)	70.1	(18)	63.2	(18)	71.0	(11)	76.7	(12)	76.3	(8)
AMERICA WEST	74.3	(16)	76.7	(14)	77.8	(15)	74.1	(16)	75.0	(15)	70.5	(12)	71.9	(9)	75.4	(17)	78.6	(5)
AMERICAN	74.3	(17)	76.9	(13)	77.8	(14)	78.2	(9)	80.9	(9)	72.0	(10)	69.6	(13)	76.9	(11)	79.1	(3)
AMERICAN EAGLE	70.9	(18)	71.3	(19)	76.0	(18)	74.1	(15)	74.4	(16)	69.9	(14)	65.8	(18)	73.1	(19)	75.0	(10)
ATA	76.1	(13)	81.9	(4)	80.6	(6)	80.8	(2)	82.1	(6)	73.6	(7)	73.6	(5)	80.4	(3)	--	(--)
ATLANTIC SOUTHEAST	81.0	(5)	77.3	(12)	77.6	(16)	70.0	(19)	68.2	(19)	70.3	(13)	68.0	(16)	75.2	(18)	--	(--)
COMAIR	78.1	(9)	79.6	(7)	78.1	(12)	73.4	(17)	80.1	(10)	62.5	(19)	67.3	(17)	76.7	(13)	--	(--)
CONTINENTAL	79.9	(6)	74.3	(16)	81.1	(4)	80.3	(4)	77.8	(12)	75.7	(2)	78.0	(2)	78.7	(8)	78.9	(4)
DELTA	77.2	(11)	75.5	(15)	75.3	(19)	76.6	(12)	76.6	(14)	73.7	(6)	73.4	(6)	75.9	(15)	77.7	(7)
EXPRESSJET	78.6	(8)	74.3	(17)	79.9	(8)	75.1	(14)	74.3	(17)	67.0	(17)	71.3	(10)	76.5	(14)	--	(--)
HAWAIIAN	89.5	(1)	95.1	(1)	96.4	(1)	94.2	(1)	93.4	(1)	93.8	(1)	92.6	(1)	94.3	(1)	--	(--)
INDEPENDENCE AIR *	70.6	(19)	73.7	(18)	76.8	(17)	77.9	(11)	81.5	(7)	72.4	(9)	75.1	(4)	75.6	(16)	--	(--)
JETBLUE	83.8	(2)	84.3	(3)	79.1	(9)	80.3	(5)	87.5	(2)	67.5	(16)	63.1	(19)	80.3	(4)	--	(--)
NORTHWEST	76.8	(12)	78.5	(11)	81.1	(5)	79.8	(6)	84.2	(3)	73.5	(8)	72.5	(8)	79.0	(7)	79.9	(2)
SKYWEST	79.7	(7)	85.3	(2)	86.5	(2)	79.2	(7)	82.4	(5)	71.2	(11)	72.6	(7)	82.5	(2)	--	(--)
SOUTHWEST	83.2	(3)	78.9	(9)	79.9	(7)	78.3	(8)	81.0	(8)	74.0	(5)	75.6	(3)	79.4	(6)	82.4	(1)
UNITED	78.0	(10)	78.6	(10)	81.7	(3)	80.6	(3)	83.5	(4)	74.3	(4)	68.6	(15)	79.6	(5)	76.2	(9)
US AIRWAYS	82.5	(4)	80.7	(6)	78.1	(13)	76.1	(13)	78.7	(11)	68.6	(15)	68.6	(14)	78.2	(9)	78.5	(6)
Total	77.9		77.9		79.3		77.2		79.1		71.6		71.4		77.8		78.7	

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- * Formerly Atlantic Coast Airlines

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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*																
	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
AA	626	64.2	1337	55.8	550	70.4	147	77.6	H/		804	71.3	662	74.5	13754	76.8
AS	H/		31	71.0	H/		H/		H/		93	76.3	186	73.7	H/	
B6	H/		560	69.3	H/		H/		H/		H/		93	49.5	H/	
CO	353	71.7	455	65.1	231	84.4	H/		H/		352	80.1	319	79.6	281	86.5
DH	226	66.4	348	66.7	H/		251	80.5	H/		H/		H/		H/	
DL	17714	72.2	1609	67.0	454	73.8	234	74.8	4647	79.0	1025	81.4	577	71.6	1237	79.0
EV	8577	64.0	H/		30	53.3	61	70.5	1215	62.0	40	70.0	100	77.0	2101	85.3
FL	5153	70.7	553	61.7	1011	68.0	H/		H/		155	73.5	71	70.4	382	78.3
HA	H/		H/		H/		H/		H/		H/		H/		H/	
HP	155	67.7	186	69.9	147	74.1	H/		H/		124	70.2	339	71.4	274	69.0
MQ	88	39.8	1765	56.7	201	46.3	278	62.2	394	62.2	866	60.0	H/		7230	80.1
NW	393	66.2	335	57.3	303	72.9	124	71.0	57	84.2	555	72.1	343	60.3	351	72.9
OH	1076	61.8	1032	61.7	95	72.6	305	65.6	11511	68.5	527	64.5	1	100.0	40	80.0
OO	H/		H/		H/		H/		H/		H/		3235	73.8	475	86.3
RU	140	60.0	62	51.6	157	65.0	387	74.9	184	67.4	263	57.4	32	53.1	184	75.0
TZ	H/		80	58.8	H/		8	62.5	H/		109	73.4	110	63.6	214	76.2
UA	257	65.4	787	62.3	417	73.4	213	70.4	44	54.5	415	71.6	6374	73.3	483	68.1
US	290	59.3	1709	65.0	340	74.4	7464	79.5	H/		2733	72.6	245	62.9	386	72.0
WN	H/		H/		4865	76.9	H/		H/		H/		H/		H/	
TOTAL	35048	69.1	10849	62.1	8801	74.0	9472	77.9	18052	70.6	8061	71.5	12687	72.7	27392	78.3

* See Appendix at the 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*																
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	411	73.7	760	62.8	721	64.8	371	69.8	479	74.3	1152	62.1	724	63.7	2660	64.6
AS	H/		62	80.6	H/		31	90.3	H/		H/		386	69.7	697	66.1
B6	H/		H/		788	61.2	258	71.7	H/		2892	61.9	191	66.0	H/	
CO	196	79.1	4061	70.0	417	72.2	27	81.5	6752	85.8	19	84.2	424	71.2	514	67.7
DH	188	72.3	288	69.1	H/		7367	75.3	H/		393	75.1	H/		H/	
DL	299	69.2	591	62.4	978	72.3	357	72.8	274	69.3	1270	67.2	756	69.3	1212	66.8
EV	61	45.9	H/		H/		144	61.1	145	70.3	2	0.0	3	0.0	5	60.0
FL	H/		154	64.9	422	69.4	155	72.9	H/		H/		106	73.6	124	58.9
HA	H/		H/		H/		H/		H/		H/		31	93.5	93	80.6
HP	186	79.0	171	69.0	93	62.4	96	71.9	171	63.2	256	73.8	2878	72.1	679	69.1
MQ	131	56.5	286	49.0	H/		145	55.2	92	79.3	392	55.4	H/		1933	84.1
NW	8580	75.2	403	63.8	259	56.4	238	74.4	346	77.5	89	65.2	433	57.0	518	60.8
OH	356	64.6	45	48.9	67	65.7	298	63.8	52	55.8	1242	61.6	H/		H/	
OO	44	59.1	H/		H/		H/		995	83.9	H/		183	66.7	4166	75.9
RU	208	62.0	4560	62.1	H/		477	59.3	6870	77.0	23	69.6	H/		21	95.2
TZ	H/		88	58.0	70	61.4	H/		H/		H/		157	69.4	207	68.6
UA	178	68.0	474	66.9	251	72.1	2298	75.2	315	69.5	372	79.8	1050	65.1	2768	71.9
US	111	62.2	336	61.6	835	62.3	119	84.0	202	64.4	H/		302	45.7	299	50.8
WN	455	78.5	H/		1164	73.2	H/		169	85.2	H/		5896	71.9	3469	72.3
TOTAL	11404	73.9	12279	65.0	6065	67.5	12381	73.7	16862	80.3	8102	64.3	13520	69.6	19365	71.6

* See Appendix at the 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
AA	1937	61.1	968	70.9	109	79.8	3595	74.9	405	64.2	127	71.7	7566	59.2	190	68.9
AS	H/		62	75.8	H/		31	87.1	H/		481	79.8	124	58.1	1096	77.2
B6	215	53.5	434	62.2	H/		H/		H/		464	68.1	H/		H/	
CO	355	71.5	477	78.4	85	87.1	300	84.7	160	81.2	61	75.4	301	60.5	96	66.7
DH	H/		556	79.5	H/		H/		H/		H/		301	48.8	H/	
DL	1930	71.0	1357	78.6	148	69.6	360	77.2	359	73.3	122	77.9	552	51.6	247	70.4
EV	H/		H/		H/		H/		6	16.7	59	79.7	H/		3	66.7
FL	428	65.7	902	71.1	269	71.7	124	76.6	155	68.4	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		49	75.5
HP	H/		93	67.7	H/		62	74.2	202	74.8	216	67.6	278	57.9	190	78.4
MQ	1539	58.1	30	73.3	H/		283	55.1	94	63.8	H/		7083	53.5	H/	
NW	548	62.0	551	69.9	344	69.5	211	61.1	8815	77.3	H/		622	60.0	180	58.3
OH	1332	66.4	403	74.2	62	71.0	63	71.4	212	68.4	H/		160	53.8	H/	
OO	H/		H/		H/		H/		1	0.0	246	76.8	1669	59.7	650	78.3
RU	139	65.5	25	88.0	101	63.4	21	66.7	213	44.6	H/		232	51.7	H/	
TZ	268	71.3	246	78.0	1752	74.9	12	75.0	155	70.3	H/		1	0.0	H/	
UA	591	65.0	659	70.0	H/		186	69.4	461	66.4	333	67.9	8771	65.1	624	73.9
US	1517	72.1	947	69.0	H/		319	74.0	146	63.0	H/		534	56.0	H/	
WN	H/		2469	80.1	4296	72.9	H/		H/		3836	75.0	H/		1025	75.5
TOTAL	10799	65.6	10179	74.7	7166	73.2	5567	73.8	11384	74.9	5945	74.3	28194	59.3	4350	74.8

* See Appendix at the 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*																		
CARRIER*	PHL		PHX		PIT		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	650	56.2	427	60.4	124	79.8	604	62.7	485	72.0	1041	68.7	217	74.2	1621	78.2	658	79.6
AS	H/		290	59.7	H/		343	63.6	3874	74.6	393	71.0	H/		H/		H/	
B6	H/		31	71.0	H/		62	54.8	31	29.0	H/		62	72.6	H/		274	70.1
CO	166	53.6	375	74.1	28	85.7	238	65.1	296	75.0	345	68.4	92	81.5	4	75.0	355	82.0
DH	H/		H/		294	79.6	H/		H/		H/		H/		H/		460	80.4
DL	625	62.1	294	77.9	217	63.1	454	62.3	430	67.7	555	71.7	3137	80.4	234	72.6	948	76.1
EV	H/		61	75.4	64	67.2	H/		H/		1	0.0	111	70.3	10	10.0	267	88.4
FL	527	54.3	H/		197	73.6	H/		H/		33	54.5	H/		H/		534	68.2
HA	H/		31	74.2	H/		31	83.9	53	75.5	31	90.3	H/		H/		H/	
HP	128	64.8	5508	72.4	31	58.1	368	70.9	310	76.5	401	72.8	119	76.5	93	74.2	93	71.0
MQ	132	45.5	H/		217	54.8	904	86.8	H/		176	73.9	H/		238	53.4	H/	
NW	370	54.1	359	56.5	156	81.4	189	52.4	347	63.1	308	61.0	95	45.3	374	75.7	362	68.0
OH	123	51.2	H/		264	71.2	H/		H/		30	56.7	387	69.3	334	70.7	32	78.1
OO	H/		464	67.5	H/		693	76.9	381	80.1	3008	65.7	6292	72.8	80	61.2	H/	
RU	136	52.9	H/		261	73.6	H/		H/		H/		49	85.7	400	75.0	30	76.7
TZ	28	53.6	106	64.2	67	76.1	H/		93	54.8	213	70.0	H/		H/		H/	
UA	515	63.5	617	61.4	240	72.5	696	68.2	794	72.4	3452	73.2	278	59.7	151	74.2	372	70.4
US	6859	58.0	241	55.2	2304	74.0	148	46.6	137	50.4	287	59.9	H/		118	56.8	720	72.8
WN	1258	65.6	5653	73.0	H/		2553	72.9	1078	79.3	H/		1161	72.6	1835	77.5	1886	76.7
TOTAL	11517	58.6	14457	70.8	4464	73.0	7283	71.1	8309	73.6	10274	69.3	12000	74.3	5492	74.8	6991	75.7

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	77.7	68.3	76.4	88.9	75.9	J/	87.1	86.4	J/	84.9	40.0	80.5	88.8	71.8	94.2	81.8	J/	70.8
700 - 759 AM	80.8	74.6	86.1	89.7	78.2	73.7	78.6	89.7	81.1	70.2	65.0	76.9	88.2	67.0	86.1	88.0	71.1	85.8
800 - 859 AM	72.7	70.6	84.7	71.5	79.6	75.2	84.7	84.7	80.2	76.4	89.2	75.0	74.8	68.1	86.8	84.2	72.7	84.9
900 - 959 AM	74.1	66.4	84.3	76.5	80.8	80.7	74.8	85.7	74.2	81.9	87.0	81.3	85.7	78.7	82.2	80.8	73.5	84.0
1000 - 1059 AM	76.2	68.9	84.1	74.8	82.2	74.1	69.3	82.3	75.7	79.9	78.8	76.5	84.0	66.3	76.2	74.0	70.4	80.2
1100 - 1159 AM	81.1	69.5	84.4	82.7	72.9	76.8	74.3	79.2	72.9	75.6	74.1	77.4	76.5	78.4	70.4	68.7	65.3	79.2
1200 - 1259 PM	77.4	63.4	79.8	81.5	70.0	71.6	75.4	82.9	80.4	77.1	62.4	76.4	85.2	65.4	76.3	71.8	71.1	77.4
100 - 159 PM	75.5	64.1	76.0	81.0	71.8	70.3	70.1	82.1	79.4	80.0	63.2	74.4	80.2	70.9	66.1	70.1	70.8	79.4
200 - 259 PM	71.9	64.9	76.6	80.5	70.2	74.9	76.5	79.8	76.2	66.3	70.4	77.4	83.9	66.0	69.3	74.4	67.1	75.6
300 - 359 PM	68.3	64.5	79.0	77.3	65.1	78.4	74.8	82.2	73.1	64.7	59.4	76.5	82.9	63.3	68.9	70.8	63.4	79.3
400 - 459 PM	57.5	65.2	70.3	78.9	68.7	72.4	73.7	78.2	76.0	60.0	67.4	67.2	80.0	66.8	65.2	72.7	66.3	77.8
500 - 559 PM	61.8	66.1	71.7	73.4	68.2	73.1	72.4	75.2	73.7	57.3	69.5	72.1	82.3	65.8	62.3	70.1	64.7	70.2
600 - 659 PM	62.7	54.9	69.8	73.4	67.8	68.4	71.4	71.6	72.5	53.3	61.5	76.9	76.5	55.5	65.9	65.9	61.0	69.9
700 - 759 PM	61.7	54.6	64.3	74.6	62.4	68.6	71.2	68.3	70.5	45.5	64.8	69.2	79.4	59.7	62.9	66.7	65.4	70.0
800 - 859 PM	59.6	53.3	66.1	76.0	66.8	64.5	67.0	70.1	68.8	52.1	60.9	69.7	73.0	55.4	59.8	64.2	59.0	66.7
900 - 959 PM	59.4	56.8	69.0	70.4	66.0	68.7	67.8	65.2	71.1	57.1	60.1	65.7	81.8	57.8	65.0	65.0	62.0	69.4
1000 - 1059 PM	67.7	50.8	67.4	68.0	65.3	65.3	62.4	65.5	65.9	65.0	64.0	72.0	65.5	51.4	63.4	58.4	58.7	68.9
1100 - 559 AM	72.6	56.9	64.7	76.0	71.7	59.0	59.4	74.5	68.9	70.9	65.1	72.1	71.5	67.4	58.7	73.2	52.8	64.2
TOTAL, ALL ARRIVALS, BY AIRPORT	69.1	62.1	74.0	77.9	70.6	71.5	72.7	78.3	73.9	65.0	67.5	73.7	80.3	64.3	69.6	71.6	65.6	74.7

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	77.8	72.4	86.1	J/	72.3	72.2	74.5	J/	81.9	96.7	73.6	87.6	J/	J/	77.1	79.9
700 - 759 AM	80.1	78.8	77.0	88.4	71.3	85.5	79.0	87.6	87.2	88.9	80.0	81.3	77.6	83.3	83.9	80.0
800 - 859 AM	84.1	87.9	76.7	93.6	71.0	96.3	70.0	91.5	78.7	89.5	88.3	85.2	79.9	86.0	92.7	78.7
900 - 959 AM	80.8	84.1	77.8	90.4	65.9	86.1	60.0	77.4	82.7	82.1	91.3	75.0	82.0	84.4	84.4	77.9
1000 - 1059 AM	81.0	80.3	82.2	82.5	65.1	85.1	65.8	74.0	81.7	73.0	77.1	69.8	72.6	88.9	83.0	75.9
1100 - 1159 AM	79.4	77.8	72.4	86.1	62.9	84.4	69.4	73.1	75.3	74.6	77.3	62.6	80.3	77.2	82.4	74.3
1200 - 1259 PM	81.5	75.1	82.9	72.2	66.6	74.2	62.4	75.6	72.9	68.2	76.5	63.6	69.3	81.1	79.4	74.9
100 - 159 PM	81.1	74.1	76.9	73.6	62.1	72.6	65.4	69.6	73.0	70.4	74.9	71.1	73.7	82.7	79.1	73.6
200 - 259 PM	81.4	73.4	78.8	71.1	60.2	71.9	58.3	71.8	75.4	73.2	72.2	68.5	71.8	75.3	75.0	72.2
300 - 359 PM	71.8	66.2	75.7	75.6	57.3	79.4	55.8	70.0	77.1	70.7	80.1	64.9	80.7	76.8	74.7	71.0
400 - 459 PM	72.2	77.9	67.2	73.2	56.0	76.9	55.2	67.7	72.9	74.2	73.4	66.8	69.9	70.6	77.6	68.7
500 - 559 PM	69.5	66.6	75.6	72.5	51.8	68.5	49.8	67.9	78.6	68.8	75.2	68.4	79.2	70.6	75.2	68.6
600 - 659 PM	66.3	69.8	69.0	68.8	48.3	78.8	52.5	71.4	62.2	71.4	68.4	70.9	71.2	68.5	72.5	65.6
700 - 759 PM	67.7	74.1	74.3	69.8	46.1	65.4	45.8	61.8	67.6	62.3	72.5	65.0	70.1	67.8	69.5	64.6
800 - 859 PM	68.6	71.2	67.1	68.7	44.9	72.2	55.3	66.5	63.3	64.1	65.2	71.7	77.7	63.3	68.1	63.4
900 - 959 PM	57.4	67.6	69.0	65.2	46.8	65.5	52.2	69.9	69.6	62.0	65.0	66.1	70.7	71.3	67.6	64.1
1000 - 1059 PM	56.0	66.4	62.6	62.5	54.0	62.8	62.1	63.7	65.5	67.7	65.3	63.8	67.8	67.8	65.9	64.0
1100 - 559 AM	66.9	60.2	68.4	64.7	72.3	70.9	57.5	64.4	65.2	57.6	69.6	71.7	69.6	67.1	70.9	66.8
TOTAL, ALL ARRIVALS, BY AIRPORT	73.2	73.8	74.9	74.3	59.3	74.8	58.6	70.8	73.0	71.1	73.6	69.3	74.3	74.8	75.7	70.8

* See Appendix at the 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	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	84.8	76.7	91.2	88.5	77.4	87.0	93.0	93.2	85.4	87.7	90.9	85.5	92.0	84.0	94.3	91.6	87.4	92.5
700 - 759 AM	83.8	75.2	88.3	88.1	78.0	89.2	90.3	91.0	87.7	88.8	92.5	79.6	93.8	81.4	88.7	85.2	86.5	91.3
800 - 859 AM	82.9	72.1	82.5	89.1	82.8	82.0	84.1	86.3	81.7	84.8	88.7	81.2	91.1	74.1	83.6	88.2	84.2	87.9
900 - 959 AM	75.2	67.6	82.1	77.8	79.5	82.3	82.0	85.0	84.8	86.1	86.7	80.3	90.8	67.6	82.8	83.0	78.3	87.7
1000 - 1059 AM	78.6	73.3	79.8	82.5	77.4	81.3	72.6	82.8	75.7	78.9	85.5	81.0	91.4	71.1	74.4	77.0	77.9	78.7
1100 - 1159 AM	77.0	72.0	83.1	81.9	71.0	82.5	65.6	79.3	81.2	80.8	72.9	78.0	86.6	74.7	73.2	77.3	77.5	76.7
1200 - 1259 PM	79.1	71.6	70.3	82.2	75.6	78.2	71.8	77.4	75.9	77.7	68.0	78.8	86.4	75.7	69.7	70.8	74.1	81.3
100 - 159 PM	77.1	67.7	72.3	58.7	68.2	76.2	69.2	78.2	77.3	76.6	58.6	76.4	89.3	56.2	68.1	74.1	73.2	75.4
200 - 259 PM	75.4	62.6	73.2	80.4	71.6	73.8	72.4	74.9	78.4	72.4	55.7	73.7	82.0	66.9	56.0	63.6	72.8	69.0
300 - 359 PM	67.4	61.3	64.4	62.5	63.6	72.2	70.6	77.0	73.7	69.2	67.2	71.1	83.0	59.4	62.0	74.6	72.5	71.9
400 - 459 PM	68.8	62.8	64.2	77.5	65.3	71.9	73.0	77.3	72.2	68.3	47.3	66.2	86.6	63.7	62.8	71.2	71.2	74.1
500 - 559 PM	63.4	60.8	65.2	74.9	59.7	74.1	71.3	72.0	78.2	62.3	63.1	67.9	80.9	57.5	58.9	69.1	68.0	74.0
600 - 659 PM	61.5	60.9	64.7	72.8	67.5	75.1	70.2	66.6	65.8	61.5	65.8	71.9	75.9	48.9	55.5	72.5	67.7	69.1
700 - 759 PM	66.2	59.6	63.7	65.9	67.4	72.1	68.8	66.1	78.3	55.7	60.6	73.2	83.9	60.2	56.5	72.4	72.0	73.6
800 - 859 PM	64.9	60.8	57.8	72.9	70.9	71.7	69.2	66.8	71.8	54.4	61.5	70.9	82.8	56.7	61.0	68.8	67.2	68.3
900 - 959 PM	60.5	60.9	56.8	76.9	69.9	68.1	69.3	71.2	73.5	50.0	56.5	69.5	84.3	48.9	62.1	69.2	55.9	78.6
1000 - 1059 PM	65.6	65.4	50.0	76.3	62.4	75.0	J/	70.9	81.6	J/	71.0	J/	84.0	58.1	68.1	81.6	J/	75.0
1100 - 559 AM	71.0	81.5	86.7	J/	66.2	J/	66.7	95.2	85.2	91.6	92.2	80.0	90.0	63.6	70.7	74.5	87.7	89.5
TOTAL, ALL DEPARTURES, BY AIRPORT	71.7	67.4	73.6	79.0	70.8	78.0	73.0	77.3	78.1	73.8	71.6	74.7	86.1	65.0	69.6	76.8	75.4	78.5

* See Appendix at the 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	PIT	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	88.6	92.7	84.8	92.7	82.8	92.4	85.3	94.6	93.1	93.5	89.9	90.7	88.9	87.6	92.9	88.6
700 - 759 AM	85.8	90.4	87.3	88.4	74.5	87.3	73.6	93.1	81.1	91.1	88.7	90.3	87.7	90.5	92.5	86.1
800 - 859 AM	87.6	85.8	77.3	89.0	74.1	82.9	71.8	87.7	85.9	85.8	85.0	86.5	81.5	87.1	90.2	83.2
900 - 959 AM	77.2	86.4	84.8	85.0	71.3	81.2	61.6	78.3	81.4	82.3	87.2	84.3	75.4	88.9	88.7	80.5
1000 - 1059 AM	81.1	83.0	81.7	80.7	70.1	82.0	61.5	71.1	81.6	79.7	79.7	81.6	80.7	83.2	86.8	77.9
1100 - 1159 AM	76.1	78.7	80.4	78.8	65.8	78.6	67.7	72.0	81.7	73.8	79.7	71.6	74.4	91.9	79.5	75.5
1200 - 1259 PM	75.0	81.0	79.1	72.2	68.5	76.8	66.7	73.3	73.6	66.7	75.4	68.7	71.8	75.9	82.8	75.1
100 - 159 PM	71.3	76.0	82.9	69.3	67.6	72.8	64.7	70.7	79.6	69.3	74.1	67.3	76.4	78.7	74.5	73.9
200 - 259 PM	75.9	73.4	74.7	66.3	58.4	72.0	63.2	68.2	70.1	73.2	68.9	70.9	79.6	79.3	70.9	71.3
300 - 359 PM	71.6	68.1	79.5	71.7	59.2	70.2	50.3	63.7	75.4	73.9	72.1	70.8	74.9	72.0	73.0	69.2
400 - 459 PM	62.1	62.1	73.4	67.6	56.3	84.1	61.5	65.5	78.7	74.6	68.6	74.2	72.4	68.2	73.8	68.9
500 - 559 PM	61.6	67.8	71.0	66.7	53.6	73.2	46.8	66.4	72.8	74.8	67.2	69.6	72.5	70.9	74.2	66.5
600 - 659 PM	50.8	67.3	76.2	65.5	47.1	70.8	44.4	61.1	70.0	68.4	67.9	75.3	75.8	65.6	73.4	65.1
700 - 759 PM	62.1	69.5	78.8	65.9	48.3	74.8	50.1	68.2	72.6	76.9	61.0	68.8	74.8	71.8	70.4	66.5
800 - 859 PM	65.3	67.7	75.4	69.0	43.6	64.1	45.6	62.4	76.1	69.3	67.7	71.3	75.2	54.5	76.6	65.2
900 - 959 PM	63.0	J/	74.4	67.2	44.0	88.5	50.0	63.5	73.3	69.5	67.0	87.0	77.8	73.7	81.0	65.7
1000 - 1059 PM	84.6	J/	88.8	79.7	46.6	86.7	53.2	75.3	J/	78.5	76.6	82.1	77.9	78.6	71.4	72.2
1100 - 559 AM	78.1	83.9	91.1	J/	89.3	88.8	90.5	78.6	75.0	98.4	78.4	89.3	81.3	90.6	89.1	76.1
TOTAL, ALL DEPARTURES, BY AIRPORT	72.7	75.7	79.8	76.2	61.3	79.5	59.7	71.8	78.7	77.8	76.9	77.4	77.0	78.6	80.2	73.8

* See Appendix at the end of this section for list of airport 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	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
US	435	FLL-PHL	1645	31	93.55	62	38
B6	40	FLL-JFK	1315	31	87.10	58	38
RU	2444	IAD-IAH	905	23	86.96	41	30
EV	4809	CVG-TUL	1730	30	86.67	64	43
OH	5442	EWB-CVG	2000	21	85.71	56	34
OH	5773	CVG-EWR	1735	19	84.21	61	51
AS	131	ORD-ANC	1920	31	83.87	58	53
EV	4813	LIT-CVG	1431	30	83.33	48	24
EV	4809	TUL-CVG	1905	30	83.33	43	39
RU	2300	CLE-ATL	1900	23	82.61	42	27
HP	35	DEN-PHX	1802	23	82.61	31	27
RU	3359	EWB-MSP	1820	26	80.77	57	36
AA	1400	ORD-BOS	1859	26	80.77	52	37
MQ	4240	DSM-ORD	1848	26	80.77	46	23
AA	2278	MIA-JFK	2035	31	80.65	93	64
FL	340	ATL-PHL	1720	31	80.65	70	34
US	1697	PHL-MKE	1820	31	80.65	63	45
US	1745	PWM-PHL	720	31	80.65	61	46
B6	22	JFK-SYR	2250	31	80.65	55	36
AA	2224	MIA-BOS	1800	31	80.65	52	32
US	617	PHL-LAS	1515	31	80.65	48	34
US	98	SJU-PHL	1535	31	80.65	47	34
US	21	PHL-LAX	955	31	80.65	40	37
AS	576	SEA-LAX	1731	31	80.65	35	24
WN	2223	LAS-TUS	1955	15	80.00	64	38

* See Appendix at the 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
JETBLUE	272	11	4.0
US AIRWAYS	1,271	37	2.9
EXPRESSJET	1,085	16	1.5
AMERICAN EAGLE	1,450	21	1.4
AMERICAN	1,903	27	1.4
ALASKA	426	5	1.2
ATLANTIC SOUTHEAST	800	7	0.9
AIRTRAN	478	4	0.8
SKYWEST	1,372	8	0.6
INDEPENDENCE AIR *	555	3	0.5
UNITED	1,338	7	0.5
DELTA	1,921	10	0.5
COMAIR	1,087	5	0.5
AMERICA WEST	528	2	0.4
NORTHWEST	1,332	3	0.2
SOUTHWEST	2,995	6	0.2
CONTINENTAL	795	1	0.1
ATA	174	0	0.0
HAWAIIAN	125	0	0.0
TOTAL	19,907	173	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.

* Formerly Atlantic Coast Airlines

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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)	74.1	88.0	259	259
AGUADILLA PR (BQN)	75.8	87.1	62	62
AKRON/CANTON OH (CAK)	67.3	70.9	825	810
ALBANY NY (ALB)	70.1	73.1	1,496	1,500
ALBUQUERQUE NM (ABQ)	78.4	82.7	2,979	2,980
ALLENTOWN PA (ABE)	68.0	71.3	456	502
AMARILLO TX (AMA)	78.1	84.9	670	671
ANCHORAGE AK (ANC)	61.8	74.5	1,491	1,494
ASHEVILLE NC (AVL)	69.8	71.4	368	357
ATLANTA GA (ATL)	69.1	71.7	35,048	35,282
AUSTIN TX (AUS)	76.7	84.6	3,450	3,445
BAKERSFIELD CA (BFL)	85.4	87.1	294	294
BALTIMORE MD (BWI)	74.0	73.6	8,801	8,798
BANGOR ME (BGR)	57.8	66.8	408	407
BARROW AK (BRW)	67.9	69.8	53	53
BATON ROUGE LA (BTR)	81.5	82.8	713	752
BEAUMONT/PORT ARTHUR TX (BPT)	85.4	86.4	280	280
BETHEL AK (BET)	78.4	72.2	97	97
BILLINGS MT (BIL)	72.7	80.9	410	413
BINGHAMTON NY (BGM)	69.9	72.0	93	93
BIRMINGHAM AL (BHM)	75.2	81.4	1,860	1,862
BISMARCK ND (BIS)	77.0	83.5	213	212
BLOOMINGTON IL (BMI)	55.5	60.7	247	247
BOISE ID (BOI)	67.3	76.3	1,326	1,334
BOSTON MA (BOS)	62.1	67.4	10,849	10,848
BOZEMAN MT (BZN)	71.7	78.1	442	442
BRISTOL TN (TRI)	71.8	76.5	340	340
BROWNSVILLE TX (BRO)	86.0	95.1	143	143
BUFFALO NY (BUF)	66.1	70.9	2,331	2,314
BURBANK CA (BUR)	73.0	75.7	2,254	2,252
BURLINGTON VT (BTV)	61.4	71.3	653	652
CEDAR RAPIDS/IOWA CTY IA (CID)	62.9	70.0	631	629
CHAMPAIGN IL (CMI)	53.2	71.5	301	305
CHARLESTON SC (CHS)	78.1	78.6	1,359	1,359
CHARLESTON WV (CRW)	73.4	78.3	497	498
CHARLOTTE NC (CLT)	77.9	79.0	9,472	9,477
CHATTANOOGA TN (CHA)	69.5	76.2	440	441
CHICAGO IL (MDW)	73.2	72.7	7,166	7,167
CHICAGO IL (ORD)	59.3	61.3	28,194	28,181
CINCINNATI OH (CVG)	70.6	70.8	18,052	18,173
CLEVELAND OH (CLE)	68.4	77.7	7,196	7,185
COLLEGE STATION TX (CLL)	80.2	88.8	339	338
COLORADO SPRINGS CO (COS)	74.0	78.0	1,264	1,264

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
COLUMBIA SC (CAE)	74.2	73.6	1,136	1,114
COLUMBUS OH (CMH)	69.3	77.5	3,373	3,373
CORDOVA AK (CDV)	64.5	75.8	62	62
CORPUS CHRISTI TX (CRP)	79.9	87.9	745	745
DALLAS/FT. WORTH TX (DAL)	84.4	82.9	3,684	3,686
DALLAS/FT. WORTH TX (DFW)	78.3	77.3	27,392	27,390
DAYTON OH (DAY)	66.2	78.0	1,286	1,288
DAYTONA BEACH FL (DAB)	75.0	70.5	312	295
DEADHORSE AK (SCC)	61.5	57.7	26	26
DENVER CO (DEN)	72.7	73.0	12,687	12,677
DES MOINES IA (DSM)	63.0	70.4	920	919
DETROIT MI (DTW)	73.9	78.1	11,404	11,391
DILLINGHAM AK (DLG)	61.5	69.2	13	13
DUBUQUE IA (DBQ)	50.4	63.7	113	113
DULUTH MN (DLH)	70.7	80.5	82	82
DURANGO CO (DRO)	68.6	68.6	35	35
EAGLE CO (EGE)	63.3	75.4	346	346
EL PASO TX (ELP)	77.8	82.3	1,709	1,710
ERIE PA (ERI)	72.0	76.3	93	93
EUGENE OR (EUG)	65.9	71.3	455	453
EVANSVILLE IN (EVV)	65.1	69.8	484	484
FAIRBANKS AK (FAI)	65.3	76.0	383	383
FARGO ND (FAR)	67.1	74.7	353	352
FAYETTEVILLE AR (XNA)	69.3	73.9	1,187	1,186
FAYETTEVILLE NC (FAY)	72.8	75.8	147	132
FLINT MI (FNT)	70.5	75.8	740	741
FRESNO CA (FAT)	78.4	80.0	1,133	1,137
FT. LAUDERDALE FL (FLL)	67.5	71.6	6,065	6,074
FT. MYERS FL (RSW)	73.2	79.1	2,227	2,233
FT. SMITH AR (FSM)	73.3	80.1	176	176
FT. WAYNE IN (FWA)	65.6	67.5	584	584
GRAND FORKS ND (GFK)	67.7	83.9	62	62
GRAND RAPIDS MI (GRR)	65.9	73.1	1,321	1,309
GREAT FALLS MT (GTF)	75.6	79.5	336	337
GREEN BAY WI (GRB)	67.5	74.7	569	569
GREENSBORO/HIGH PT. NC (GSO)	77.1	79.0	1,699	1,695
GREENVILLE/SPARTBG. SC (GSP)	71.6	76.6	1,398	1,370
GULFPORT/BILOXI MS (GPT)	72.7	79.4	539	506
GUNNISON CO (GUC)	87.9	81.8	66	66
HARLINGEN TX (HRL)	80.5	87.4	492	493
HARRISBURG PA (MDT)	64.0	72.9	666	665
HARTFORD CT/SPGFLD MA (BDL)	70.7	77.0	2,989	2,990
HELENA MT (HLN)	76.6	76.1	218	218

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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.
HILO HAWAII HI (ITO)	98.1	98.6	212	212
HONOLULU OAHU HI (HNL)	77.8	92.5	3,141	3,141
HOUSTON TX (HOU)	78.7	74.7	4,945	4,943
HOUSTON TX (IAH)	80.3	86.1	16,862	16,836
HUNTSVILLE/DECATUR AL (HSV)	75.9	80.2	1,188	1,148
INDIANAPOLIS IN (IND)	74.9	80.2	3,761	3,747
INDIO/PALM SPRINGS CA (PSP)	67.2	71.7	1,213	1,244
ISLIP/LONG IS. NY (ISP)	73.6	74.5	997	997
JACKSON WY (JAC)	62.8	58.3	368	369
JACKSON/VICKSBURG MS (JAN)	75.9	82.1	1,042	1,043
JACKSONVILLE FL (JAX)	77.9	80.4	2,447	2,444
JUNEAU AK (JNU)	64.8	68.4	310	310
KAHULUI (OGG)	80.9	89.8	1,210	1,210
KALAMAZOO MI (AZO)	56.9	67.8	334	335
KALISPELL MT (FCA)	76.2	83.6	277	280
KANSAS CITY MO (MCI)	70.2	76.2	4,689	4,690
KETCHIKAN AK (KTN)	64.5	68.8	186	186
KEY WEST FL (EYW)	66.7	53.1	51	32
KING SALMON AK (AKN)	86.4	77.3	22	22
KNOXVILLE TN (TYS)	73.7	80.4	1,272	1,244
KODIAK AK (ADQ)	74.2	75.8	62	62
KONA HAWAII HI (KOA)	84.7	90.1	554	554
KOTZEBUE AK (OTZ)	74.2	73.1	93	93
LA CROSSE WI (LSE)	61.9	73.8	160	160
LAFAYETTE LA (LFT)	79.6	86.6	338	336
LANSING MI (LAN)	66.9	72.0	429	429
LAREDO TX (LRD)	71.7	85.7	244	244
LAS VEGAS NV (LAS)	69.6	69.6	13,520	13,521
LAWTON OK (LAW)	85.9	93.5	184	185
LEXINGTON/FRKFT KY (LEX)	70.3	76.5	745	744
LIHUE KAUAI HI (LIH)	87.5	95.5	625	626
LINCOLN NE (LNK)	73.9	70.3	180	182
LITTLE ROCK AR (LIT)	72.5	79.7	1,537	1,532
LONG BEACH CA (LGB)	69.1	82.0	936	935
LONGVIEW TX (GGG)	80.6	88.2	93	93
LOS ANGELES CA (LAX)	71.6	76.8	19,365	19,339
LOUISVILLE KY (SDF)	71.0	77.9	2,043	2,042
LUBBOCK TX (LBB)	78.6	85.5	790	791
MADISON WI (MSN)	64.8	73.7	739	738
MANCHESTER NH (MHT)	70.0	75.4	2,178	2,177
MARQUETTE MI (MQT)	52.3	70.5	88	88
MEDFORD OR (MFR)	70.3	63.9	374	379
MELBOURNE FL (MLB)	72.2	77.9	252	253

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MEMPHIS TN (MEM)	79.0	80.7	4,270	4,267
MIAMI FL (MIA)	73.8	75.6	5,567	5,569
MIDLAND/ODESSA TX (MAF)	79.1	88.9	660	659
MILWAUKEE WI (MKE)	66.8	78.3	1,809	1,810
MINNEAPLS/ST.P MN (MSP)	74.9	79.8	11,384	11,361
MINOT ND (MOT)	70.2	86.3	94	95
MISSION/MCALLEEN TX (MFE)	82.4	91.2	296	296
MISSOULA MT (MSO)	71.3	74.9	376	382
MOBILE AL/PASCAGOULA MS (MOB)	75.7	77.0	378	378
MOLINE IL (MLI)	66.4	74.5	369	368
MONROE LA (MLU)	82.4	81.7	289	289
MONTEREY CA (MRY)	79.7	78.6	592	593
MONTROSE CO (MTJ)	78.4	80.9	292	293
MYRTLE BEACH SC (MYR)	76.4	80.1	529	532
NAPLES FL (APF)	57.0	61.3	93	93
NASHVILLE TN (BNA)	75.5	78.5	5,050	5,049
NEW ORLEANS LA (MSY)	77.7	82.1	4,531	4,537
NEW YORK NY (JFK)	64.3	65.0	8,102	8,102
NEW YORK NY (LGA)	65.6	75.4	10,799	10,793
NEWARK NJ (EWR)	65.0	73.8	12,279	12,275
NEWBURGH NY (SWF)	60.6	68.8	343	343
NOME AK (OME)	71.0	72.0	93	93
NORFOLK/VA. BEACH VA (ORF)	68.2	76.7	1,919	1,921
OKLAHOMA CITY OK (OKC)	71.6	81.3	1,726	1,720
OMAHA NE (OMA)	70.0	75.5	1,732	1,730
ONTARIO CA (ONT)	72.0	76.5	2,978	2,957
ORANGE COUNTY CA (SNA)	74.6	79.2	4,022	4,022
ORLANDO FL (MCO)	74.7	78.5	10,179	10,186
PASCO WA (PSC)	75.3	78.8	308	306
PENSACOLA FL (PNS)	78.9	81.6	630	613
PEORIA IL (PIA)	58.4	65.5	358	342
PETERSBURG AK (PSG)	56.5	59.7	62	62
PHILADELPHIA PA (PHL)	58.6	59.7	11,517	11,521
PHOENIX AZ (PHX)	70.8	71.8	14,457	14,434
PITTSBURGH PA (PIT)	73.0	78.7	4,464	4,462
PORTLAND ME (PWM)	64.2	70.3	717	717
PORTLAND OR (PDX)	74.8	79.5	4,350	4,348
PROVIDENCE RI (PVD)	69.9	76.4	2,672	2,661
RALEIGH/DURHAM NC (RDU)	68.8	75.1	5,433	5,434
RAPID CITY SD (RAP)	76.8	83.1	233	236
RENO NV (RNO)	58.9	60.2	2,580	2,593
RICHMOND VA (RIC)	68.4	74.6	1,472	1,472
ROANOKE VA (ROA)	66.0	73.2	303	302

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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.
ROCHESTER MN (RST)	59.1	67.7	193	192
ROCHESTER NY (ROC)	62.3	70.9	1,507	1,496
SACRAMENTO CA (SMF)	72.3	75.2	4,077	4,078
SAGINAW MI (MBS)	68.5	82.6	286	287
SALT LAKE CITY UT (SLC)	74.3	77.0	12,000	11,997
SAN ANGELO TX (SJT)	77.2	83.2	254	256
SAN ANTONIO TX (SAT)	77.6	84.1	3,135	3,132
SAN DIEGO CA (SAN)	71.1	77.8	7,283	7,285
SAN FRANCISCO CA (OAK)	74.3	76.1	5,945	5,940
SAN FRANCISCO CA (SFO)	69.3	77.4	10,274	10,252
SAN JOSE CA (SJC)	74.6	78.1	4,984	4,986
SAN JUAN PR (SJU)	70.2	79.0	2,416	2,418
SAN LUIS OBISPO CA (SBP)	78.6	82.2	454	455
SANTA BARBARA CA (SBA)	78.1	82.5	1,066	1,067
SARASOTA/BRAD. FL (SRQ)	73.6	80.1	639	642
SAVANNAH GA (SAV)	74.4	79.4	1,065	1,066
SCRANTON/WILKES-BARRE PA (AVP)	61.8	61.2	241	214
SEATTLE WA (SEA)	73.6	76.9	8,309	8,312
SHREVEPORT LA (SHV)	77.1	84.7	724	714
SIOUX FALLS SD (FSD)	71.9	75.4	402	402
SITKA AK (SIT)	64.5	74.2	93	93
SOUTH BEND IN (SBN)	61.7	61.2	363	361
SPOKANE WA (GEG)	73.1	77.3	1,184	1,185
SPRINGFIELD MO (SGF)	66.7	75.6	619	622
ST. CROIX VI (STX)	83.3	72.2	36	36
ST. LOUIS MO (STL)	74.8	78.6	5,492	5,491
ST. THOMAS VI (STT)	71.3	78.4	356	356
STEAMBOAT SPRINGS CO (HDN)	78.2	83.9	211	211
SYRACUSE NY (SYR)	63.7	73.6	1,145	1,143
TALLAHASSEE FL (TLH)	81.5	81.0	401	399
TAMPA FL (TPA)	75.7	80.2	6,991	7,037
TEXARKANA AR (TXK)	87.1	90.6	171	170
TOLEDO OH (TOL)	61.3	66.9	455	456
TRAVERSE CITY MI (TVC)	57.7	58.1	104	105
TUCSON AZ (TUS)	69.6	80.8	1,656	1,655
TULSA OK (TUL)	73.0	81.9	1,701	1,699
TYLER TX (TYR)	86.8	92.3	325	325
VALPARAISO FL (VPS)	74.5	78.7	459	484
WACO TX (ACT)	85.6	88.1	285	286
WASHINGTON DC (IAD)	73.7	74.7	12,381	12,393
WASHINGTON DC (DCA)	71.5	78.0	8,061	8,083
WEST PALM BEACH FL (PBI)	72.8	79.6	2,529	2,530
WHITE PLAINS NY (HPN)	63.8	69.7	625	611

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
WICHITA FALLS TX (SPS)	78.8	91.0	212	212
WICHITA KS (ICT)	67.9	73.1	853	855
WILMINGTON NC (ILM)	74.9	76.6	303	304
WRANGELL AK (WRG)	61.3	59.7	62	62
YAKUTAT AK (YAK)	67.7	80.6	62	62

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

CARRIER A/	AT 33 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
ATLANTIC SOUTHEAST	21	13,423	1,079	8.0	116	24,835	2,019	8.1
AMERICAN EAGLE	23	24,481	1,827	7.5	104	43,009	3,152	7.3
INDEPENDENCE AIR *	11	10,677	827	7.7	40	16,279	1,170	7.2
COMAIR	26	20,057	1,421	7.1	118	33,338	2,365	7.1
DELTA	33	45,229	2,607	5.8	108	57,931	3,316	5.7
SKYWEST	16	22,513	1,002	4.5	121	41,443	2,145	5.2
US AIRWAYS	27	29,650	1,435	4.8	61	37,507	1,799	4.8
AIRTRAN	20	11,456	493	4.3	42	14,854	626	4.2
AMERICAN	32	45,874	1,870	4.1	84	57,700	2,228	3.9
ALASKA	16	8,178	181	2.2	45	13,154	398	3.0
UNITED	32	35,426	1,049	3.0	83	41,537	1,208	2.9
EXPRESSJET	25	15,173	470	3.1	112	30,085	859	2.9
AMERICA WEST	29	13,850	380	2.7	51	16,255	452	2.8
JETBLUE	14	6,354	185	2.9	27	8,459	233	2.8
ATA	19	3,984	110	2.8	26	5,229	118	2.3
NORTHWEST	32	27,142	640	2.4	117	40,432	898	2.2
SOUTHWEST	17	43,066	837	1.9	60	85,903	1,759	2.0
CONTINENTAL	31	18,144	265	1.5	79	23,046	318	1.4
HAWAIIAN	7	318		0.0	13	3,928	21	0.5
Total		394,995	16,678	4.2	Total	594,924	25,084	4.2

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.

* Formerly Atlantic Coast Airlines

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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	57700	40152	69.59%	2228	3.86%	219	0.38%	3482	6.03%	1524	2.64%	6136	10.63%	24	0.04%	3935	6.82%
AS	13154	9345	71.04%	398	3.03%	88	0.67%	1172	8.91%	77	0.58%	768	5.84%	20	0.15%	1286	9.78%
B6	8459	5334	63.06%	233	2.75%	66	0.78%	820	9.69%	25	0.30%	888	10.50%	33	0.40%	1059	12.52%
CO	23046	17968	77.97%	318	1.38%	43	0.19%	948	4.11%	138	0.60%	2827	12.27%	66	0.29%	738	3.20%
DH	16279	12220	75.07%	1170	7.19%	32	0.20%	395	2.42%	31	0.19%	854	5.25%	1	0.01%	1576	9.68%
DL	57931	42497	73.36%	3316	5.72%	102	0.18%	3044	5.26%	321	0.55%	5859	10.11%	5	0.01%	2787	4.81%
EV	24835	16891	68.01%	2019	8.13%	50	0.20%	2091	8.42%	818	3.29%	2003	8.07%	7	0.03%	956	3.85%
FL	14854	10407	70.06%	626	4.21%	49	0.33%	743	5.00%	81	0.55%	1515	10.20%	0	0.00%	1433	9.64%
HA	3928	3637	92.59%	21	0.53%	0	0.00%	190	4.84%	10	0.25%	5	0.14%	4	0.09%	61	1.55%
HP	16255	11680	71.85%	452	2.78%	33	0.20%	1259	7.75%	59	0.36%	1579	9.72%	41	0.25%	1151	7.08%
MQ	43009	28302	65.80%	3152	7.33%	113	0.26%	2524	5.87%	537	1.25%	4443	10.33%	3	0.01%	3935	9.15%
NW	40432	29302	72.47%	898	2.22%	126	0.31%	2831	7.00%	451	1.12%	5177	12.80%	15	0.04%	1632	4.04%
OH	33338	22426	67.27%	2365	7.09%	85	0.25%	3919	11.76%	1892	5.67%	2353	7.06%	22	0.07%	277	0.83%
OO	41443	30087	72.60%	2145	5.18%	153	0.37%	4296	10.37%	992	2.39%	1583	3.82%	33	0.08%	2154	5.20%
RU	30085	21444	71.28%	859	2.86%	97	0.32%	1141	3.79%	237	0.79%	4159	13.82%	23	0.08%	2125	7.06%
TZ	5229	3851	73.65%	118	2.26%	4	0.08%	208	3.98%	15	0.28%	751	14.36%	9	0.18%	273	5.22%
UA	41537	28486	68.58%	1208	2.91%	90	0.22%	3187	7.67%	300	0.72%	4819	11.60%	4	0.01%	3443	8.29%
US	37507	25723	68.58%	1799	4.80%	135	0.36%	2592	6.91%	172	0.46%	3847	10.26%	0	0.00%	3238	8.63%
WN	85903	64963	75.62%	1759	2.05%	324	0.38%	3917	4.56%	523	0.61%	3750	4.37%	85	0.10%	10581	12.32%
TOTALS	594924	424715		25084		1809		38761		8203		53316		398		42640	
			71.39%		4.22%		0.30%		6.52%		1.38%		8.96%		0.07%		7.17%

***Causes of Delay:**

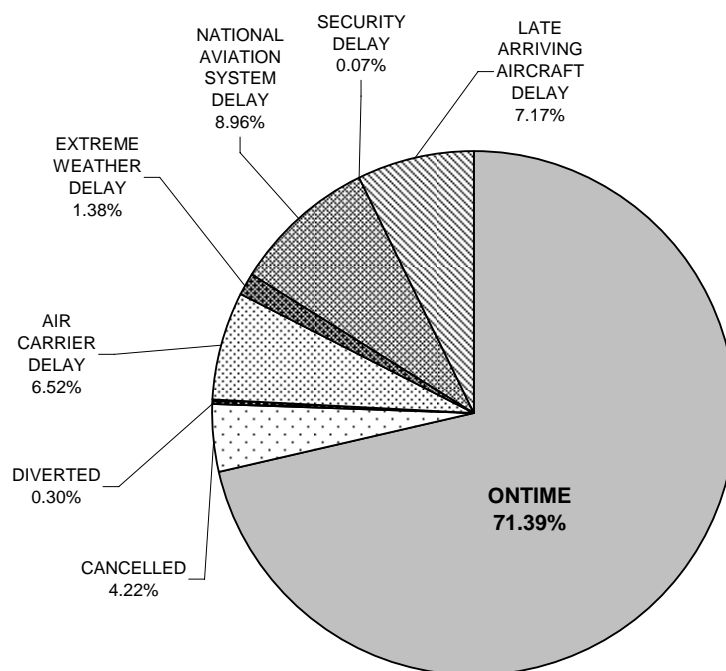
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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

JANUARY 2005
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.

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 33 airports for which data must be reported. Data include all reported domestic flight operations to the 33 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 33 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	ATL
Baltimore/Washington: International	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
Portland: International	PDX
St. Louis: Lambert	STL
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

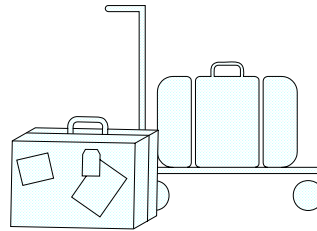
FL	AirTran Airways
AS	Alaska Airlines
HP	America West Airlines
AA	American Airlines
MQ	American Eagle Airlines
TZ	ATA Airlines
DH	Independence Air
	(formerly Atlantic Coast Airlines)
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
RU	ExpressJet Airlines
B6	JetBlue Airways
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

HA	Hawaiian Airlines
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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. 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.



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

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

RANK	AIRLINE	JANUARY 2005			JANUARY 2004		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,206	442,750	2.72	1,717	461,353	3.72
2	AIRTRAN AIRWAYS	3,427	1,097,046	3.12	2,911	920,956	3.16
3	ALASKA AIRLINES	3,821	1,095,715	3.49	4,071	994,494	4.09
4	INDEPENDENCE AIR **	1,516	376,151	4.03	10,155	532,779	19.06
5	CONTINENTAL AIRLINES	11,161	2,538,400	4.40	7,924	2,440,086	3.25
6	JETBLUE AIRWAYS	5,109	1,084,501	4.71	3,096	849,945	3.64
7	SOUTHWEST AIRLINES	29,202	6,175,442	4.73	19,210	5,527,985	3.48
8	ATA AIRLINES	2,612	526,719	4.96	4,049	722,844	5.60
9	UNITED AIRLINES	25,861	4,472,688	5.78	25,015	4,434,315	5.64
10	AMERICA WEST AIRLINES	9,554	1,621,560	5.89	6,035	1,524,680	3.96
11	NORTHWEST AIRLINES	21,139	3,489,696	6.06	14,717	3,206,302	4.59
12	AMERICAN AIRLINES	45,017	6,034,617	7.46	35,108	5,752,171	6.10
13	EXPRESSJET AIRLINES	7,813	987,118	7.91	4,770	827,843	5.76
14	DELTA AIR LINES	58,998	6,427,865	9.18	34,644	6,024,692	5.75
15	AMERICAN EAGLE AIRLINES	15,361	1,185,194	12.96	12,502	992,360	12.60
16	US AIRWAYS	41,643	2,812,630	14.81	10,243	2,663,519	3.85
17	SKYWEST AIRLINES	18,597	1,184,405	15.70	15,961	950,423	16.79
18	COMAIR	18,253	974,463	18.73	12,980	871,394	14.90
19	ATLANTIC SOUTHEAST AIRLINES	21,601	840,862	25.69	13,656	696,302	19.61
TOTALS		341,891	43,367,822	7.88	238,764	40,394,443	5.91

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, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Consumer Complaint" sections of this report.

** Formerly Atlantic Coast Airlines

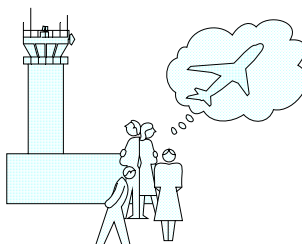
OVERSALES

This section furnishes data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed or diverted flights.

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues *and* operate aircraft with a passenger capacity of more than 60 seats (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 CFR 250.10.

These tables give information by carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boardings per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boardings include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the oversales rule. There are three exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; and 3) aircraft of smaller capacity is substituted. Totals appear at the end of each table.

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



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

OCTOBER-DECEMBER

PASSENGERS DENIED BOARDING

BY U.S. AIRLINES *

RANK	AIRLINE	OCTOBER-DECEMBER 2004				OCTOBER-DECEMBER 2003			
		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	8	0	3,178,517	0.00	4	0	2,377,510	0.00
1	INDEPENDENCE AIR	2	0	37,236	0.00	*	*	*	
3	HAWAIIAN AIRLINES	650	8	1,323,363	0.06	284	109	1,416,878	0.77
4	AIRTRAN AIRWAYS	4,242	45	3,446,769	0.13	4,568	115	2,996,398	0.38
5	AMERICAN EAGLE AIRLINES	365	19	519,285	0.37	245	5	352,336	0.14
6	UNITED AIRLINES	18,910	733	15,699,070	0.47	26,415	1,120	14,976,922	0.75
7	SKYWEST AIRLINES	561	10	204,234	0.49	*	*	*	
8	SOUTHWEST AIRLINES	19,394	1,297	20,144,834	0.64	14,504	1,470	18,395,064	0.80
9	AMERICAN AIRLINES	16,266	1,375	20,444,116	0.67	17,175	1,126	19,693,148	0.57
10	US AIRWAYS	14,682	770	10,093,300	0.76	21,677	258	10,042,023	0.26
11	ALASKA AIRLINES	6,787	300	3,623,874	0.83	6,443	478	3,704,804	1.29
12	AMERICA WEST AIRLINES	11,981	476	5,302,202	0.90	9,845	161	4,967,920	0.32
13	NORTHWEST AIRLINES	16,617	1,161	12,436,669	0.93	17,476	567	11,599,304	0.49
14	DELTA AIR LINES	27,385	2,067	20,787,921	0.99	43,603	2,346	20,208,431	1.16
15	COMAIR	823	91	684,878	1.33	*	*	*	
16	CONTINENTAL AIRLINES	12,278	2,044	9,013,038	2.27	11,139	1,203	8,569,822	1.40
17	ATLANTIC SOUTHEAST AIRLINES	2,449	334	1,159,876	2.88	1,998	469	804,734	5.83
18	ATA AIRLINES	2,201	944	2,226,952	4.24	998	151	2,323,876	0.65
	TOTALS	155,601	11,674	130,326,134	0.90	176,374	9,578	122,429,170	0.78

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 and operate aircraft with a passenger capacity of more than 60 seats. Hawaiian Airlines was ranked in this section for the first time with the 4th quarter 2003. Comair and SkyWest were ranked in this table for the first time with the 1st quarter 2004. Independence Air (formerly Atlantic Coast Airlines) is ranked in this table for the first time with the 4th quarter 2004. With the exception of ExpressJet Airlines (whose fleet consists of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and "Mishandled Baggage" sections of this report.

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

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

RANK	AIRLINE	JANUARY - DECEMBER 2004				JANUARY - DECEMBER 2003			
		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	28	17	11,782,625	0.01	19	0	9,011,552	0.00
2	HAWAIIAN AIRLINES	3,070	118	5,592,893	0.21	*	*	*	*
3	SKYWEST AIRLINES	1,548	13	485,976	0.27	*	*	*	*
4	AIRTRAN AIRWAYS	23,158	372	13,120,404	0.28	19,344	1,677	11,601,332	1.45
5	AMERICAN EAGLE AIRLINES	1,682	79	1,941,299	0.41	757	38	1,005,018	0.38
6	UNITED AIRLINES	100,980	3,171	64,857,365	0.49	107,589	3,929	60,570,978	0.65
7	AMERICAN AIRLINES	69,530	4,294	82,543,789	0.52	90,088	4,815	81,243,021	0.59
8	US AIRWAYS	73,898	2,603	39,995,850	0.65	87,051	1,330	39,088,401	0.34
9	AMERICA WEST AIRLINES	40,282	1,449	20,712,856	0.70	49,415	820	20,355,547	0.40
10	NORTHWEST AIRLINES	76,684	3,871	49,842,112	0.78	81,692	3,298	46,843,255	0.70
11	SOUTHWEST AIRLINES	90,809	7,711	81,066,038	0.95	84,826	7,622	74,719,340	1.02
12	DELTA AIR LINES	130,050	9,274	83,163,787	1.12	127,039	10,342	79,596,557	1.30
13	ALASKA AIRLINES	25,494	1,840	15,131,892	1.22	19,608	1,223	15,023,499	0.81
14	CONTINENTAL AIRLINES	47,909	6,264	35,670,751	1.76	48,257	3,626	34,338,402	1.06
15	COMAIR	4,223	565	2,480,018	2.28	*	*	*	*
16	ATA AIRLINES	6,371	2,346	10,073,006	2.33	3,518	834	9,375,960	0.89
17	ATLANTIC SOUTHEAST AIRLINES	6,309	913	3,847,659	2.37	7,657	2,378	3,024,407	7.86
---	INDEPENDENCE AIR	*	*	*	*	*	*	*	*
	TOTALS	702,025	44,900	522,308,320	0.86	726,860	41,932	485,797,269	0.86

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 and operate aircraft with a passenger capacity of more than 60 seats. Hawaiian Airlines was ranked in this section for the first time with the 4th quarter 2003. Comair and SkyWest were ranked in this table for the first time with the first quarter 2004. Independence Air (formerly Atlantic Coast Airlines) was ranked for the first time with the 4th quarter 2004. With the exception of ExpressJet Airlines (whose fleet consists of aircraft with less than 61 seats), the carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay," "Consumer Complaint," and "Mishandled Baggage" sections of this report.

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

	JANUARY 2005				JANUARY 2004			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,199	78	4	99	531	110	1	97
FOREIGN AIRLINES	127	0	1	7	120	2	0	6
TRAVEL AGENTS	25	2	0	2	22	2	0	1
TOUR OPERATORS	2	0	0	0	3	0	0	1
MISCELLANEOUS	22	3	0	70	4	6	0	156
INDUSTRY TOTALS	1,375	83	5	178	680	120	1	261

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

JANUARY 2005				JANUARY 2004		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
BAGGAGE	1	482		2	127	
FLIGHT PROBLEMS	2	416		1	171	
CANCELLATIONS			219			53
DELAYS			82			42
MISCONNECTIONS			60			42
CUSTOMER SERVICE	3	119		4	91	
RES/TKTG/BOARDING	4	98		3	105	
REFUNDS	5	88		5	54	
DISABILITY	6	48		6	44	
OTHER	7	40		8	27	
FREQUENT FLYER			18			22
OVERSALES	8	38		7	30	
FARES	9	29		9	18	
DISCRIMINATION	10	13		10	11	
ADVERTISING	11	4		12	1	
ANIMALS	12	0		11	1	
COMPLAINT TOTAL		1,375			680	

* 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 2005

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	6	3	1	0	0	2	1	0	0	0	0	0	13
AIRTRAN AIRWAYS	1	1	2	0	1	6	1	1	0	0	0	0	13
ALASKA AIRLINES	5	0	0	0	0	1	3	0	0	0	0	0	9
AMERICA WEST AIRLINES	14	2	3	0	3	9	4	1	0	0	0	0	36
AMERICAN AIRLINES	31	1	10	5	11	35	13	6	1	0	0	7	120
AMERICAN EAGLE AIRLINES	8	1	2	0	0	4	2	0	0	0	0	0	17
ATA AIRLINES	3	1	0	1	1	2	2	0	0	0	0	0	10
ATLANTIC SOUTHEAST AIRLINES	8	0	0	0	0	1	2	0	0	0	0	0	11
CHAUTAUQUA AIRLINES	11	0	0	0	1	1	0	0	0	0	0	0	13
COMAIR	83	1	7	1	7	27	4	1	0	0	0	0	131
CONTINENTAL AIRLINES	5	3	4	1	4	15	11	3	0	1	0	1	48
DELTA AIRLINES	44	0	11	4	6	97	14	7	1	4	0	3	191
EXPRESSJET AIRLINES	4	0	0	0	1	0	2	1	0	0	0	0	8
INDEPENDENCE AIR ***	5	0	0	0	2	2	0	0	0	0	0	0	9
MESA AIRLINES	14	2	0	0	2	5	2	1	0	0	0	0	26
MESABA AVIATION	9	1	1	0	0	2	2	0	0	0	0	1	16
NORTHWEST AIRLINES	6	4	3	6	2	28	6	3	0	0	0	3	61
PINNACLE AIRLINES	14	0	0	0	1	7	2	0	0	0	0	0	24
PIEDMONT AIRLINES	1	1	1	0	0	0	2	1	0	0	0	0	6
SKYWEST AIRLINES	2	0	1	0	0	4	0	0	0	0	0	0	7
SOUTHEAST AIRLINES	1	0	0	0	5	0	0	0	0	0	0	13	19
SOUTHWEST AIRLINES	4	0	2	1	0	3	2	2	0	1	0	0	15
TRANS STATES AIRLINES	4	0	0	0	0	0	1	0	0	0	0	0	5
UNITED AIRLINES	12	5	10	0	1	42	8	6	0	4	0	3	91
UNITED EXPRESS	4	1	2	0	0	2	0	0	0	0	0	0	9
US AIRWAYS	68	2	7	2	7	133	14	3	0	0	0	4	240
USA3000	7	0	1	0	1	1	1	0	0	0	0	0	11
OTHER U. S. AIRLINES	14	1	3	0	1	7	8	2	1	2	0	1	40
TOTAL JANUARY 2005	388	30	71	21	57	436	107	38	3	12	0	36	1,199
% OF TOTAL COMPLAINTS	32.4	2.5	5.9	1.8	4.8	36.4	8.9	3.2	0.3	1.0	0	3.0	
TOTAL JANUARY 2004	148	23	70	14	28	99	77	36	1	10	1	24	531
% OF TOTAL COMPLAINTS	27.9	4.3	13.2	2.6	5.3	18.6	14.5	6.8	0.2	1.9	0.2	4.5	

* 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.'

*** FORMERLY ATLANTIC COAST AIRLINES

Table 4

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

JANUARY 2005

U. S. AIRLINES*	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
ALPHABETICAL									
AIR WISCONSIN	13	8	61.5	4	30.8	1	7.7	0	0.0
AIRTRAN AIRWAYS	13	2	15.4	5	38.5	2	15.4	4	30.8
ALASKA AIRLINES	9	2	22.2	4	44.4	2	22.2	1	11.1
AMERICA WEST AIRLINES	36	10	27.8	18	50.0	4	11.1	4	11.1
AMERICAN AIRLINES	120	29	24.2	48	40.0	18	15.0	25	20.8
AMERICAN EAGLE AIRLINES	17	9	52.9	5	29.4	0	0.0	3	17.6
ATA AIRLINES	10	1	10.0	2	20.0	5	50.0	2	20.0
ATLANTIC SOUTHEAST AIRLINES	11	2	18.2	8	72.7	0	0.0	1	9.1
CHAUTAUQUA AIRLINES	13	1	7.7	7	53.8	3	23.1	2	15.4
COMAIR	131	2	1.5	108	82.4	6	4.6	15	11.5
CONTINENTAL AIRLINES	48	10	20.8	18	37.5	10	20.8	10	20.8
DELTA AIRLINES	191	19	9.9	116	60.7	13	6.8	43	22.5
EXPRESSJET AIRLINES	8	1	12.5	4	50.0	3	37.5	0	0.0
INDEPENDENCE AIR **	9	5	55.6	3	33.3	1	11.1	0	0.0
MESA AIRLINES	26	5	19.2	15	57.7	3	11.5	3	11.5
MESABA AVIATION	16	6	37.5	10	62.5	0	0.0	0	0.0
NORTHWEST AIRLINES	61	13	21.3	31	50.8	6	9.8	11	18.0
PINNACLE AIRLINES	24	0	0.0	20	83.3	0	0.0	4	16.7
PIEDMONT AIRLINES	6	2	33.3	4	66.7	0	0.0	0	0.0
SKYWEST AIRLINES	7	3	42.9	3	42.9	1	14.3	0	0.0
SOUTHEAST AIRLINES	19	1	5.3	8	42.1	6	31.6	4	21.1
SOUTHWEST AIRLINES	15	2	13.3	6	40.0	4	26.7	3	20.0
TRANS STATES AIRLINES	5	1	20.0	4	80.0	0	0.0	0	0.0
UNITED AIRLINES	91	16	17.6	38	41.8	8	8.8	29	31.9
UNITED EXPRESS	9	4	44.4	4	44.4	1	11.1	0	0.0
US AIRWAYS	240	17	7.1	138	57.5	22	9.2	63	26.2
USA3000	11	9	81.8	1	9.1	1	9.1	0	0.0
OTHER U. S. AIRLINES	40	13	32.5	17	42.5	6	15.0	4	10.0
TOTALS	1,199	193	16.1	649	54.1	126	10.5	231	19.3
PREVIOUS YEAR'S TOTALS	531	171	32.2	191	36.0	108	20.3	61	11.5

* 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.'

** FORMERLY ATLANTIC COAST AIRLINES

Table 5

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

JANUARY 2005

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR CANADA	0	0	1	0	0	2	2	0	0	0	0	0	5
AIR FRANCE	1	0	1	0	1	4	0	0	0	0	0	0	7
AIR JAMAICA	3	0	0	0	2	2	2	0	0	0	0	0	9
ALITALIA AIRLINES	1	0	0	1	0	3	1	0	0	0	0	0	6
BAHAMASAIR	3	0	0	0	1	1	0	0	0	0	0	0	5
BRITISH AIRWAYS	0	0	0	0	2	7	1	4	0	0	0	1	15
BWIA	3	0	0	0	0	0	0	2	0	0	0	0	5
KLM	0	0	0	0	0	1	1	2	0	0	0	1	5
LUFTHANSA	1	1	2	0	1	1	1	0	0	0	0	0	7
MEXICANA	2	0	2	0	1	0	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	7	6	7	2	10	20	3	2	0	1	0	0	58
TOTALS	21	7	13	3	18	41	11	10	0	1	0	2	127
<u>TRAVEL AGENTS</u>													
ORBITZ.COM	0	0	1	1	4	0	0	0	0	0	0	0	6
TRAVELOCITY.COM	0	0	3	1	0	0	0	0	1	0	0	0	5
OTHER TRAVEL AGENTS	0	0	7	3	4	0	0	0	0	0	0	0	14
TOTALS	0	0	11	5	8	0	0	0	1	0	0	0	25
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	2	0	0	0	0	0	0	0	2
TOTALS	0	0	0	0	2	0	0	0	0	0	0	0	2
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	7	1	3	0	3	5	1	0	0	0	0	2	22
TOTALS	7	1	3	0	3	5	1	0	0	0	0	2	22

* 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

JANUARY
 CONSUMER COMPLAINTS: RANKINGS
 U.S. AIRLINES *

RANK	AIRLINE	JANUARY 2005			JANUARY 2004		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	15	6,043,293	0.25	9	5,364,488	0.17
2	JETBLUE AIRWAYS	4	1,054,428	0.38	5	826,052	0.61
3	SKYWEST AIRLINES	7	1,158,762	0.60	2	918,546	0.22
4	HAWAIIAN AIRLINES	3	443,784	0.68	4	461,353	0.87
5	EXPRESSJET AIRLINES	8	1,100,334	0.73	3	878,450	0.34
6	ALASKA AIRLINES	9	1,231,420	0.73	16	1,122,162	1.43
7	AIRTRAN AIRWAYS	13	1,069,064	1.22	17	893,013	1.90
8	ATLANTIC SOUTHEAST AIRLINES	11	849,714	1.29	4	716,054	0.56
9	AMERICAN EAGLE AIRLINES	17	1,171,149	1.45	7	959,160	0.73
10	NORTHWEST AIRLINES	61	4,176,948	1.46	53	3,802,866	1.39
11	CONTINENTAL AIRLINES	48	3,166,943	1.52	20	2,969,524	0.67
12	AMERICAN AIRLINES	120	7,454,853	1.61	77	6,957,086	1.11
13	UNITED AIRLINES	91	5,179,120	1.76	67	5,019,825	1.33
14	ATA AIRLINES	10	548,609	1.82	14	754,958	1.85
15	AMERICA WEST AIRLINES	36	1,678,169	2.15	19	1,549,799	1.23
16	INDEPENDENCE AIR **	9	359,149	2.51	12	551,143	2.18
17	DELTA AIR LINES	191	6,818,891	2.80	77	6,334,653	1.22
18	US AIRWAYS	240	3,134,590	7.66	31	2,973,771	1.04
19	COMAIR	131	968,817	13.52	8	862,546	0.93
TOTALS		1,024	47,608,037	2.15	445	43,915,449	1.01

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, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delay" and "Mishandled Baggage" sections.

** Formerly Atlantic Coast Airlines

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 January 2005 as provided by the Transportation Security Administration^a

The Transportation Security Administration protects approximately 50 million airline passengers and screens their 59 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 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
214	.00043	174	.00035	22	.000044	630	.0013

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
337	.00057	2207	.0037

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 January.