

(b)(6)

Detailed Account of 12/29/06

The detailed story:

We left San Francisco December 29, 2006 on flight #1348 for Dallas Fort Worth at approximately 6:30 a.m. in the morning Pacific Time, 8:30 a.m. Central Time. The flight was scheduled to land in Dallas at 11:30 a.m. Central Time but was diverted to Austin Bergstrom and landed at 12:15 p.m. due to thunderstorms and tornado warnings that closed DFW.

The pilots initially said they were pulling into a parking place to wait for a break in the weather to see if it was possible to get into DFW. The weather came and weather went. There were many breaks in the weather that would have allowed us to deplane but for the first 3 to 3 ½ hours on the ground they hoped for a window to get the plane in the air and get us to Dallas. We also were able to call American Airlines from the plane and found out our connecting flight was delayed and they assured us we were on track to get there and make our connecting flight.

After waiting for 3 hours, a reasonable amount of time to see if we could still get to our destination, we were informed by the crew that the prospects were dim for getting to DFW and the decision was made to get us off the plane.

4 hours after landing in Austin, the pilots said they were being told that there were too many planes in the air over Dallas that couldn't land, and too many planes over Austin that were trying to land, we could see 6 grounded American Airlines planes all from California...our flight 1348, flight 1008, 2412 and 534 and two others from Fresno all three of those landed after ours. At this point 4 hours into our ordeal they said that we weren't going to Dallas and they were begging for Gate access for us and being told to wait until one opens up. We could see open gates so this was confusing and had to move our plane so that another plane could get past us and have access to their gate.

5 hours into this, we overheard a radio transmission that a dog on the grounded flight next to us had defecated on a passenger and was ill. They sent the police to that plane, we were unclear as to whether there was a violent outburst or if it was the dog issue. At this point I noticed the air quality diminishing. The toilets were beginning to back up and over fill.

6 hours, the pilots were allowing us to listen to radio transmissions and they said the management was telling them they were sending busses out to get us off the plane and food for those of us who wished to stay with the plane since our bags were on the plane. Still massive confusion. One bus arrived, and took 15 people...it could only hold 15 people. They never returned for the rest of us. There were babies and elderly people on the plane that never made it on a bus, even though the pilots requested that babies and elderly be allowed off first. Folks were so freaked out about being held "hostage" and being so hungry they didn't listen to the directive.

7 hours, the pilots said they were embarrassed for American Airlines that they wouldn't allow us to the terminal. I overheard the transmissions and heard the management again promise that we would be brought food and busses to deplane and take us to the terminal,

---

but none arrived. We saw ambulances arrive at the adjacent plane. Don't know what happened there. Overheard them stating that there were no gates. Again we could see empty gates.

8 hours grounded: Mounting frustration on the plane, again management was promising us that we would be getting food. The stewardess came by and gave us each a small bag of pretzels 2" x 2" and a glass of water. But no food arrived from the terminal. No busses again promised over the transmissions by management. The pilot kept telling us he was talking to the #1 and #2 managers at the airline and was trying to get us to the gate. No go.

9:04 p.m. The pilots were debating whether or not to declare a complete onboard emergency stating that they had no legal right to pull up to the gate without permission but knew that they had no choice but to go ahead and risk their jobs by pulling up to a gate and making access for us off of the plane. This is what they did.

9:10 pull up to gate without permission  
15 minutes for gate to move into place

9:34 p.m. disembarked, like aliens, shell shocked and ready to greet AA but no one in site.

Most of us had no or little breakfast that morning due to leaving our home in Napa at 3:00 a.m., and no food for the entire day other than two tiny bags of pretzels. We pull up to the gate and the airport realizes they have no choice but to move the jetway into position to allow us off of the plane. The other grounded jets also followed us to the gates in the same fashion, just taking the risk. It took 15 minutes for them to prepare the jetway. We deplaned only to find out that the airport food services/restaurants had closed at 9:00 p.m. and several were lowering their gates literally as we walked up to them. We were refused service.

Our flight never showed up on the arrivals board at the terminal nor on the baggage claim area although we were told informally to go to the baggage claim by the pilots. We did so and our bags never came off the plane. Many passengers did get their bags and many, including us, did not. 2 ½ hours later we were still waiting and wondering whether we would or would not get our bags. Finally we went to a security guard and they said that a decision was made to leave the bags on the plane and for us to return in the morning to the airport by 6:00 a.m. for our 8:00 a.m. flight continuation "resumption" to Dallas. We were offered no food vouchers or hotel vouchers or taxi vouchers and if we were prepared to stand in line for another 2 hours we could have gotten a voucher for a \$10 hotel discount. Also by this time the shuttles to the hotel stopped running.

At 12:00 Midnight we decided to take a cab (the shuttles had stopped running by this time) to a Hawthorn Suites hotel and ate at a nearby Waffle House – the only eating establishment open at this time.

---

At 6:00 AM the next morning, with very little sleep, we returned to the Austin airport to catch the flight to Dallas. Our boarding passes said this flight would leave at 12:30 pm and 8:30 a.m. but we took no chances and indeed the flight left at 8:30! We finally made it to DFW.

We looked on the board for the next flight to Mobile hoping that we were on it. We went to the desk and were told that, "unless we were the Queen of England we weren't getting on that flight..." but our bags were on it and they refused to take our bags off. This time they sent us to the Customer Service Desk. We were given the standard "we are not responsible for weather-related delays." After explaining what had happened above and beyond the "weather-related delays" the AA representative took pity in us and we received a voucher for one night stay at the Comfort Suites and \$60.00 in food vouchers. Our total time at the airport exhausting our options was another 4 hours.

We went to the Comfort Suites and called American Airlines who assured us that the next day at 10:10 a.m. we were on the flight to Mobile period. That our bags would be there for us. Great, 2.5 days in the same clothes. No medications and with the new travel restrictions we had no other makeup or toiletries either. It was hell.

To: Office of IG

(b)(6)

From: (b)(6)

Napa, CA 94558

(b)(6)

Re: American Airlines Flight 1348  
San Francisco to Dallas

This was written to Congressman Thompson's office to explain the details of what happened to us. I updated a little from the original version based on a couple of truths I found out since then.

Dear (b)(6)

Thank you very much for helping us out in this matter. This trip was a year-end family vacation Kate and I had planned with our two sons: Landen Hanni, age 11, and Chase Costello (Kate's son), age 21. For sake of clarity and brevity we will outline the key series of events that took place during our travels, the impact that it had on us and what we are seeking in restitution. We have also attached supporting documentation from the Wall Street Journal and other sources that tell the story in a compelling fashion. The fiasco also made the FRONT PAGE of the Dallas Morning News!

I understand that airlines must make certain hard decisions and take precautions to ensure the safety of the passengers warranted by uncontrollable weather factors. Our contention is that a series of miscommunications and bad judgment by the airlines contributed way beyond anything fair and equitable to the passengers on flight 1348. The element of human error is also evident by inaccurate and incorrect statements made by American Airlines spokesperson the day after the debacle and by the statements made by the pilots, specifically "I am embarrassed for American Airlines" that we heard and that was reported in the Wall Street Journal article that is attached.

Here are the timelines in short form with a detailed account following and third-party accounts chronicled in various news publications attached:

- Friday, 12/29/2006
  - 3:30 AM we left our home in Napa, CA for SFO airport.
  - 6:20 AM PST (8:20 CST) on Friday, 12/29 we boarded flight #1348 for DFW airport on our way to our final destination of Mobile, AL
  - 12:15 PM CST landed in Austin, TX after being diverted from DFW
  - 9:34 PM CST deplaned in Austin, TX after almost 13 hours on the plane, nearly 9 hours of which was on the tarmac in Austin. All airport shops, restaurants and services were closed by this time.

- o 12:00 AM arrived airport hotel, without baggage, and it was our first opportunity to eat since departure that morning.
- Saturday, 12/30/2006
  - o 6:00 AM took shuttle a to Austin airport in hopes of catching an early flight so we could reach final destination.
  - o 8:30 AM boarded flight #1008, not our flight we were told would depart at 12:30 PM and arrived DFW
  - o Told we could not catch a flight to Mobile until next day
  - o Spent over four hours in various lines and exhausting all possibilities of completing our trip, booked on flight for Sunday departure.
  - o Checked into local hotel for the night with no luggage.
- Sunday, 12/31/2006
  - o Returned to DFW and arrived Mobile at 12:30 PM

Impact of this fiasco:

- Loss of two full days of year-end family vacation at the Marriott Grand Hotel in Point Clear, AL.
- Deluxe lodging, fine dining, fishing and amenities conservatively valued at \$1,200 per day that I was to receive as compensation for management and staff training programs that I would later conduct on January 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> at the hotel.
- \$600.00 in out of pocket expenses for hotel, food, taxis, tips and incidentals including toiletries.
- As a result of exhaustion, confusion and moving from one place to the next during the fiasco we lost personal items including a telephone memory card and our 11-year-olds retainer with a total value of \$200.00.
- Our reservations had been cancelled and we were relegated to lesser quality rooms for our stay.
- The strain of being held on an airplane for 13 hours with no food other than very inadequate packages of 'snack mix' that was brought to the plane after nearly 5 hours at the Austin airport. Toilets were backed up, heated arguments were taking place and the environment for the two of us and our two sons was immensely strenuous, especially for our 11-year-old.
- Enduring two days of misinformation and conflicting information while standing in lines for hours on end, dragging our carry on baggage and wondering what to do next.
- Lack of sleep, dirty clothes and lack of toiletries for two days due inaccessibility of luggage and new security restrictions for carry on.

Request for reimbursement and compensation:

- Cash reimbursement of \$2,900.00 for out of pocket expenses, lost compensation and items lost as a result of the confusion and exhaustion created by AA actions.
- Individual compensation of \$1,000 per person (\$4,000.00 total) for punitive damages for the trauma, food and sleep deprivation, and loss of personal and family time.

**From:** [REDACTED]  
**To:** [REDACTED] (b)(6)  
**CC:** [REDACTED]  
**Subject:** FW: december 29th 2006 aa flight from sfo to dfw per phone call  
**Date:** Tuesday, May 15, 2007 8:03:39 AM  
**Attachments:** AVG certification .txt

---

---

**From:** [REDACTED] (b)(6)  
**Sent:** Monday, May 14, 2007 3:43 PM  
**To:** [REDACTED] (b)(6)  
**Subject:** december 29th 2006 aa flight from sfo to dfw per phone call

I will look forward to your call on Tuesday, May 15 between 9 and 10 a.m.  
Here is my story that I wrote back in January.  
Hope this helps.

[REDACTED] (b)(6) **wrote this on January 23, 2007**

Flight #1348 December 29th, 2006!!! SFO to DFW.... diverted to Austin because of bad weather. Austin AA workers were RUDE and UNHELPFUL!! I don't know if you heard about the lady who was watching this story on the Austin news channel ... She got up and out of her easy chair in the middle of the night, bought pizzas (about 20 of them) and soda, water, plates, cups and ice to the passengers from Flight 1348 who were waiting in line at 1:30 a.m. trying to get tickets for DFW. She paid for these out of her own pocket!! AA DID NOTHING!!! This was a very nice gesture and very much appreciated by those starving passengers from flight #1348. She was a nice lady who would not give her name and said that

she felt bad for us... what if these passengers had been her mother, father, daughter, son, or relative... she just wanted to help. Looks like AA would have thanked her for this since they didn't do any thing for us. I had ONE small bag of stale prezels and 2 sodas from AA in 12 hours..... but I did have ALOT of promises.

---

(b)(6)

**wrote this on January 24, 2007**

More comments about Flight #1348.... Believe me sitting on the plane with no food, water, drinks or fresh air for over 8 hours was not a pretty picture! ! People were standing in aisles with their armpits over your head and the only way to avoid this was to get up and use the overflowing toilets. There were no real explanations from the pilot or flight attendants, but lots of promises about food, drinks and getting to a gate, getting a bus to the gate and getting to Dallas.

When we landed in Austin, I immediately cell phoned my sister-in-law who had driven 2 hours and was waiting in Dallas for my arrival. Her first words to me were, "No, I will not drive to Austin to pick you up!" I asked her how she knew that before we even knew we were going to Austin. She had signed up for travel info update on the AA site and a message was sent to her cell phone. She then called AA and knew more about our flight than we as passengers did. THIS IS NOT RIGHT! She also noted that planes were coming and going as usual and she couldn't understand why we were just stranded in Austin! All of this did not make sense!!

While we were being told by the pilot and flight attendants there was still hope to get to Dallas, I overheard a flight attendant call a local hotel and book 5 rooms.... what did that tell you??? We were spending the night in Austin!! I then phoned my sister-in-law and told her we would be spending the night in Austin and to drive two hours back to our hometown. I don't recall the pilot or anyone ever telling us that we would be spending the night in Austin, but seems the crew knew they would be.

Another disturbing note.... The dogs were given bottled water while we had to drink water from the bathroom sinks. The dog owners were allowed to go down the stairs and walk and water their dogs, but we had to sit all cramped up for 8 hours. Why were the dogs treated better than us???

After finally getting off the plane, all of the restaurants were closed, vending machines empty, people starving, angry and it was total chaos. I had written earlier about the nice lady who brought pizza and drinks to us while waiting at the ticket counter after our horrible and starving experience!! Why couldn't AA have thought of something like this???

I thought I would drive to my hometown and not bother family again so I went to the Enterprise Counter after they told me yes, we rent cars one way for a drop off charge... This was fine with me, I just needed to get to my hometown!! After more questions were asked, Enterprise Car Rental would not rent a car to me because my drop off city was "not in their group" and there are no other rental car businesses in my hometown except Enterprise. They would not make any exceptions.... I thought Enterprise was Enterprise!!! I didn't

know they had clicks!

I had spent several hours total looking for one piece of luggage which probably was not unloaded because half way through the unloading process of our plane, someone decided to leave the bags on board since the plane would be going out to DFW in the a.m. The baggage person did not know this. Another person had found out and spread the word. What chaos!!! The left hand didn't know what the right hand was doing!!

Finally, after the Enterprise ordeal and luggage ordeal, I had no choice but to wait in line at the AA counter for 3 hours for my ticket to Dallas in the morning. I got instructions, not another ticket, same old wrinkled up one with the same everything on it, which by the way WAS NOT ACCEPTED the next morning at security and I had to go back and stand in line again in the morning!!! Also that night, actually it was about 1:30 a.m., I was given a FREE hotel voucher, FREE taxi ride to and from the hotel and was told not to tell anyone since they didn't have very many. I told the ticket counter person that I would not be using the vouchers since it was so late.... I prefer a voucher for travel not a hotel for a few hours. He had no comment, except write a letter to AA.

Now after all of this, I needed to find a good spot somewhere to sleep so I could wake early in the a.m. and catch the flight out to Dallas. Guess where?... on the floor ... near the ticket counter... what a pitiful disaster Austin was!!! I hope I never get stranded there again!!

I did receive an apology form letter with a \$500 voucher just a

few days ago for AA air travel to be used within one year.

I have joined this group because of what happened to me and I want to make sure that it doesn't happen to you or to myself again!!!

---

---

January 3, 2007

(b)(6)

Chairman, President and Chief Executive Officer  
AMR Corporation/American Airlines, Inc.  
PO Box 619616  
DFW Airport, TX 75261-9616

CC: Distribution list at end of letter

Dear (b)(6)

On December 29, 2006 my wife, my daughter and I got up unusually early for the start of brief vacation. We arrived at SFO around 5am and shortly thereafter encountered a series of delays and profound incompetence and neglect by American Airlines and perhaps also by the administration of the airport in Austin, Texas that turned our first day in to a nightmare such as we have never experienced before and as reported by The Dallas Morning News, Saturday, December 30, 2006, "Passengers stuck on plane over 8 hours". Throughout our four day trip we experienced the following from American Airlines:

1. Four mechanical problems
  - a. Electrical malfunction – 12/29/06 on original plane from SFO to DFW that led to a change in aircraft, change in gate and a delay of approximately 45 minutes.
  - b. Broken cargo door handle – 12/29/06 on second plane from SFO to DFW that resulted in a further delay of approximately 45 minutes.
  - c. Snapped cable on landing gear – 12/30/06 on original plan from DFW to Belize City, Belize resulting in a change in aircraft, two gate changes and a delay of approximately 1 hour.
  - d. Computer malfunction – 1/2/07 on flight from DFW to SFO that resulted in a delay of approximately 30 minutes on top of a delay of approximately 30 minutes leaving the gate.
2. Three gate changes due to mechanical problems.
3. Three late arrivals (and to be fair, one slightly early arrival but the gate wasn't open so we our disembarkation was only very slightly early)
4. One flight never arrived at its scheduled destination, deposited its passengers at a different location that the original destination and AA provided no further assistance for the onward journey to the scheduled destination.

Most of these could be forgiven, however, were it not for the first day, December 29, 2006. This flight left approximately 90 minutes late, was diverted to Austin due to weather (that I believe we wouldn't have encountered had we left on time) and then we sat on the tarmac at the Austin airport for approximately ten hours. Here is a brief description of these ten hours.

1. No water or food was delivered to the plane.

2. No passengers were allowed to leave the aircraft after an initial group were allowed to leave some of whom lived in or near Austin when we were promised an departure to DFW within the hour.
3. After about six or seven hours families with children were promised a bus and were told to line up in the aisle for this. We stood in the aisle and waited for over an hour and no bus showed up to allow us to leave the aircraft.
4. AA promised the following that weren't delivered – additional food and water, a bus to allow passengers to leave the aircraft (after an original group left at a time when we were told it was hopeful that we would go to a gate or continue on to Dallas), a gate to disembark and help with our further transportation and accommodation needs.
5. Toilets weren't serviced and became filthy and disgusting (by the admission of the AA flight attendants)
6. On the plane were the following (according to reports from other passengers):
  - a. Several children aged 5 and under
  - b. Several senior citizens
  - c. An unaccompanied minor
  - d. A pregnant woman

It is sheer luck that there were no serious medical problems on the plane and no emotional or violent outbursts or episodes on the plane. That there weren't is a testament to the patience and cooperative spirit of the passengers and the efforts by the captain on our behalf.

In addition, several things we were told by the airline and airport officials (relayed to us by the captain) we were able to confirm for ourselves weren't true – no gates were available, DFW was closed the whole time we were at Austin and no passengers on other planes were disembarked by bus.

Furthermore, when we were discharged from the aircraft in Austin, there was no customer service agent to meet us and provide assistance with further transportation (e.g. how were we supposed to get to our original destination?), accommodation, meals or any vouchers for any of these expenses or inconvenience. Without any guidance or support, my solution was to rent a car and drive to Dallas where we checked in to a hotel at approximately 1:30am on the morning of December 30, 2006 approximately 18 hours after our originally scheduled departure from SFO.

There are also two telling quotes as reported by The Dallas Morning News from Andy Backover, an AA spokesman, "all the gates at Bergstrom were full." This we know isn't true from our own observations. Gates for both AA and other airlines were available – we saw them through the window of our plane. And Mr. Backover went on to say, "If I had a place to physically put the plane, I would do it." To start with, this isn't true as noted above, and the issue is the passengers, not the plane. Why not bring the plane to a gate to discharge the passengers and then return the plane to the parking spot? There was plenty of opportunity to do this. AA is in the business of transporting passengers to the

destination they pay for – it's a customer service business. This seems to be sorely misunderstood by American Airlines.

I have two primary points to make. The first is to bring this to the attention of the bodies that regulate airline conduct and behavior (including local authorities who grant airlines licenses to operate at their airports) to encourage them to evaluate closely and carefully the rules governing the conduct of airlines in these and similar situations, including passenger safety, comfort and compensation for errors and negligent behavior, and rigorously hold the airlines accountable to these standards with appropriately severe sanctions and penalties for misconduct.

And the second is to AA itself and enquire about their proposed compensation for this conduct. I have heard nothing from any representative from American Airlines. As a first step I am requesting the following:

1. Reimbursement for the out-of-pockets expenses for the rental car to Dallas (\$91.00), gas (\$24.60) and the hotel in Dallas (\$387.17) for my family.
2. Reinstatement of the frequent flier miles used for the entire trip – #N4D8736
3. Reimbursement of all other expenses associated with the aircraft portion of this trip – fees associated with ticket issuance, airport tax in Belize of \$97.50, etc.

So, in total the reimbursement request, pending further research in to the other fees and expenses, is for a total of \$600.27 – this comes to a little over \$13 per person per hour late on our original flight. Seems pretty darn inexpensive for such despicable behavior.

You will notice that in this request I haven't included any charges for the inconvenience associated with these events including our hardship, additional travel time, possible danger during our time on the plane (we understand that there was some violence on one other plane on the ground in Austin) or a full accounting of all our associated out-of-pocket expenses.

I look forward to the response from all those addressed by this letter. And I implore you to seize the opportunity presented by this outrageous behavior to find ways to improve the conduct and rules and regulations governing air travel and the airlines in ways that will enhance the safety, comfort and fair treatment of the public or in the absence of fair treatment meaningful and appropriate sanctions and penalties on the airlines and any other responsible parties.

Sincerely,

(b)(6)

Los Altos Hills, CA 94024

(b)(6)

AMR/American Airlines, Inc.  
Daniel P. Garton  
Executive Vice President, Marketing

AMR/American Airlines, Inc.  
Ralph L. Richardi  
SVP – Customer Service

AMR/American Airlines, Inc.  
Andy Backover  
Spokesman

American Airlines Customer Relations  
PO Box 619612 MD 2400  
DFW Airport, TX 75261-9612

Senator Barbara Boxer  
1700 Montgomery Street, Suite 240  
San Francisco, CA 94111

Senator Dianne Feinstein  
United States Senate  
331 Hart Senate Office Building  
Washington, DC 20510

Senator Daniel K. Inouye  
Committee on Commerce, Science and Transportation  
722 Hart Building  
Washington, D.C. 20510-1102

Letters From Readers  
The Dallas Morning News  
Box 655237  
Dallas, Texas 75265

Representative Nancy Pelosi  
District Office  
450 Golden Gate Avenue, 14th Floor  
San Francisco, CA 94102

SF Chronicle  
Letters to the Editor  
901 Mission St.  
San Francisco, CA 94103  
[letters@sfchronicle.com](mailto:letters@sfchronicle.com)

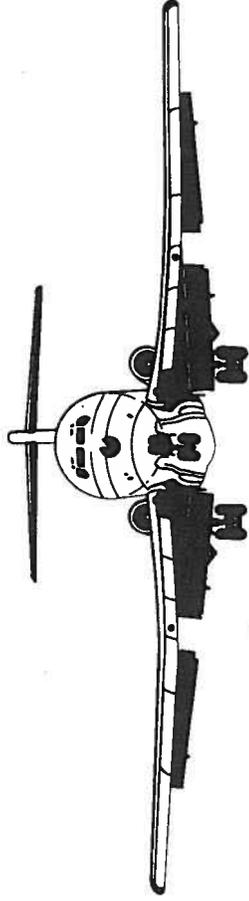
Letters@mercurynews.com

Senator Ted Stevens  
Committee on Commerce, Science and Transportation  
522 Hart Senate Office Building  
Washington, D.C. 20510

Representative Don Young  
Committee on Transportation & Infrastructure  
2111 Rayburn HOB  
Washington, DC 20515

Representative James Oberstar  
Committee on Transportation & Infrastructure  
2365 Rayburn House Office Building  
Washington, DC, 20515

U.S. Department  
of Transportation



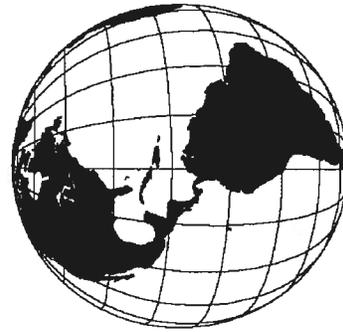
---

# Air Travel Consumer Report

---

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

**Issued: February 2007**



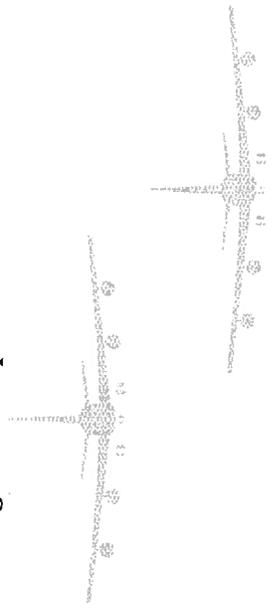
|  |   |
|--|---|
| Flight Delays <sup>1</sup>   | December 2006<br>12 Months Ending December 2006       |
| Mishandled Baggage <sup>1</sup>  | December 2006<br>January-December 2006                |
| Oversales <sup>1</sup>   | 4 <sup>th</sup> Quarter 2006<br>January-December 2006 |
| Consumer Complaints <sup>2</sup><br>(Includes Disability and<br>Discrimination Complaints) | December 2006<br>January-December 2006                |
| Customer Service Reports to<br>the Dept. of Homeland Security <sup>3</sup>                 | December 2006   |
| Airline Animal Incident Reports <sup>4</sup>   | December 2006   |

---

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

## TABLE OF CONTENTS

| Section  | Page | Section  | Page |
|--|------|--|------|
| <i>Introduction</i>  | 2    |  |      |
| <i>Flight Delays</i>   |      | <i>Mishandled Baggage</i>  |      |
| Explanation  | 3    | Explanation  | 28   |
| Table 1  | 4    | Ranking--Month   | 39   |
| Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier  |      | Ranking--YTD   | 30   |
| Table 1A   | 5    | <i>Oversales</i>   |      |
| Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date |      | Explanation  | 31   |
| Table 2  | 6    | Ranking--Quarter   | 32   |
| Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport                                   |      | Ranking--YTD   | 33   |
| Table 3  | 10   | <i>Consumer Complaints</i>   |      |
| Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day                          |      | Explanation  | 34   |
| Table 4  | 12   | Complaint Tables 1-5   | 35   |
| Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day                         |      | Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines                  |      |
| Table 5  | 14   | Rankings, Table 6 (Month)  | 40   |
| List of Regularly Scheduled Flights Arriving Late 80% of the Time or More  |      | Complaint Tables 1-4 (YTD)   | 41   |
| Table 6  | 18   | Summary, Complaint Categories, U.S. Airlines, and Companies Other Than U.S. Airlines                                 |      |
| Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More                                   |      | Rankings, Table 5 (YTD)  | 45   |
| Table 7  | 19   | Complaint Categories   | 46   |
| On-Time Arrival and Departure Percentage, by Airport   |      | <i>Customer Service Reports to the Department of Homeland Security</i>   | 47   |
| Table 8  | 23   | <i>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation</i> | 48   |
| Overall Number and Percentage of Flight Cancellations, by Carrier  |      |  |      |
| Table 9  | 24   |  |      |
| Flight Causation Data, By Airline and Category   |      |  |      |
| Table 10   | 25   |  |      |
| Flight Causation Data, Graphic Representation  |      |  |      |
| Footnotes  | 26   |  |      |
| Appendix   | 27   |  |      |

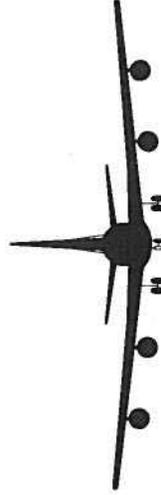


## INTRODUCTION

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, 13 carriers (America West\*, American, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Southwest, United, and US Airways\*) use ACARS exclusively; 3 carriers (AirTran, Atlantic Southeast, and Comair) 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 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 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. The on-time performance for individual markets and flights can be searched at [http://www.bts.gov/programs/airline\\_information/airline\\_ontime\\_statistics/](http://www.bts.gov/programs/airline_information/airline_ontime_statistics/) Airline Service Quality Performance data 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.**

DECEMBER 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/ | NUMBER OF AIRPORTS REPORTED | PERCENT OF ARRIVALS ON TIME D/ |
| ALOHA AIRLINES S/V             | 3                            | 83.3                           | 11                          | 93.7                           |                             |                                |
| HAWAIIAN AIRLINES S/           | 6                            | 61.7                           | 14                          | 90.1                           |                             |                                |
| DELTA AIR LINES S/             | 30                           | 80.8                           | 104                         | 80.8                           |                             |                                |
| SOUTHWEST AIRLINES S/          | 17                           | 77.2                           | 63                          | 76.9                           |                             |                                |
| AIRTRAN AIRWAYS S/             | 22                           | 76.0                           | 47                          | 75.8                           |                             |                                |
| CONTINENTAL AIRLINES S/        | 29                           | 72.7                           | 71                          | 73.4                           |                             |                                |
| FRONTIER AIRLINES S/           | 21                           | 71.9                           | 39                          | 71.8                           |                             |                                |
| US AIRWAYS S/                  | 29                           | 70.9                           | 82                          | 70.9                           |                             |                                |
| MESA AIRLINE S/                | 22                           | 68.3                           | 115                         | 69.9                           |                             |                                |
| ATLANTIC SOUTHEAST AIRLINES S/ | 19                           | 71.5                           | 138                         | 69.9                           |                             |                                |
| UNITED AIRLINES S/             | 30                           | 69.8                           | 80                          | 69.4                           |                             |                                |
| EXPRESSJET AIRLINES S/         | 24                           | 66.1                           | 113                         | 69.4                           |                             |                                |
| ATA AIRLINES S/                | 8                            | 70.1                           | 13                          | 68.8                           |                             |                                |
| COMAIR S/                      | 22                           | 68.9                           | 96                          | 68.5                           |                             |                                |
| AMERICAN AIRLINES S/           | 28                           | 66.4                           | 80                          | 67.1                           |                             |                                |
| NORTHWEST AIRLINES S/          | 30                           | 67.2                           | 108                         | 66.6                           |                             |                                |
| ALASKA AIRLINES S/             | 15                           | 66.1                           | 45                          | 66.3                           |                             |                                |
| JETBLUE AIRWAYS S/             | 17                           | 64.8                           | 44                          | 64.8                           |                             |                                |
| AMERICAN EAGLE AIRLINES S/     | 19                           | 64.2                           | 115                         | 64.3                           |                             |                                |
| SKYWEST AIRLINES S/            | 17                           | 64.8                           | 128                         | 63.9                           |                             |                                |
| <b>TOTAL</b>                   |                              | <b>70.5</b>                    |                             | <b>70.8</b>                    |                             |                                |

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

\* 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. 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.

DECEMBER 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 *          | 1st QUARTER<br>01 - 03 2006 |      | 2nd QUARTER<br>04 - 06 2006 |      | 3rd QUARTER<br>07 - 09 2006 |      | 4th QUARTER<br>10 - 12 2006 |      | OCT - 06    |      | NOV - 06    |      | DEC - 06    |      | 12 MONTHS<br>ENDING<br>DECEMBER<br>2006 |      | DATABASE<br>TO DATE<br>SEP 1987 -<br>DECEMBER<br>2006 |      |
|--------------------|-----------------------------|------|-----------------------------|------|-----------------------------|------|-----------------------------|------|-------------|------|-------------|------|-------------|------|---|------|---|------|
|                    | %                           | Rank | %                           | Rank | %                           | Rank | %                           | Rank | %           | Rank | %           | Rank | %           | Rank | %                                       | Rank | %   | Rank |
| AIRTRAN            | 75.8                        | 9    | 76.6                        | 12   | 73                          | 14   | 73.3                        | 10   | 67.1        | 16   | 76.9        | 7    | 75.8        | 5    | 74.6                                    | 9    | (-)   | (-)  |
| ALASKA             | 71.7                        | 17   | 76.9                        | 11   | 72                          | 16   | 72.4                        | 12   | 79.5        | 5    | 71.2        | 16   | 66.3        | 17   | 73.3                                    | 15   | 75.8  | 8    |
| ALOHA              | (-)                         | (-)  | 82.6                        | 2    | 93.8                        | 2    | 92.8                        | 1    | 91.4        | 2    | 93.2        | 1    | 93.7        | 1    | (-)                                     | (-)  | (-)   | (-)  |
| AMERICAN           | 76.2                        | 7    | 76.5                        | 13   | 75.7                        | 7    | 73.6                        | 8    | 77.1        | 6    | 76.9        | 8    | 67.1        | 15   | 75.5                                    | 8    | 78.9  | 3    |
| AMERICAN EAGLE     | 74.6                        | 12   | 69.7                        | 19   | 72.3                        | 15   | 69.5                        | 16   | 69.4        | 15   | 75.1        | 13   | 64.3        | 19   | 71.5                                    | 17   | 74.9  | 9    |
| ATA                | 71.0                        | 18   | 65.0                        | 20   | 69.8                        | 18   | 71.7                        | 15   | 73.3        | 10   | 73.3        | 15   | 68.8        | 13   | 69.4                                    | 18   | (-)   | (-)  |
| ATLANTIC SOUTHEAST | 73.1                        | 15   | 70.8                        | 18   | 57.0                        | 20   | 63.3                        | 20   | 55.0        | 20   | 66.7        | 20   | 65.7        | 20   | 66.0                                    | 19   | (-)   | (-)  |
| COMAIR             | 81.0                        | 3    | 78.3                        | 8    | 69.2                        | 19   | 66.7                        | 19   | 64.9        | 19   | 66.8        | 19   | 68.5        | 14   | 73.8                                    | 11   | (-)   | (-)  |
| CONTINENTAL        | 73.3                        | 14   | 71.5                        | 17   | 75.1                        | 8    | 73.7                        | 7    | 71.4        | 11   | 76.4        | 11   | 73.4        | 6    | 73.4                                    | 12   | 78.6  | 4    |
| DELTA              | 77.4                        | 6    | 79.6                        | 6    | 74.0                        | 13   | 74.1                        | 5    | 65.9        | 18   | 75.9        | 12   | 80.8        | 3    | 76.3                                    | 6    | 77.6  | 6    |
| EXPRESSJET         | 74.2                        | 13   | 71.8                        | 16   | 75.1                        | 9    | 72.1                        | 14   | 70.5        | 14   | 76.7        | 10   | 69.4        | 12   | 73.3                                    | 14   | (-)   | (-)  |
| FRONTIER           | 74.8                        | 11   | 82.2                        | 3    | 83.5                        | 3    | 81.4                        | 3    | 85.3        | 3    | 87.1        | 3    | 71.8        | 7    | 80.7                                    | 2    | (-)   | (-)  |
| HAWAIIAN           | 93.7                        | 1    | 94.6                        | 1    | 95.8                        | 1    | 90.9                        | 2    | 91.6        | 1    | 90.9        | 2    | 90.1        | 2    | 93.8                                    | 1    | (-)   | (-)  |
| JETBLUE            | 70.6                        | 19   | 78.0                        | 9    | 74.8                        | 11   | 68.6                        | 17   | 71.3        | 13   | 70.1        | 18   | 64.8        | 18   | 72.9                                    | 16   | (-)   | (-)  |
| MESA               | 76.0                        | 8    | 73.7                        | 15   | 71.2                        | 17   | 72.7                        | 11   | 71.3        | 12   | 76.8        | 9    | 69.9        | 9    | 73.3                                    | 13   | (-)   | (-)  |
| NORTHWEST          | 78.2                        | 5    | 80.9                        | 4    | 76.6                        | 6    | 67.9                        | 18   | 67.0        | 17   | 70.1        | 17   | 66.6        | 16   | 75.8                                    | 7    | 79.6  | 2    |
| SKYWEST            | 75.1                        | 10   | 80.9                        | 5    | 78.9                        | 5    | 72.2                        | 13   | 75.9        | 7    | 77.1        | 6    | 63.9        | 20   | 76.8                                    | 5    | (-)   | (-)  |
| SOUTHWEST          | 81.0                        | 4    | 78.6                        | 7    | 80.9                        | 4    | 80.4                        | 4    | 81.0        | 4    | 83.4        | 4    | 76.9        | 4    | 80.2                                    | 3    | 82.2  | 1    |
| UNITED             | 73.0                        | 16   | 73.7                        | 14   | 74.9                        | 10   | 73.8                        | 6    | 73.7        | 9    | 78.5        | 5    | 69.4        | 11   | 73.9                                    | 10   | 76.3  | 7    |
| US AIRWAYS         | 81.0                        | 2    | 77.9                        | 10   | 74.8                        | 12   | 73.5                        | 9    | 74.6        | 8    | 75.1        | 14   | 70.9        | 8    | 76.9                                    | 4    | 78.4  | 5    |
| <b>Total</b>       | <b>76.8</b>                 |      | <b>77.0</b>                 |      | <b>75.2</b>                 |      | <b>73.4</b>                 |      | <b>72.9</b> |      | <b>76.5</b> |      | <b>70.8</b> |      | <b>75.4</b>                             |      | <b>78.6</b>   |      |

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

\* 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. Aloha Airlines' reporting (voluntary) effective April 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.

DECEMBER 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)

| CARRIER* | ATL       |           | BOS       |           | BWI       |           | CLT       |           | CVG       |           | DCA       |           | DEN       |           | DFW       |           |
|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|          | # OF ARR. | % ON TIME |
| AA       | 681       | 70.0      | 1055      | 74.1      | 323       | 80.8      | 147       | 75.5      | H/        | H/        | 868       | 71.8      | 697       | 57.7      | 13963     | 72.2      |
| AQ       | H/        |
| AS       | H/        | H/        | 31        | 80.6      | H/        | H/        | H/        | H/        | H/        | H/        | 93        | 77.4      | 186       | 60.2      | 93        | 60.2      |
| B6       | H/        | H/        | 1652      | 75.7      | H/        | H/        | 124       | 50.8      | H/        | H/        | H/        | H/        | 93        | 47.3      | H/        | H/        |
| CO       | 403       | 76.9      | 524       | 75.2      | 172       | 81.4      | H/        | H/        | H/        | H/        | 373       | 76.1      | 379       | 66.5      | 325       | 73.5      |
| DL       | 13216     | 82.8      | 1300      | 86.7      | 336       | 83.6      | 146       | 82.2      | 1738      | 84.2      | 899       | 79.0      | 309       | 79.0      | 305       | 74.1      |
| EV       | 9208      | 72.5      | H/        | H/        | H/        | H/        | 44        | 72.7      | 669       | 77.7      | 84        | 81.0      | 16        | 25.0      | 3         | 66.7      |
| F9       | 88        | 72.7      | H/        | H/        | 31        | 67.7      | H/        | H/        | H/        | H/        | 83        | 77.1      | 3659      | 74.4      | 195       | 65.1      |
| FL       | 7087      | 78.7      | 919       | 79.0      | 1081      | 79.8      | 288       | 78.5      | H/        | H/        | 165       | 69.1      | 102       | 64.7      | 351       | 64.7      |
| HA       | H/        |
| MQ       | 119       | 63.9      | 1295      | 74.4      | 194       | 63.9      | 441       | 57.4      | 438       | 62.8      | 852       | 72.1      | H/        | H/        | 8199      | 70.8      |
| NW       | 378       | 63.0      | 391       | 68.8      | 310       | 63.9      | 214       | 59.3      | 11        | 63.6      | 532       | 65.2      | 302       | 47.0      | 324       | 61.7      |
| OH       | 659       | 73.3      | 1265      | 69.2      | 306       | 70.6      | 232       | 67.2      | 6294      | 75.7      | 517       | 60.2      | 72        | 55.6      | 107       | 59.8      |
| OO       | 91        | 65.9      | H/        | H/        | H/        | H/        | H/        | H/        | 93        | 58.1      | H/        | H/        | 4371      | 54.8      | 108       | 50.0      |
| TZ       | H/        | 109       | 81.7      | H/        | H/        | 134       | 69.4      |
| UA       | 214       | 72.4      | 917       | 74.7      | 473       | 72.1      | 163       | 71.2      | 57        | 77.2      | 407       | 67.1      | 6803      | 67.0      | 537       | 67.2      |
| US**     | 225       | 64.9      | 1557      | 78.7      | 375       | 65.1      | 6087      | 73.5      | H/        | H/        | 2282      | 79.4      | 416       | 65.9      | 524       | 58.6      |
| WN       | H/        | H/        | H/        | H/        | 5038      | 83.7      | H/        | H/        | H/        | H/        | H/        | H/        | 996       | 69.2      | H/        | H/        |
| XE***    | 240       | 78.3      | 34        | 67.6      | 198       | 60.1      | 448       | 62.1      | 283       | 65.7      | 240       | 70.0      | 47        | 68.1      | 212       | 74.5      |
| YV       | 186       | 67.7      | 110       | 74.5      | 75        | 81.3      | 1927      | 71.6      | H/        | H/        | H/        | H/        | 1151      | 59.5      | 84        | 60.7      |
| TOTAL    | 32795     | 77.8      | 11050     | 76.3      | 8912      | 79.5      | 10261     | 71.5      | 9583      | 76.3      | 7504      | 73.9      | 19599     | 64.6      | 25464     | 70.9      |

\* 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.

\*\*\* Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

DECEMBER 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)

| CARRIER* | DTW       |           | EWR       |           | FLL       |           | IAD       |           | IAH       |           | JFK       |           | LAS       |           | LAX       |           |
|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|          | # OF ARR. | % ON TIME |
| AA       | 348       | 68.4      | 608       | 49.0      | 550       | 69.1      | 325       | 76.0      | 419       | 68.5      | 975       | 64.3      | 618       | 71.4      | 2659      | 68.2      |
| AQ       | H/        |           | 19        | 73.7      | H/        |           |
| AS       | H/        |           | 62        | 56.5      | H/        |           | H/        |           | H/        |           | H/        |           | 332       | 66.0      | 634       | 74.1      |
| B6       | H/        |           | 364       | 47.5      | 921       | 58.1      | 701       | 71.0      | H/        |           | 4769      | 61.9      | 276       | 73.6      | H/        |           |
| CO       | 181       | 81.2      | 5056      | 62.3      | 534       | 74.9      | 47        | 85.1      | 7744      | 78.6      | 102       | 59.8      | 462       | 81.8      | 669       | 74.4      |
| DL       | 182       | 81.3      | 371       | 64.7      | 911       | 73.1      | 293       | 82.9      | 159       | 74.2      | 1067      | 66.2      | 591       | 81.7      | 1150      | 81.0      |
| EV       | 68        | 75.0      | H/        |           | H/        |           | H/        |           | 76        | 48.7      | 3         | 33.3      | 59        | 49.2      | 85        | 50.6      |
| F9       | 82        | 70.7      | H/        |           | 50        | 54.0      | H/        |           | 82        | 69.5      | H/        |           | 200       | 68.0      | 334       | 73.7      |
| FL       | 287       | 80.1      | 256       | 59.4      | 612       | 66.7      | 239       | 76.2      | H/        |           | H/        |           | 129       | 72.9      | 127       | 75.6      |
| HA       | H/        |           | 57        | 52.6      | 79        | 63.3      |
| MQ       | 213       | 61.0      | 278       | 43.5      | H/        |           | 124       | 63.7      | H/        |           | 653       | 61.1      | 142       | 75.4      | 1789      | 82.4      |
| NW       | 8094      | 71.3      | 367       | 44.7      | 272       | 57.4      | 211       | 65.9      | 241       | 61.8      | 178       | 48.3      | 447       | 61.1      | 586       | 65.0      |
| OH       | 257       | 69.3      | 126       | 51.6      | H/        |           | 210       | 60.5      | 110       | 61.8      | 1817      | 56.3      | H/        |           | H/        |           |
| OO       | 33        | 60.6      | H/        |           | H/        |           | H/        |           | 86        | 65.1      | H/        |           | 237       | 70.0      | 4295      | 75.2      |
| TZ       | H/        |           | 31        | 90.3      | 98        | 51.0      |
| UA       | 242       | 67.4      | 420       | 59.5      | 154       | 58.4      | 2520      | 79.8      | 246       | 70.7      | 433       | 68.4      | 982       | 73.4      | 2990      | 78.9      |
| US**     | 311       | 69.8      | 302       | 45.7      | 787       | 68.9      | 164       | 78.7      | 119       | 64.7      | 217       | 62.7      | 3489      | 69.4      | 893       | 71.4      |
| WN       | 583       | 75.3      | H/        |           | 1252      | 77.4      | 389       | 80.8      | H/        |           | H/        |           | 6651      | 76.3      | 3471      | 74.9      |
| XE****   | 207       | 54.1      | 5090      | 53.5      | H/        |           | 329       | 66.6      | 9795      | 73.0      | 28        | 53.6      | H/        |           | H/        |           |
| YV       | 181       | 68.5      | 137       | 56.9      | H/        |           | 3178      | 69.4      | 185       | 48.6      | 286       | 46.9      | 728       | 76.5      | 118       | 72.9      |
| TOTAL    | 11269     | 71.2      | 13437     | 56.5      | 6043      | 69.1      | 8710      | 73.7      | 19262     | 74.5      | 10528     | 61.1      | 15450     | 73.6      | 19977     | 74.9      |

\* 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.

\*\*\*\* Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

DECEMBER 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)

| CARRIER* | LGA       |           | MCO       |           | MDW       |           | MIA       |           | MSP       |           | OAK       |           | ORD       |           | PHL       |           |
|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|          | # OF ARR. | % ON TIME |
| AA       | 1776      | 58.5      | 922       | 67.9      | H/        | H/        | 3391      | 70.1      | 439       | 68.6      | 115       | 78.3      | 6486      | 51.5      | 541       | 61.6      |
| AQ       | H/        | 100       | 85.0      | H/        | H/        | H/        | H/        |
| AS       | H/        | H/        | 62        | 48.4      | H/        | H/        | 31        | 35.5      | H/        | H/        | 435       | 69.9      | 124       | 46.8      | H/        | H/        |
| B6       | 246       | 61.4      | 760       | 66.7      | H/        | H/        | H/        | H/        | H/        | H/        | 441       | 75.7      | H/        | H/        | H/        | H/        |
| CO       | 390       | 59.5      | 650       | 74.5      | 90        | 56.7      | 320       | 75.6      | 135       | 85.2      | 91        | 76.9      | 405       | 57.5      | 193       | 64.2      |
| DL       | 1734      | 77.9      | 1089      | 76.7      | H/        | H/        | 325       | 79.1      | 144       | 86.8      | 81        | 81.5      | 305       | 67.9      | 329       | 74.8      |
| EV       | 52        | 42.3      | H/        | H/        | 211       | 69.2      | H/        | H/        | 135       | 58.5      | 45        | 37.8      | H/        | H/        | H/        | H/        |
| F9       | 88        | 52.3      | 77        | 66.2      | 157       | 66.2      | H/        | H/        | 92        | 71.7      | H/        | H/        | H/        | H/        | 59        | 67.8      |
| FL       | 399       | 55.4      | 1347      | 77.5      | 909       | 72.8      | 135       | 72.6      | 364       | 72.0      | H/        | H/        | H/        | H/        | 533       | 70.0      |
| HA       | H/        |
| MQ       | 1672      | 61.1      | H/        | H/        | H/        | H/        | 534       | 65.9      | H/        | H/        | H/        | H/        | 7847      | 50.8      | H/        | H/        |
| NW       | 552       | 50.9      | 583       | 62.6      | 314       | 60.8      | 150       | 54.0      | 8260      | 72.7      | H/        | H/        | 575       | 45.6      | 359       | 52.6      |
| OH       | 1149      | 62.8      | 133       | 81.2      | 27        | 77.8      | 56        | 69.6      | 113       | 75.2      | H/        | H/        | 230       | 50.4      | 125       | 54.4      |
| OO       | H/        | 58        | 62.1      | 249       | 59.8      | 4239      | 55.3      | H/        | H/        |
| TZ       | 230       | 54.8      | H/        | H/        | 415       | 73.0      | H/        | H/        | H/        | H/        | 134       | 81.3      | H/        | H/        | H/        | H/        |
| UA       | 709       | 59.7      | 641       | 70.0      | H/        | H/        | 174       | 59.8      | 482       | 69.7      | 247       | 67.2      | 7999      | 66.3      | 536       | 66.4      |
| US**     | 1100      | 74.5      | 797       | 70.9      | H/        | H/        | 352       | 71.3      | 265       | 62.3      | 186       | 62.4      | 695       | 52.4      | 3981      | 66.6      |
| WN       | H/        | H/        | 2980      | 81.9      | 6314      | 75.5      | H/        | H/        | H/        | H/        | 4121      | 75.0      | H/        | H/        | 1864      | 73.5      |
| XE***    | 111       | 57.7      | 31        | 83.9      | 98        | 57.1      | 14        | 64.3      | 312       | 68.6      | H/        | H/        | 239       | 51.9      | 96        | 64.6      |
| YV       | 150       | 50.7      | H/        | 58        | 77.6      | 2255      | 54.2      | 72        | 58.3      |
| TOTAL    | 10358     | 63.6      | 10072     | 74.8      | 8535      | 73.8      | 5482      | 69.7      | 10799     | 72.1      | 6303      | 73.7      | 31399     | 55.9      | 8688      | 67.4      |

\* 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.

\*\*\* Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

DECEMBER 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)

| 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           | 489          | 63.6        | H/          | H/          | 580         | 69.3        | 487         | 62.0        | 1075         | 63.9        | 215          | 68.4        | 692         | 73.0        |
| AQ           | H/           | H/          | H/          | H/          | 31          | 83.9        | H/          | H/          | H/           | H/          | H/           | H/          | H/          | H/          |
| AS           | 310          | 63.2        | H/          | H/          | 419         | 69.9        | 3902        | 65.5        | 533          | 65.9        | H/           | H/          | H/          | H/          |
| B6           | 93           | 58.1        | 178         | 63.5        | 93          | 73.1        | 62          | 58.1        | H/           | H/          | 93           | 69.9        | 344         | 62.5        |
| CO           | 375          | 79.7        | 67          | 86.6        | 332         | 77.1        | 411         | 65.0        | 407          | 72.5        | 83           | 74.7        | 522         | 78.0        |
| DL           | 338          | 84.6        | 165         | 86.7        | 308         | 86.0        | 391         | 72.9        | 352          | 73.0        | 2457         | 85.1        | 813         | 79.6        |
| EV           | H/           | H/          | 70          | 84.3        | 31          | 71.0        | H/          | H/          | 57           | 52.6        | 434          | 62.9        | H/          | H/          |
| F9           | 204          | 71.1        | H/          | H/          | 180         | 72.2        | 119         | 56.3        | 305          | 68.2        | 162          | 70.4        | 40          | 70.0        |
| FL           | H/           | H/          | 178         | 82.6        | H/          | H/          | H/          | H/          | 62           | 74.2        | H/           | H/          | 695         | 79.4        |
| HA           | 31           | 38.7        | H/          | H/          | 62          | 74.2        | 74          | 58.1        | 31           | 80.6        | H/           | H/          | H/          | H/          |
| MQ           | H/           | H/          | 452         | 61.7        | 873         | 80.9        | H/          | H/          | 119          | 68.9        | H/           | H/          | H/          | H/          |
| NW           | 367          | 64.9        | 253         | 72.3        | 182         | 63.7        | 400         | 60.8        | 322          | 57.8        | 105          | 56.2        | 463         | 56.2        |
| OH           | H/           | H/          | 224         | 58.9        | H/          | H/          | H/          | H/          | H/           | H/          | H/           | H/          | 11          | 72.7        |
| OO           | 223          | 70.0        | 108         | 63.0        | 690         | 77.2        | 460         | 59.6        | 3401         | 59.2        | 6815         | 72.6        | H/          | H/          |
| TZ           | 58           | 84.5        | H/           | H/          | H/           | H/          | H/          | H/          |
| UA           | 568          | 67.8        | 153         | 66.0        | 717         | 72.9        | 890         | 62.7        | 3779         | 72.7        | 213          | 63.8        | 420         | 72.1        |
| US**         | 5906         | 72.7        | 1181        | 77.5        | 541         | 71.7        | 367         | 62.7        | 622          | 65.3        | 155          | 72.3        | 773         | 69.5        |
| WN           | 6083         | 77.9        | 584         | 82.9        | 2687        | 78.7        | 1186        | 72.2        | H/           | H/          | 1276         | 70.8        | 2306        | 79.4        |
| XE***        | 57           | 86.0        | 312         | 63.5        | H/          | H/          | H/          | H/          | H/           | H/          | 85           | 77.6        | 21          | 76.2        |
| YV           | 3143         | 80.1        | 201         | 71.1        | 62          | 79.0        | 17          | 52.9        | H/           | H/          | 81           | 72.8        | H/          | H/          |
| <b>TOTAL</b> | <b>18245</b> | <b>75.3</b> | <b>4126</b> | <b>73.3</b> | <b>7788</b> | <b>76.2</b> | <b>8766</b> | <b>65.3</b> | <b>11065</b> | <b>66.3</b> | <b>12174</b> | <b>74.3</b> | <b>7100</b> | <b>74.8</b> |

\* 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.

\*\*\* Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

DECEMBER 2006

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)

| SCHEDULED<br>ARRIVAL TIME          | ARRIVAL AIRPORT * |      |      |      |      |      |      |      |      |      |       |      |      |      |      |      |      |      |
|------------------------------------|-------------------|------|------|------|------|------|------|------|------|------|-------|------|------|------|------|------|------|------|
|                                    | ATL               | BOS  | BWI  | CLT  | CVG  | DCA  | DEN  | DFW  | DTW  | EWR  | FLL   | IAD  | IAH  | JFK  | LAS  | LAX  | LGA  | MCO  |
| 600 - 659 AM                       | 80.9              | 80.9 | 79.2 | 74.2 | 69.7 | 87.5 | 70.3 | 76.2 | J/   | 68.9 | 80.6  | 76.5 | 85.5 | 70.9 | 70.7 | 84.9 | 54.8 | 74.7 |
| 700 - 759 AM                       | 89.8              | 89.1 | 94.6 | 85.5 | 93.1 | 74.1 | 72.4 | 82.3 | 73.7 | 87.2 | 100.0 | 75.3 | 83.8 | 80.5 | 88.9 | 89.5 | 84.2 | 41.9 |
| 800 - 859 AM                       | 84.2              | 85.9 | 90.0 | 75.2 | 79.9 | 75.5 | 66.7 | 79.2 | 77.2 | 87.3 | 89.8  | 82.8 | 78.8 | 73.7 | 85.3 | 87.4 | 80.7 | 89.7 |
| 900 - 959 AM                       | 80.1              | 86.3 | 89.1 | 72.3 | 82.3 | 86.0 | 70.4 | 76.4 | 76.6 | 86.3 | 83.7  | 79.4 | 74.8 | 77.7 | 87.3 | 83.0 | 78.9 | 88.3 |
| 1000 - 1059 AM                     | 82.2              | 81.9 | 91.3 | 76.0 | 79.2 | 77.2 | 67.5 | 78.0 | 83.5 | 88.8 | 81.6  | 69.1 | 77.1 | 82.3 | 80.6 | 78.5 | 79.9 | 84.8 |
| 1100 - 1159 AM                     | 79.6              | 84.2 | 91.0 | 76.2 | 56.7 | 77.5 | 70.3 | 74.7 | 79.0 | 80.2 | 74.2  | 79.8 | 77.8 | 78.5 | 75.8 | 73.9 | 73.3 | 79.8 |
| 1200 - 1259 PM                     | 80.1              | 77.9 | 88.8 | 76.7 | 74.8 | 76.6 | 64.1 | 75.8 | 75.3 | 77.5 | 69.4  | 81.1 | 80.5 | 68.2 | 73.5 | 79.4 | 69.8 | 77.0 |
| 100 - 159 PM                       | 77.5              | 83.9 | 84.1 | 76.0 | 81.1 | 78.1 | 64.0 | 74.3 | 75.4 | 71.6 | 69.8  | 76.0 | 77.0 | 70.6 | 75.9 | 72.9 | 65.6 | 76.1 |
| 200 - 259 PM                       | 76.3              | 81.5 | 84.2 | 81.1 | 78.6 | 74.5 | 60.2 | 72.8 | 71.8 | 55.4 | 76.5  | 75.8 | 76.0 | 76.8 | 73.1 | 73.2 | 65.7 | 76.9 |
| 300 - 359 PM                       | 77.0              | 78.5 | 81.3 | 73.0 | 78.5 | 72.3 | 65.5 | 71.6 | 76.5 | 44.6 | 70.1  | 76.1 | 72.2 | 63.1 | 73.6 | 77.6 | 58.3 | 81.0 |
| 400 - 459 PM                       | 79.4              | 75.2 | 81.6 | 71.6 | 73.7 | 73.2 | 62.5 | 65.6 | 74.8 | 40.6 | 68.3  | 69.0 | 73.1 | 54.9 | 71.6 | 76.1 | 58.5 | 75.7 |
| 500 - 559 PM                       | 75.2              | 74.9 | 71.1 | 71.2 | 63.7 | 71.0 | 60.3 | 65.1 | 66.4 | 32.7 | 68.2  | 73.5 | 71.6 | 54.8 | 68.9 | 70.4 | 59.3 | 71.2 |
| 600 - 659 PM                       | 75.3              | 72.0 | 73.2 | 65.9 | 80.0 | 73.2 | 60.8 | 65.3 | 62.7 | 35.6 | 70.2  | 67.2 | 64.0 | 48.0 | 75.4 | 66.4 | 50.6 | 70.4 |
| 700 - 759 PM                       | 73.3              | 66.6 | 78.9 | 54.8 | 66.8 | 64.4 | 56.1 | 66.1 | 69.2 | 31.5 | 60.7  | 78.8 | 71.5 | 48.0 | 67.8 | 70.5 | 54.4 | 69.4 |
| 800 - 859 PM                       | 70.4              | 62.3 | 69.3 | 63.7 | 69.9 | 73.1 | 65.7 | 65.1 | 58.3 | 32.7 | 61.7  | 67.6 | 68.9 | 38.3 | 67.3 | 68.7 | 48.7 | 67.9 |
| 900 - 959 PM                       | 72.8              | 63.7 | 68.1 | 57.4 | 68.1 | 67.5 | 57.3 | 61.4 | 61.4 | 40.9 | 53.5  | 71.7 | 63.3 | 40.8 | 69.5 | 68.3 | 52.8 | 65.8 |
| 1000 - 1059 PM                     | 71.7              | 70.1 | 64.2 | 59.7 | 71.0 | 64.9 | 63.0 | 51.9 | 62.7 | 50.6 | 63.7  | 62.3 | 73.8 | 41.9 | 63.7 | 66.4 | 54.6 | 60.1 |
| 1100 - 559 AM                      | 75.5              | 73.9 | 69.6 | 57.3 | 56.6 | 70.9 | 64.3 | 64.2 | 70.3 | 66.9 | 57.1  | 73.2 | 64.2 | 64.1 | 64.6 | 70.7 | 60.6 | 64.2 |
| TOTAL, ALL ARRIVALS,<br>BY AIRPORT | 77.8              | 76.3 | 79.5 | 71.5 | 76.3 | 73.9 | 64.6 | 70.9 | 71.2 | 56.5 | 69.1  | 73.7 | 74.5 | 61.1 | 73.6 | 74.9 | 63.6 | 74.8 |

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

DECEMBER 2006  
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)

| SCHEDULED<br>ARRIVAL TIME          | ARRIVAL AIRPORT * |      |      |      |      |      |      |      |      |      |      |      |       |       | TOTAL |
|------------------------------------|-------------------|------|------|------|------|------|------|------|------|------|------|------|-------|-------|-------|
|                                    | MDW               | MIA  | MSP  | OAK  | ORD  | PHL  | PHX  | PIT  | SAN  | SEA  | SFO  | SLC  | TPA   | TOTAL |       |
| 600 - 659 AM                       | 100.0             | 64.3 | 78.2 | 86.0 | 81.1 | 69.2 | 73.3 | 79.0 | J/   | 60.2 | 84.7 | 93.5 | 66.1  | 78.4  |       |
| 700 - 759 AM                       | 88.2              | 70.3 | 77.4 | 95.5 | 75.9 | 87.4 | 82.1 | 80.0 | 91.4 | 84.7 | 81.8 | 86.8 | 100.0 | 81.8  |       |
| 800 - 859 AM                       | 85.8              | 85.4 | 79.6 | 89.5 | 71.7 | 76.1 | 82.9 | 83.3 | 88.2 | 82.2 | 80.4 | 87.6 | 92.6  | 80.8  |       |
| 900 - 959 AM                       | 83.8              | 84.4 | 76.7 | 80.8 | 67.8 | 73.0 | 81.9 | 80.8 | 82.9 | 84.2 | 74.6 | 78.6 | 88.9  | 78.8  |       |
| 1000 - 1059 AM                     | 83.7              | 77.9 | 79.2 | 81.2 | 66.3 | 77.9 | 74.5 | 71.4 | 84.8 | 71.2 | 65.2 | 78.3 | 87.8  | 77.7  |       |
| 1100 - 1159 AM                     | 80.7              | 79.4 | 77.5 | 84.0 | 65.4 | 76.0 | 80.8 | 84.3 | 78.5 | 69.0 | 65.1 | 77.6 | 80.3  | 76.0  |       |
| 1200 - 1259 PM                     | 80.4              | 67.3 | 79.1 | 77.6 | 62.0 | 72.5 | 81.6 | 84.5 | 75.1 | 71.2 | 61.8 | 72.1 | 74.9  | 74.3  |       |
| 100 - 159 PM                       | 80.4              | 72.1 | 76.5 | 73.2 | 55.5 | 73.2 | 77.0 | 71.5 | 82.0 | 69.5 | 59.1 | 61.9 | 80.5  | 73.0  |       |
| 200 - 259 PM                       | 78.5              | 74.0 | 73.7 | 78.7 | 51.7 | 69.1 | 76.8 | 73.3 | 80.6 | 64.6 | 59.8 | 75.7 | 82.4  | 71.4  |       |
| 300 - 359 PM                       | 77.0              | 66.2 | 72.0 | 70.0 | 47.2 | 67.9 | 73.2 | 77.3 | 74.2 | 69.5 | 67.1 | 75.3 | 77.5  | 70.2  |       |
| 400 - 459 PM                       | 71.5              | 64.0 | 66.5 | 73.8 | 46.6 | 63.2 | 75.6 | 69.7 | 74.3 | 60.2 | 61.7 | 73.3 | 70.9  | 67.4  |       |
| 500 - 559 PM                       | 67.4              | 70.8 | 70.3 | 68.6 | 41.5 | 65.5 | 71.3 | 75.9 | 76.9 | 61.0 | 59.9 | 75.7 | 72.4  | 65.0  |       |
| 600 - 659 PM                       | 63.6              | 67.0 | 67.0 | 62.6 | 44.7 | 59.3 | 73.6 | 62.5 | 74.4 | 56.2 | 64.0 | 74.0 | 71.5  | 64.9  |       |
| 700 - 759 PM                       | 60.9              | 62.9 | 64.9 | 67.4 | 41.3 | 52.2 | 70.2 | 67.2 | 67.8 | 62.0 | 60.8 | 60.4 | 64.3  | 62.2  |       |
| 800 - 859 PM                       | 61.1              | 60.4 | 64.4 | 69.6 | 37.8 | 65.8 | 72.6 | 79.2 | 71.0 | 59.5 | 66.0 | 75.0 | 65.4  | 62.7  |       |
| 900 - 959 PM                       | 66.4              | 60.9 | 63.2 | 68.4 | 45.5 | 63.7 | 70.0 | 70.6 | 71.6 | 60.8 | 60.6 | 61.5 | 68.7  | 62.2  |       |
| 1000 - 1059 PM                     | 60.9              | 55.3 | 62.0 | 65.6 | 52.0 | 63.1 | 69.3 | 61.6 | 68.8 | 59.9 | 61.7 | 60.6 | 69.0  | 62.8  |       |
| 1100 - 559 AM                      | 68.1              | 53.9 | 67.1 | 67.8 | 69.7 | 66.5 | 67.1 | 64.5 | 65.9 | 57.5 | 75.9 | 58.6 | 61.0  | 66.2  |       |
| TOTAL, ALL ARRIVALS,<br>BY AIRPORT | 73.8              | 69.7 | 72.1 | 73.7 | 55.9 | 67.4 | 75.3 | 73.3 | 76.2 | 65.3 | 66.3 | 74.3 | 74.8  | 70.5  |       |

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

DECEMBER 2006

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)

| SCHEDULED DEPARTURE TIME          | DEPARTURE AIRPORT* |      |      |      |       |      |      |      |      |      |      |       |      |      |      |      |      |      |
|-----------------------------------|--------------------|------|------|------|-------|------|------|------|------|------|------|-------|------|------|------|------|------|------|
|                                   | ATL                | BOS  | BWI  | CLT  | CVG   | DCA  | DEN  | DFW  | DTW  | EWR  | FLL  | IAD   | IAH  | JFK  | LAS  | LAX  | LGA  | MCO  |
| 600 - 659 AM                      | 87.9               | 91.2 | 89.1 | 86.2 | 91.3  | 93.1 | 81.8 | 89.1 | 89.2 | 92.3 | 91.8 | 87.3  | 88.4 | 86.8 | 94.1 | 92.5 | 90.0 | 94.5 |
| 700 - 759 AM                      | 87.1               | 89.9 | 87.5 | 82.6 | 81.3  | 91.1 | 80.2 | 81.5 | 84.9 | 87.5 | 91.8 | 76.0  | 90.3 | 90.0 | 92.0 | 88.5 | 89.2 | 93.8 |
| 800 - 859 AM                      | 87.2               | 84.1 | 89.1 | 83.1 | 78.2  | 84.6 | 72.0 | 79.0 | 82.2 | 87.2 | 90.9 | 81.2  | 77.6 | 75.5 | 85.5 | 86.3 | 83.6 | 91.2 |
| 900 - 959 AM                      | 78.7               | 84.7 | 87.2 | 78.9 | 77.8  | 84.5 | 69.3 | 74.4 | 83.0 | 87.6 | 91.8 | 77.7  | 80.9 | 77.2 | 79.7 | 82.1 | 82.2 | 89.6 |
| 1000 - 1059 AM                    | 77.6               | 84.5 | 86.6 | 69.9 | 76.5  | 81.4 | 65.0 | 72.8 | 80.2 | 83.4 | 89.8 | 77.3  | 80.0 | 77.5 | 73.4 | 75.5 | 81.2 | 85.4 |
| 1100 - 1159 AM                    | 77.3               | 78.6 | 83.8 | 77.6 | 80.1  | 78.3 | 64.8 | 70.0 | 79.2 | 84.3 | 70.9 | 74.5  | 75.3 | 79.0 | 70.0 | 72.6 | 82.5 | 80.1 |
| 1200 - 1259 PM                    | 74.3               | 80.0 | 85.3 | 73.0 | 57.8  | 74.9 | 66.7 | 68.8 | 74.9 | 76.4 | 68.4 | 79.7  | 75.0 | 72.8 | 72.7 | 74.5 | 79.6 | 76.3 |
| 100 - 159 PM                      | 72.8               | 78.3 | 76.5 | 72.0 | 71.4  | 80.9 | 60.4 | 63.6 | 71.5 | 72.3 | 61.7 | 75.6  | 80.2 | 63.4 | 69.5 | 71.6 | 74.0 | 76.7 |
| 200 - 259 PM                      | 70.7               | 77.5 | 77.2 | 69.2 | 72.4  | 73.6 | 59.5 | 64.8 | 73.8 | 66.9 | 66.1 | 68.9  | 76.8 | 70.5 | 70.0 | 67.6 | 72.1 | 66.5 |
| 300 - 359 PM                      | 66.9               | 76.8 | 75.6 | 72.8 | 68.8  | 73.4 | 60.9 | 63.6 | 63.4 | 57.0 | 63.8 | 67.7  | 73.1 | 75.0 | 66.2 | 71.7 | 66.3 | 69.9 |
| 400 - 459 PM                      | 71.5               | 76.2 | 73.5 | 72.6 | 71.6  | 70.1 | 61.8 | 63.0 | 69.7 | 51.8 | 61.7 | 66.3  | 76.7 | 58.7 | 64.4 | 74.3 | 64.2 | 71.4 |
| 500 - 559 PM                      | 71.0               | 67.0 | 66.1 | 69.7 | 64.8  | 68.0 | 60.6 | 58.8 | 68.5 | 44.4 | 66.7 | 63.1  | 68.6 | 55.0 | 63.7 | 70.0 | 64.3 | 71.6 |
| 600 - 659 PM                      | 72.8               | 66.5 | 66.9 | 56.9 | 50.9  | 76.5 | 63.3 | 60.0 | 64.0 | 42.3 | 66.1 | 66.9  | 69.7 | 55.8 | 64.0 | 67.2 | 60.0 | 68.2 |
| 700 - 759 PM                      | 67.4               | 67.7 | 69.7 | 65.0 | 65.2  | 72.7 | 59.7 | 61.0 | 62.6 | 41.8 | 70.8 | 59.5  | 69.5 | 49.0 | 59.1 | 66.7 | 54.8 | 68.0 |
| 800 - 859 PM                      | 66.2               | 64.3 | 67.3 | 58.5 | 65.5  | 76.3 | 64.2 | 58.4 | 52.9 | 43.5 | 60.4 | 68.5  | 67.8 | 46.9 | 62.4 | 68.9 | 59.1 | 68.9 |
| 900 - 959 PM                      | 65.8               | 54.0 | 57.5 | 59.2 | 79.4  | 82.1 | 68.2 | 64.8 | 65.3 | 43.1 | 47.2 | 71.6  | 75.9 | 40.7 | 58.4 | 67.9 | 54.3 | 63.5 |
| 1000 - 1059 PM                    | 72.5               | 64.3 | 69.4 | 82.9 | 100.0 | J/   | 65.0 | 62.1 | 59.1 | J/   | 27.3 | 70.9  | 75.9 | 58.8 | 73.9 | 81.7 | 52.0 | 50.0 |
| 1100 - 559 AM                     | 72.3               | 90.7 | 87.1 | J/   | 84.6  | J/   | 67.1 | 96.4 | J/   | 83.9 | 93.6 | 100.0 | J/   | 79.3 | 66.4 | 75.8 | 96.7 | 77.1 |
| TOTAL, ALL DEPARTURES, BY AIRPORT | 73.7               | 78.5 | 78.6 | 72.2 | 72.7  | 79.0 | 65.1 | 67.9 | 72.3 | 68.3 | 74.0 | 72.9  | 76.7 | 67.0 | 71.3 | 76.1 | 73.5 | 77.8 |

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

DECEMBER 2006

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)

| SCHEDULED DEPARTURE TIME          | DEPARTURE AIRPORT* |      |      |      |      |      |      |      |      |      |      |      |      |       |  | TOTAL |
|-----------------------------------|--------------------|------|------|------|------|------|------|------|------|------|------|------|------|-------|--|-------|
|                                   | MDW                | MIA  | MSP  | OAK  | ORD  | PHL  | PHX  | PIT  | SAN  | SEA  | SFO  | SLC  | TPA  | TOTAL |  |       |
| 600 - 659 AM                      | 90.7               | 90.1 | 85.6 | 85.9 | 81.3 | 87.8 | 95.9 | 88.6 | 91.1 | 84.0 | 87.7 | 90.0 | 94.4 | 89.1  |  |       |
| 700 - 759 AM                      | 87.1               | 88.4 | 80.1 | 83.6 | 77.5 | 83.4 | 93.6 | 91.1 | 92.2 | 83.6 | 79.4 | 88.7 | 93.9 | 86.3  |  |       |
| 800 - 859 AM                      | 83.0               | 83.6 | 82.5 | 83.3 | 75.0 | 82.2 | 85.9 | 91.1 | 88.1 | 79.3 | 81.9 | 84.5 | 91.7 | 82.7  |  |       |
| 900 - 959 AM                      | 81.8               | 82.4 | 79.3 | 76.6 | 67.3 | 74.9 | 78.4 | 85.1 | 85.0 | 71.3 | 74.6 | 76.4 | 92.0 | 78.8  |  |       |
| 1000 - 1059 AM                    | 79.4               | 78.8 | 77.9 | 72.6 | 65.4 | 71.2 | 73.3 | 81.9 | 80.2 | 71.4 | 64.0 | 75.5 | 87.0 | 75.6  |  |       |
| 1100 - 1159 AM                    | 74.9               | 79.5 | 76.2 | 74.1 | 64.0 | 76.2 | 75.0 | 83.4 | 78.5 | 67.3 | 66.9 | 78.2 | 84.1 | 74.4  |  |       |
| 1200 - 1259 PM                    | 66.9               | 80.6 | 75.9 | 68.9 | 60.8 | 66.8 | 74.7 | 80.5 | 73.2 | 64.0 | 65.4 | 73.4 | 78.1 | 72.5  |  |       |
| 100 - 159 PM                      | 71.6               | 67.6 | 73.8 | 62.5 | 61.6 | 71.4 | 74.8 | 88.0 | 68.6 | 65.8 | 62.9 | 73.2 | 73.6 | 70.3  |  |       |
| 200 - 259 PM                      | 65.0               | 69.6 | 69.1 | 64.1 | 54.2 | 66.2 | 75.2 | 67.4 | 76.7 | 63.4 | 60.1 | 70.2 | 72.7 | 68.3  |  |       |
| 300 - 359 PM                      | 65.1               | 70.6 | 67.8 | 61.2 | 50.6 | 69.0 | 68.4 | 69.5 | 75.1 | 60.2 | 62.4 | 72.2 | 79.1 | 66.4  |  |       |
| 400 - 459 PM                      | 64.4               | 64.7 | 64.5 | 60.6 | 48.0 | 67.8 | 70.8 | 63.6 | 71.5 | 60.3 | 65.2 | 72.6 | 63.1 | 65.7  |  |       |
| 500 - 559 PM                      | 60.3               | 60.4 | 63.7 | 65.7 | 47.2 | 58.8 | 70.1 | 62.6 | 77.2 | 62.3 | 69.0 | 74.7 | 71.1 | 64.1  |  |       |
| 600 - 659 PM                      | 56.2               | 72.0 | 71.2 | 57.7 | 46.1 | 61.5 | 62.1 | 70.7 | 77.2 | 60.6 | 63.9 | 50.0 | 72.8 | 62.9  |  |       |
| 700 - 759 PM                      | 52.8               | 63.3 | 68.8 | 48.0 | 45.8 | 53.1 | 67.6 | 61.1 | 67.4 | 59.4 | 58.1 | 79.8 | 67.9 | 62.1  |  |       |
| 800 - 859 PM                      | 42.6               | 76.4 | 52.3 | 63.3 | 43.0 | 59.6 | 66.6 | 77.8 | 68.0 | 62.4 | 62.5 | 62.7 | 67.0 | 60.1  |  |       |
| 900 - 959 PM                      | 49.8               | 71.0 | 68.7 | 68.8 | 46.7 | 57.6 | 63.1 | 76.0 | 74.2 | 63.0 | 66.3 | 76.6 | 65.6 | 65.2  |  |       |
| 1000 - 1059 PM                    | 39.1               | 30.6 | 66.7 | 74.3 | 57.0 | 66.1 | 77.9 | J/   | 89.9 | 74.4 | 78.1 | J/   | 51.7 | 72.7  |  |       |
| 1100 - 559 AM                     | 96.7               | J/   | 80.9 | 74.5 | 75.4 | 90.2 | 78.7 | J/   | 90.3 | 70.7 | 75.4 | 82.6 | 90.0 | 73.8  |  |       |
| TOTAL, ALL DEPARTURES, BY AIRPORT | 69.1               | 75.0 | 72.6 | 69.5 | 58.6 | 70.3 | 74.2 | 77.9 | 79.2 | 69.1 | 69.9 | 76.5 | 79.7 | 71.7  |  |       |

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

DECEMBER 2006

AIR TRAVEL CONSUMER REPORT  
 TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS 1/ 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 | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| OO        | 4047          | ASE-SLC                | 1130                     | 16                            | 100.00  | 85                         | 69                        |
| OO        | 4055          | DFW-SLC                | 1200                     | 16                            | 100.00  | 65                         | 52                        |
| OO        | 4022          | SLC-HDN                | 1115                     | 16                            | 100.00  | 63                         | 40                        |
| OO        | 4053          | MSY-SLC                | 1555                     | 17                            | 100.00  | 59                         | 43                        |
| OO        | 5800          | ASE-ORD                | 1308                     | 18                            | 94.44   | 78                         | 71                        |
| OO        | 4063          | SLC-BZN                | 1459                     | 17                            | 94.12   | 71                         | 57                        |
| OH        | 5028          | JAX-JFK                | 1406                     | 17                            | 94.12   | 61                         | 41                        |
| OO        | 5778          | YUM-LAX                | 1408                     | 31                            | 93.55   | 44                         | 44                        |
| OO        | 4060          | SLC-BZN                | 2129                     | 15                            | 93.33   | 63                         | 46                        |
| CO        | 1465          | EWB-ABQ                | 1910                     | 15                            | 93.33   | 60                         | 32                        |
| OH        | 5557          | JFK-ROC                | 930                      | 15                            | 93.33   | 56                         | 48                        |
| NW        | 1059          | JFK-DTW                | 900                      | 15                            | 93.33   | 49                         | 44                        |
| OO        | 5740          | YUM-IPL                | 1651                     | 28                            | 92.86   | 47                         | 45                        |
| AA        | 1497          | EWB-ORD                | 2020                     | 24                            | 91.67   | 72                         | 70                        |
| XE**      | 3070          | EWB-CLT                | 2045                     | 23                            | 91.30   | 77                         | 49                        |
| CO        | 1141          | MDW-EWR                | 1910                     | 23                            | 91.30   | 72                         | 53                        |
| AA        | 1392          | ORD-EWR                | 1630                     | 29                            | 89.66   | 67                         | 66                        |
| AA        | 1498          | DEN-ORD                | 1310                     | 18                            | 88.89   | 75                         | 53                        |
| OO        | 6873          | SGF-ORD                | 1834                     | 27                            | 88.89   | 70                         | 33                        |
| OO        | 6657          | DEN-ASE                | 1546                     | 18                            | 88.89   | 54                         | 24                        |
| AA        | 1940          | ORD-MIA                | 1855                     | 18                            | 88.89   | 52                         | 46                        |
| OO        | 4067          | BZN-SLC                | 1650                     | 17                            | 88.24   | 73                         | 54                        |
| OO        | 4027          | ASE-SLC                | 1251                     | 17                            | 88.24   | 65                         | 63                        |
| OO        | 4054          | SLC-LAS                | 1301                     | 17                            | 88.24   | 63                         | 59                        |
| OO        | 3974          | LAX-SLC                | 1120                     | 17                            | 88.24   | 53                         | 34                        |
| OO        | 4025          | SLC-AUS                | 1035                     | 17                            | 88.24   | 50                         | 38                        |

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

\*\* Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

DECEMBER 2006

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

| CARRIER * | FLIGHT NUMBER | ORIGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|-------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| YV        | 2809          | JFK-CLT                 | 1640                     | 24                            | 87.50   | 69                         | 50                        |
| UA        | 647           | EWB-ORD                 | 1953                     | 24                            | 87.50   | 57                         | 44                        |
| OO        | 4005          | SLC-SAT                 | 1033                     | 16                            | 87.50   | 56                         | 48                        |
| OO        | 4054          | JAC-SLC                 | 1130                     | 16                            | 87.50   | 53                         | 43                        |
| EV        | 4883          | OAK-SLC                 | 949                      | 16                            | 87.50   | 43                         | 30                        |
| B6        | 1080          | CLT-JFK                 | 2000                     | 31                            | 87.10   | 78                         | 53                        |
| NW        | 656           | DTW-EWR                 | 1530                     | 31                            | 87.10   | 50                         | 51                        |
| AA        | 1450          | ORD-EWR                 | 1450                     | 30                            | 86.67   | 52                         | 50                        |
| OO        | 4037          | SLC-ASE                 | 1120                     | 15                            | 86.67   | 48                         | 28                        |
| OO        | 6861          | LNK-ORD                 | 1810                     | 29                            | 86.21   | 70                         | 45                        |
| OO        | 4048          | DFW-SLC                 | 1815                     | 29                            | 86.21   | 52                         | 37                        |
| TZ        | 4220          | MDW-LGA                 | 1235                     | 29                            | 86.21   | 35                         | 25                        |
| XE**      | 3127          | PIT-EWR                 | 1715                     | 28                            | 85.71   | 64                         | 52                        |
| XE**      | 2292          | MHT-EWR                 | 1705                     | 27                            | 85.19   | 63                         | 64                        |
| OH        | 5501          | JFK-PIT                 | 840                      | 27                            | 85.19   | 43                         | 29                        |
| XE**      | 2065          | ROC-EWR                 | 1750                     | 26                            | 84.62   | 69                         | 67                        |
| AA        | 1659          | EWB-ORD                 | 1845                     | 25                            | 84.00   | 91                         | 72                        |
| NW        | 649           | EWB-DTW                 | 1958                     | 25                            | 84.00   | 37                         | 33                        |
| AA        | 873           | ORD-LAX                 | 1820                     | 31                            | 83.87   | 78                         | 51                        |
| B6        | 1057          | JFK-PIT                 | 2125                     | 24                            | 83.33   | 70                         | 42                        |
| YV        | 7381          | IAD-JFK                 | 1450                     | 30                            | 83.33   | 68                         | 48                        |
| XE**      | 3154          | BHM-EWR                 | 1635                     | 24                            | 83.33   | 64                         | 39                        |
| AA        | 1028          | DEN-DFW                 | 1410                     | 18                            | 83.33   | 61                         | 38                        |
| OO        | 5715          | CEC-SFO                 | 855                      | 18                            | 83.33   | 57                         | 27                        |
| UA        | 1440          | DEN-FLL                 | 1830                     | 18                            | 83.33   | 49                         | 37                        |
| AA        | 331           | PHL-MIA                 | 1235                     | 18                            | 83.33   | 48                         | 41                        |

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

\*\* Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

DECEMBER 2006

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

| CARRIER * | FLIGHT NUMBER | ORIGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|-------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| NW        | 624           | MSP-EWR                 | 1300                     | 18                            | 83.33   | 42                         | 37                        |
| NW        | 331           | EWR-DTW                 | 1617                     | 18                            | 83.33   | 41                         | 32                        |
| OO        | 6329          | MFR-SFO                 | 917                      | 18                            | 83.33   | 35                         | 26                        |
| OH        | 4979          | JFK-RIC                 | 835                      | 29                            | 82.76   | 54                         | 56                        |
| AA        | 2357          | ORD-DFW                 | 2005                     | 29                            | 82.76   | 46                         | 41                        |
| CO        | 220           | IND-EWR                 | 1725                     | 23                            | 82.61   | 71                         | 75                        |
| CO        | 1147          | MDW-EWR                 | 1305                     | 23                            | 82.61   | 70                         | 63                        |
| XE**      | 2943          | PIT-EWR                 | 1850                     | 23                            | 82.61   | 68                         | 46                        |
| CO        | 1174          | ORD-EWR                 | 1800                     | 23                            | 82.61   | 60                         | 37                        |
| OO        | 6576          | DEN-COS                 | 1850                     | 17                            | 82.35   | 65                         | 37                        |
| B6        | 854           | RSW-JFK                 | 1810                     | 17                            | 82.35   | 52                         | 47                        |
| YV        | 7070          | ASE-DEN                 | 904                      | 17                            | 82.35   | 41                         | 45                        |
| CO        | 407           | IAH-ANC                 | 1735                     | 17                            | 82.35   | 33                         | 33                        |
| YV        | 2994          | TEX-PHX                 | 1150                     | 17                            | 82.35   | 31                         | 23                        |
| XE**      | 2491          | BWI-EWR                 | 1730                     | 28                            | 82.14   | 50                         | 44                        |
| OO        | 5740          | LAX-YUM                 | 1431                     | 28                            | 82.14   | 34                         | 32                        |
| XE**      | 2928          | CMH-EWR                 | 1945                     | 22                            | 81.82   | 51                         | 47                        |
| XE**      | 2567          | BNA-EWR                 | 1620                     | 27                            | 81.48   | 48                         | 51                        |
| OH        | 4965          | JFK-BUF                 | 1725                     | 16                            | 81.25   | 61                         | 65                        |
| OO        | 6752          | ASE-DEN                 | 1917                     | 16                            | 81.25   | 35                         | 21                        |
| MQ        | 4437          | HPN-ORD                 | 1825                     | 21                            | 80.95   | 59                         | 50                        |
| XE**      | 2338          | BUF-EWR                 | 1755                     | 26                            | 80.77   | 49                         | 47                        |
| DL        | 17            | JFK-ATL                 | 825                      | 31                            | 80.65   | 61                         | 49                        |
| AA        | 1707          | ORD-PHX                 | 2035                     | 31                            | 80.65   | 57                         | 34                        |
| B6        | 1608          | JFK-PWM                 | 2110                     | 31                            | 80.65   | 45                         | 29                        |
| NW        | 661           | EWR-DTW                 | 1808                     | 31                            | 80.65   | 39                         | 41                        |

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

\*\* Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

DECEMBER 2007

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

| CARRIER * | FLIGHT NUMBER | ORIGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|-------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| WN        | 803           | PIT-PHL                 | 1810                     | 31                            | 80.00   | 30                         | 27                        |
| EV        | 4247          | SLC-IAH                 | 810                      | 15                            | 80.00   | 63                         | 33                        |
| B6        | 1079          | JFK-RIC                 | 2135                     | 25                            | 80.00   | 61                         | 52                        |
| OO        | 4079          | SLC-JAC                 | 1414                     | 15                            | 80.00   | 59                         | 41                        |
| EV        | 4733          | IAH-SLC                 | 1247                     | 15                            | 80.00   | 58                         | 24                        |
| OH        | 5093          | JFK-DCA                 | 2045                     | 25                            | 80.00   | 56                         | 65                        |
| XE**      | 3227          | PIT-EWR                 | 1545                     | 25                            | 80.00   | 56                         | 40                        |
| OO        | 4043          | SLC-ASE                 | 959                      | 15                            | 80.00   | 54                         | 48                        |
| XE**      | 2043          | GRR-EWR                 | 1730                     | 15                            | 80.00   | 50                         | 62                        |
| OO        | 6532          | BUR-DEN                 | 1458                     | 15                            | 80.00   | 49                         | 23                        |
| OO        | 3897          | LAX-SLC                 | 1840                     | 15                            | 80.00   | 48                         | 31                        |
| NW        | 820           | DTW-JFK                 | 2056                     | 15                            | 80.00   | 47                         | 46                        |
| XE**      | 2746          | EWB-MHT                 | 2130                     | 15                            | 80.00   | 46                         | 51                        |
| OO        | 4058          | SLC-BOI                 | 1130                     | 15                            | 80.00   | 46                         | 24                        |
| WN        | 906           | RNO-PDX                 | 1525                     | 15                            | 80.00   | 37                         | 23                        |
| CO        | 1579          | LAX-EWR                 | 2350                     | 15                            | 80.00   | 37                         | 29                        |
| AS        | 70            | JNU-SIT                 | 2222                     | 30                            | 80.00   | 31                         | 29                        |

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

\*\* Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

DECEMBER 2006

## AIR TRAVEL CONSUMER REPORT

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

| CARRIER            | NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA |            | REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE // PERCENTAGE |            |
|--------------------|---|------------|--|------------|
|                    | NUMBER  | PERCENTAGE | NUMBER   | PERCENTAGE |
| JETBLUE            | 526   | 47         | 8.9  |            |
| EXPRESSJET         | 1,230   | 67         | 5.4  |            |
| SKYWEST            | 1,568   | 85         | 5.4  |            |
| AMERICAN           | 1,781   | 68         | 3.8  |            |
| COMAIR             | 727   | 19         | 2.6  |            |
| CONTINENTAL        | 919   | 23         | 2.5  |            |
| MESA               | 840   | 19         | 2.3  |            |
| ATLANTIC SOUTHEAST | 643   | 14         | 2.2  |            |
| AMERICAN EAGLE     | 1,543   | 30         | 1.9  |            |
| NORTHWEST          | 1,205   | 23         | 1.9  |            |
| ATA                | 60  | 1          | 1.7  |            |
| ALASKA             | 424   | 5          | 1.2  |            |
| US AIRWAYS *       | 1,361   | 13         | 1.0  |            |
| UNITED             | 1,353   | 10         | 0.7  |            |
| HAWAIIAN           | 157   | 1          | 0.6  |            |
| DELTA              | 1,314   | 2          | 0.2  |            |
| AIRTRAN            | 704   | 1          | 0.1  |            |
| SOUTHWEST          | 3,240   | 4          | 0.1  |            |
| FRONTIER           | 264   | 0          | 0.0  |            |
| ALOHA              | 127   | 0          | 0.0  |            |
| <b>TOTAL</b>       | <b>19,986</b>   | <b>432</b> | <b>2.2</b>   |            |

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

\*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.

DECEMBER 2006

AIR TRAVEL CONSUMER REPORT  
TABLE 7. ON-TIME ARRIVAL AND DEPA

| CITY (AIRPORT)                       | PERCENT ON-TIME |      |        | REPORTED OPERATIONS |      |
|--------------------------------------|-----------------|------|--------|---------------------|------|
|                                      | ARR.            | DEP. | ARR.   | DEP.                | DEP. |
| ABILENE TX (ABI)                     | 68.0            | 78.3 | 241    | 240                 |      |
| ADAK ISLAND AK (ADK)                 | 33.3            | 22.2 | 9      | 9                   |      |
| AGUADILLA PR (BQN)                   | 77.3            | 93.6 | 128    | 110                 |      |
| AKRON/CANTON OH (CAK)                | 72.3            | 77.3 | 689    | 679                 |      |
| ALBANY GA (ABY)                      | 73.5            | 80.5 | 113    | 113                 |      |
| ALBANY NY (ALB)                      | 71.9            | 80.5 | 1,145  | 1,176               |      |
| ALBUQUERQUE NM (ABQ)                 | 68.8            | 72.2 | 3,104  | 3,110               |      |
| ALEXANDRIA LA (AEX)                  | 68.9            | 72.3 | 302    | 303                 |      |
| ALLEN TOWN/BETHLEHEM/EASTON PA (ABE) | 70.7            | 76.0 | 434    | 437                 |      |
| AMARILLO TX (AMA)                    | 70.4            | 73.7 | 706    | 707                 |      |
| ANCHORAGE AK (ANC)                   | 61.9            | 69.1 | 1,426  | 1,424               |      |
| APPLETON WI (ATW)                    | 54.0            | 62.5 | 339    | 376                 |      |
| ASHEVILLE NC (AVL)                   | 70.2            | 67.5 | 205    | 197                 |      |
| ASHLAND WV (HTS)                     | 81.1            | 87.0 | 53     | 54                  |      |
| ASPEN CO (ASE)                       | 44.1            | 43.5 | 513    | 522                 |      |
| ATLANTA GA (ATL)                     | 77.8            | 73.7 | 32,795 | 32,926              |      |
| ATLANTIC CITY NJ (ACY)               | 79.5            | 78.3 | 88     | 92                  |      |
| AUGUSTA GA (AGS)                     | 67.3            | 82.5 | 162    | 177                 |      |
| AUSTIN TX (AUS)                      | 72.0            | 77.7 | 3,725  | 3,742               |      |
| BAKERSFIELD CA (BFL)                 | 81.9            | 81.7 | 469    | 471                 |      |
| BALTIMORE MD (BWI)                   | 79.5            | 78.6 | 8,912  | 8,916               |      |
| BANGOR ME (BGR)                      | 66.5            | 76.6 | 364    | 363                 |      |
| BARROW AK (BRW)                      | 66.7            | 50.0 | 60     | 60                  |      |
| BATON ROUGE LA (BTR)                 | 65.1            | 71.8 | 910    | 941                 |      |
| BEAUMONT/PORT ARTHUR TX (BPT)        | 74.2            | 68.8 | 31     | 32                  |      |
| BELLINGHAM WA (BLI)                  | 67.2            | 80.0 | 58     | 60                  |      |
| BEND/REDMOND OR (RDM)                | 66.6            | 79.0 | 305    | 305                 |      |
| BETHEL AK (BET)                      | 75.0            | 63.6 | 88     | 88                  |      |
| BILLINGS MT (BIL)                    | 65.6            | 76.4 | 366    | 364                 |      |
| BINGHAMTON/ENDCOT/JHNSN CTY NY (BGM) | 79.6            | 87.0 | 54     | 54                  |      |
| BIRMINGHAM AL (BHM)                  | 71.6            | 77.3 | 1,645  | 1,645               |      |
| BISMARCK/MANDAN ND (BIS)             | 58.9            | 67.7 | 192    | 192                 |      |
| BLOOMINGTON IL (BMI)                 | 58.0            | 63.5 | 336    | 337                 |      |
| BOISE ID (BOI)                       | 66.1            | 74.4 | 1,390  | 1,388               |      |
| BOSTON MA (BOS)                      | 76.3            | 78.5 | 11,050 | 11,050              |      |
| BOZEMAN MT (BZN)                     | 54.0            | 68.7 | 354    | 355                 |      |
| BRISTOL/KINGSPT/JHNSN CTY TN (TRI)   | 81.0            | 85.4 | 79     | 82                  |      |
| BROWNSVILLE TX (BRO)                 | 71.6            | 81.3 | 197    | 198                 |      |
| BRUNSWICK GA (BQK)                   | 59.8            | 76.5 | 82     | 68                  |      |
| BUFFALO NY (BUF)                     | 67.7            | 71.9 | 2,427  | 2,428               |      |
| BURBANK CA (BUR)                     | 75.0            | 76.6 | 2,641  | 2,641               |      |
| BURLINGTON VT (BTV)                  | 62.6            | 65.9 | 508    | 510                 |      |
| BUTTE MT (BTM)                       | 75.9            | 77.0 | 58     | 61                  |      |
| CARLSBAD CA (CLD)                    | 78.2            | 83.7 | 238    | 239                 |      |
| CASPER WY (CPR)                      | 66.1            | 68.0 | 280    | 281                 |      |
| CEDAR RAPIDS/IOWA CITY IA (CID)      | 65.0            | 69.7 | 759    | 762                 |      |
| CHAMPAIGN/URBANA IL (CMI)            | 50.2            | 64.5 | 211    | 211                 |      |
| CHARLESTON SC (CHS)                  | 68.2            | 73.9 | 1,096  | 1,097               |      |
| CHARLESTON/DUNBAR WV (CRW)           | 69.4            | 76.0 | 320    | 312                 |      |
| CHARLOTTE AMALIE VI (STT)            | 73.5            | 83.0 | 272    | 271                 |      |
| CHARLOTTE NC (CLT)                   | 71.5            | 72.2 | 10,261 | 10,256              |      |
| CHARLOTTESVILLE VA (CHO)             | 78.3            | 88.4 | 138    | 138                 |      |
| CHATTANOOGA TN (CHA)                 | 69.9            | 77.9 | 385    | 385                 |      |
| CHICAGO IL (MDW)                     | 73.8            | 69.1 | 8,535  | 8,545               |      |
| CHICAGO IL (ORD)                     | 55.9            | 58.6 | 31,399 | 31,396              |      |
| CHICO CA (CIC)                       | 50.4            | 56.6 | 113    | 113                 |      |
| CHRISTIANSTED VI (STX)               | 75.0            | 67.5 | 40     | 40                  |      |
| CLEVELAND OH (CLE)                   | 74.5            | 79.1 | 93     | 93                  |      |
| CODY WY (COD)                        | 78.5            | 87.1 | 150    | 152                 |      |
| COLLEGE STATION/BRYAN TX (CLL)       | 71.3            | 77.0 | 150    | 152                 |      |
| COLORADO SPRINGS CO (COS)            | 63.5            | 69.3 | 1,345  | 1,347               |      |
| COLUMBIA SC (CAE)                    | 67.8            | 70.1 | 913    | 905                 |      |
| COLUMBUS GA (CSG)                    | 66.7            | 69.5 | 105    | 105                 |      |
| COLUMBUS MS (GTR)                    | 65.8            | 66.0 | 76     | 53                  |      |
| COLUMBUS OH (CMH)                    | 67.2            | 75.1 | 3,349  | 3,348               |      |
| CORDOVA AK (CDV)                     | 71.7            | 81.7 | 60     | 60                  |      |
| CORPUS CHRISTI TX (CRP)              | 70.3            | 76.8 | 745    | 745                 |      |
| COVINGTON KY (CVG)                   | 76.3            | 72.7 | 9,583  | 9,531               |      |
| CRESCENT CITY CA (CEC)               | 51.7            | 46.1 | 89     | 89                  |      |
| DALLAS TX (DAL)                      | 76.8            | 74.8 | 4,331  | 4,330               |      |
| DALLAS/FT.WORTH TX (DFW)             | 70.9            | 67.9 | 25,464 | 25,449              |      |
| DAYTON OH (DAY)                      | 73.0            | 80.1 | 1,160  | 1,151               |      |
| DAYTONA BEACH FL (DAB)               | 66.8            | 71.9 | 319    | 320                 |      |
| DEADHORSE AK (SCC)                   | 60.0            | 60.0 | 60     | 60                  |      |
| DENVER CO (DEN)                      | 64.6            | 65.1 | 19,599 | 19,589              |      |
| DES MOINES IA (DSM)                  | 65.8            | 73.8 | 1,206  | 1,210               |      |
| DETROIT MI (DTW)                     | 71.2            | 72.3 | 11,269 | 11,270              |      |
| DILLINGHAM AK (DLG)                  | 64.3            | 50.0 | 14     | 14                  |      |
| DOTHAN AL (DHN)                      | 60.3            | 65.1 | 141    | 129                 |      |
| DUBUQUE IA (DBQ)                     | 54.6            | 58.8 | 119    | 119                 |      |
| DULUTH MN (DLH)                      | 63.6            | 78.8 | 99     | 99                  |      |
| DURANGO CO (DRO)                     | 64.2            | 68.8 | 371    | 372                 |      |
| EAGLE CO (EGE)                       | 58.8            | 62.5 | 357    | 355                 |      |
| EL CENTRO CA (EPL)                   | 42.1            | 46.5 | 114    | 114                 |      |
| EL PASO TX (ELP)                     | 74.1            | 78.1 | 1,887  | 1,887               |      |
| ELKO NV (EKO)                        | 85.3            | 92.4 | 143    | 144                 |      |

DECEMBER 2006

AIR TRAVEL CONSUMER REPORT

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

| CITY (AIRPORT)                  | PERCENT ON-TIME |      | REPORTED OPERATIONS |        | CITY (AIRPORT)                     | PERCENT ON-TIME |      | REPORTED OPERATIONS |        |
|---------------------------------|-----------------|------|---------------------|--------|------------------------------------|-----------------|------|---------------------|--------|
|                                 | ARR.            | DEP. | ARR.                | DEP.   |                                    | ARR.            | DEP. | ARR.                | DEP.   |
| ERIE PA (ERI)                   | 84.0            | 81.7 | 81                  | 82     | JACKSONVILLE/CAMP LEJEUNE NC (OAJ) | 74.4            | 81.0 | 43                  | 42     |
| EUGENE OR (EUG)                 | 83.2            | 73.1 | 527                 | 527    | JUNEAU AK (JNU)                    | 56.2            | 47.2 | 306                 | 305    |
| EUREKA/ARCATA CA (ACV)          | 82.4            | 58.3 | 290                 | 295    | KAHULUI HI (OGG)                   | 88.2            | 91.2 | 2,410               | 2,409  |
| EVANSVILLE IN (EVV)             | 81.6            | 64.3 | 237                 | 238    | KALAMAZOO MI (AZO)                 | 62.4            | 69.5 | 386                 | 387    |
| FAIRBANKS AK (FAI)              | 88.3            | 76.0 | 338                 | 338    | KALISPELL MT (FGA)                 | 52.7            | 71.4 | 207                 | 213    |
| FARGO ND (FAR)                  | 52.7            | 74.9 | 446                 | 447    | KANSAS CITY MO (MCI)               | 73.7            | 78.0 | 4,758               | 4,758  |
| FAYETTEVILLE AR (XNA)           | 63.1            | 63.0 | 818                 | 806    | KETCHIKAN AK (KTN)                 | 54.3            | 58.7 | 184                 | 184    |
| FAYETTEVILLE NC (FAY)           | 63.6            | 68.7 | 165                 | 134    | KEY WEST FL (EYW)                  | 72.0            | 64.0 | 82                  | 89     |
| FLAGSTAFF AZ (FLG)              | 84.5            | 85.8 | 155                 | 155    | KILLEEN TX (GRK)                   | 72.9            | 75.1 | 462                 | 477    |
| FLINT MI (FNT)                  | 69.0            | 78.7 | 609                 | 628    | KING SALMON AK (AKN)               | 50.0            | 40.9 | 22                  | 22     |
| FLORENCE SC (FLO)               | 81.6            | 80.0 | 49                  | 50     | KINSTON NC (ISO)                   | 66.1            | 76.8 | 56                  | 56     |
| FORT LAUDERDALE FL (FLL)        | 69.1            | 74.0 | 6,043               | 6,034  | KNOXVILLE TN (TYS)                 | 65.6            | 75.3 | 822                 | 823    |
| FORT SMITH AR (FSM)             | 68.3            | 78.3 | 167                 | 166    | KODIAK AK (ADQ)                    | 59.3            | 63.0 | 54                  | 54     |
| FORT WAYNE IN (FWA)             | 61.0            | 66.4 | 356                 | 357    | KONA HI (KOA)                      | 92.9            | 93.4 | 1,341               | 1,343  |
| FRESNO CA (FAT)                 | 70.2            | 77.2 | 1,199               | 1,196  | KOTZEBUE AK (OTZ)                  | 60.0            | 57.8 | 90                  | 90     |
| FT. MYERS FL (RSW)              | 59.5            | 69.9 | 2,704               | 2,698  | LA CROSSE WI (LSE)                 | 63.0            | 71.6 | 162                 | 162    |
| GAINESVILLE FL (GNV)            | 62.0            | 62.5 | 171                 | 112    | LAFAYETTE LA (LFT)                 | 69.7            | 72.9 | 499                 | 480    |
| GRAND FORKS ND (GFK)            | 64.6            | 82.3 | 79                  | 79     | LAKE CHARLES LA (LCH)              | 69.0            | 77.6 | 116                 | 116    |
| GRAND JUNCTION CO (GJT)         | 62.4            | 71.7 | 423                 | 417    | LANSING MI (LAN)                   | 60.7            | 73.8 | 394                 | 393    |
| GRAND RAPIDS MI (GRR)           | 66.6            | 75.7 | 1,307               | 1,307  | LAREDO TX (LRD)                    | 68.6            | 78.8 | 245                 | 245    |
| GREAT FALLS MT (GTF)            | 62.7            | 78.1 | 244                 | 242    | LAS VEGAS NV (LAS)                 | 73.6            | 71.3 | 15,450              | 15,434 |
| GREEN BAY/CLINTONVILLE WI (GRB) | 60.9            | 69.9 | 662                 | 662    | LAWTON/FORT SILL OK (LAW)          | 78.3            | 81.3 | 180                 | 182    |
| GREENSBORO/HIGH POINT NC (GSO)  | 71.3            | 72.5 | 1,152               | 1,155  | LEWISTON ID (LWS)                  | 73.3            | 80.3 | 60                  | 61     |
| GREENVILLE/SPARTANBURG SC (GSP) | 66.0            | 74.1 | 952                 | 953    | LEXINGTON KY (LEX)                 | 69.4            | 75.3 | 761                 | 764    |
| GULFPORT/BILOXI MS (GPT)        | 70.6            | 74.3 | 514                 | 514    | LIHUE HI (LIH)                     | 93.3            | 96.0 | 1,412               | 1,413  |
| GUNNISON CO (GUC)               | 53.9            | 58.8 | 115                 | 114    | LINCOLN NE (LNK)                   | 51.4            | 55.9 | 214                 | 213    |
| HARLINGEN/SAN BENITO TX (HRL)   | 72.3            | 77.3 | 481                 | 481    | LITTLE ROCK AR (LIT)               | 70.3            | 73.2 | 1,433               | 1,434  |
| HARRISBURG PA (MDT)             | 65.2            | 72.7 | 707                 | 692    | LONG BEACH CA (LGB)                | 81.4            | 84.1 | 1,132               | 1,134  |
| HARTFORD CT (BDL)               | 75.5            | 81.0 | 2,705               | 2,707  | LONGVIEW/KILGOR/GLADWATR TX (GGG)  | 74.2            | 80.9 | 93                  | 94     |
| HELENA MT (HLN)                 | 69.7            | 78.2 | 119                 | 119    | LOS ANGELES CA (LAX)               | 74.9            | 76.1 | 19,977              | 19,958 |
| HILO HI (ITO)                   | 95.0            | 97.2 | 795                 | 794    | LOUISVILLE KY (SDF)                | 73.8            | 75.6 | 1,627               | 1,628  |
| HONOLULU HI (HNL)               | 88.4            | 93.1 | 5,940               | 5,944  | LUBBOCK TX (LBB)                   | 73.1            | 75.9 | 789                 | 790    |
| HOUSTON TX (HOU)                | 73.6            | 71.5 | 4,701               | 4,700  | LYNCHBURG VA (LYH)                 | 72.1            | 83.9 | 86                  | 87     |
| HOUSTON TX (IAH)                | 74.5            | 76.7 | 19,262              | 19,256 | MACON GA (MCN)                     | 71.1            | 76.1 | 76                  | 92     |
| HUNTSVILLE AL (HSV)             | 72.6            | 78.6 | 554                 | 555    | MADISON WI (MSN)                   | 59.6            | 69.7 | 1,060               | 1,048  |
| IDAHO FALLS ID (IDA)            | 66.1            | 78.5 | 239                 | 237    | MANCHESTER NH (MHT)                | 74.2            | 80.4 | 1,718               | 1,725  |
| INDIANAPOLIS IN (IND)           | 71.5            | 80.8 | 3,088               | 3,072  | MARQUETTE MI (MQT)                 | 39.8            | 74.7 | 83                  | 83     |
| INDIO/PALM SPRINGS CA (PSP)     | 73.4            | 78.6 | 1,235               | 1,235  | MEDFORD OR (MFR)                   | 62.2            | 60.3 | 524                 | 527    |
| INYOKERN CA (IYK)               | 83.1            | 95.2 | 83                  | 84     | MELBOURNE FL (MLB)                 | 74.3            | 86.2 | 187                 | 188    |
| ISLIP NY (ISP)                  | 79.7            | 80.6 | 1,022               | 1,038  | MEMPHIS TN (MEM)                   | 71.0            | 73.9 | 4,042               | 4,043  |
| JACKSON WY (JAC)                | 44.1            | 46.4 | 263                 | 267    | MERIDIAN MS (MEI)                  | 62.3            | 71.4 | 69                  | 70     |
| JACKSON/VICKSBURG MS (JAN)      | 73.0            | 77.5 | 973                 | 978    | MIAMI FL (MIA)                     | 69.7            | 75.0 | 5,482               | 5,486  |
| JACKSONVILLE FL (JAX)           | 71.2            | 77.5 | 2,840               | 2,836  | MIDLAND/ODESSA TX (MAF)            | 71.6            | 78.3 | 747                 | 748    |

DECEMBER 2006

AIR TRAVEL CONSUMER REPORT

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

| CITY (AIRPORT)                     | PERCENT ON-TIME |      | REPORTED OPERATIONS |        |
|------------------------------------|-----------------|------|---------------------|--------|
|                                    | ARR.            | DEP. | ARR.                | DEP.   |
| MILWAUKEE WI (MKE)                 | 65.7            | 74.5 | 1,953               | 1,957  |
| MINNEAPOLIS/S.T. PAUL MN (MSP)     | 72.1            | 72.6 | 10,799              | 10,810 |
| MINOT ND (MOT)                     | 67.0            | 80.2 | 91                  | 91     |
| MISSION/MCALLEN/EDINBURG TX (MFE)  | 74.2            | 83.9 | 414                 | 404    |
| MISSOULA MT (MSO)                  | 60.9            | 70.0 | 312                 | 310    |
| MOBILE AL (MOB)                    | 70.0            | 75.4 | 436                 | 426    |
| MODESTO CA (MOD)                   | 52.9            | 58.4 | 261                 | 262    |
| MOLINE IL (MLI)                    | 59.8            | 65.8 | 493                 | 494    |
| MONROE LA (MLU)                    | 60.6            | 67.7 | 221                 | 226    |
| MONTEREY CA (MRY)                  | 69.6            | 72.4 | 675                 | 680    |
| MONTGOMERY AL (MGM)                | 73.6            | 70.8 | 261                 | 288    |
| MONTROSE/DELTA CO (MTJ)            | 51.3            | 64.0 | 240                 | 239    |
| MYRTLE BEACH SC (MYR)              | 74.1            | 81.0 | 529                 | 531    |
| NAPLES FL (APF)                    | 76.1            | 85.1 | 67                  | 67     |
| NASHVILLE TN (BNA)                 | 74.0            | 75.6 | 5,199               | 5,198  |
| NEW ORLEANS LA (MSY)               | 73.9            | 77.5 | 2,789               | 2,805  |
| NEW YORK NY (JFK)                  | 61.1            | 67.0 | 10,528              | 10,532 |
| NEW YORK NY (LGA)                  | 63.6            | 73.5 | 10,358              | 10,352 |
| NEWARK NJ (EWR)                    | 56.5            | 68.3 | 13,437              | 13,441 |
| NEWBURGH/POUGHKEEPSIE NY (SWF)     | 60.7            | 66.7 | 117                 | 117    |
| NEWPORT NEWS/WILLIAMSBURG VA (PHF) | 77.0            | 80.6 | 479                 | 480    |
| NOME AK (OME)                      | 65.6            | 57.8 | 90                  | 90     |
| NORFOLK VA (ORF)                   | 69.3            | 76.3 | 1,673               | 1,673  |
| OAKLAND CA (OAK)                   | 73.7            | 69.5 | 6,303               | 6,307  |
| OKLAHOMA CITY OK (OKC)             | 67.5            | 73.7 | 1,942               | 1,944  |
| OMAHA NE (OMA)                     | 67.2            | 73.3 | 2,056               | 2,047  |
| ONTARIO/SAN BERNARDINO CA (ONT)    | 75.1            | 79.7 | 3,062               | 3,061  |
| ORLANDO FL (MCO)                   | 74.8            | 77.8 | 10,072              | 10,067 |
| OXNARD/VENTURA CA (OXR)            | 81.3            | 86.7 | 112                 | 113    |
| PANAMA CITY FL (PFN)               | 66.4            | 77.3 | 211                 | 181    |
| PASCO/KENNEWICK/RICHLAND WA (PSC)  | 63.8            | 74.1 | 229                 | 228    |
| PENSACOLA FL (PNS)                 | 70.8            | 75.4 | 869                 | 839    |
| PEORIA IL (PIA)                    | 54.6            | 57.5 | 390                 | 414    |
| PETERSBURG AK (PSG)                | 48.3            | 56.7 | 60                  | 60     |
| PHILADELPHIA PA (PHL)              | 67.4            | 70.3 | 8,688               | 8,683  |
| PHOENIX AZ (PHX)                   | 75.3            | 74.2 | 18,245              | 18,243 |
| PITTSBURGH PA (PIT)                | 73.3            | 77.9 | 4,126               | 4,124  |
| POCATTELLO ID (PIH)                | 85.7            | 93.5 | 154                 | 154    |
| PONCE PR (PSE)                     | 70.0            | 93.5 | 70                  | 62     |
| PORTLAND ME (PWM)                  | 62.6            | 70.6 | 559                 | 558    |
| PORTLAND OR (PDX)                  | 69.3            | 76.2 | 4,884               | 4,883  |
| PROVIDENCE RI (PVD)                | 75.8            | 80.9 | 2,182               | 2,184  |
| RALEIGH/DURHAM NC (RDU)            | 72.0            | 76.0 | 5,289               | 5,287  |

| CITY (AIRPORT)                       | PERCENT ON-TIME |      | REPORTED OPERATIONS |        |
|--------------------------------------|-----------------|------|---------------------|--------|
|                                      | ARR.            | DEP. | ARR.                | DEP.   |
| RAPID CITY SD (RAP)                  | 61.7            | 76.7 | 347                 | 347    |
| REDDING CA (RDD)                     | 61.2            | 66.4 | 152                 | 152    |
| RENO NV (RNO)                        | 70.1            | 73.7 | 2,242               | 2,243  |
| RICHMOND VA (RIC)                    | 67.9            | 70.3 | 1,657               | 1,632  |
| ROANOKE VA (ROA)                     | 70.7            | 73.8 | 321                 | 321    |
| ROCHESTER MN (RST)                   | 60.8            | 68.3 | 240                 | 240    |
| ROCHESTER NY (ROC)                   | 62.4            | 67.3 | 1,555               | 1,548  |
| ROCKFORD IL (RFD)                    | 55.7            | 80.3 | 61                  | 61     |
| SACRAMENTO CA (SMF)                  | 72.0            | 75.0 | 4,522               | 4,522  |
| SAGINAW/BAY CITY/MIDLAND MI (MBS)    | 60.4            | 73.9 | 273                 | 272    |
| SALT LAKE CITY UT (SLC)              | 74.3            | 76.5 | 12,174              | 12,147 |
| SAN ANGELO TX (SJT)                  | 70.8            | 74.0 | 154                 | 154    |
| SAN ANTONIO TX (SAT)                 | 72.9            | 80.1 | 3,530               | 3,535  |
| SAN DIEGO CA (SAN)                   | 76.2            | 79.2 | 7,788               | 7,796  |
| SAN FRANCISCO CA (SFO)               | 66.3            | 69.9 | 11,065              | 11,057 |
| SAN JOSE CA (SJC)                    | 74.2            | 74.3 | 5,061               | 5,059  |
| SAN JUAN PR (SJU)                    | 70.6            | 81.5 | 2,126               | 2,118  |
| SAN LUIS OBISPO/PASO ROBLES CA (SBP) | 79.4            | 81.5 | 572                 | 573    |
| SANTA ANA CA (SNA)                   | 77.5            | 78.6 | 4,377               | 4,375  |
| SANTA BARBARA CA (SBA)               | 77.5            | 78.0 | 1,228               | 1,229  |
| SANTA MARIA CA (SMX)                 | 82.9            | 83.6 | 146                 | 146    |
| SARASOTA/BRADENTON FL (SRQ)          | 75.8            | 81.8 | 732                 | 730    |
| SAVANNAH GA (SAV)                    | 68.3            | 75.3 | 1,118               | 1,120  |
| SCRANTON/WILKES-BARRE PA (AVP)       | 73.0            | 74.5 | 185                 | 208    |
| SEATTLE WA (SEA)                     | 65.3            | 69.1 | 8,766               | 8,767  |
| SHREVEPORT LA (SHV)                  | 68.2            | 74.3 | 660                 | 665    |
| SIoux FALLS SD (FSD)                 | 62.8            | 66.6 | 540                 | 542    |
| SITKA AK (SIT)                       | 43.5            | 63.4 | 92                  | 93     |
| SOUTH BEND IN (SBN)                  | 57.0            | 44.9 | 79                  | 78     |
| SPOKANE WA (GEG)                     | 64.4            | 75.9 | 1,188               | 1,189  |
| SPRINGFIELD IL (SPI)                 | 54.5            | 54.9 | 145                 | 144    |
| SPRINGFIELD MO (SGF)                 | 62.8            | 66.3 | 807                 | 810    |
| ST. GEORGE UT (SGU)                  | 81.0            | 90.5 | 306                 | 305    |
| ST. LOUIS MO (STL)                   | 73.3            | 74.1 | 5,275               | 5,276  |
| STATE COLLEGE PA (SCE)               | 77.4            | 88.1 | 84                  | 84     |
| STEAMBOAT SPRINGS/HAYDEN CO (HDN)    | 51.4            | 56.8 | 280                 | 280    |
| SUN VALLEY/HAILEY/KETCHUM ID (SUN)   | 84.1            | 84.2 | 232                 | 240    |
| SYRACUSE NY (SYR)                    | 69.4            | 74.2 | 1,109               | 1,130  |
| TALLAHASSEE FL (TLH)                 | 78.9            | 84.6 | 251                 | 240    |
| TAMPA FL (TPA)                       | 74.8            | 79.7 | 7,100               | 7,092  |
| TELLURIDE CO (TEX)                   | 41.2            | 35.3 | 34                  | 34     |
| TEXARKANA AR (TXK)                   | 58.1            | 75.3 | 93                  | 93     |
| TOLEDO OH (TOL)                      | 62.2            | 70.1 | 193                 | 194    |

DECEMBER 2006

## AIR TRAVEL CONSUMER REPORT

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

| CITY (AIRPORT)                      | PERCENT ON-TIME |      | REPORTED OPERATIONS |       |
|-------------------------------------|-----------------|------|---------------------|-------|
|                                     | ARR.            | DEP. | ARR.                | DEP.  |
| TRAVERSE CITY MI (TVC)              | 56.5            | 69.0 | 214                 | 213   |
| TRENTON NJ (TTN)                    | 68.6            | 74.5 | 51                  | 51    |
| TUCSON AZ (TUS)                     | 69.3            | 79.7 | 2,120               | 2,121 |
| TULSA OK (TUL)                      | 68.2            | 72.7 | 1,870               | 1,874 |
| TUPELO MS (TUP)                     | 85.0            | 85.7 | 40                  | 56    |
| TWIN FALLS ID (TWF)                 | 76.4            | 78.4 | 229                 | 222   |
| TYLER TX (TYR)                      | 78.2            | 85.4 | 124                 | 123   |
| VALDOSTA GA (VLD)                   | 62.2            | 75.9 | 82                  | 83    |
| VALPARAISO FL (VPS)                 | 70.1            | 78.0 | 559                 | 577   |
| WAGO TX (ACT)                       | 73.4            | 81.6 | 177                 | 179   |
| WASHINGTON DC (DCA)                 | 73.9            | 79.0 | 7,504               | 7,506 |
| WASHINGTON DC (IAD)                 | 73.7            | 72.9 | 8,710               | 8,712 |
| WAUSAU/MARSHFIELD WI (CWA)          | 46.2            | 52.7 | 93                  | 93    |
| WEST PALM BEACH/PALM BEACH FL (PBI) | 70.1            | 75.6 | 2,717               | 2,712 |
| WHITE PLAINS NY (HPN)               | 69.8            | 70.0 | 746                 | 766   |
| WICHITA FALLS TX (SPS)              | 80.1            | 84.3 | 186                 | 185   |
| WICHITA KS (ICT)                    | 65.9            | 70.6 | 1,110               | 1,082 |
| WILMINGTON DE (ILG)                 | 75.9            | 67.9 | 54                  | 56    |
| WILMINGTON NC (ILM)                 | 73.2            | 76.2 | 272                 | 244   |
| WRANGELL AK (WRG)                   | 48.3            | 60.0 | 60                  | 60    |
| YAKUTAT AK (YAK)                    | 63.3            | 73.3 | 60                  | 60    |
| YUMA AZ (YUM)                       | 56.7            | 63.7 | 300                 | 300   |

DECEMBER 2006  
AIR TRAVEL CONSUMER REPORT  
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 | NUMBER OF AIRPORTS REPORTED | FLIGHT OPERATIONS SCHEDULED | FLIGHT OPERATIONS CANCELLED | PERCENT OF OPERATIONS CANCELLED |
| FRONTIER           | 21                           | 6,281                       | 580                         | 9.2                             | 39                          | 7,638                       | 703                           | 9.2                             |                             |                             |                             |                                 |
| SKYWEST            | 17                           | 25,529                      | 1,504                       | 5.9                             | 127                         | 47,675                      | 2,944                         | 6.2                             |                             |                             |                             |                                 |
| UNITED             | 30                           | 35,082                      | 1,801                       | 5.1                             | 80                          | 42,008                      | 2,229                         | 5.3                             |                             |                             |                             |                                 |
| COMAIR             | 22                           | 14,013                      | 751                         | 5.4                             | 99                          | 21,685                      | 1,122                         | 5.2                             |                             |                             |                             |                                 |
| AMERICAN EAGLE     | 19                           | 26,220                      | 1,327                       | 5.1                             | 115                         | 46,180                      | 2,358                         | 5.1                             |                             |                             |                             |                                 |
| MESA               | 22                           | 14,380                      | 596                         | 4.1                             | 115                         | 25,830                      | 1,091                         | 4.2                             |                             |                             |                             |                                 |
| AMERICAN           | 28                           | 41,446                      | 1,480                       | 3.6                             | 80                          | 54,171                      | 1,881                         | 3.5                             |                             |                             |                             |                                 |
| EXPRESSJET         | 24                           | 18,523                      | 691                         | 3.7                             | 113                         | 37,455                      | 1,295                         | 3.5                             |                             |                             |                             |                                 |
| ATLANTIC SOUTHEAST | 19                           | 11,456                      | 347                         | 3.0                             | 136                         | 21,093                      | 669                           | 3.2                             |                             |                             |                             |                                 |
| ALASKA             | 15                           | 7,248                       | 130                         | 1.8                             | 45                          | 12,953                      | 306                           | 2.4                             |                             |                             |                             |                                 |
| US AIRWAYS *       | 29                           | 34,659                      | 548                         | 1.6                             | 82                          | 42,019                      | 642                           | 1.5                             |                             |                             |                             |                                 |
| NORTHWEST          | 30                           | 25,754                      | 388                         | 1.5                             | 108                         | 37,496                      | 539                           | 1.4                             |                             |                             |                             |                                 |
| SOUTHWEST          | 17                           | 47,753                      | 708                         | 1.5                             | 63                          | 94,287                      | 1,330                         | 1.4                             |                             |                             |                             |                                 |
| ATA                | 8                            | 1,208                       | 16                          | 1.3                             | 13                          | 1,650                       | 19                            | 1.2                             |                             |                             |                             |                                 |
| DELTA              | 30                           | 31,788                      | 356                         | 1.1                             | 104                         | 40,188                      | 435                           | 1.1                             |                             |                             |                             |                                 |
| AIRTRAN            | 22                           | 16,273                      | 187                         | 1.1                             | 47                          | 21,308                      | 223                           | 1.0                             |                             |                             |                             |                                 |
| HAWAIIAN           | 6                            | 331                         | 3                           | 0.9                             | 14                          | 4,646                       | 36                            | 0.8                             |                             |                             |                             |                                 |
| CONTINENTAL        | 29                           | 21,429                      | 169                         | 0.8                             | 71                          | 27,094                      | 185                           | 0.7                             |                             |                             |                             |                                 |
| ALOHA              | 3                            | 150                         | 0                           | 0.0                             | 11                          | 3,933                       | 20                            | 0.5                             |                             |                             |                             |                                 |
| JETBLUE            | 17                           | 11,209                      | 49                          | 0.4                             | 44                          | 15,449                      | 67                            | 0.4                             |                             |                             |                             |                                 |
| Total              |                              | 390,732                     | 11,631                      | 3.0                             | Total                       | 604,758                     | 18,094                        | 3.0                             |                             |                             |                             |                                 |

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

\* 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.

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

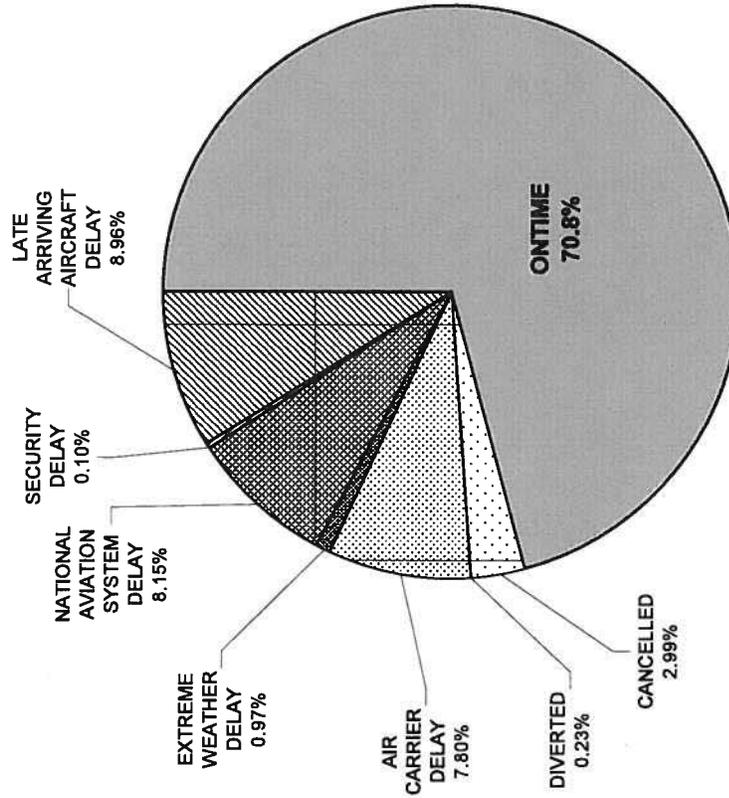
| CARRIER | TOTAL RECORDS | ONTIME | % ONTIME | CANCELLED | % CANCELLED | DIVERTED | % DIVERTED | AIR CARRIER DELAY | % AIR CARRIER DELAY | EXTREME WEATHER DELAY | % EXTREME WEATHER DELAY | NATIONAL AVIATION SYSTEM DELAY | % NATIONAL AVIATION SYSTEM DELAY | SECURITY DELAY | % SECURITY DELAY | LATE ARRIVING AIRCRAFT DELAY | % LATE ARRIVING AIRCRAFT DELAY | 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      | 54171         | 36373  | 67.14%   | 1881      | 3.47%       | 161      | 0.30%      | 4036              | 7.45%               | 804                   | 1.48%                   | 5503                           | 10.16%                           | 28             | 0.05%            | 5386                         | 9.94%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| AQ      | 3933          | 3686   | 93.72%   | 20        | 0.51%       | 2        | 0.05%      | 125               | 3.17%               | 5                     | 0.13%                   | 26                             | 0.66%                            | 3              | 0.08%            | 66                           | 1.68%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| AS      | 12953         | 8588   | 66.30%   | 306       | 2.36%       | 75       | 0.58%      | 1169              | 9.02%               | 71                    | 0.55%                   | 1090                           | 8.41%                            | 37             | 0.29%            | 1618                         | 12.49%                         |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| B6      | 15449         | 10016  | 64.83%   | 67        | 0.43%       | 45       | 0.29%      | 908               | 5.88%               | 33                    | 0.21%                   | 2296                           | 14.86%                           | 15             | 0.10%            | 2068                         | 13.39%                         |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| CO      | 27094         | 19878  | 73.37%   | 185       | 0.68%       | 59       | 0.22%      | 1295              | 4.78%               | 191                   | 0.71%                   | 3768                           | 13.91%                           | 61             | 0.23%            | 1656                         | 6.11%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| DL      | 40188         | 32456  | 80.76%   | 435       | 1.08%       | 61       | 0.15%      | 2034              | 5.06%               | 183                   | 0.45%                   | 3024                           | 7.52%                            | 5              | 0.01%            | 1991                         | 4.95%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| EV      | 21093         | 14735  | 69.86%   | 669       | 3.17%       | 55       | 0.26%      | 2880              | 13.65%              | 353                   | 1.67%                   | 1359                           | 6.44%                            | 12             | 0.06%            | 1030                         | 4.88%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| F9      | 7638          | 5481   | 71.76%   | 703       | 9.20%       | 2        | 0.03%      | 314               | 4.11%               | 165                   | 2.15%                   | 688                            | 9.00%                            | 1              | 0.02%            | 285                          | 3.73%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| FL      | 21308         | 16148  | 75.78%   | 223       | 1.05%       | 41       | 0.19%      | 1106              | 5.19%               | 8                     | 0.04%                   | 1549                           | 7.27%                            | 0              | 0.00%            | 2232                         | 10.48%                         |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| HA      | 4646          | 4188   | 90.14%   | 36        | 0.77%       | 0        | 0.00%      | 286               | 6.15%               | 1                     | 0.02%                   | 3                              | 0.07%                            | 2              | 0.03%            | 130                          | 2.81%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| MQ      | 46180         | 29673  | 64.26%   | 2358      | 5.11%       | 151      | 0.33%      | 3155              | 6.83%               | 685                   | 1.48%                   | 3951                           | 8.56%                            | 13             | 0.03%            | 6193                         | 13.41%                         |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| NW      | 37496         | 24976  | 66.61%   | 539       | 1.44%       | 43       | 0.11%      | 4245              | 11.32%              | 491                   | 1.31%                   | 4908                           | 13.09%                           | 53             | 0.14%            | 2241                         | 5.98%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| OH      | 21685         | 14853  | 68.49%   | 1122      | 5.17%       | 42       | 0.19%      | 2557              | 11.79%              | 873                   | 4.03%                   | 1902                           | 8.77%                            | 5              | 0.02%            | 330                          | 1.52%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| OO      | 47675         | 30476  | 63.92%   | 2944      | 6.18%       | 46       | 0.10%      | 7370              | 15.46%              | 555                   | 1.16%                   | 1552                           | 3.26%                            | 83             | 0.17%            | 4649                         | 9.75%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| TZ      | 1650          | 1135   | 68.79%   | 19        | 1.15%       | 1        | 0.06%      | 82                | 4.97%               | 0                     | 0.00%                   | 281                            | 17.02%                           | 2              | 0.09%            | 131                          | 7.92%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| UA      | 42008         | 29160  | 69.42%   | 2229      | 5.31%       | 50       | 0.12%      | 2570              | 6.12%               | 138                   | 0.33%                   | 4187                           | 9.97%                            | 1              | 0.00%            | 3673                         | 8.74%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| US***   | 42019         | 29795  | 70.91%   | 642       | 1.53%       | 129      | 0.31%      | 3450              | 8.21%               | 185                   | 0.44%                   | 4280                           | 10.19%                           | 50             | 0.12%            | 3488                         | 8.30%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| WN      | 94287         | 72486  | 76.88%   | 1330      | 1.41%       | 210      | 0.22%      | 5137              | 5.45%               | 473                   | 0.50%                   | 3008                           | 3.19%                            | 173            | 0.18%            | 11470                        | 12.16%                         |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| XE****  | 37455         | 25977  | 69.36%   | 1295      | 3.46%       | 159      | 0.42%      | 1610              | 4.30%               | 428                   | 1.14%                   | 4519                           | 12.06%                           | 51             | 0.14%            | 3417                         | 9.12%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| YV      | 25830         | 18063  | 69.93%   | 1091      | 4.22%       | 61       | 0.24%      | 2826              | 10.94%              | 238                   | 0.92%                   | 1382                           | 5.35%                            | 22             | 0.09%            | 2147                         | 8.31%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| TOTAL   | 604758        | 428143 |          | 18094     |             | 1393     |            | 47155             |                     | 5879                  |                         | 49275                          |                                  | 617            |                  | 54201                        |                                |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
|         |               |        | 70.80%   |           | 2.99%       |          | 0.23%      |                   | 7.80%               |                       | 0.97%                   |                                | 8.15%                            |                | 0.10%            |                              | 8.96%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |

\*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.).
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.
- 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.
- Diverted Flight: A flight which is operated from 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.  
\*\*\*\* Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

DECEMBER 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  
 XE\*\* ExpressJet Airlines  
 F9 Frontier Airlines  
 HA Hawaiian Airlines  
 B6 JetBlue Airways  
 YV Mesa Airlines  
 NW Northwest Airlines  
 OO SkyWest Airlines  
 WN Southwest Airlines  
 UA United Airlines  
 US\*\*\* US Airways

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

AQ Aloha Airlines (eff. 04/06)

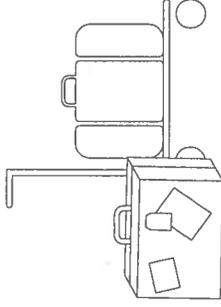
\* Revised January 2006, based on Bureau of Transportation Statistic's Technical Reporting Directive #13, issued September 20, 2005.

\*\* Effective July 2006, the carrier code for ExpressJet Airlines changed in this report from RU to XE.

\*\*\* 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.



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

| RANK             | AIRLINE                     | DECEMBER 2006         |                     |                              | DECEMBER 2005         |                     |                              |
|------------------|-----------------------------|-----------------------|---------------------|------------------------------|-----------------------|---------------------|------------------------------|
|                  |                             | TOTAL BAGGAGE REPORTS | ENPLANED PASSENGERS | REPORTS PER 1,000 PASSENGERS | TOTAL BAGGAGE REPORTS | ENPLANED PASSENGERS | REPORTS PER 1,000 PASSENGERS |
| 1                | AIRTRAN AIRWAYS             | 6,801                 | 1,801,632           | 3.77                         | 6,086                 | 1,537,671           | 3.96                         |
| 2                | ALOHA AIRLINES              | 1,296                 | 332,341             | 3.90                         | *                     | *                   | *                            |
| 3                | HAWAIIAN AIRLINES           | 2,252                 | 560,600             | 4.02                         | 1,629                 | 506,095             | 3.22                         |
| 4                | JETBLUE AIRWAYS             | 9,863                 | 1,742,853           | 5.66                         | 8,302                 | 1,434,774           | 5.79                         |
| 5                | CONTINENTAL AIRLINES        | 18,522                | 3,198,317           | 5.79                         | 16,783                | 3,072,680           | 5.46                         |
| 6                | NORTHWEST AIRLINES          | 24,358                | 3,837,049           | 6.35                         | 25,640                | 3,630,965           | 7.06                         |
| 7                | DELTA AIR LINES             | 40,741                | 5,274,144           | 7.72                         | 41,346                | 5,735,079           | 7.21                         |
| 8                | SOUTHWEST AIRLINES          | 67,318                | 8,027,315           | 8.39                         | 44,181                | 7,416,707           | 5.96                         |
| 9                | ALASKA AIRLINES             | 10,655                | 1,247,610           | 8.54                         | 7,088                 | 1,233,461           | 5.75                         |
| 10               | UNITED AIRLINES             | 40,483                | 4,668,833           | 8.67                         | 29,235                | 4,851,280           | 6.03                         |
| 11               | ATA AIRLINES                | 1,856                 | 203,522             | 9.12                         | 1,863                 | 313,563             | 5.94                         |
| 12               | FRONTIER AIRLINES           | 6,714                 | 728,969             | 9.21                         | 4,363                 | 753,451             | 5.79                         |
| 13               | US AIRWAYS                  | 42,359                | 4,397,901           | 9.63                         | 23,908                | 2,486,919           | 9.61                         |
| 14               | AMERICAN AIRLINES           | 63,635                | 6,490,106           | 9.80                         | 58,733                | 6,659,759           | 8.82                         |
| 15               | EXPRESSJET AIRLINES         | 15,053                | 1,367,629           | 11.01                        | 13,812                | 1,273,734           | 10.84                        |
| 16               | ATLANTIC SOUTHEAST AIRLINES | 9,956                 | 874,520             | 11.38                        | 17,562                | 969,944             | 18.11                        |
| 17               | MESA AIRLINES               | 15,593                | 1,114,610           | 13.99                        | *                     | *                   | *                            |
| 18               | COMAIR                      | 12,799                | 807,890             | 15.84                        | 10,935                | 889,479             | 12.29                        |
| 19               | SKYWEST AIRLINES            | 25,778                | 1,620,836           | 15.90                        | 20,113                | 1,466,389           | 13.72                        |
| 20               | AMERICAN EAGLE AIRLINES     | 28,556                | 1,477,993           | 19.32                        | 24,696                | 1,473,586           | 16.76                        |
| <b>TOTALS **</b> |                             | <b>444,588</b>        | <b>49,774,670</b>   | <b>8.93</b>                  | <b>356,275</b>        | <b>45,705,536</b>   | <b>7.80</b>                  |

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

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. Reporting by Aloha Airlines (voluntary) effective April 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 December 2005 reflect the deletion of America West's and Independence Air's data for that month.

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

| RANK      | AIRLINE                     | JANUARY - DECEMBER 2006 |                      |                              | JANUARY - DECEMBER 2005 |                      |                              |
|-----------|-----------------------------|-------------------------|----------------------|------------------------------|-------------------------|----------------------|------------------------------|
|           |                             | TOTAL BAGGAGE REPORTS   | ENPLAINED PASSENGERS | REPORTS PER 1,000 PASSENGERS | TOTAL BAGGAGE REPORTS   | ENPLAINED PASSENGERS | REPORTS PER 1,000 PASSENGERS |
| 1         | HAWAIIAN AIRLINES           | 19,619                  | 6,256,908            | 3.14                         | 17,508                  | 5,928,173            | 2.95                         |
| 2         | JETBLUE AIRWAYS             | 76,442                  | 18,709,400           | 4.09                         | 60,426                  | 14,873,839           | 4.06                         |
| 3         | NORTHWEST AIRLINES          | 212,148                 | 46,139,348           | 4.60                         | 232,929                 | 47,957,408           | 4.86                         |
| 4         | AIRTRAN AIRWAYS             | 97,537                  | 20,672,940           | 4.72                         | 58,706                  | 17,012,455           | 3.45                         |
| 5         | CONTINENTAL AIRLINES ***    | 178,605                 | 37,544,152           | 4.76                         | 143,513                 | 34,823,740           | 4.12                         |
| 6         | FRONTIER AIRLINES           | 51,358                  | 9,917,661            | 5.18                         | *                       | *                    | *                            |
| 7         | SOUTHWEST AIRLINES          | 525,903                 | 98,455,561           | 5.34                         | 383,240                 | 90,241,630           | 4.25                         |
| 8         | UNITED AIRLINES ***         | 339,714                 | 59,820,531           | 5.68                         | 248,803                 | 58,187,505           | 4.28                         |
| 9         | ALASKA AIRLINES             | 88,746                  | 15,547,711           | 5.71                         | 76,705                  | 15,237,761           | 5.03                         |
| 10        | ATA AIRLINES                | 15,248                  | 2,496,330            | 6.11                         | 21,487                  | 5,279,135            | 4.07                         |
| 11        | AMERICAN AIRLINES           | 504,535                 | 79,700,546           | 6.33                         | 476,575                 | 80,532,985           | 5.92                         |
| 12        | DELTA AIR LINES             | 456,200                 | 66,311,396           | 6.88                         | 573,419                 | 80,907,360           | 7.09                         |
| 13        | US AIRWAYS                  | 420,785                 | 53,813,611           | 7.82                         | 358,782                 | 37,311,721           | 9.62                         |
| 14        | EXPRESSJET AIRLINES         | 148,716                 | 16,597,068           | 8.96                         | 96,834                  | 14,683,265           | 6.59                         |
| 15        | SKYWEST AIRLINES            | 201,060                 | 19,795,138           | 10.16                        | 169,974                 | 16,889,452           | 10.06                        |
| 16        | MESA AIRLINES               | 144,507                 | 13,693,224           | 10.55                        | *                       | *                    | *                            |
| 17        | COMAIR                      | 127,930                 | 10,674,855           | 11.98                        | 141,919                 | 13,206,051           | 10.75                        |
| 18        | AMERICAN EAGLE AIRLINES     | 269,604                 | 18,692,559           | 14.42                        | 180,065                 | 17,568,517           | 10.25                        |
| 19        | ATLANTIC SOUTHEAST AIRLINES | 204,397                 | 11,765,493           | 17.37                        | 208,368                 | 11,970,537           | 17.41                        |
| *         | ALOHA AIRLINES              | *                       | *                    | *                            | *                       | *                    | *                            |
| TOTALS ** |                             | 4,083,054               | 606,604,432          | 6.73                         | 3,449,253               | 562,611,534          | 6.13                         |

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.

ENPLAINED 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 Frontier Airlines effective May 2005. Reporting by Mesa Airlines effective January 2006. Reporting by Aloha Airlines (voluntary) effective April 2006.  
 \*\* Effective January 2006, "Total Baggage Reports" and "Enplained 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-December 2005 reflect the deletion of America West's and Independence Air's data for that month.  
 \*\*\*United Airlines' and Continental Airlines' "Total Baggage Reports" for January-December 2006 reflect those carriers' corrections of October 2006, and June and August 2006 data, respectively.

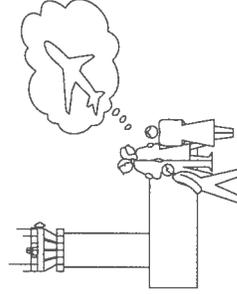
## OVERSALES

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

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

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

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



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

| RANK | AIRLINE                     | DENIED BOARDINGS (DB'S) |             |             | Enplaned<br>Passengers | Involuntary<br>DB's per<br>10,000 psgrs | OCTOBER-DECEMBER 2006 |             |                        | OCTOBER-DECEMBER 2005 |             |                        |
|------|-----------------------------|-------------------------|-------------|-------------|------------------------|---|-----------------------|-------------|------------------------|-----------------------|-------------|------------------------|
|      |                             | Voluntary               | Involuntary | 0           |                        |   | Voluntary             | Involuntary | Enplaned<br>Passengers | Voluntary             | Involuntary | Enplaned<br>Passengers |
| 1    | ALOHA AIRLINES              | 32                      | 0           | 887,148     | 0.00                   | *                                       | *                     | *           | *                      | *                     | *           | *                      |
| 2    | AIRTRAN AIRWAYS             | 4,781                   | 18          | 5,017,232   | 0.04                   | 3,240                                   | 45                    | 4,388,198   | 0.10                   |                       |             |                        |
| 3    | JETBLUE AIRWAYS             | 10                      | 29          | 4,931,609   | 0.06                   | 6                                       |                       | 3,850,507   | 0.00                   |                       |             |                        |
| 4    | HAWAIIAN AIRLINES           | 340                     | 38          | 1,610,807   | 0.24                   | 844                                     | 16                    | 1,481,486   | 0.11                   |                       |             |                        |
| 5    | FRONTIER AIRLINES           | 644                     | 113         | 2,249,061   | 0.50                   | 213                                     | 56                    | 2,096,971   | 0.27                   |                       |             |                        |
| 6    | UNITED AIRLINES             | 17,225                  | 866         | 15,369,958  | 0.56                   | 12,835                                  | 669                   | 15,016,704  | 0.45                   |                       |             |                        |
| 7    | NORTHWEST AIRLINES          | 17,740                  | 851         | 12,235,357  | 0.70                   | 16,128                                  | 733                   | 11,493,344  | 0.64                   |                       |             |                        |
| 8    | SOUTHWEST AIRLINES          | 24,785                  | 1,748       | 24,073,919  | 0.73                   | 15,350                                  | 1,368                 | 22,225,722  | 0.62                   |                       |             |                        |
| 9    | AMERICAN AIRLINES           | 21,987                  | 1,877       | 21,307,774  | 0.88                   | 18,218                                  | 1,443                 | 21,556,675  | 0.67                   |                       |             |                        |
| 10   | AMERICAN EAGLE AIRLINES     | 415                     | 54          | 610,898     | 0.88                   | 357                                     | 54                    | 560,082     | 0.96                   |                       |             |                        |
| 11   | US AIRWAYS**                | 15,471                  | 1,359       | 13,695,451  | 0.99                   | 7,893                                   | 357                   | 8,619,527   | 0.41                   |                       |             |                        |
| 12   | MESA AIRLINES               | 3,028                   | 179         | 1,659,022   | 1.08                   | *                                       | *                     | *           | *                      |                       |             |                        |
| 13   | SKYWEST AIRLINES            | 3,090                   | 177         | 1,556,835   | 1.14                   | 1,465                                   | 29                    | 940,641     | 0.31                   |                       |             |                        |
| 14   | DELTA AIR LINES             | 15,096                  | 2,246       | 16,664,534  | 1.35                   | 26,089                                  | 2,779                 | 18,067,377  | 1.54                   |                       |             |                        |
| 15   | CONTINENTAL AIRLINES        | 8,296                   | 1,442       | 10,232,687  | 1.41                   | 9,444                                   | 1,918                 | 9,570,637   | 2.00                   |                       |             |                        |
| 16   | ALASKA AIRLINES             | 3,972                   | 549         | 3,642,976   | 1.51                   | 4,454                                   | 558                   | 3,628,827   | 1.54                   |                       |             |                        |
| 17   | COMAIR                      | 1,831                   | 101         | 599,762     | 1.68                   | 855                                     | 53                    | 573,735     | 0.92                   |                       |             |                        |
| 18   | ATA AIRLINES                | 547                     | 194         | 620,591     | 3.13                   | 335                                     | 129                   | 1,070,737   | 1.20                   |                       |             |                        |
| 19   | ATLANTIC SOUTHEAST AIRLINES | 1,657                   | 397         | 967,995     | 4.10                   | 1,264                                   | 199                   | 979,025     | 2.03                   |                       |             |                        |
|      | TOTALS**                    | 140,947                 | 12,238      | 137,933,616 | 0.89                   | 118,990                                 | 10,406                | 126,120,195 | 0.83                   |                       |             |                        |

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.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. The entire fleet of ExpressJet Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ATR) consists of aircraft with 60 seats or less. Mesa Airlines' ranking in this table effective the 1<sup>st</sup> quarter 2006. Aloha Airlines' ranking in this table effective the 2<sup>nd</sup> quarter 2006 (voluntary flight delay and mishandled baggage reporting effective April 2006).

\*\* Effective the 1<sup>st</sup> 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 1<sup>st</sup> quarter 2006, America West and Independence Air are no longer ranked in this table. Totals for the 3<sup>rd</sup> quarter 2005 reflect the deletion of America West's and Independence Air's data for that quarter.

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

| RANK | AIRLINE                     | DENIED BOARDINGS (DB'S) |             |                                   | Enplaned Passengers | Involuntary DB's per 10,000 psgrs | JANUARY - DECEMBER 2006 |             |                     | JANUARY - DECEMBER 2005           |  |  |
|------|-----------------------------|-------------------------|-------------|-----------------------------------|---------------------|-----------------------------------|-------------------------|-------------|---------------------|-----------------------------------|--|--|
|      |                             | Voluntary               | Involuntary | Involuntary DB's per 10,000 psgrs |                     |                                   | Voluntary               | Involuntary | Enplaned Passengers | Involuntary DB's per 10,000 psgrs |  |  |
| 1    | JETBLUE AIRWAYS             | 73                      | 126         | 0.07                              | 18,564,558          | 32                                | 0                       | 14,729,066  | 0.00                |                                   |  |  |
| 2    | AIRTRAN AIRWAYS             | 17,698                  | 163         | 0.08                              | 20,051,219          | 20,688                            | 615                     | 16,624,315  | 0.37                |                                   |  |  |
| 3    | HAWAIIAN AIRLINES           | 2,216                   | 79          | 0.13                              | 6,202,663           | 3,145                             | 38                      | 5,839,817   | 0.07                |                                   |  |  |
| 4    | FRONTIER AIRLINES           | 2,566                   | 450         | 0.47                              | 9,656,161           | *                                 | *                       | *           | *                   |                                   |  |  |
| 5    | UNITED AIRLINES             | 71,894                  | 3,221       | 0.51                              | 63,157,815          | 78,093                            | 2,882                   | 60,646,380  | 0.48                |                                   |  |  |
| 6    | NORTHWEST AIRLINES          | 73,959                  | 3,988       | 0.81                              | 49,039,931          | 76,474                            | 4,846                   | 50,685,645  | 0.96                |                                   |  |  |
| 7    | AMERICAN AIRLINES           | 81,542                  | 7,393       | 0.84                              | 87,900,592          | 78,095                            | 5,557                   | 88,066,928  | 0.63                |                                   |  |  |
| 8    | SOUTHWEST AIRLINES          | 107,427                 | 8,724       | 0.91                              | 96,276,907          | 73,659                            | 6,096                   | 88,379,759  | 0.69                |                                   |  |  |
| 9    | US AIRWAYS                  | 68,174                  | 5,965       | 1.08                              | 55,156,067          | 49,867                            | 2,517                   | 39,578,083  | 0.64                |                                   |  |  |
| 10   | SKYWEST AIRLINES            | 13,791                  | 647         | 1.12                              | 5,786,205           | 5,721                             | 100                     | 2,832,218   | 0.35                |                                   |  |  |
| 11   | ALASKA AIRLINES             | 18,677                  | 1,949       | 1.26                              | 15,492,040          | 24,293                            | 2,413                   | 15,305,778  | 1.58                |                                   |  |  |
| 12   | AMERICAN EAGLE AIRLINES     | 1,724                   | 314         | 1.31                              | 2,388,828           | 1,681                             | 133                     | 2,197,619   | 0.61                |                                   |  |  |
| 13   | MESA AIRLINES               | 14,794                  | 1,095       | 1.59                              | 6,896,908           | *                                 | *                       | *           | *                   |                                   |  |  |
| 14   | DELTA AIR LINES             | 88,377                  | 11,644      | 1.70                              | 68,675,523          | 90,644                            | 10,743                  | 81,910,297  | 1.31                |                                   |  |  |
| 15   | CONTINENTAL AIRLINES        | 39,510                  | 7,087       | 1.74                              | 40,807,967          | 39,792                            | 7,218                   | 37,518,805  | 1.92                |                                   |  |  |
| 16   | ATA AIRLINES                | 1,431                   | 578         | 2.19                              | 2,635,802           | 4,326                             | 1,479                   | 5,382,300   | 2.75                |                                   |  |  |
| 17   | COMAIR                      | 7,196                   | 559         | 2.47                              | 2,259,675           | 1,939                             | 162                     | 2,649,016   | 0.61                |                                   |  |  |
| 18   | ATLANTIC SOUTHEAST AIRLINES | 9,531                   | 1,846       | 4.47                              | 4,131,637           | 3,345                             | 660                     | 4,207,209   | 1.57                |                                   |  |  |
| *    | ALOHA AIRLINES              | *                       | *           | *                                 | *                   | *                                 | *                       | *           | *                   |                                   |  |  |
|      | <b>TOTALS</b>               | 620,580                 | 55,828      | 1.01                              | 555,080,498         | 551,794                           | 45,459                  | 516,553,235 | 0.88                |                                   |  |  |

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. The entire fleet of ExpressJet Airlines (ranked in the "Flight Delays," " Mishandled Baggage," and "Consumer Complaints" sections of the ATCR) consists of aircraft with 60 seats or less. Frontier Airlines was ranked in this table for the first time with the 2nd quarter (April-June) 2005 (voluntary flight delay and mishandled baggage reporting effective May 2005). Mesa Airlines' ranking in this table effective the 1st quarter 2006. Aloha Airlines' ranking in this table effective the 2nd quarter 2006 (voluntary flight delay and mishandled baggage reporting effective April 2006).

\*\* 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 January-December 2005 reflect the deletion of America West's and Independence Air's data for that period.

## CONSUMER COMPLAINTS

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

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

**Complaint Categories** - Table 2 ranks the categories of complaints (baggage, refunds, etc.). 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

|                        | DECEMBER 2006 |           |             |               | DECEMBER 2005 |           |             |               |
|------------------------|---------------|-----------|-------------|---------------|---------------|-----------|-------------|---------------|
|                        | COMPLAINTS    | OPINIONS  | COMPLIMENTS | INFO REQUESTS | COMPLAINTS    | OPINIONS  | COMPLIMENTS | INFO REQUESTS |
| U.S. AIRLINES          | 459           | 47        | 6           | 111           | 470           | 43        | 5           | 101           |
| FOREIGN AIRLINES       | 124           | 0         | 0           | 13            | 147           | 0         | 1           | 9             |
| TRAVEL AGENTS          | 10            | 1         | 0           | 1             | 11            | 0         | 0           | 1             |
| TOUR OPERATORS         | 1             | 0         | 0           | 0             | 2             | 0         | 0           | 0             |
| MISCELLANEOUS          | 10            | 4         | 0           | 26            | 14            | 4         | 0           | 58            |
| <b>INDUSTRY TOTALS</b> | <b>604</b>    | <b>52</b> | <b>6</b>    | <b>151</b>    | <b>644</b>    | <b>47</b> | <b>6</b>    | <b>169</b>    |

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

| COMPLAINT CATEGORY     | DECEMBER 2006 |              |              | DECEMBER 2005 |              |              |
|------------------------|---------------|--------------|--------------|---------------|--------------|--------------|
|                        | RANKING       | COMPLAINTS** | SUB-CATEGORY | RANKING       | COMPLAINTS** | SUB-CATEGORY |
| FLIGHT PROBLEMS        | 1             | 167          |              | 2             | 147          |              |
| CANCELLATIONS          |               |              | 68           |               |              | 54           |
| DELAYS                 |               |              | 31           |               |              | 39           |
| MISCONNECTIONS         |               |              | 29           |               |              | 24           |
| BAGGAGE                | 2             | 156          |              | 1             | 154          |              |
| CUSTOMER SERVICE       | 3             | 71           |              | 5             | 71           |              |
| RES/TKTG/BOARDING      | 4             | 65           |              | 4             | 73           |              |
| REFUNDS                | 5             | 43           |              | 3             | 89           |              |
| DISABILITY             | 6             | 27           |              | 6             | 32           |              |
| FARES                  | 7             | 25           |              | 7             | 21           |              |
| OTHER                  | 8             | 21           |              | 9             | 19           |              |
| FREQUENT FLYER         |               |              | 19           |               |              | 10           |
| OVERSALES              | 9             | 20           |              | 8             | 19           |              |
| DISCRIMINATION         | 10            | 9            |              | 10            | 13           |              |
| ANIMALS                | 11            | 0            |              | 12            | 1            |              |
| ADVERTISING            | 12            | 0            |              | 11            | 5            |              |
| <b>COMPLAINT TOTAL</b> |               | <b>604</b>   |              |               | <b>644</b>   |              |

\* 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\*

DECEMBER 2006

| U.S. AIRLINES**         | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DISABILITY | ADVERTISING | DISCRIMINATION | ANIMALS | OTHER | TOTAL |
|-------------------------|-----------------|------------|-------------------|-------|---------|---------|------------------|------------|-------------|----------------|---------|-------|-------|
| AIR WISCONSIN           | 3               | 1          | 1                 | 0     | 0       | 0       | 1                | 0          | 0           | 0              | 0       | 0     | 6     |
| AIRTRAN AIRWAYS         | 4               | 1          | 0                 | 0     | 0       | 1       | 0                | 0          | 0           | 0              | 0       | 0     | 6     |
| ALASKA AIRLINES         | 4               | 0          | 1                 | 0     | 0       | 1       | 0                | 1          | 0           | 0              | 0       | 0     | 7     |
| ALLEGiant AIR           | 2               | 0          | 0                 | 0     | 2       | 0       | 2                | 0          | 0           | 0              | 0       | 0     | 6     |
| AMERICAN AIRLINES       | 18              | 0          | 7                 | 1     | 4       | 25      | 4                | 3          | 0           | 3              | 0       | 3     | 68    |
| AMERICAN EAGLE AIRLINES | 4               | 2          | 0                 | 0     | 1       | 2       | 1                | 0          | 0           | 0              | 0       | 0     | 10    |
| COMAIR                  | 8               | 0          | 0                 | 0     | 0       | 0       | 0                | 0          | 0           | 0              | 0       | 0     | 8     |
| CONTINENTAL AIRLINES    | 4               | 1          | 2                 | 3     | 0       | 4       | 3                | 1          | 0           | 1              | 0       | 1     | 20    |
| DELTA AIR LINES         | 13              | 0          | 6                 | 4     | 1       | 16      | 7                | 2          | 0           | 1              | 0       | 5     | 55    |
| HAWAIIAN AIRLINES       | 5               | 0          | 0                 | 1     | 0       | 1       | 0                | 0          | 0           | 0              | 0       | 0     | 7     |
| JETBLUE AIRWAYS         | 2               | 0          | 0                 | 1     | 0       | 1       | 1                | 2          | 0           | 0              | 0       | 0     | 7     |
| NORTHWEST AIRLINES      | 9               | 2          | 3                 | 4     | 2       | 8       | 7                | 2          | 0           | 1              | 0       | 2     | 40    |
| PIEDMONT AIRLINES       | 7               | 0          | 0                 | 0     | 0       | 2       | 0                | 0          | 0           | 0              | 0       | 0     | 9     |
| Pinnacle AIRLINES       | 3               | 0          | 0                 | 0     | 0       | 0       | 1                | 0          | 0           | 0              | 0       | 0     | 5     |
| SKYWEST AIRLINES        | 5               | 0          | 0                 | 0     | 0       | 3       | 1                | 2          | 0           | 0              | 0       | 0     | 11    |
| SOUTHWEST AIRLINES      | 1               | 0          | 1                 | 0     | 2       | 7       | 0                | 2          | 0           | 1              | 0       | 0     | 14    |
| SPIRIT AIRLINES         | 1               | 0          | 2                 | 0     | 1       | 2       | 0                | 1          | 0           | 0              | 0       | 0     | 7     |
| UNITED AIRLINES         | 17              | 3          | 13                | 2     | 5       | 18      | 9                | 2          | 0           | 0              | 0       | 5     | 74    |
| US AIRWAYS***           | 12              | 2          | 3                 | 5     | 4       | 8       | 10               | 1          | 0           | 1              | 0       | 4     | 50    |
| OTHER U.S. AIRLINES     | 20              | 2          | 5                 | 0     | 3       | 6       | 11               | 2          | 0           | 0              | 0       | 0     | 49    |
| TOTAL DECEMBER 2006     | 142             | 14         | 44                | 21    | 25      | 105     | 58               | 22         | 0           | 8              | 0       | 20    | 459   |
| % OF TOTAL COMPLAINTS   | 30.9            | 3.1        | 9.6               | 4.6   | 5.4     | 22.9    | 12.6             | 4.8        | 0           | 1.7            | 0       | 4.4   |       |
| TOTAL DECEMBER 2005     | 123             | 16         | 56                | 13    | 44      | 111     | 54               | 25         | 4           | 10             | 0       | 14    | 470   |
| % OF TOTAL COMPLAINTS   | 26.2            | 3.4        | 11.9              | 2.8   | 9.4     | 23.6    | 11.5             | 5.3        | 0.9         | 2.1            | 0       | 3     |       |

\* 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  
DECEMBER 2006

| U.S. AIRLINES*                | COMPS<br>RECD<br>IN<br>DEC | INCI-<br>DENTS<br>IN<br>DEC | PERCENT     | INCI-<br>DENTS<br>IN<br>NOV | PERCENT     | INCI-<br>DENTS<br>IN ALL<br>PRIOR<br>MONTHS | PERCENT     | UN-<br>KNOWN<br>INCI-<br>DENT<br>DATE | PERCENT     |
|-------------------------------|----------------------------|-----------------------------|-------------|-----------------------------|-------------|---|-------------|---------------------------------------|-------------|
| AIR WISCONSIN                 | 6                          | 3                           | 50.0        | 2                           | 33.3        | 0   | 0.0         | 1                                     | 16.7        |
| AIRTRAN AIRWAYS               | 6                          | 2                           | 33.3        | 0                           | 0.0         | 4   | 66.7        | 0                                     | 0.0         |
| ALASKA AIRLINES               | 7                          | 3                           | 42.9        | 1                           | 14.3        | 2   | 28.6        | 1                                     | 14.3        |
| ALLEGiant AIR                 | 6                          | 2                           | 33.3        | 2                           | 33.3        | 2   | 33.3        | 0                                     | 0.0         |
| AMERICAN AIRLINES             | 68                         | 18                          | 26.5        | 11                          | 16.2        | 19  | 27.9        | 20                                    | 29.4        |
| AMERICAN EAGLE AIRLINES       | 10                         | 6                           | 60.0        | 1                           | 10.0        | 1   | 10.0        | 2                                     | 20.0        |
| COMAIR                        | 8                          | 3                           | 37.5        | 3                           | 37.5        | 2   | 25.0        | 0                                     | 0.0         |
| CONTINENTAL AIRLINES          | 20                         | 7                           | 35.0        | 5                           | 25.0        | 3   | 15.0        | 5                                     | 25.0        |
| DELTA AIR LINES               | 55                         | 22                          | 40.0        | 7                           | 12.7        | 19  | 34.5        | 7                                     | 12.7        |
| HAWAIIAN AIRLINES             | 7                          | 3                           | 42.9        | 4                           | 57.1        | 0   | 0.0         | 0                                     | 0.0         |
| JETBLUE AIRWAYS               | 7                          | 5                           | 71.4        | 2                           | 28.6        | 0   | 0.0         | 0                                     | 0.0         |
| NORTHWEST AIRLINES            | 40                         | 15                          | 37.5        | 1                           | 2.5         | 11  | 27.5        | 13                                    | 32.5        |
| PIEDMONT AIRLINES             | 9                          | 7                           | 77.8        | 2                           | 22.2        | 0   | 0.0         | 0                                     | 0.0         |
| PINNACLE AIRLINES             | 5                          | 0                           | 0.0         | 3                           | 60.0        | 0   | 0.0         | 2                                     | 40.0        |
| SKYWEST AIRLINES              | 11                         | 8                           | 72.7        | 0                           | 0.0         | 3   | 27.3        | 0                                     | 0.0         |
| SOUTHWEST AIRLINES            | 14                         | 3                           | 21.4        | 2                           | 14.3        | 6   | 42.9        | 3                                     | 21.4        |
| SPIRIT AIRLINES               | 7                          | 4                           | 57.1        | 0                           | 0.0         | 2   | 28.6        | 1                                     | 14.3        |
| UNITED AIRLINES               | 74                         | 23                          | 31.1        | 14                          | 18.9        | 26  | 35.1        | 11                                    | 14.9        |
| US AIRWAYS                    | 50                         | 11                          | 22.0        | 12                          | 24.0        | 13  | 26.0        | 14                                    | 28.0        |
| OTHER U.S. AIRLINES           | 49                         | 17                          | 34.7        | 15                          | 30.6        | 11  | 22.4        | 6                                     | 12.2        |
| <b>TOTALS</b>                 | <b>459</b>                 | <b>162</b>                  | <b>35.3</b> | <b>87</b>                   | <b>19.0</b> | <b>124</b>                                  | <b>27.0</b> | <b>86</b>                             | <b>18.7</b> |
| <b>PREVIOUS YEAR'S TOTALS</b> | <b>470</b>                 | <b>201</b>                  | <b>42.8</b> | <b>88</b>                   | <b>18.7</b> | <b>83</b>                                   | <b>17.7</b> | <b>98</b>                             | <b>20.9</b> |

\*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 5

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

|                         | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/BOARDING | FARES    | REFUNDS   | BAGGAGE   | CUSTOMER SERVICE | DISABILITY | ADVERTISING | DISCRIMINATION | ANIMALS  | OTHER    | TOTAL      |
|-------------------------|-----------------|------------|-------------------|----------|-----------|-----------|------------------|------------|-------------|----------------|----------|----------|------------|
| <b>FOREIGN AIRLINES</b> |                 |            |                   |          |           |           |                  |            |             |                |          |          |            |
| AIR CANADA              | 0               | 1          | 1                 | 0        | 0         | 1         | 0                | 1          | 0           | 1              | 0        | 0        | 5          |
| AIR FRANCE              | 1               | 0          | 2                 | 0        | 3         | 10        | 4                | 0          | 0           | 0              | 0        | 0        | 20         |
| ALITALIA AIRLINES       | 0               | 3          | 3                 | 0        | 2         | 10        | 0                | 0          | 0           | 0              | 0        | 0        | 18         |
| BRITISH AIRWAYS         | 4               | 0          | 1                 | 0        | 2         | 6         | 2                | 1          | 0           | 0              | 0        | 0        | 16         |
| IBERIA AIRLINES         | 0               | 0          | 1                 | 0        | 0         | 3         | 1                | 0          | 0           | 0              | 0        | 0        | 5          |
| MEXICANA                | 0               | 0          | 0                 | 1        | 3         | 0         | 0                | 1          | 0           | 0              | 0        | 0        | 5          |
| OTHER FOREIGN AIRLINES  | 13              | 2          | 6                 | 2        | 5         | 20        | 4                | 2          | 0           | 0              | 0        | 1        | 55         |
| <b>TOTALS</b>           | <b>18</b>       | <b>6</b>   | <b>14</b>         | <b>3</b> | <b>15</b> | <b>50</b> | <b>11</b>        | <b>5</b>   | <b>0</b>    | <b>1</b>       | <b>0</b> | <b>1</b> | <b>124</b> |
| <b>TRAVEL AGENTS</b>    |                 |            |                   |          |           |           |                  |            |             |                |          |          |            |
| OTHER TRAVEL AGENTS     | 3               | 0          | 4                 | 0        | 3         | 0         | 0                | 0          | 0           | 0              | 0        | 0        | 10         |
| <b>TOTALS</b>           | <b>3</b>        | <b>0</b>   | <b>4</b>          | <b>0</b> | <b>3</b>  | <b>0</b>  | <b>0</b>         | <b>0</b>   | <b>0</b>    | <b>0</b>       | <b>0</b> | <b>0</b> | <b>10</b>  |
| <b>TOUR OPERATORS</b>   |                 |            |                   |          |           |           |                  |            |             |                |          |          |            |
| OTHER TOUR OPERATORS    | 0               | 0          | 0                 | 0        | 0         | 0         | 1                | 0          | 0           | 0              | 0        | 0        | 1          |
| <b>TOTALS</b>           | <b>0</b>        | <b>0</b>   | <b>0</b>          | <b>0</b> | <b>0</b>  | <b>0</b>  | <b>1</b>         | <b>0</b>   | <b>0</b>    | <b>0</b>       | <b>0</b> | <b>0</b> | <b>1</b>   |
| <b>MISCELLANEOUS</b>    |                 |            |                   |          |           |           |                  |            |             |                |          |          |            |
| OTHER MISCELLANEOUS     | 4               | 0          | 3                 | 1        | 0         | 1         | 1                | 0          | 0           | 0              | 0        | 0        | 10         |
| <b>TOTALS</b>           | <b>4</b>        | <b>0</b>   | <b>3</b>          | <b>1</b> | <b>0</b>  | <b>1</b>  | <b>1</b>         | <b>0</b>   | <b>0</b>    | <b>0</b>       | <b>0</b> | <b>0</b> | <b>10</b>  |

\* 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

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

| RANK           | AIRLINE                     | DECEMBER 2006 |                         |                                     | DECEMBER 2005 |                         |                                     |
|----------------|-----------------------------|---------------|-------------------------|-------------------------------------|---------------|-------------------------|-------------------------------------|
|                |                             | COMPLAINTS    | SYSTEMWIDE ENPLANEMENTS | COMPLAINTS PER 100,000 ENPLANEMENTS | COMPLAINTS    | SYSTEMWIDE ENPLANEMENTS | COMPLAINTS PER 100,000 ENPLANEMENTS |
| 1              | ALOHA AIRLINES              | 0             | 312,739                 | 0.00                                | *             | *                       | *                                   |
| 2              | SOUTHWEST AIRLINES          | 14            | 7,875,367               | 0.18                                | 18            | 7,261,578               | 0.25                                |
| 3              | EXPRESSJET AIRLINES         | 3             | 1,491,664               | 0.20                                | 4             | 1,423,449               | 0.28                                |
| 4              | ATLANTIC SOUTHEAST AIRLINES | 3             | 908,385                 | 0.33                                | 3             | 975,888                 | 0.31                                |
| 5              | AIRTRAN AIRWAYS             | 6             | 1,752,311               | 0.34                                | 9             | 1,503,069               | 0.60                                |
| 6              | MESA AIRLINES               | 4             | 1,101,861               | 0.36                                | *             | *                       | *                                   |
| 7              | JETBLUE AIRWAYS             | 7             | 1,690,538               | 0.41                                | 4             | 1,399,053               | 0.29                                |
| 8              | FRONTIER AIRLINES           | 3             | 623,759                 | 0.48                                | 0             | 708,835                 | 0.00*                               |
| 9              | ALASKA AIRLINES             | 7             | 1,412,386               | 0.50                                | 5             | 1,398,865               | 0.36                                |
| 10             | CONTINENTAL AIRLINES        | 20            | 3,971,440               | 0.50                                | 28            | 3,751,574               | 0.75                                |
| 11             | AMERICAN EAGLE AIRLINES     | 10            | 1,496,181               | 0.67                                | 16            | 1,473,806               | 1.09                                |
| 12             | SKYWEST AIRLINES            | 11            | 1,613,453               | 0.68                                | 11            | 1,441,666               | 0.76                                |
| 13             | AMERICAN AIRLINES           | 68            | 8,065,602               | 0.84                                | 68            | 8,174,897               | 0.83                                |
| 14             | NORTHWEST AIRLINES          | 40            | 4,531,226               | 0.88                                | 27            | 4,293,213               | 0.63                                |
| 15             | DELTA AIR LINES             | 55            | 5,964,653               | 0.92                                | 56            | 6,234,971               | 0.90                                |
| 16             | COMAIR                      | 8             | 825,623                 | 0.97                                | 6             | 880,340                 | 0.68                                |
| 17             | US AIRWAYS **               | 50            | 4,694,642               | 1.07                                | 50            | 2,790,516               | 1.79                                |
| 18             | HAWAIIAN AIRLINES           | 7             | 556,660                 | 1.26                                | 3             | 504,735                 | 0.59                                |
| 19             | ATA AIRLINES                | 3             | 221,875                 | 1.35                                | 1             | 321,788                 | 0.31                                |
| 20             | UNITED AIRLINES             | 74            | 5,442,620               | 1.36                                | 62            | 5,585,649               | 1.11                                |
| <b>TOTAL**</b> |                             | <b>393</b>    | <b>54,552,985</b>       | <b>0.72</b>                         | <b>371</b>    | <b>50,123,892</b>       | <b>0.74</b>                         |

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

\* 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' ranking in this table effective January 2006. Aloha Airlines' ranking in this table effective April 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 December 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 December 2005 reflect the deletion of Independence Air's data for that month.

Table 1 (YTD)

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS

|                        | JANUARY - DECEMBER 2006 |              |             |               | JANUARY - DECEMBER 2005 |            |             |               |
|------------------------|-------------------------|--------------|-------------|---------------|-------------------------|------------|-------------|---------------|
|                        | COMPLAINTS              | OPINIONS     | COMPLIMENTS | INFO REQUESTS | COMPLAINTS              | OPINIONS   | COMPLIMENTS | INFO REQUESTS |
| U.S. AIRLINES          | 6,448                   | 892          | 40          | 1,278         | 6,900                   | 762        | 40          | 1,177         |
| FOREIGN AIRLINES       | 1,544                   | 21           | 1           | 136           | 1,485                   | 28         | 4           | 137           |
| TRAVEL AGENTS          | 188                     | 8            | 0           | 6             | 210                     | 10         | 0           | 22            |
| TOUR OPERATORS         | 21                      | 1            | 0           | 5             | 34                      | 0          | 0           | 1             |
| MISCELLANEOUS          | 120                     | 79           | 0           | 428           | 112                     | 85         | 0           | 716           |
| <b>INDUSTRY TOTALS</b> | <b>8,321</b>            | <b>1,001</b> | <b>41</b>   | <b>1,853</b>  | <b>8,741</b>            | <b>885</b> | <b>44</b>   | <b>2,053</b>  |

Table 2 (YTD)

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

| COMPLAINT CATEGORY | JANUARY - DECEMBER 2006 |              |              | JANUARY - DECEMBER 2005 |              |              |
|--------------------|-------------------------|--------------|--------------|-------------------------|--------------|--------------|
|                    | RANKING                 | COMPLAINTS** | SUB-CATEGORY | RANKING                 | COMPLAINTS** | SUB-CATEGORY |
| FLIGHT PROBLEMS    | 1                       | 2,162        |              | 1                       | 2,234        |              |
| CANCELLATIONS      |                         |              | 832          |                         |              | 901          |
| DELAYS             |                         |              | 475          |                         |              | 530          |
| MISCONNECTIONS     |                         |              | 453          |                         |              | 383          |
| BAGGAGE            | 2                       | 1,936        |              | 2                       | 2,035        |              |
| CUSTOMER SERVICE   | 3                       | 1,019        |              | 4                       | 942          |              |
| RES/TKTG/BOARDING  | 4                       | 1,007        |              | 3                       | 989          |              |
| REFUNDS            | 5                       | 774          |              | 5                       | 840          |              |
| DISABILITY         | 6                       | 427          |              | 6                       | 511          |              |
| OVERSALES          | 7                       | 341          |              | 7                       | 375          |              |
| FARES              | 8                       | 251          |              | 9                       | 299          |              |
| OTHER              | 9                       | 247          |              | 8                       | 325          |              |
| FREQUENT FLYER     |                         |              | 190          |                         |              | 207          |
| DISCRIMINATION     | 10                      | 114          |              | 10                      | 129          |              |
| ADVERTISING        | 11                      | 40           |              | 11                      | 58           |              |
| ANIMALS            | 12                      | 3            |              | 12                      | 4            |              |
| COMPLAINT TOTAL    |                         | 8,321        |              |                         | 8,741        |              |

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3 (YTD)

COMPLAINTS AGAINST U.S. AIRLINES/BY COMPLAINT CATEGORY\*  
 JANUARY - DECEMBER 2006

| U.S. AIRLINES**             | FLIGHT PROBLEMS | OVER-SALES | RES-/TKTG/BOARDING | FARES      | REFUNDS    | BAGGAGE      | CUSTOMER SERVICE | DIS-ABILITY | ADVERTISING | DISCRIMINATION | ANIMALS  | OTHER      | TOTAL        |
|-----------------------------|-----------------|------------|--------------------|------------|------------|--------------|------------------|-------------|-------------|----------------|----------|------------|--------------|
| ALPHARETTICAL               |                 |            |                    |            |            |              |                  |             |             |                |          |            |              |
| AIR WISCONSIN               | 31              | 9          | 14                 | 0          | 0          | 8            | 7                | 1           | 0           | 0              | 0        | 0          | 70           |
| AIRTRAN AIRWAYS             | 39              | 6          | 8                  | 1          | 1          | 40           | 17               | 8           | 1           | 3              | 0        | 1          | 125          |
| ALASKA AIRLINES             | 29              | 1          | 7                  | 2          | 3          | 22           | 14               | 6           | 1           | 0              | 0        | 5          | 90           |
| ALLEGiant AIR               | 9               | 0          | 2                  | 3          | 3          | 3            | 3                | 2           | 1           | 0              | 0        | 0          | 26           |
| AMERICAN AIRLINES           | 275             | 24         | 103                | 19         | 91         | 299          | 137              | 61          | 3           | 20             | 1        | 34         | 1,067        |
| AMERICAN EAGLE AIRLINES     | 70              | 17         | 14                 | 0          | 9          | 46           | 28               | 7           | 0           | 3              | 0        | 0          | 194          |
| ATA AIRLINES                | 10              | 3          | 0                  | 0          | 2          | 9            | 3                | 2           | 1           | 0              | 0        | 0          | 30           |
| ATLANTIC SOUTHEAST AIRLINES | 58              | 5          | 2                  | 0          | 0          | 9            | 6                | 7           | 0           | 1              | 0        | 0          | 88           |
| CHAUTAUQUA AIRLINES         | 25              | 2          | 3                  | 0          | 1          | 8            | 7                | 3           | 0           | 0              | 0        | 0          | 49           |
| COLGAN AIRWAYS CORPORATION  | 6               | 0          | 0                  | 0          | 0          | 4            | 2                | 0           | 0           | 0              | 0        | 0          | 12           |
| COMAIR                      | 48              | 5          | 1                  | 0          | 0          | 1            | 7                | 1           | 0           | 1              | 0        | 0          | 68           |
| CONTINENTAL AIRLINES        | 90              | 24         | 49                 | 19         | 30         | 82           | 70               | 27          | 0           | 9              | 0        | 13         | 413          |
| DELTA AIR LINES             | 178             | 25         | 96                 | 33         | 56         | 194          | 96               | 32          | 2           | 9              | 1        | 40         | 762          |
| EXECUTIVE AIRLINES          | 10              | 1          | 1                  | 1          | 2          | 11           | 2                | 0           | 0           | 0              | 0        | 0          | 28           |
| EXPRESSJET AIRLINES         | 34              | 2          | 3                  | 0          | 2          | 6            | 15               | 1           | 0           | 0              | 0        | 0          | 63           |
| FLORIDA COASTAL AIRLINES    | 7               | 0          | 0                  | 0          | 10         | 0            | 1                | 0           | 0           | 0              | 0        | 0          | 18           |
| FREEDOM AIRLINES            | 10              | 0          | 1                  | 0          | 0          | 1            | 0                | 0           | 0           | 0              | 0        | 0          | 12           |
| FRONTIER AIRLINES           | 8               | 2          | 7                  | 1          | 4          | 9            | 9                | 4           | 1           | 0              | 0        | 2          | 47           |
| HAWAIIAN AIRLINES           | 9               | 0          | 3                  | 6          | 3          | 9            | 5                | 5           | 0           | 0              | 0        | 0          | 40           |
| HOOTERS AIRLINES            | 5               | 1          | 1                  | 0          | 6          | 1            | 1                | 0           | 0           | 0              | 0        | 0          | 15           |
| HORIZON AIRLINES            | 6               | 0          | 3                  | 1          | 1          | 5            | 0                | 1           | 1           | 0              | 0        | 0          | 18           |
| INDEPENDENCE AIR            | 4               | 0          | 0                  | 0          | 3          | 3            | 0                | 0           | 0           | 0              | 0        | 0          | 10           |
| JETBLUE AIRWAYS             | 19              | 1          | 8                  | 2          | 4          | 17           | 11               | 7           | 0           | 3              | 0        | 0          | 72           |
| MESA AIRLINES               | 105             | 2          | 4                  | 0          | 3          | 21           | 15               | 15          | 0           | 1              | 0        | 1          | 167          |
| MESABA AVIATION             | 13              | 8          | 5                  | 1          | 0          | 1            | 3                | 2           | 0           | 0              | 0        | 0          | 33           |
| MIDWEST AIRLINES            | 5               | 0          | 0                  | 0          | 1          | 7            | 5                | 1           | 0           | 0              | 0        | 0          | 19           |
| NORTHWEST AIRLINES          | 98              | 27         | 81                 | 23         | 45         | 76           | 66               | 37          | 4           | 8              | 0        | 20         | 485          |
| PIEDMONT AIRLINES           | 12              | 0          | 1                  | 0          | 0          | 9            | 4                | 1           | 0           | 0              | 0        | 0          | 27           |
| PINNACLE AIRLINES           | 16              | 10         | 4                  | 0          | 0          | 1            | 12               | 6           | 0           | 0              | 0        | 0          | 49           |
| PSA AIRLINES                | 6               | 1          | 0                  | 0          | 0          | 2            | 4                | 1           | 0           | 0              | 0        | 0          | 14           |
| PIEDMONT AIRLINES           | 3               | 1          | 0                  | 0          | 0          | 8            | 2                | 2           | 0           | 0              | 0        | 0          | 16           |
| REPUBLIC AIRWAYS            | 15              | 0          | 0                  | 0          | 0          | 3            | 0                | 0           | 0           | 1              | 0        | 0          | 19           |
| SHUTTLE AMERICA             | 9               | 0          | 0                  | 0          | 2          | 6            | 3                | 2           | 0           | 0              | 0        | 1          | 23           |
| SKYWEST AIRLINES            | 65              | 7          | 7                  | 0          | 0          | 28           | 12               | 9           | 0           | 4              | 0        | 4          | 132          |
| SOUTHWEST AIRLINES          | 21              | 5          | 13                 | 0          | 6          | 55           | 38               | 22          | 5           | 6              | 0        | 4          | 175          |
| SPIRIT AIRLINES             | 21              | 6          | 9                  | 0          | 7          | 18           | 5                | 2           | 1           | 0              | 0        | 1          | 70           |
| TRANS STATES AIRLINES       | 14              | 0          | 0                  | 0          | 1          | 5            | 7                | 2           | 0           | 0              | 0        | 0          | 29           |
| UNITED AIRLINES             | 251             | 36         | 136                | 24         | 82         | 185          | 130              | 42          | 6           | 10             | 1        | 40         | 943          |
| UNITED EXPRESS              | 4               | 1          | 2                  | 0          | 0          | 5            | 2                | 1           | 0           | 0              | 0        | 0          | 15           |
| US AIRWAYS ***              | 169             | 39         | 111                | 34         | 73         | 160          | 108              | 43          | 3           | 9              | 0        | 36         | 785          |
| USA3000                     | 12              | 0          | 3                  | 1          | 11         | 17           | 4                | 2           | 0           | 2              | 0        | 0          | 35           |
| OTHER U.S. AIRLINES         | 26              | 4          | 6                  | 1          | 23         | 17           | 9                | 2           | 0           | 0              | 0        | 7          | 95           |
| <b>TOTAL JAN-DEC 2006</b>   | <b>1,845</b>    | <b>275</b> | <b>708</b>         | <b>172</b> | <b>485</b> | <b>1,400</b> | <b>870</b>       | <b>365</b>  | <b>30</b>   | <b>90</b>      | <b>3</b> | <b>205</b> | <b>6,448</b> |
| % OF TOTAL COMPLAINTS       | 28.6            | 4.3        | 11                 | 2.7        | 7.5        | 21.7         | 13.5             | 5.7         | 0.5         | 1.4            | 0        | 3.2        |              |
| TOTAL JAN-DEC 2005          | 1,942           | 284        | 679                | 219        | 530        | 1,586        | 800              | 430         | 45          | 100            | 3        | 282        | 6,900        |
| % OF TOTAL COMPLAINTS       | 28.1            | 4.1        | 9.8                | 3.2        | 7.7        | 23           | 11.6             | 6.2         | 0.7         | 1.4            | 0        | 4.1        |              |

\* 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 (YTD) COMPANIES OTHER THAN U.S. AIRLINES/BY COMPLAINT CATEGORY/JANUARY-DECEMBER 2005

|                             | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/BOARDING | FARES     | REFUNDS    | BAGGAGE    | CUSTOMER SERVICE | DISABILITY | ADVERTISING | DISCRIMINATION | ANIMALS  | OTHER     | TOTAL        |
|-----------------------------|-----------------|------------|-------------------|-----------|------------|------------|------------------|------------|-------------|----------------|----------|-----------|--------------|
| <b>FOREIGN AIRLINES</b>     |                 |            |                   |           |            |            |                  |            |             |                |          |           |              |
| AEROCALIFORNIA              | 52              | 1          | 0                 | 0         | 3          | 2          | 0                | 0          | 0           | 0              | 0        | 0         | 58           |
| AEROFLOT                    | 1               | 2          | 3                 | 0         | 0          | 7          | 0                | 0          | 0           | 0              | 0        | 1         | 14           |
| AEROMEXICO                  | 5               | 3          | 3                 | 0         | 5          | 4          | 3                | 1          | 0           | 0              | 0        | 0         | 24           |
| AIR CANADA                  | 16              | 2          | 7                 | 1         | 6          | 12         | 3                | 2          | 0           | 2              | 0        | 0         | 51           |
| AIR FRANCE                  | 16              | 6          | 19                | 7         | 21         | 50         | 14               | 11         | 0           | 5              | 0        | 0         | 149          |
| AIR INDIA                   | 14              | 1          | 3                 | 1         | 2          | 14         | 4                | 2          | 0           | 1              | 0        | 0         | 42           |
| AIR JAMAICA                 | 15              | 4          | 6                 | 0         | 5          | 11         | 4                | 1          | 0           | 0              | 0        | 0         | 46           |
| ALITALIA AIRLINES           | 7               | 15         | 19                | 7         | 19         | 97         | 7                | 1          | 0           | 1              | 0        | 3         | 176          |
| AVIANCA                     | 3               | 1          | 6                 | 2         | 2          | 0          | 1                | 0          | 0           | 0              | 0        | 0         | 15           |
| BRITISH AIRWAYS             | 18              | 1          | 22                | 9         | 29         | 85         | 16               | 12         | 2           | 1              | 0        | 4         | 199          |
| BRITISH MIDLAND AIRWAYS     | 4               | 0          | 1                 | 0         | 0          | 6          | 0                | 0          | 0           | 0              | 0        | 0         | 11           |
| BWIA                        | 4               | 2          | 1                 | 0         | 0          | 2          | 0                | 0          | 0           | 0              | 0        | 1         | 10           |
| CATHAY PACIFIC AIRWAYS      | 3               | 0          | 2                 | 0         | 0          | 1          | 3                | 0          | 0           | 0              | 0        | 1         | 10           |
| CHINA AIRLINES              | 1               | 0          | 2                 | 0         | 1          | 4          | 2                | 1          | 0           | 0              | 0        | 0         | 11           |
| COPA                        | 3               | 0          | 3                 | 1         | 2          | 2          | 1                | 1          | 0           | 0              | 0        | 1         | 14           |
| EL AL ISRAEL                | 1               | 1          | 1                 | 1         | 1          | 3          | 3                | 0          | 0           | 1              | 0        | 0         | 12           |
| EMIRATES AIRLINES           | 1               | 0          | 2                 | 1         | 0          | 7          | 3                | 0          | 0           | 1              | 0        | 0         | 15           |
| IBERIA AIRLINES             | 2               | 2          | 3                 | 1         | 6          | 25         | 3                | 2          | 0           | 0              | 0        | 1         | 45           |
| ICELANDAIR                  | 5               | 1          | 0                 | 2         | 3          | 5          | 3                | 0          | 0           | 0              | 0        | 0         | 19           |
| KLM                         | 5               | 2          | 6                 | 3         | 6          | 17         | 8                | 2          | 0           | 1              | 0        | 1         | 51           |
| KOREAN AIR LINES            | 0               | 0          | 4                 | 0         | 2          | 1          | 0                | 2          | 0           | 1              | 0        | 0         | 10           |
| LAN CHILE AIRLINES          | 4               | 1          | 2                 | 2         | 1          | 5          | 3                | 0          | 0           | 0              | 0        | 0         | 18           |
| LOT POLISH AIRLINES         | 5               | 1          | 3                 | 0         | 1          | 5          | 0                | 2          | 0           | 1              | 0        | 0         | 18           |
| LUFTHANSA                   | 5               | 2          | 18                | 2         | 3          | 36         | 12               | 4          | 0           | 2              | 0        | 3         | 87           |
| MEXICANA                    | 6               | 3          | 9                 | 2         | 10         | 10         | 1                | 4          | 0           | 1              | 0        | 0         | 46           |
| QANTAS AIRWAYS              | 1               | 0          | 0                 | 1         | 3          | 4          | 1                | 1          | 0           | 1              | 0        | 0         | 12           |
| SOUTH AFRICAN AIRWAYS       | 1               | 0          | 0                 | 1         | 0          | 2          | 3                | 0          | 0           | 2              | 0        | 1         | 10           |
| TACA INTERNATIONAL AIRLINES | 3               | 1          | 7                 | 1         | 4          | 7          | 0                | 0          | 0           | 0              | 0        | 0         | 23           |
| UNIVERSAL AIRLINES          | 5               | 0          | 0                 | 0         | 24         | 0          | 0                | 0          | 0           | 0              | 0        | 1         | 30           |
| VARIG AIRLINES              | 10              | 0          | 1                 | 0         | 5          | 2          | 2                | 0          | 0           | 0              | 0        | 2         | 22           |
| VIRGIN ATLANTIC AIRWAYS     | 9               | 1          | 5                 | 1         | 4          | 15         | 4                | 6          | 0           | 0              | 0        | 1         | 46           |
| OTHER FOREIGN AIRLINES      | 45              | 7          | 38                | 5         | 34         | 76         | 27               | 6          | 2           | 2              | 0        | 7         | 249          |
| <b>TOTALS</b>               | <b>270</b>      | <b>60</b>  | <b>196</b>        | <b>51</b> | <b>202</b> | <b>517</b> | <b>131</b>       | <b>61</b>  | <b>4</b>    | <b>23</b>      | <b>0</b> | <b>28</b> | <b>1,544</b> |
| <b>TRAVEL AGENTS</b>        |                 |            |                   |           |            |            |                  |            |             |                |          |           |              |
| CHEAP TICKETS               | 4               | 0          | 10                | 2         | 5          | 0          | 0                | 0          | 0           | 0              | 0        | 0         | 21           |
| EXPEDIA.COM                 | 0               | 1          | 17                | 2         | 6          | 1          | 2                | 0          | 1           | 0              | 0        | 0         | 30           |
| ORBITZ.COM                  | 6               | 0          | 14                | 4         | 9          | 0          | 1                | 0          | 1           | 0              | 0        | 0         | 35           |
| PRICELINE.COM               | 0               | 1          | 13                | 0         | 4          | 0          | 1                | 0          | 0           | 0              | 0        | 0         | 19           |
| TRAVELOCITY.COM             | 3               | 0          | 14                | 5         | 8          | 0          | 0                | 0          | 0           | 0              | 0        | 0         | 30           |
| OTHER TRAVEL AGENTS         | 1               | 0          | 14                | 9         | 22         | 1          | 2                | 0          | 3           | 0              | 0        | 1         | 53           |
| <b>TOTALS</b>               | <b>14</b>       | <b>2</b>   | <b>82</b>         | <b>22</b> | <b>54</b>  | <b>2</b>   | <b>6</b>         | <b>0</b>   | <b>5</b>    | <b>0</b>       | <b>0</b> | <b>1</b>  | <b>188</b>   |
| <b>TOUR OPERATORS</b>       |                 |            |                   |           |            |            |                  |            |             |                |          |           |              |
| OTHER TOUR OPERATORS        | 3               | 0          | 1                 | 1         | 13         | 0          | 1                | 0          | 0           | 0              | 0        | 2         | 21           |
| <b>TOTALS</b>               | <b>3</b>        | <b>0</b>   | <b>1</b>          | <b>1</b>  | <b>13</b>  | <b>0</b>   | <b>1</b>         | <b>0</b>   | <b>0</b>    | <b>0</b>       | <b>0</b> | <b>2</b>  | <b>21</b>    |
| <b>MISCELLANEOUS</b>        |                 |            |                   |           |            |            |                  |            |             |                |          |           |              |
| OTHER MISCELLANEOUS         | 30              | 4          | 20                | 5         | 20         | 17         | 11               | 1          | 1           | 1              | 0        | 10        | 120          |
| <b>TOTALS</b>               | <b>30</b>       | <b>4</b>   | <b>20</b>         | <b>5</b>  | <b>20</b>  | <b>17</b>  | <b>11</b>        | <b>1</b>   | <b>1</b>    | <b>1</b>       | <b>0</b> | <b>10</b> | <b>120</b>   |

TABLE 5 (YTD)

## JANUARY - DECEMBER/CONSUMER COMPLAINTS: RANKINGS/ U.S. AIRLINES \*

| RANK            | AIRLINE                     | JANUARY - DECEMBER 2006 |                         |                                     | JANUARY - DECEMBER 2005 |                         |                                     |
|-----------------|-----------------------------|-------------------------|-------------------------|-------------------------------------|-------------------------|-------------------------|-------------------------------------|
|                 |                             | COMPLAINTS              | SYSTEMWIDE ENPLANEMENTS | COMPLAINTS PER 100,000 ENPLANEMENTS | COMPLAINTS              | SYSTEMWIDE ENPLANEMENTS | COMPLAINTS PER 100,000 ENPLANEMENTS |
| 1               | SOUTHWEST AIRLINES          | 175                     | 96,349,383              | 0.18                                | 160                     | 88,773,595              | 0.18                                |
| 2               | EXPRESSJET AIRLINES         | 63                      | 18,050,459              | 0.35                                | 50                      | 15,990,092              | 0.31                                |
| 3               | JETBLUE AIRWAYS             | 72                      | 18,098,711              | 0.40                                | 42                      | 14,365,664              | 0.29                                |
| 4               | FRONTIER AIRLINES           | 47                      | 9,637,300               | 0.49                                | *                       | *                       | *                                   |
| 5               | ALASKA AIRLINES             | 90                      | 17,164,501              | 0.52                                | 129                     | 16,758,941              | 0.77                                |
| 6               | AIRTRAN AIRWAYS             | 125                     | 20,038,889              | 0.62                                | 166                     | 16,627,496              | 1.00                                |
| 7               | COMAIR                      | 68                      | 10,844,474              | 0.63                                | 201                     | 13,102,885              | 1.53                                |
| 8               | HAWAIIAN AIRLINES           | 40                      | 6,202,663               | 0.64                                | 35                      | 5,839,817               | 0.60                                |
| 9               | SKYWEST AIRLINES            | 132                     | 19,535,140              | 0.68                                | 80                      | 16,577,299              | 0.48                                |
| 10              | ATLANTIC SOUTHEAST AIRLINES | 88                      | 11,932,725              | 0.74                                | 70                      | 12,010,721              | 0.58                                |
| 11              | CONTINENTAL AIRLINES        | 413                     | 46,775,919              | 0.88                                | 391                     | 42,822,219              | 0.91                                |
| 12              | NORTHWEST AIRLINES          | 485                     | 54,887,676              | 0.88                                | 530                     | 56,538,062              | 0.94                                |
| 13              | AMERICAN EAGLE AIRLINES     | 194                     | 18,765,715              | 1.03                                | 123                     | 17,534,174              | 0.70                                |
| 14              | DELTA AIR LINES             | 762                     | 73,654,538              | 1.03                                | 938                     | 86,105,101              | 1.09                                |
| 15              | AMERICAN AIRLINES           | 1,067                   | 98,142,466              | 1.09                                | 1,004                   | 98,037,715              | 1.02                                |
| 16              | ATA AIRLINES                | 30                      | 2,686,167               | 1.12                                | 54                      | 5,437,295               | 0.99                                |
| 17              | MESA AIRLINES               | 167                     | 13,277,278              | 1.26                                | *                       | *                       | *                                   |
| 18              | US AIRWAYS **               | 785                     | 57,756,302              | 1.36                                | 777                     | 41,673,052              | 1.86                                |
| 19              | UNITED AIRLINES             | 943                     | 69,325,040              | 1.36                                | 682                     | 66,802,864              | 1.02                                |
| *               | ALOHA AIRLINES              | *                       | *                       | *                                   | *                       | *                       | *                                   |
| <b>TOTAL **</b> |                             | <b>5,746</b>            | <b>663,125,346</b>      | <b>0.87</b>                         | <b>5,432</b>            | <b>614,996,992</b>      | <b>0.88</b>                         |

**Note:** For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine. \* 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. Aloha Airlines' ranking in this table effective April 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-December 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-December 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.

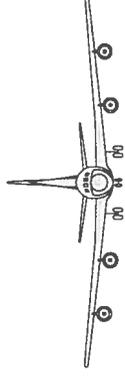
**Disability:** Civil rights complaints by air travelers with disabilities.

**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 December 2006 as provided by the Transportation Security Administration<sup>a</sup>

The Transportation Security Administration protects approximately 57 million airline passengers and screens their 73 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 December.

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

| Courtesy <sup>c</sup> |                                 | Screening Procedures |                    | Processing Time |                    | Personal Property |                    |
|-----------------------|---------------------------------|----------------------|--------------------|-----------------|--------------------|-------------------|--------------------|
| # of Complaints       | % of Flying Public <sup>c</sup> | # of Complaints      | % of Flying Public | # of Complaints | % of Flying Public | # of Complaints   | % of Flying Public |
| 123                   | .0002                           | 50                   | .00009             | 7               | .00001             | 183               | .0003              |

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 |
| 265                              | .0004                          | 1186                                 | .0016                            |

### NOTES

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

<sup>b</sup> The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or phone, 1-866-289-9673. Contact Center representatives are available Monday through Friday, 8:00 AM to 10:00 PM (EST), and Saturdays, Sundays and Holidays, 10:00 AM to 6:00 PM (EST).

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

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

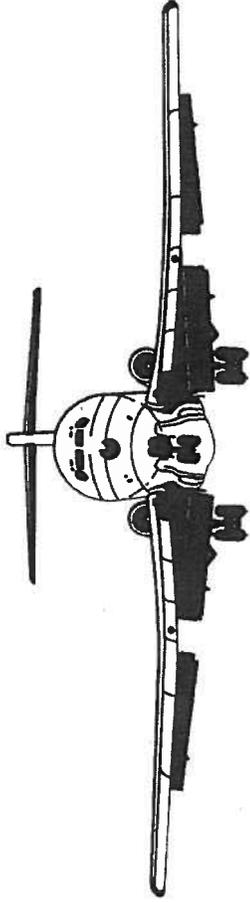
An airline is required to submit a report for any month in which it experienced a loss, injury or death of a pet during air transportation. DOT publishes these reports monthly and also forwards the reports to the U.S. Department of Agriculture, which enforces the Animal Welfare Act. The copies of the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

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

| Carrier                   | Death    | Injury   | Loss     |
|---------------------------|----------|----------|----------|
| <u>Alaska Airlines</u>    | 1        | 2        |          |
| <u>Delta Air Lines</u>    |          |          | 1        |
| <u>Northwest Airlines</u> |          |          | 2        |
| <u>United Airlines</u>    |          |          | 1        |
| <b>Total</b>              | <b>1</b> | <b>2</b> | <b>4</b> |



U.S. Department  
of Transportation



# Air Travel Consumer Report

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

Issued: August 2007

Flight Delays<sup>1</sup>

June 2007  
12 Months Ending June 2007

Mishandled Baggage<sup>1</sup>

June 2007  
January-June 2007

Oversales<sup>1</sup>

2nd Quarter 2007  
January-June 2007

Consumer Complaints<sup>2</sup>  
(Includes Disability and  
Discrimination Complaints)

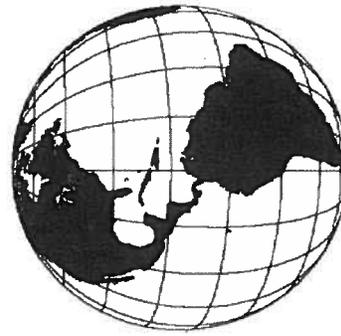
June 2007  
January-June 2007

Customer Service Reports to  
the Dept. of Homeland Security<sup>3</sup>

June 2007

Airline Animal Incident Reports<sup>4</sup>

June 2007



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

## TABLE OF CONTENTS

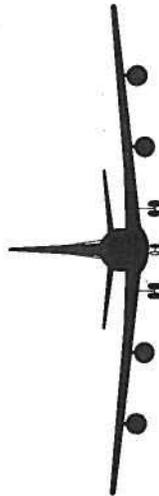
| Section  | Page | Section  | Page |
|--|------|--|------|
| <i>Introduction</i>  | 2    |  |      |
| <i>Flight Delays</i>   |      | <i>Mishandled Baggage</i>  |      |
| Explanation  | 3    | Explanation  | 42   |
| Table 1  | 4    | Ranking--Month   | 43   |
| Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier  |      | Ranking--YTD   | 44   |
| Table 1A   | 5    |  |      |
| Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date |      | <i>Oversales</i>   |      |
| Table 2  | 6    | Explanation  | 45   |
| Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport                                   |      | Ranking--Quarter   | 46   |
| Table 3  | 10   | Ranking--YTD   | 47   |
| Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day                          |      |  |      |
| Table 4  | 12   | <i>Consumer Complaints</i>   |      |
| Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day                         |      | Explanation  | 48   |
| Table 5  | 14   | Complaint Tables 1-5   | 49   |
| List of Regularly Scheduled Flights Arriving Late 80% of the Time or More  |      | Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines                  |      |
| Table 6  | 32   | Rankings, Table 6 (Month)  | 54   |
| Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More                                   |      | Complaint Tables 1-4 (YTD)   | 55   |
| Table 7  | 33   | Summary, Complaint Categories, U.S. Airlines, and Companies Other Than U.S. Airlines                                 |      |
| On-Time Arrival and Departure Percentage, by Airport   |      | Rankings, Table 5 (YTD)  | 59   |
| Table 8  | 37   | Complaint Categories   | 60   |
| Overall Number and Percentage of Flight Cancellations, by Carrier  |      |  |      |
| Table 9  | 38   | <i>Customer Service Reports to the Department of Homeland Security</i>   | 61   |
| Flight Causation Data, By Airline and Category   |      |  |      |
| Table 10   | 39   | <i>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation</i> | 62   |
| Flight Causation Data, Graphic Representation  |      |  |      |
| Footnotes  | 40   |  |      |
| Appendix   | 41   |  |      |

## INTRODUCTION

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

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

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



## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 19\* U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the two\*\* carriers that currently report flight delay data voluntarily.

The rule requires carriers to currently report on operations to and from the 32 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 21\* reporting air carriers, 15 carriers (AirTran, America West\*, American, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways\*) use ACARS exclusively; 3 carriers (Aloha, Atlantic Southeast, and Comair) record arrival times manually; and 3 carriers (Alaska, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

Except for the flights listed in Table 5, this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at [http://www.bts.gov/programs/airline\\_information/airline\\_ontime\\_statistics/](http://www.bts.gov/programs/airline_information/airline_ontime_statistics/). Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdce/index.xml>. CDs for earlier months can be purchased by sending an email to: [Orders@bts.gov](mailto:Orders@bts.gov). Additional summary data for airports and airlines can be found at <http://www.bts.gov/FlightDelays/at-a-Glance> at:

<http://www.transtats.bts.gov/HomeDrillChart.asp>

Cause of delay data for airports and airlines can be found at:

[http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp)

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

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

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

JUNE 2007

## AIR TRAVEL CONSUMER REPORT

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

| CARRIER A/                     | AT 32 REPORTABLE AIRPORTS B/ |                                |                             | AT ALL REPORTABLE AIRPORTS C/  |                             |                                |
|--------------------------------|------------------------------|--------------------------------|-----------------------------|--------------------------------|-----------------------------|--------------------------------|
|                                | NUMBER OF AIRPORTS REPORTED  | PERCENT OF ARRIVALS ON TIME D/ | NUMBER OF AIRPORTS REPORTED | PERCENT OF ARRIVALS ON TIME D/ | NUMBER OF AIRPORTS REPORTED | PERCENT OF ARRIVALS ON TIME D/ |
| HAWAIIAN AIRLINES S/I/         | 7                            | 80.3                           | 14                          | 92.9                           |                             |                                |
| ALOHA AIRLINES S/I/            | 3                            | 86.3                           | 11                          | 86.8                           |                             |                                |
| SKYWEST AIRLINES S/            | 20                           | 79.2                           | 146                         | 77.9                           |                             |                                |
| PINNACLE AIRLINES S/           | 16                           | 76.2                           | 115                         | 76.0                           |                             |                                |
| SOUTHWEST AIRLINES S/          | 18                           | 77.2                           | 63                          | 75.3                           |                             |                                |
| AIRTRAN AIRWAYS S/             | 25                           | 72.0                           | 55                          | 71.9                           |                             |                                |
| FRONTIER AIRLINES S/           | 22                           | 72.6                           | 44                          | 71.8                           |                             |                                |
| ALASKA AIRLINES S/             | 16                           | 69.7                           | 46                          | 70.5                           |                             |                                |
| MESA AIRLINE S/                | 25                           | 69.3                           | 118                         | 70.0                           |                             |                                |
| EXPRESSJET AIRLINES S/         | 29                           | 65.3                           | 125                         | 68.6                           |                             |                                |
| CONTINENTAL AIRLINES S/        | 29                           | 67.2                           | 72                          | 67.9                           |                             |                                |
| DELTA AIRLINES S/              | 31                           | 67.8                           | 98                          | 67.9                           |                             |                                |
| UNITED AIRLINES S/             | 31                           | 66.0                           | 79                          | 66.0                           |                             |                                |
| NORTHWEST AIRLINES S/          | 30                           | 64.9                           | 105                         | 64.1                           |                             |                                |
| COMAIR S/                      | 23                           | 64.1                           | 99                          | 64.0                           |                             |                                |
| JETBLUE AIRWAYS S/             | 19                           | 62.6                           | 48                          | 63.9                           |                             |                                |
| US AIRWAYS S/                  | 30                           | 61.8                           | 79                          | 61.6                           |                             |                                |
| AMERICAN EAGLE AIRLINES S/     | 19                           | 61.9                           | 117                         | 60.5                           |                             |                                |
| AMERICAN AIRLINES S/           | 30                           | 57.9                           | 78                          | 57.9                           |                             |                                |
| ATLANTIC SOUTHEAST AIRLINES S/ | 20                           | 59.9                           | 144                         | 56.0                           |                             |                                |
| <b>TOTAL</b>                   |                              | <b>67.5</b>                    |                             | <b>68.1</b>                    |                             |                                |

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

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

JUNE 2007

AIR TRAVEL CONSUMER REPORT

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

| CARRIER            | 3rd QUARTER<br>07 - 09 2006 |      | 4th QUARTER<br>10 - 12 2006 |      | 1st QUARTER<br>01 - 03 2007 |      | 2nd QUARTER<br>04 - 06 2007 |      | APR - 07 |      | MAY - 07 |      | JUNE - 07 |      | 12 MONTHS<br>ENDING<br>JUNE 2007 |      | DATABASE<br>TO DATE<br>SEP 1987-<br>JUNE 2007 |      |
|--------------------|-----------------------------|------|-----------------------------|------|-----------------------------|------|-----------------------------|------|----------|------|----------|------|-----------|------|----------------------------------|------|---|------|
|                    | %                           | Rank | %                           | Rank | %                           | Rank | %                           | Rank | %        | Rank | %        | Rank | %         | Rank | %                                | Rank | %   | Rank |
| AIRTRAN            | 73.0                        | 14   | 73.3                        | 10   | 76.5                        | 6    | 79.7                        | 5    | 81.8     | 6    | 85.5     | 3    | 71.9      | 6    | 75.7                             | 6    | (-)   | (-)  |
| ALASKA             | 72.0                        | 16   | 72.4                        | 12   | 72.0                        | 9    | 75.4                        | 9    | 79.9     | 9    | 76.2     | 14   | 70.5      | 8    | 73.0                             | 9    | 75.7  | 8    |
| ALOHA              | 93.8                        | 2    | 92.8                        | 1    | 92.0                        | 2    | 90.2                        | 2    | 95.4     | 1    | 88.4     | 2    | 86.8      | 2    | 92.2                             | 2    | (-)   | (-)  |
| AMERICAN           | 75.7                        | 7    | 73.6                        | 8    | 67.8                        | 14   | 66.6                        | 19   | 70.7     | 17   | 71.0     | 19   | 57.9      | 19   | 71.0                             | 13   | 78.7  | 3    |
| AMERICAN EAGLE     | 72.3                        | 15   | 69.5                        | 16   | 67.3                        | 15   | 68.9                        | 17   | 72.7     | 14   | 73.4     | 18   | 60.5      | 18   | 69.5                             | 15   | 74.4  | 9    |
| ATA                | 69.8                        | 18   | 71.7                        | 15   | (-)                         | (-)  | (-)                         | (-)  | (-)      | (-)  | (-)      | (-)  | (-)       | (-)  | (-)                              | (-)  | (-)   | (-)  |
| ATLANTIC SOUTHEAST | 57.0                        | 20   | 63.3                        | 20   | 66.1                        | 16   | 68.2                        | 18   | 70.7     | 16   | 78.8     | 9    | 56.0      | 20   | 63.6                             | 19   | (-)   | (-)  |
| COMAIR             | 69.2                        | 19   | 66.7                        | 19   | 63.0                        | 19   | 69.4                        | 15   | 67.9     | 18   | 76.5     | 13   | 64.0      | 15   | 67.1                             | 18   | (-)   | (-)  |
| CONTINENTAL        | 75.1                        | 8    | 73.7                        | 7    | 73.0                        | 8    | 72.2                        | 12   | 73.5     | 12   | 75.1     | 16   | 67.9      | 11   | 73.5                             | 8    | 78.5  | 4    |
| DELTA              | 74.0                        | 13   | 74.1                        | 5    | 78.7                        | 4    | 77.7                        | 7    | 81.5     | 7    | 84.0     | 4    | 67.9      | 12   | 76.0                             | 5    | 77.7  | 6    |
| EXPRESSJET         | 75.1                        | 9    | 72.1                        | 14   | 70.6                        | 10   | 72.7                        | 11   | 71.9     | 15   | 76.8     | 12   | 69.6      | 10   | 72.7                             | 10   | (-)   | (-)  |
| FRONTIER           | 83.5                        | 3    | 81.4                        | 3    | 77.7                        | 5    | 77.2                        | 8    | 83.0     | 5    | 77.1     | 11   | 71.8      | 7    | 80.0                             | 4    | (-)   | (-)  |
| HAWAIIAN           | 95.8                        | 1    | 90.9                        | 2    | 92.5                        | 1    | 93.6                        | 1    | 95.1     | 2    | 92.8     | 1    | 92.9      | 1    | 93.2                             | 1    | (-)   | (-)  |
| JETBLUE            | 74.8                        | 11   | 68.6                        | 17   | 63.4                        | 18   | 68.9                        | 16   | 64.8     | 19   | 78.2     | 10   | 63.9      | 16   | 68.8                             | 17   | (-)   | (-)  |
| MESA               | 71.2                        | 17   | 72.7                        | 11   | 68.1                        | 13   | 74.8                        | 10   | 74.2     | 10   | 80.1     | 8    | 70.0      | 9    | 71.7                             | 12   | (-)   | (-)  |
| NORTHWEST          | 76.6                        | 6    | 67.9                        | 18   | 65.7                        | 17   | 70.8                        | 14   | 73.6     | 11   | 74.6     | 17   | 64.1      | 14   | 70.3                             | 14   | 79.3  | 2    |
| PINNACLE           | (-)                         | (-)  | (-)                         | (-)  | 73.3                        | 7    | 81.2                        | 3    | 84.2     | 3    | 83.6     | 5    | 76.0      | 4    | (-)                              | (-)  | (-)   | (-)  |
| SKYWEST            | 78.9                        | 5    | 72.2                        | 13   | 69.7                        | 12   | 79.7                        | 6    | 80.3     | 8    | 80.9     | 7    | 77.9      | 3    | 75.2                             | 7    | (-)   | (-)  |
| SOUTHWEST          | 80.9                        | 4    | 80.4                        | 4    | 80.7                        | 3    | 80.6                        | 4    | 83.4     | 4    | 83.2     | 6    | 75.3      | 5    | 80.7                             | 3    | 82.2  | 1    |
| UNITED             | 74.9                        | 10   | 73.8                        | 6    | 70.2                        | 11   | 71.5                        | 13   | 72.9     | 13   | 75.7     | 15   | 66.0      | 13   | 72.6                             | 11   | 76.2  | 7    |
| US AIRWAYS         | 74.8                        | 12   | 73.5                        | 9    | 62.4                        | 20   | 64.3                        | 20   | 63.1     | 20   | 67.9     | 20   | 61.6      | 17   | 68.8                             | 16   | 78.2  | 5    |
| Total              | 75.2                        |      | 73.4                        |      | 71.4                        |      | 73.9                        |      | 75.7     |      | 77.9     |      | 68.1      |      | 73.4                             |      | 78.4  |      |

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. Pinnacle Airlines' reporting is effective January 2007. ATA Airlines' ranking in this table ceased effective January 2007.

JUNE 2007

AIR TRAVEL CONSUMER REPORT

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

| CARRIER*     | ATL          |             | BOS          |             | BWI         |             | CLT          |             | CVG         |             | DCA         |             | DEN          |             | DFW          |             |
|--------------|--------------|-------------|--------------|-------------|-------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|--------------|-------------|--------------|-------------|
|              | # OF ARR.    | % ON TIME   | # OF ARR.    | % ON TIME   | # OF ARR.   | % ON TIME   | # OF ARR.    | % ON TIME   | # OF ARR.   | % ON TIME   | # OF ARR.   | % ON TIME   | # OF ARR.    | % ON TIME   | # OF ARR.    | % ON TIME   |
| 9E           | H/           |             | 140          | 52.1        | 30          | 83.3        | 90           | 75.6        | 286         | 75.9        | 165         | 70.9        | 12           | 91.7        | 84           | 63.1        |
| AA           | 706          | 53.7        | 1112         | 56.2        | 330         | 53.9        | 150          | 50.0        | H/          | H/          | 861         | 50.2        | 660          | 57.4        | 13614        | 57.5        |
| AQ           | H/           |             | H/           |             | H/          |             | H/           |             | H/          |             | H/          |             | H/           |             | H/           |             |
| AS           | H/           |             | 60           | 56.7        | H/          |             | H/           |             | H/          |             | 90          | 67.8        | 208          | 67.3        | 90           | 57.8        |
| B6           | H/           |             | 1307         | 66.9        | H/          |             | 175          | 61.7        | H/          |             | H/          |             | 115          | 67.0        | H/           |             |
| CO           | 407          | 65.1        | 581          | 65.2        | 175         | 73.1        | H/           |             | H/          |             | 398         | 66.1        | 401          | 69.8        | 322          | 58.4        |
| DL           | 12824        | 72.7        | 1280         | 61.2        | 313         | 58.8        | 235          | 64.7        | 1716        | 74.5        | 888         | 66.2        | 323          | 69.7        | 340          | 61.5        |
| EV           | 10974        | 59.5        | H/           |             | 11          | 36.4        | 45           | 71.1        | 716         | 67.2        | 77          | 57.1        | 1            | 100.0       | 25           | 76.0        |
| F9           | 120          | 60.8        | H/           |             | H/          |             | H/           |             | H/          |             | 85          | 65.9        | 4039         | 76.4        | 196          | 62.8        |
| FL           | 7701         | 75.1        | 828          | 67.1        | 1308        | 65.4        | 328          | 63.7        | H/          |             | 160         | 68.1        | 150          | 76.7        | 326          | 61.0        |
| HA           | H/           |             | H/           |             | H/          |             | H/           |             | H/          |             | H/          |             | H/           |             | H/           |             |
| MQ           | 60           | 51.7        | 966          | 64.7        | 150         | 59.3        | 453          | 59.6        | 460         | 52.0        | 820         | 66.1        | H/           |             | 8096         | 53.1        |
| NW           | 408          | 57.6        | 405          | 48.6        | 288         | 58.0        | 221          | 59.3        | H/          |             | 545         | 54.1        | 387          | 58.9        | 305          | 46.2        |
| OH           | 378          | 68.0        | 1151         | 53.8        | 355         | 58.9        | 158          | 56.3        | 5659        | 75.3        | 474         | 56.5        | 31           | 45.2        | 67           | 56.7        |
| OO           | 762          | 70.6        | H/           |             | 84          | 65.5        | H/           |             | 208         | 69.7        | H/          |             | 4275         | 79.6        | 151          | 60.9        |
| UA           | 230          | 64.3        | 868          | 56.0        | 436         | 58.0        | 155          | 63.9        | 67          | 65.7        | 439         | 62.9        | 6828         | 70.5        | 407          | 57.7        |
| US           | 225          | 49.3        | 1748         | 53.9        | 368         | 46.7        | 6169         | 61.7        | H/          |             | 2260        | 63.6        | 432          | 55.8        | 543          | 54.1        |
| WN           | H/           |             | H/           |             | 5202        | 75.6        | H/           |             | H/          |             | H/          |             | 1108         | 72.8        | H/           |             |
| XE           | 154          | 75.3        | 32           | 90.6        | 207         | 60.4        | 433          | 61.4        | 260         | 62.3        | 236         | 63.1        | 9            | 88.9        | 199          | 62.3        |
| YV           | 264          | 51.5        | 93           | 57.0        | 36          | 75.0        | 2100         | 65.7        | H/          |             | H/          |             | 1290         | 78.2        | 5            | 40.0        |
| <b>TOTAL</b> | <b>35213</b> | <b>67.9</b> | <b>10571</b> | <b>59.4</b> | <b>9293</b> | <b>68.9</b> | <b>10712</b> | <b>62.4</b> | <b>9372</b> | <b>72.9</b> | <b>7498</b> | <b>61.9</b> | <b>20269</b> | <b>73.2</b> | <b>24770</b> | <b>56.1</b> |

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

JUNE 2007

AIR TRAVEL CONSUMER REPORT

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

| CARRIER* | DTW       |           | EWR       |           | FLL       |           | IAD       |           | IAH       |           | JFK       |           | LAS       |           | LAX       |           |
|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|          | # OF ARR. | % ON TIME |
| 9E       | 4201      | 77.8      | H/        | H/        | 30        | 53.3      | H/        | H/        | 84        | 72.6      | H/        | H/        | H/        | H/        | H/        | H/        |
| AA       | 319       | 49.8      | 561       | 45.5      | 450       | 62.9      | 325       | 55.1      | 360       | 54.4      | 919       | 45.7      | 565       | 63.5      | 2547      | 66.2      |
| AQ       | H/        | 30        | 80.0      | H/        | H/        |
| AS       | H/        | H/        | 60        | 55.0      | H/        | 330       | 68.8      | 689       | 78.1      |
| B6       | H/        | H/        | 297       | 49.2      | 788       | 64.7      | 677       | 66.6      | H/        | H/        | 4920      | 59.2      | 330       | 70.0      | H/        | H/        |
| CO       | 175       | 68.6      | 5124      | 56.0      | 503       | 73.6      | 1         | 0.0       | 7790      | 74.2      | 105       | 49.5      | 528       | 71.0      | 728       | 64.8      |
| DL       | 174       | 63.8      | 314       | 47.5      | 823       | 63.2      | 302       | 68.2      | 116       | 62.1      | 1294      | 38.5      | 612       | 63.1      | 1267      | 68.4      |
| EV       | 68        | 58.8      | 63        | 44.4      | H/        | H/        | 11        | 72.7      | 76        | 52.6      | H/        | H/        | H/        | H/        | 10        | 80.0      |
| F9       | 106       | 60.4      | H/        | H/        | 30        | 66.7      | H/        | H/        | 85        | 62.4      | H/        | H/        | 272       | 69.1      | 230       | 77.8      |
| FL       | 186       | 72.0      | 168       | 51.2      | 600       | 68.7      | 234       | 63.2      | H/        | H/        | H/        | H/        | 120       | 71.7      | 180       | 68.9      |
| HA       | H/        | 60        | 75.0      | 82        | 76.8      |
| MQ       | 226       | 52.7      | 141       | 45.4      | H/        | H/        | 30        | 93.3      | H/        | H/        | 653       | 58.5      | 123       | 83.7      | 1522      | 86.4      |
| NW       | 7841      | 67.2      | 393       | 38.2      | 168       | 57.7      | 174       | 43.7      | 239       | 57.3      | 175       | 39.4      | 375       | 74.9      | 587       | 63.0      |
| OH       | 248       | 60.5      | 82        | 46.3      | 8         | 100.0     | 214       | 60.3      | 109       | 64.2      | 1733      | 47.8      | H/        | H/        | H/        | H/        |
| OO       | 57        | 75.4      | H/        | H/        | H/        | H/        | H/        | H/        | 153       | 55.6      | H/        | H/        | 318       | 76.7      | 4070      | 87.2      |
| UA       | 195       | 61.0      | 411       | 48.9      | 176       | 65.3      | 2155      | 66.6      | 176       | 49.4      | 402       | 56.0      | 982       | 67.5      | 2744      | 68.7      |
| US       | 224       | 58.7      | 292       | 43.8      | 634       | 56.9      | 121       | 45.5      | 120       | 73.3      | 181       | 55.2      | 2980      | 69.1      | 807       | 66.2      |
| WN       | 646       | 73.4      | H/        | H/        | 1280      | 76.7      | 346       | 71.7      | H/        | H/        | H/        | H/        | 6849      | 80.0      | 3462      | 77.2      |
| XE       | 196       | 58.2      | 4787      | 51.8      | H/        | H/        | 338       | 60.9      | 6689      | 72.9      | H/        | H/        | 60        | 90.0      | 391       | 55.2      |
| YV       | 204       | 56.9      | 107       | 50.5      | H/        | H/        | 2583      | 62.7      | 175       | 57.1      | 107       | 48.6      | 758       | 76.9      | 138       | 80.4      |
| TOTAL    | 15066     | 69.2      | 12800     | 52.2      | 5490      | 67.3      | 7511      | 63.8      | 16172     | 72.0      | 10489     | 52.8      | 15292     | 74.5      | 19454     | 75.0      |

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

JUNE 2007

AIR TRAVEL CONSUMER REPORT

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

| CARRIER* | LGA       |           | MCO       |           | MDW       |           | MIA       |           | MSP       |           | OAK       |           | ORD       |           | PDX       |           |
|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|          | # OF ARR. | % ON TIME |
| 9E       | 115       | 51.3      | H/        | H/        | 24        | 58.3      | H/        | H/        | 2805      | 77.6      | H/        | H/        | H/        | H/        | H/        | H/        |
| AA       | 1817      | 50.6      | 929       | 55.5      | H/        | H/        | 3269      | 58.8      | 431       | 61.3      | 120       | 55.0      | 6108      | 61.4      | 180       | 55.0      |
| AQ       | H/        | 108       | 86.1      | H/        | H/        | H/        | H/        |
| AS       | H/        | H/        | 60        | 76.7      | H/        | H/        | 30        | 80.0      | H/        | H/        | 432       | 72.9      | 120       | 55.8      | 1005      | 74.3      |
| B6       | 238       | 58.0      | 909       | 70.3      | H/        | H/        | H/        | H/        | H/        | H/        | 446       | 72.9      | 210       | 49.0      | 30        | 43.3      |
| CO       | 376       | 57.2      | 658       | 76.4      | 51        | 64.7      | 308       | 68.8      | 126       | 68.3      | 90        | 65.6      | 448       | 56.2      | 204       | 67.6      |
| DL       | 1717      | 60.7      | 1152      | 67.2      | H/        | H/        | 322       | 67.4      | 103       | 67.0      | 90        | 66.7      | 327       | 63.6      | 299       | 63.2      |
| EV       | 42        | 45.2      | 1         | 100.0     | 122       | 64.8      | H/        | H/        | 36        | 80.6      | 8         | 50.0      | H/        | H/        | H/        | H/        |
| F9       | 89        | 43.8      | 90        | 67.8      | 163       | 65.0      | H/        | H/        | 120       | 70.0      | H/        | H/        | H/        | H/        | 120       | 70.0      |
| FL       | 403       | 55.6      | 1639      | 79.3      | 776       | 76.4      | 150       | 63.3      | 357       | 73.4      | H/        | H/        | H/        | H/        | H/        | H/        |
| HA       | H/        | 60        | 91.7      |
| MQ       | 1581      | 56.5      | H/        | H/        | H/        | H/        | 636       | 71.1      | H/        | H/        | H/        | H/        | 7671      | 64.8      | H/        | H/        |
| NW       | 574       | 46.0      | 484       | 61.2      | 270       | 62.2      | 95        | 63.2      | 8191      | 71.6      | H/        | H/        | 613       | 56.4      | 203       | 60.1      |
| OH       | 1150      | 52.3      | 295       | 77.3      | 30        | 86.7      | 70        | 74.3      | 115       | 61.7      | H/        | H/        | 297       | 51.9      | H/        | H/        |
| OO       | H/        | 255       | 62.7      | 246       | 77.6      | 3883      | 70.2      | 739       | 92.4      |
| UA       | 647       | 51.0      | 653       | 65.2      | H/        | H/        | 60        | 51.7      | 478       | 62.8      | 203       | 67.0      | 8068      | 67.6      | 689       | 63.1      |
| US       | 1187      | 55.8      | 809       | 55.3      | H/        | H/        | 263       | 54.0      | 230       | 65.7      | 174       | 60.3      | 663       | 49.9      | 269       | 63.6      |
| WN       | H/        | H/        | 3285      | 79.5      | 6560      | 76.5      | H/        | H/        | H/        | H/        | 4127      | 77.1      | H/        | H/        | 1193      | 78.9      |
| XE       | 97        | 53.6      | H/        | H/        | 91        | 71.4      | 27        | 88.9      | 280       | 64.3      | 60        | 91.7      | 212       | 63.2      | 24        | 87.5      |
| YV       | 107       | 40.2      | H/        | H/        | H/        | H/        | H/        | H/        | 30        | 43.3      | 36        | 88.9      | 2908      | 67.1      | 29        | 72.4      |
| TOTAL    | 10140     | 54.3      | 10964     | 71.6      | 8087      | 75.4      | 5230      | 61.8      | 13557     | 71.6      | 6140      | 75.3      | 31528     | 64.9      | 5044      | 73.7      |

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

JUNE 2007

AIR TRAVEL CONSUMER REPORT

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

| CARRIER*     | PHL         |             | PHX          |             | SAN         |             | SEA         |             | SFO          |             | SLC          |             | STL         |             | TPA         |             |
|--------------|-------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|--------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|
|              | # OF ARR.   | % ON TIME   | # OF ARR.    | % ON TIME   | # OF ARR.   | % ON TIME   | # OF ARR.   | % ON TIME   | # OF ARR.    | % ON TIME   | # OF ARR.    | % ON TIME   | # OF ARR.   | % ON TIME   | # OF ARR.   | % ON TIME   |
| 9E           | 142         | 66.9        | H/           | H/          | H/          | H/          | H/          | H/          | H/           | H/          | H/           | H/          | H/          | H/          | H/          | H/          |
| AA           | 509         | 46.4        | 445          | 62.2        | 570         | 61.2        | 504         | 56.5        | 1035         | 59.8        | 204          | 60.3        | 1688        | 62.3        | 630         | 59.7        |
| AQ           | H/          | H/          | H/           | H/          | 30          | 93.3        | H/          | H/          | H/           | H/          | H/           | H/          | H/          | H/          | H/          | H/          |
| AS           | H/          | H/          | 244          | 69.3        | 471         | 74.9        | 4379        | 66.8        | 566          | 75.4        | H/           | H/          | H/          | H/          | H/          | H/          |
| B6           | H/          | H/          | 70           | 54.3        | 113         | 69.9        | 90          | 47.8        | 150          | 54.0        | 90           | 60.0        | H/          | H/          | 270         | 74.1        |
| CO           | 199         | 63.8        | 336          | 75.6        | 367         | 72.8        | 467         | 69.0        | 459          | 66.2        | 89           | 52.8        | H/          | H/          | 421         | 72.9        |
| DL           | 313         | 62.0        | 362          | 68.5        | 352         | 63.1        | 516         | 56.8        | 489          | 66.1        | 2680         | 76.8        | 142         | 59.2        | 760         | 62.6        |
| EV           | 16          | 43.8        | H/           | H/          | H/          | H/          | H/          | H/          | H/           | H/          | H/           | H/          | 45          | 75.6        | 55          | 47.3        |
| F9           | 60          | 43.3        | 167          | 69.5        | 175         | 75.4        | 125         | 58.4        | 280          | 70.7        | 161          | 67.7        | 116         | 73.3        | 31          | 74.2        |
| FL           | 501         | 68.7        | 82           | 80.5        | 61          | 42.6        | 106         | 55.7        | 114          | 63.2        | H/           | H/          | 143         | 74.1        | 580         | 71.9        |
| HA           | H/          | H/          | 30           | 70.0        | 60          | 81.7        | 78          | 87.2        | 30           | 66.7        | H/           | H/          | H/          | H/          | H/          | H/          |
| MQ           | H/          | H/          | H/           | H/          | 717         | 85.2        | H/          | H/          | 168          | 69.6        | H/           | H/          | 90          | 68.9        | H/          | H/          |
| NW           | 378         | 49.7        | 292          | 57.2        | 180         | 67.2        | 534         | 69.7        | 408          | 64.2        | 93           | 61.3        | 304         | 62.5        | 249         | 61.0        |
| OH           | 176         | 54.5        | H/           | H/          | H/          | H/          | H/          | H/          | H/           | H/          | H/           | H/          | 107         | 56.1        | 28          | 60.7        |
| OO           | 55          | 23.6        | 261          | 75.1        | 634         | 90.4        | 441         | 89.1        | 3539         | 74.2        | 7662         | 82.2        | 74          | 59.5        | H/          | H/          |
| UA           | 476         | 60.9        | 507          | 60.7        | 732         | 62.7        | 867         | 63.8        | 3814         | 66.4        | 174          | 67.8        | 90          | 66.7        | 296         | 67.2        |
| US           | 3848        | 51.8        | 5719         | 74.2        | 505         | 66.9        | 428         | 59.8        | 675          | 54.5        | 160          | 71.9        | 120         | 63.3        | 705         | 64.8        |
| WN           | 1943        | 72.7        | 5920         | 77.5        | 2801        | 79.2        | 1199        | 78.1        | H/           | H/          | 1267         | 75.5        | 2037        | 72.3        | 2386        | 80.5        |
| XE           | 105         | 80.0        | 51           | 78.4        | 532         | 90.4        | 24          | 83.3        | 104          | 77.9        | 228          | 75.0        | 241         | 64.7        | 30          | 66.7        |
| YV           | 37          | 73.0        | 2737         | 80.0        | 39          | 89.7        | 1           | 100.0       | 25           | 80.0        | 50           | 60.0        | 81          | 65.4        | H/          | H/          |
| <b>TOTAL</b> | <b>8758</b> | <b>58.6</b> | <b>17223</b> | <b>75.0</b> | <b>8339</b> | <b>76.1</b> | <b>9759</b> | <b>67.6</b> | <b>11856</b> | <b>67.9</b> | <b>12933</b> | <b>78.8</b> | <b>5414</b> | <b>66.9</b> | <b>6386</b> | <b>71.5</b> |

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

JUNE 2007

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)

| SCHEDULED<br>ARRIVAL TIME          | ARRIVAL AIRPORT * |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|------------------------------------|-------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
|                                    | ATL               | BOS  | BWI  | CLT  | CVG  | DCA  | DEN  | DFW  | DTW  | EWR  | FLL  | IAD  | IAH  | JFK  | LAS  | LAX  | LGA  | MCO  |
| 600 - 659 AM                       | 80.6              | 55.4 | 45.1 | 76.7 | 68.1 | J/   | 78.6 | 72.2 | J/   | 65.6 | 51.9 | 64.3 | 87.0 | 54.5 | 88.2 | 83.6 | 55.2 | 71.4 |
| 700 - 759 AM                       | 86.7              | 74.8 | 95.4 | 73.7 | 83.1 | 85.7 | 89.8 | 77.4 | 82.9 | 86.4 | 89.7 | 76.6 | 87.5 | 72.0 | 91.9 | 91.2 | 83.3 | 86.2 |
| 800 - 859 AM                       | 86.9              | 84.2 | 94.1 | 78.6 | 84.9 | 81.8 | 88.2 | 72.4 | 84.3 | 77.4 | 93.7 | 81.3 | 88.8 | 68.1 | 90.5 | 90.2 | 78.4 | 90.2 |
| 900 - 959 AM                       | 80.7              | 83.6 | 91.4 | 79.4 | 79.6 | 88.4 | 84.8 | 66.9 | 75.9 | 84.9 | 84.6 | 86.0 | 85.4 | 81.3 | 89.7 | 82.8 | 75.1 | 91.6 |
| 1000 - 1059 AM                     | 84.4              | 79.0 | 88.8 | 76.4 | 86.3 | 80.8 | 82.0 | 68.3 | 78.9 | 89.3 | 86.9 | 80.5 | 83.8 | 81.3 | 85.7 | 81.4 | 76.1 | 87.8 |
| 1100 - 1159 AM                     | 79.8              | 75.5 | 90.6 | 72.6 | 83.9 | 76.6 | 81.1 | 68.0 | 80.1 | 84.5 | 82.5 | 77.4 | 82.2 | 74.3 | 80.8 | 80.8 | 70.8 | 86.7 |
| 1200 - 1259 PM                     | 80.9              | 72.1 | 86.4 | 74.4 | 81.3 | 76.1 | 82.5 | 63.6 | 76.4 | 73.2 | 73.2 | 83.6 | 80.2 | 76.0 | 81.0 | 80.5 | 68.4 | 78.0 |
| 100 - 159 PM                       | 78.4              | 77.6 | 80.4 | 70.6 | 87.7 | 71.6 | 80.6 | 64.9 | 74.7 | 67.5 | 79.2 | 79.3 | 71.8 | 76.3 | 75.8 | 77.0 | 64.0 | 82.2 |
| 200 - 259 PM                       | 73.5              | 66.6 | 74.7 | 70.2 | 78.1 | 69.9 | 74.1 | 58.9 | 72.0 | 53.8 | 73.5 | 83.6 | 66.3 | 73.1 | 79.3 | 82.5 | 58.9 | 73.3 |
| 300 - 359 PM                       | 67.6              | 64.7 | 75.4 | 61.1 | 74.1 | 64.2 | 71.9 | 55.0 | 72.8 | 41.7 | 77.0 | 65.4 | 64.2 | 54.8 | 73.8 | 78.9 | 55.6 | 77.3 |
| 400 - 459 PM                       | 64.4              | 52.3 | 63.3 | 51.1 | 69.5 | 55.3 | 67.7 | 47.6 | 67.3 | 36.9 | 63.4 | 57.4 | 65.1 | 48.9 | 74.9 | 71.2 | 52.9 | 68.4 |
| 500 - 559 PM                       | 58.6              | 50.9 | 62.8 | 50.5 | 53.4 | 50.9 | 59.3 | 43.5 | 61.1 | 25.5 | 60.2 | 56.1 | 61.9 | 40.1 | 70.0 | 72.7 | 42.3 | 62.4 |
| 600 - 659 PM                       | 54.2              | 43.4 | 49.2 | 44.4 | 63.4 | 46.0 | 61.7 | 43.7 | 59.0 | 29.7 | 55.0 | 50.2 | 58.7 | 25.1 | 66.1 | 73.6 | 35.1 | 64.5 |
| 700 - 759 PM                       | 46.9              | 43.3 | 52.4 | 50.0 | 60.0 | 46.3 | 57.9 | 41.2 | 65.1 | 27.4 | 58.2 | 49.3 | 59.3 | 31.5 | 68.3 | 67.8 | 35.0 | 60.4 |
| 800 - 859 PM                       | 42.2              | 38.1 | 49.5 | 43.6 | 54.0 | 45.0 | 63.9 | 40.7 | 58.8 | 30.1 | 50.0 | 49.9 | 57.9 | 25.2 | 66.3 | 63.2 | 31.9 | 56.4 |
| 900 - 959 PM                       | 41.4              | 41.0 | 51.3 | 49.8 | 52.2 | 40.9 | 58.0 | 38.3 | 46.9 | 34.7 | 55.7 | 50.9 | 44.6 | 28.7 | 64.8 | 60.8 | 33.3 | 56.8 |
| 1000 - 1059 PM                     | 47.4              | 42.4 | 52.2 | 45.3 | 42.9 | 39.2 | 52.1 | 41.9 | 39.7 | 38.3 | 47.7 | 46.0 | 57.5 | 26.7 | 60.3 | 59.0 | 28.2 | 46.9 |
| 1100 - 559 AM                      | 61.9              | 47.1 | 53.3 | 47.4 | 65.9 | 38.4 | 64.4 | 52.7 | 61.1 | 53.1 | 51.9 | 49.8 | 68.7 | 54.1 | 56.4 | 61.2 | 39.4 | 57.2 |
| TOTAL, ALL ARRIVALS,<br>BY AIRPORT | 67.9              | 59.4 | 68.9 | 62.4 | 72.9 | 61.9 | 73.2 | 56.1 | 69.3 | 52.2 | 67.3 | 63.8 | 72.0 | 52.8 | 74.5 | 75.0 | 54.3 | 71.6 |

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

JUNE 2007

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)

| SCHEDULED ARRIVAL TIME          | ARRIVAL AIRPORT* |      |      |      |      |      |      |      |      |      |      |       |      |      | TOTAL |
|---------------------------------|------------------|------|------|------|------|------|------|------|------|------|------|-------|------|------|-------|
|                                 | MDW              | MIA  | MSP  | OAK  | ORD  | PDX  | PHL  | PHX  | SAN  | SEA  | SFO  | SLC   | STL  | TPA  |       |
| 600 - 659 AM                    | 99.0             | 79.7 | 83.9 | J/   | 86.9 | 96.3 | 56.3 | 89.5 | J/   | 78.6 | 86.9 | 100.0 | 95.2 | 63.3 | 78.2  |
| 700 - 759 AM                    | 92.4             | 77.8 | 84.9 | 93.2 | 83.9 | 95.6 | 72.5 | 87.8 | 95.3 | 94.2 | 91.6 | 94.9  | 91.4 | J/   | 85.7  |
| 800 - 859 AM                    | 91.4             | 87.0 | 81.5 | 88.4 | 79.3 | 87.2 | 71.2 | 86.2 | 94.4 | 88.4 | 84.8 | 89.6  | 92.9 | 94.2 | 83.9  |
| 900 - 959 AM                    | 89.2             | 83.1 | 82.0 | 91.5 | 80.4 | 88.6 | 80.7 | 76.1 | 88.8 | 83.8 | 71.5 | 87.8  | 83.5 | 91.3 | 82.1  |
| 1000 - 1059 AM                  | 90.4             | 83.2 | 73.6 | 88.0 | 78.4 | 87.6 | 75.2 | 85.1 | 85.5 | 76.6 | 69.2 | 84.7  | 76.1 | 88.7 | 81.1  |
| 1100 - 1159 AM                  | 89.2             | 79.9 | 81.0 | 82.6 | 79.6 | 83.4 | 83.1 | 84.1 | 85.4 | 75.8 | 67.7 | 88.7  | 79.6 | 85.5 | 79.4  |
| 1200 - 1259 PM                  | 90.3             | 74.5 | 81.6 | 81.5 | 75.4 | 79.0 | 70.8 | 79.5 | 81.4 | 68.0 | 68.1 | 83.4  | 82.4 | 76.2 | 77.2  |
| 100 - 159 PM                    | 86.7             | 69.8 | 74.7 | 85.4 | 70.6 | 76.8 | 76.3 | 80.9 | 82.7 | 75.4 | 70.7 | 81.3  | 76.4 | 84.1 | 75.2  |
| 200 - 259 PM                    | 81.7             | 62.7 | 77.6 | 75.4 | 64.5 | 79.7 | 61.7 | 76.9 | 79.8 | 75.5 | 67.7 | 80.2  | 69.0 | 76.8 | 71.2  |
| 300 - 359 PM                    | 77.0             | 62.4 | 69.7 | 70.2 | 55.0 | 70.7 | 62.4 | 73.5 | 77.1 | 60.5 | 70.5 | 75.3  | 68.8 | 75.6 | 66.5  |
| 400 - 459 PM                    | 67.1             | 55.6 | 63.1 | 77.3 | 55.4 | 71.7 | 55.4 | 64.3 | 80.0 | 63.7 | 63.1 | 75.9  | 61.5 | 72.5 | 61.4  |
| 500 - 559 PM                    | 69.3             | 54.5 | 70.5 | 74.6 | 50.8 | 77.2 | 46.4 | 73.0 | 70.6 | 62.8 | 58.9 | 74.5  | 58.5 | 68.1 | 58.1  |
| 600 - 659 PM                    | 60.6             | 44.7 | 61.7 | 63.8 | 50.0 | 68.0 | 47.7 | 62.1 | 67.0 | 61.1 | 67.3 | 73.8  | 48.6 | 67.1 | 55.3  |
| 700 - 759 PM                    | 57.0             | 41.0 | 59.9 | 74.4 | 47.5 | 67.5 | 37.3 | 67.4 | 68.8 | 57.0 | 63.9 | 74.4  | 54.6 | 63.9 | 53.9  |
| 800 - 859 PM                    | 54.9             | 36.8 | 63.1 | 65.6 | 46.2 | 65.9 | 48.8 | 68.3 | 62.2 | 56.6 | 63.4 | 67.3  | 48.1 | 61.2 | 52.0  |
| 900 - 959 PM                    | 57.7             | 40.2 | 56.5 | 61.7 | 44.8 | 66.7 | 48.1 | 59.6 | 61.2 | 62.9 | 60.4 | 78.6  | 39.9 | 49.9 | 50.9  |
| 1000 - 1059 PM                  | 57.0             | 28.3 | 56.1 | 58.3 | 48.8 | 56.1 | 48.2 | 60.4 | 54.2 | 58.7 | 53.3 | 57.6  | 47.1 | 40.9 | 49.4  |
| 1100 - 559 AM                   | 72.6             | 41.9 | 67.0 | 55.0 | 66.0 | 55.7 | 48.0 | 67.2 | 70.5 | 59.7 | 62.8 | 53.9  | 57.0 | 54.2 | 57.1  |
| TOTAL, ALL ARRIVALS, BY AIRPORT | 75.4             | 61.8 | 71.6 | 75.3 | 64.9 | 73.7 | 58.6 | 75.0 | 76.1 | 67.6 | 67.9 | 78.8  | 66.9 | 71.5 | 67.5  |

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

JUNE 2007

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)

| SCHEDULED DEPARTURE TIME             | DEPARTURE AIRPORT * |      |      |      |      |      |      |      |      |      |      |       |      |      |      |      |      |      |
|--------------------------------------|---------------------|------|------|------|------|------|------|------|------|------|------|-------|------|------|------|------|------|------|
|                                      | ATL                 | BOS  | BWI  | CLT  | CVG  | DCA  | DEN  | DFW  | DTW  | EWR  | FLL  | IAD   | IAH  | JFK  | LAS  | LAX  | LGA  | MCO  |
| 600 - 659 AM                         | 89.8                | 91.6 | 87.9 | 87.3 | 89.7 | 88.8 | 92.6 | 85.7 | 85.3 | 86.4 | 93.8 | 87.5  | 92.6 | 86.2 | 93.1 | 92.9 | 86.9 | 95.7 |
| 700 - 759 AM                         | 83.4                | 86.1 | 86.4 | 80.1 | 82.3 | 86.4 | 91.4 | 78.8 | 87.4 | 86.3 | 91.8 | 80.3  | 88.7 | 88.4 | 90.9 | 89.3 | 85.1 | 91.8 |
| 800 - 859 AM                         | 87.5                | 84.1 | 86.4 | 81.9 | 81.9 | 85.5 | 87.3 | 72.1 | 85.2 | 83.3 | 90.4 | 82.7  | 86.3 | 76.4 | 81.9 | 87.2 | 83.9 | 91.5 |
| 900 - 959 AM                         | 79.6                | 84.9 | 83.5 | 80.1 | 85.4 | 83.3 | 84.3 | 66.2 | 83.2 | 81.7 | 91.8 | 83.3  | 87.4 | 74.2 | 85.3 | 86.2 | 83.6 | 86.4 |
| 1000 - 1059 AM                       | 76.8                | 82.9 | 79.5 | 81.3 | 83.4 | 80.4 | 81.0 | 62.6 | 78.7 | 82.4 | 83.2 | 78.2  | 82.5 | 80.5 | 77.9 | 81.6 | 81.5 | 89.1 |
| 1100 - 1159 AM                       | 78.1                | 77.9 | 79.3 | 77.9 | 84.0 | 77.8 | 78.8 | 64.9 | 82.7 | 83.3 | 77.2 | 80.5  | 79.7 | 73.6 | 79.9 | 80.5 | 79.8 | 86.9 |
| 1200 - 1259 PM                       | 74.0                | 75.6 | 78.9 | 69.4 | 82.6 | 75.5 | 72.5 | 63.8 | 82.5 | 77.3 | 77.9 | 74.6  | 78.8 | 71.4 | 71.2 | 77.5 | 75.0 | 82.7 |
| 100 - 159 PM                         | 70.3                | 74.1 | 74.7 | 69.9 | 79.1 | 72.3 | 72.4 | 55.9 | 70.0 | 67.4 | 69.8 | 79.3  | 66.9 | 67.7 | 68.7 | 74.9 | 73.8 | 75.1 |
| 200 - 259 PM                         | 62.9                | 64.1 | 70.5 | 64.2 | 85.4 | 65.6 | 73.3 | 56.0 | 67.3 | 61.2 | 63.3 | 69.4  | 64.6 | 73.3 | 65.9 | 70.6 | 68.6 | 67.9 |
| 300 - 359 PM                         | 56.0                | 57.5 | 55.6 | 50.1 | 67.9 | 59.6 | 71.6 | 49.3 | 65.3 | 47.6 | 57.9 | 64.2  | 64.1 | 62.8 | 64.5 | 78.2 | 58.1 | 62.3 |
| 400 - 459 PM                         | 54.9                | 54.9 | 56.6 | 54.0 | 70.5 | 57.1 | 60.6 | 46.2 | 65.7 | 40.0 | 62.9 | 52.2  | 59.7 | 52.0 | 64.8 | 75.2 | 56.5 | 59.8 |
| 500 - 559 PM                         | 52.0                | 47.9 | 46.7 | 43.8 | 66.2 | 54.4 | 61.8 | 42.0 | 65.6 | 32.6 | 53.4 | 53.6  | 59.8 | 50.2 | 62.4 | 71.5 | 51.6 | 60.1 |
| 600 - 659 PM                         | 48.2                | 41.9 | 44.6 | 45.4 | 48.7 | 49.9 | 59.9 | 42.6 | 57.5 | 25.8 | 45.0 | 53.0  | 56.8 | 41.1 | 65.4 | 77.0 | 48.9 | 52.0 |
| 700 - 759 PM                         | 45.7                | 38.0 | 41.1 | 46.0 | 60.1 | 41.9 | 59.7 | 39.7 | 59.4 | 29.3 | 54.1 | 45.5  | 55.4 | 26.9 | 62.5 | 77.0 | 41.1 | 57.1 |
| 800 - 859 PM                         | 37.4                | 42.1 | 44.6 | 39.8 | 60.6 | 53.1 | 62.0 | 41.3 | 52.0 | 33.2 | 58.8 | 45.6  | 60.6 | 32.8 | 57.5 | 73.9 | 37.9 | 56.0 |
| 900 - 959 PM                         | 39.1                | 50.0 | 46.6 | 37.9 | 67.9 | 39.3 | 66.1 | 36.8 | 67.2 | 32.0 | 59.7 | 53.8  | 59.6 | 29.6 | 59.9 | 70.6 | 35.6 | 48.9 |
| 1000 - 1059 PM                       | 44.2                | J/   | J/   | 55.7 | J/   | J/   | 65.3 | 43.4 | 59.0 | J/   | J/   | 45.7  | 62.2 | 35.8 | 68.3 | 78.4 | J/   | J/   |
| 1100 - 559 AM                        | 53.3                | 75.2 | 76.9 | J/   | J/   | J/   | 71.0 | 94.9 | J/   | 83.7 | 90.0 | 100.0 | 84.2 | 71.8 | 66.6 | 70.9 | 90.0 | 68.0 |
| TOTAL, ALL DEPARTURES,<br>BY AIRPORT | 62.5                | 68.4 | 66.8 | 61.7 | 74.0 | 68.6 | 72.8 | 56.3 | 71.7 | 60.9 | 72.5 | 68.0  | 71.0 | 60.6 | 72.0 | 79.4 | 67.3 | 74.3 |

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

JUNE 2007

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)

| SCHEDULED DEPARTURE TIME          | DEPARTURE AIRPORT* |      |      |      |      |      |      |      |      |      |      |      |      |      | TOTAL |
|-----------------------------------|--------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|-------|
|                                   | MDW                | MIA  | MSP  | OAK  | ORD  | PDX  | PHL  | PHX  | SAN  | SEA  | SFO  | SLC  | STL  | TPA  |       |
| 600 - 659 AM                      | 96.1               | 91.1 | 85.0 | 95.9 | 87.3 | 93.7 | 86.8 | 92.0 | 93.0 | 91.0 | 89.6 | 92.0 | 93.8 | 97.1 | 90.2  |
| 700 - 759 AM                      | 93.8               | 82.8 | 85.5 | 94.5 | 85.3 | 92.6 | 79.9 | 87.6 | 92.7 | 87.9 | 88.7 | 94.0 | 91.3 | 93.3 | 87.1  |
| 800 - 859 AM                      | 89.0               | 83.3 | 87.2 | 81.6 | 83.3 | 89.9 | 73.7 | 80.7 | 88.0 | 87.9 | 85.0 | 92.6 | 88.7 | 90.2 | 84.4  |
| 900 - 959 AM                      | 82.2               | 81.0 | 84.2 | 81.6 | 76.6 | 80.9 | 67.2 | 74.9 | 88.8 | 81.0 | 80.0 | 87.0 | 87.0 | 90.0 | 80.8  |
| 1000 - 1059 AM                    | 78.6               | 78.5 | 82.2 | 83.6 | 76.8 | 87.6 | 75.7 | 80.8 | 80.7 | 75.7 | 69.5 | 86.0 | 82.0 | 88.9 | 79.4  |
| 1100 - 1159 AM                    | 81.4               | 81.5 | 79.2 | 76.9 | 75.5 | 79.1 | 74.3 | 73.8 | 81.6 | 71.1 | 66.2 | 85.8 | 76.0 | 85.7 | 78.0  |
| 1200 - 1259 PM                    | 76.3               | 75.3 | 79.2 | 72.3 | 73.1 | 77.4 | 72.7 | 73.1 | 80.6 | 65.4 | 68.4 | 87.0 | 80.1 | 79.4 | 74.5  |
| 100 - 159 PM                      | 72.9               | 59.1 | 77.8 | 72.6 | 65.8 | 78.9 | 67.7 | 72.7 | 79.2 | 61.7 | 68.2 | 77.8 | 77.5 | 75.9 | 70.5  |
| 200 - 259 PM                      | 64.6               | 55.3 | 72.4 | 64.1 | 60.4 | 68.3 | 63.4 | 66.5 | 73.1 | 65.4 | 66.2 | 77.4 | 67.4 | 80.8 | 65.8  |
| 300 - 359 PM                      | 66.3               | 43.9 | 75.7 | 73.7 | 54.3 | 81.1 | 49.8 | 66.4 | 74.5 | 67.7 | 72.1 | 77.2 | 60.0 | 65.9 | 62.1  |
| 400 - 459 PM                      | 54.3               | 49.0 | 64.0 | 62.2 | 52.2 | 61.3 | 49.9 | 66.6 | 75.0 | 56.6 | 69.4 | 75.6 | 59.2 | 66.7 | 59.2  |
| 500 - 559 PM                      | 45.7               | 43.6 | 62.5 | 71.8 | 51.7 | 76.3 | 46.5 | 52.1 | 72.5 | 65.8 | 68.1 | 79.8 | 56.6 | 59.4 | 55.2  |
| 600 - 659 PM                      | 45.3               | 45.0 | 69.4 | 66.0 | 48.3 | 74.4 | 43.7 | 62.7 | 77.8 | 63.4 | 68.0 | 55.1 | 45.9 | 63.0 | 54.2  |
| 700 - 759 PM                      | 43.5               | 48.8 | 72.1 | 65.2 | 49.9 | 70.6 | 42.4 | 59.5 | 71.8 | 57.6 | 70.5 | 77.5 | 40.5 | 54.2 | 52.8  |
| 800 - 859 PM                      | 36.2               | 56.7 | 70.6 | 65.2 | 49.4 | 73.8 | 35.3 | 48.4 | 75.9 | 54.8 | 71.9 | 73.6 | 53.0 | 57.3 | 50.6  |
| 900 - 959 PM                      | 39.4               | 48.6 | 72.4 | 68.4 | 54.3 | 63.3 | 52.0 | 66.1 | 65.7 | 62.2 | 72.3 | 81.6 | 37.1 | 59.0 | 56.2  |
| 1000 - 1059 PM                    | J/                 | 24.8 | 68.5 | 59.3 | 54.5 | 65.2 | 43.3 | 67.3 | 77.7 | 72.6 | 68.8 | J/   | J/   | J/   | 60.9  |
| 1100 - 559 AM                     | 86.7               | J/   | 95.5 | 73.3 | 81.1 | 78.1 | 84.5 | 83.3 | 93.3 | 67.6 | 68.6 | 72.2 | J/   | J/   | 71.3  |
| TOTAL, ALL DEPARTURES, BY AIRPORT | 67.4               | 62.8 | 75.5 | 75.7 | 65.3 | 80.7 | 60.4 | 72.3 | 80.9 | 71.8 | 73.6 | 82.2 | 70.8 | 76.4 | 69.2  |

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

JUNE 2007

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 | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| EV        | 4104          | ATL-CHA                | 1938                     | 24                            | 100.00  | 153                        | 130                       |
| DL        | 1891          | JFK-LAX                | 2040                     | 20                            | 100.00  | 135                        | 104                       |
| EV        | 4176          | ATL-MYR                | 1858                     | 24                            | 100.00  | 112                        | 87                        |
| EV        | 4415          | CHA-ATL                | 1833                     | 20                            | 100.00  | 111                        | 87                        |
| OH        | 5565          | JFK-BUF                | 2055                     | 20                            | 100.00  | 108                        | 101                       |
| EV        | 4415          | ATL-HHH                | 2011                     | 24                            | 100.00  | 89                         | 67                        |
| EV        | 4854          | ATL-MKE                | 2115                     | 24                            | 100.00  | 87                         | 70                        |
| NW        | 656           | DTW-EWR                | 1519                     | 25                            | 100.00  | 78                         | 66                        |
| AA        | 585           | MIA-SJU                | 1950                     | 30                            | 96.67   | 99                         | 77                        |
| EV        | 4281          | MYR-ATL                | 1830                     | 30                            | 96.67   | 81                         | 80                        |
| CO        | 1189          | BOS-EWR                | 1415                     | 30                            | 96.67   | 69                         | 43                        |
| DL        | 412           | PHX-JFK                | 1026                     | 30                            | 96.67   | 68                         | 55                        |
| OH        | 4954          | JFK-ROC                | 2020                     | 29                            | 96.55   | 146                        | 105                       |
| US        | 1582          | CLT-EWR                | 1545                     | 29                            | 96.55   | 94                         | 72                        |
| OH        | 5274          | RDU-JFK                | 1643                     | 29                            | 96.55   | 63                         | 51                        |
| CO        | 1192          | EWR-BOS                | 1900                     | 25                            | 96.00   | 107                        | 78                        |
| DL        | 95            | JFK-LAS                | 1740                     | 24                            | 95.83   | 128                        | 104                       |
| DL        | 161           | JFK-SAN                | 1745                     | 24                            | 95.83   | 119                        | 118                       |
| DL        | 597           | JFK-SEA                | 1908                     | 24                            | 95.83   | 112                        | 91                        |
| OH        | 5517          | ORD-JFK                | 1444                     | 24                            | 95.83   | 85                         | 55                        |
| OH        | 5524          | CMH-JFK                | 1616                     | 24                            | 95.83   | 79                         | 67                        |
| EV        | 4241          | ATL-PFN                | 2028                     | 24                            | 95.83   | 78                         | 58                        |
| EV        | 4270          | OKC-ATL                | 1731                     | 24                            | 95.83   | 78                         | 58                        |
| EV        | 4525          | ATL-GNV                | 1519                     | 24                            | 95.83   | 75                         | 49                        |
| DL        | 1418          | SAN-JFK                | 828                      | 24                            | 95.83   | 75                         | 65                        |

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

JUNE 2007

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

| CARRIER * | FLIGHT NUMBER | ORIGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|-------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| EV        | 4826          | ATL-MYR                 | 2130                     | 24                            | 95.83   | 73                         | 67                        |
| US        | 1571          | PHL-BDL                 | 2015                     | 24                            | 95.83   | 71                         | 48                        |
| US        | 1876          | PHL-BOS                 | 1830                     | 21                            | 95.24   | 74                         | 53                        |
| YV        | 2698          | CLT-DTW                 | 1755                     | 21                            | 95.24   | 62                         | 46                        |
| OH        | 5257          | EWV-CVG                 | 1750                     | 20                            | 95.00   | 110                        | 81                        |
| DL        | 1037          | BOS-JFK                 | 1650                     | 20                            | 95.00   | 95                         | 62                        |
| EV        | 4474          | LEX-ATL                 | 1855                     | 20                            | 95.00   | 86                         | 64                        |
| EV        | 4597          | ATL-BTR                 | 2024                     | 20                            | 95.00   | 80                         | 66                        |
| EV        | 4616          | MEM-ATL                 | 1815                     | 20                            | 95.00   | 77                         | 87                        |
| EV        | 4520          | DSM-ATL                 | 1730                     | 20                            | 95.00   | 70                         | 63                        |
| EV        | 4130          | ATL-CSG                 | 1639                     | 20                            | 95.00   | 68                         | 39                        |
| EV        | 4821          | ATL-CHA                 | 1710                     | 19                            | 94.74   | 110                        | 82                        |
| OH        | 5123          | PWM-JFK                 | 1750                     | 16                            | 93.75   | 93                         | 71                        |
| AA        | 882           | MIA-JFK                 | 1755                     | 30                            | 93.33   | 198                        | 110                       |
| EV        | 4126          | ATL-MYR                 | 1618                     | 30                            | 93.33   | 76                         | 56                        |
| US        | 1927          | BOS-CLT                 | 1840                     | 30                            | 93.33   | 63                         | 46                        |
| DL        | 118           | SLC-JFK                 | 1005                     | 30                            | 93.33   | 50                         | 45                        |
| OH        | 5492          | JFK-ORD                 | 1900                     | 29                            | 93.10   | 98                         | 88                        |
| DL        | 776           | LAS-JFK                 | 1055                     | 29                            | 93.10   | 72                         | 70                        |
| XE        | 2970          | ORF-EWR                 | 1910                     | 29                            | 93.10   | 60                         | 64                        |
| US        | 1895          | EWV-CLT                 | 1825                     | 28                            | 92.86   | 95                         | 66                        |
| AA        | 2075          | EWV-DFW                 | 1910                     | 25                            | 92.00   | 112                        | 48                        |
| NW        | 661           | EWV-DTW                 | 1802                     | 25                            | 92.00   | 89                         | 52                        |
| XE        | 2756          | EWV-BHM                 | 2005                     | 25                            | 92.00   | 77                         | 63                        |
| OH        | 5266          | RIC-LGA                 | 1715                     | 25                            | 92.00   | 54                         | 44                        |

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

JUNE 2007

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 | MIN LATE MEDIAN |
|-----------|---------------|------------------------|--------------------------|-------------------------------|---|----------------------------|-----------------|
| DL        | 1667          | JFK-MCO                | 1950                     | 24                            | 91.67   | 125                        | 105             |
| DL        | 1581          | JFK-SLC                | 1910                     | 24                            | 91.67   | 121                        | 71              |
| DL        | 677           | JFK-ATL                | 1850                     | 24                            | 91.67   | 120                        | 78              |
| EV        | 4522          | ATL-MGM                | 2020                     | 24                            | 91.67   | 96                         | 65              |
| OH        | 5189          | JFK-STL                | 1745                     | 24                            | 91.67   | 95                         | 62              |
| EV        | 4178          | AVL-ATL                | 1405                     | 24                            | 91.67   | 85                         | 41              |
| DL        | 1436          | ATL-EWR                | 2016                     | 24                            | 91.67   | 79                         | 45              |
| EV        | 4243          | ATL-AVL                | 1622                     | 24                            | 91.67   | 74                         | 44              |
| EV        | 4329          | PNS-ATL                | 1620                     | 24                            | 91.67   | 74                         | 63              |
| EV        | 4700          | ATL-AVP                | 1451                     | 24                            | 91.67   | 71                         | 46              |
| DL        | 1205          | ATL-JAX                | 2041                     | 24                            | 91.67   | 71                         | 48              |
| EV        | 4822          | GNV-ATL                | 1225                     | 24                            | 91.67   | 65                         | 47              |
| DL        | 1109          | ATL-SAT                | 2129                     | 24                            | 91.67   | 62                         | 41              |
| EV        | 4409          | ATL-PNS                | 1545                     | 24                            | 91.67   | 58                         | 51              |
| EV        | 4822          | ATL-MYR                | 1457                     | 24                            | 91.67   | 53                         | 40              |
| US        | 1777          | BOS-PHL                | 1830                     | 21                            | 90.48   | 95                         | 86              |
| US        | 1222          | PHL-BOS                | 1630                     | 21                            | 90.48   | 58                         | 61              |
| AA        | 1639          | JFK-SJU                | 1910                     | 30                            | 90.00   | 104                        | 81              |
| OH        | 5108          | ORF-JFK                | 1850                     | 20                            | 90.00   | 102                        | 81              |
| AA        | 588           | MIA-JFK                | 2105                     | 30                            | 90.00   | 98                         | 75              |
| OH        | 5123          | JFK-ORF                | 2010                     | 20                            | 90.00   | 96                         | 103             |
| XE        | 3053          | DTW-EWR                | 1540                     | 30                            | 90.00   | 91                         | 67              |
| EV        | 4241          | AVL-ATL                | 1805                     | 20                            | 90.00   | 89                         | 68              |
| B6        | 18            | FLL-JFK                | 1815                     | 30                            | 90.00   | 85                         | 53              |
| EV        | 4149          | PVD-ATL                | 1745                     | 20                            | 90.00   | 84                         | 54              |

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

JUNE 2007

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 | MIN LATE MEDIAN |
|-----------|---------------|------------------------|--------------------------|-------------------------------|---|----------------------------|-----------------|
| EV        | 4289          | AEX-ATL                | 1755                     | 20                            | 90.00   | 79                         | 81              |
| EV        | 4509          | ATL-OMA                | 1910                     | 20                            | 90.00   | 78                         | 44              |
| EV        | 4379          | ATL-MOB                | 2120                     | 20                            | 90.00   | 78                         | 76              |
| EV        | 4878          | MLU-ATL                | 1755                     | 20                            | 90.00   | 76                         | 57              |
| DL        | 85            | JFK-SLC                | 1635                     | 30                            | 90.00   | 76                         | 47              |
| EV        | 4339          | SWF-ATL                | 1735                     | 30                            | 90.00   | 70                         | 48              |
| OH        | 5513          | BOS-JFK                | 1523                     | 30                            | 90.00   | 64                         | 60              |
| XE        | 2396          | BDL-EWR                | 1555                     | 20                            | 90.00   | 64                         | 62              |
| AA        | 306           | DFW-BOS                | 1700                     | 30                            | 90.00   | 62                         | 63              |
| EV        | 4550          | ATL-TRI                | 1603                     | 20                            | 90.00   | 62                         | 54              |
| EV        | 4903          | PIA-ATL                | 1620                     | 20                            | 90.00   | 58                         | 45              |
| NW        | 897           | DTW-JFK                | 2111                     | 20                            | 90.00   | 57                         | 40              |
| DL        | 1468          | JFK-PBI                | 1620                     | 30                            | 90.00   | 56                         | 36              |
| EV        | 4743          | TRI-ATL                | 1800                     | 20                            | 90.00   | 55                         | 42              |
| EV        | 4368          | ATL-AEX                | 1650                     | 20                            | 90.00   | 52                         | 41              |
| XE        | 7713          | SFO-LAX                | 1240                     | 20                            | 90.00   | 40                         | 39              |
| DL        | 1287          | JFK-TPA                | 1935                     | 29                            | 89.66   | 101                        | 97              |
| FL        | 577           | ATL-EWR                | 1648                     | 29                            | 89.66   | 76                         | 51              |
| DL        | 814           | PBI-JFK                | 1554                     | 29                            | 89.66   | 65                         | 46              |
| US        | 715           | PHL-LAX                | 1855                     | 29                            | 89.66   | 50                         | 35              |
| DL        | 82            | LAX-JFK                | 930                      | 29                            | 89.66   | 49                         | 45              |
| US        | 703           | PHL-SFO                | 1745                     | 28                            | 89.29   | 67                         | 50              |
| OH        | 5023          | JFK-BGM                | 1940                     | 18                            | 88.89   | 107                        | 93              |
| FL        | 229           | SEA-BWI                | 2305                     | 18                            | 88.89   | 54                         | 28              |
| CO        | 1187          | EWR-ORD                | 1845                     | 26                            | 88.46   | 123                        | 114             |

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

JUNE 2007

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

| CARRIER * | FLIGHT NUMBER | ORIGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | MIN LATE MEDIAN |
|-----------|---------------|-------------------------|--------------------------|-------------------------------|---|----------------------------|-----------------|
| XE        | 2117          | SDF-EWR                 | 1610                     | 26                            | 88.46   | 85                         | 52              |
| XE        | 2864          | BUF-EWR                 | 1805                     | 26                            | 88.46   | 64                         | 39              |
| MQ        | 3894          | MTJ-DFW                 | 1300                     | 17                            | 88.24   | 67                         | 49              |
| AA        | 2483          | DFW-LAX                 | 2105                     | 17                            | 88.24   | 65                         | 50              |
| MQ        | 3879          | DFW-SHV                 | 1650                     | 17                            | 88.24   | 60                         | 31              |
| AA        | 1154          | DFW-BOS                 | 1820                     | 25                            | 88.00   | 103                        | 42              |
| XE        | 3074          | CMH-EWR                 | 1930                     | 25                            | 88.00   | 87                         | 54              |
| XE        | 2656          | MKE-EWR                 | 1550                     | 25                            | 88.00   | 73                         | 49              |
| MQ        | 4554          | BOS-BGR                 | 2000                     | 25                            | 88.00   | 72                         | 58              |
| US        | 2184          | DCA-LGA                 | 1900                     | 25                            | 88.00   | 65                         | 40              |
| US        | 1607          | PIT-PHL                 | 1800                     | 25                            | 88.00   | 62                         | 38              |
| OH        | 5478          | IAD-JFK                 | 1825                     | 25                            | 88.00   | 60                         | 55              |
| OH        | 5225          | CMH-LGA                 | 1910                     | 25                            | 88.00   | 55                         | 40              |
| DL        | 741           | JFK-LAS                 | 1935                     | 24                            | 87.50   | 107                        | 59              |
| OH        | 5034          | JFK-BTV                 | 2021                     | 24                            | 87.50   | 98                         | 102             |
| OH        | 5077          | PHL-ATL                 | 1915                     | 24                            | 87.50   | 95                         | 42              |
| EV        | 4557          | ATL-BGR                 | 2005                     | 24                            | 87.50   | 93                         | 80              |
| DL        | 1561          | EWR-ATL                 | 1807                     | 24                            | 87.50   | 92                         | 74              |
| EV        | 4823          | MYR-ATL                 | 1705                     | 24                            | 87.50   | 92                         | 64              |
| EV        | 4562          | GPT-ATL                 | 1658                     | 24                            | 87.50   | 84                         | 64              |
| XE        | 2696          | PIT-EWR                 | 1545                     | 24                            | 87.50   | 82                         | 61              |
| OH        | 5217          | JFK-BNA                 | 1915                     | 24                            | 87.50   | 79                         | 59              |
| EV        | 4329          | ATL-DSM                 | 1932                     | 24                            | 87.50   | 77                         | 58              |
| EV        | 4278          | ATL-MGM                 | 1845                     | 24                            | 87.50   | 74                         | 53              |
| EV        | 4353          | CRW-ATL                 | 1433                     | 24                            | 87.50   | 67                         | 34              |

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

JUNE 2007

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 | MIN LATE MEDIAN |
|-----------|---------------|------------------------|--------------------------|-------------------------------|---|----------------------------|-----------------|
| EV        | 4522          | ACY-ATL                | 1710                     | 24                            | 87.50   | 67                         | 61              |
| FL        | 548           | ATL-BMI                | 2115                     | 24                            | 87.50   | 66                         | 40              |
| DL        | 1499          | BWI-ATL                | 1724                     | 24                            | 87.50   | 65                         | 41              |
| US        | 706           | RDU-PHL                | 1755                     | 24                            | 87.50   | 64                         | 42              |
| US        | 1540          | CLT-LGA                | 1545                     | 24                            | 87.50   | 63                         | 47              |
| CO        | 486           | EWB-SJU                | 2050                     | 24                            | 87.50   | 59                         | 39              |
| EV        | 4730          | ATL-GNV                | 1023                     | 24                            | 87.50   | 59                         | 48              |
| FL        | 416           | BWI-PWM                | 2018                     | 24                            | 87.50   | 56                         | 34              |
| EV        | 4470          | ATL-ACY                | 1450                     | 24                            | 87.50   | 55                         | 45              |
| EV        | 4396          | ATL-GTR                | 1643                     | 24                            | 87.50   | 54                         | 36              |
| DL        | 486           | ATL-DFW                | 2120                     | 23                            | 86.96   | 64                         | 51              |
| XE        | 3068          | EWB-CLT                | 1810                     | 30                            | 86.67   | 108                        | 80              |
| B6        | 916           | ORD-JFK                | 1535                     | 30                            | 86.67   | 105                        | 93              |
| B6        | 1017          | BOS-JFK                | 1840                     | 30                            | 86.67   | 98                         | 77              |
| AA        | 1115          | MIA-ORD                | 1615                     | 30                            | 86.67   | 93                         | 70              |
| XE        | 2396          | EWB-DTW                | 1810                     | 30                            | 86.67   | 85                         | 62              |
| AA        | 806           | DFW-JFK                | 1805                     | 30                            | 86.67   | 84                         | 69              |
| B6        | 626           | HOU-JFK                | 1700                     | 30                            | 86.67   | 82                         | 66              |
| DL        | 31            | JFK-LAX                | 1620                     | 30                            | 86.67   | 80                         | 52              |
| XE        | 2996          | ORF-EWR                | 1705                     | 30                            | 86.67   | 76                         | 68              |
| EV        | 4562          | ATL-SWF                | 2040                     | 30                            | 86.67   | 71                         | 39              |
| CO        | 1150          | ATL-EWR                | 1535                     | 30                            | 86.67   | 67                         | 43              |
| OH        | 5283          | JFK-DCA                | 1820                     | 30                            | 86.67   | 67                         | 40              |
| XE        | 2088          | EWB-PWM                | 2030                     | 30                            | 86.67   | 64                         | 73              |
| MQ        | 3508          | CHS-DFW                | 1700                     | 30                            | 86.67   | 54                         | 33              |

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

JUNE 2007

**AIR TRAVEL CONSUMER REPORT**  
**AIR TRAVEL SCHEDULED FLIGHTS // ARRIVING LATE 80% OF THE TIME OR MORE**

| CARRIER * | FLIGHT NUMBER | ORIGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|-------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| B6        | 82            | OAK-JFK                 | 1340                     | 30                            | 86.67   | 49                         | 36                        |
| DL        | 1014          | ANC-ATL                 | 2030                     | 30                            | 86.67   | 46                         | 29                        |
| US        | 1511          | CLT-PHX                 | 1725                     | 30                            | 86.67   | 29                         | 25                        |
| EV        | 4151          | ATL-SOP                 | 1450                     | 22                            | 86.36   | 73                         | 60                        |
| OH        | 5366          | ORD-JFK                 | 1720                     | 29                            | 86.21   | 99                         | 83                        |
| EV        | 4206          | ABE-ATL                 | 1759                     | 29                            | 86.21   | 93                         | 50                        |
| XE        | 2266          | BUF-EWR                 | 1655                     | 29                            | 86.21   | 86                         | 61                        |
| US        | 302           | PHL-PDX                 | 2030                     | 29                            | 86.21   | 84                         | 44                        |
| XE        | 2076          | EWR-IND                 | 1905                     | 29                            | 86.21   | 82                         | 65                        |
| DL        | 687           | BOS-ATL                 | 1900                     | 29                            | 86.21   | 64                         | 69                        |
| US        | 738           | BOS-PHL                 | 1730                     | 28                            | 85.71   | 77                         | 64                        |
| YV        | 2623          | CLT-ATL                 | 1740                     | 21                            | 85.71   | 73                         | 63                        |
| US        | 722           | CLT-PHL                 | 1735                     | 28                            | 85.71   | 67                         | 46                        |
| US        | 741           | PHL-BOS                 | 1730                     | 28                            | 85.71   | 66                         | 53                        |
| YV        | 2606          | ATL-CLT                 | 1727                     | 28                            | 85.71   | 47                         | 26                        |
| US        | 729           | PHL-BOS                 | 1530                     | 27                            | 85.19   | 64                         | 39                        |
| EV        | 4227          | OMA-ATL                 | 1830                     | 20                            | 85.00   | 102                        | 73                        |
| EV        | 4190          | BWI-CVG                 | 1714                     | 20                            | 85.00   | 95                         | 50                        |
| OH        | 4954          | DCA-JFK                 | 1820                     | 20                            | 85.00   | 94                         | 74                        |
| OH        | 5557          | JFK-IAD                 | 1920                     | 20                            | 85.00   | 90                         | 69                        |
| OH        | 4949          | JFK-DCA                 | 2040                     | 20                            | 85.00   | 88                         | 70                        |
| EV        | 4637          | AVP-ATL                 | 1725                     | 20                            | 85.00   | 86                         | 51                        |
| EV        | 4104          | CSG-ATL                 | 1800                     | 20                            | 85.00   | 82                         | 67                        |
| OH        | 5256          | CVG-EWR                 | 1515                     | 20                            | 85.00   | 80                         | 41                        |
| EV        | 4302          | ATL-AVP                 | 2040                     | 20                            | 85.00   | 80                         | 57                        |

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

JUNE 2007

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS // ARRIVING LATE 80% OF THE TIME OR MORE**

| CARRIER * | FLIGHT NUMBER | ORIGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|-------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| YV        | 2623          | EW-CLT                  | 1500                     | 20                            | 85.00   | 76                         | 41                        |
| US        | 728           | BOS-PHL                 | 1630                     | 20                            | 85.00   | 74                         | 38                        |
| DL        | 1802          | LAS-BOS                 | 2310                     | 20                            | 85.00   | 74                         | 52                        |
| EV        | 4589          | EW-ATL                  | 1927                     | 20                            | 85.00   | 72                         | 50                        |
| XE        | 3002          | ORF-EWR                 | 1525                     | 20                            | 85.00   | 67                         | 49                        |
| EV        | 4278          | AGS-ATL                 | 1652                     | 20                            | 85.00   | 66                         | 54                        |
| CO        | 1155          | EW-ATL                  | 1730                     | 20                            | 85.00   | 63                         | 50                        |
| EV        | 4896          | ATL-MLU                 | 1658                     | 20                            | 85.00   | 62                         | 40                        |
| EV        | 4112          | MOB-ATL                 | 1820                     | 20                            | 85.00   | 61                         | 53                        |
| EV        | 4240          | TLH-ATL                 | 1915                     | 20                            | 85.00   | 60                         | 33                        |
| EV        | 4701          | VPS-ATL                 | 1818                     | 20                            | 85.00   | 60                         | 36                        |
| EV        | 4768          | ATL-JCT                 | 1844                     | 20                            | 85.00   | 60                         | 36                        |
| EV        | 4212          | BTR-ATL                 | 1755                     | 20                            | 85.00   | 56                         | 47                        |
| NW        | 650           | DTW-EWR                 | 1914                     | 20                            | 85.00   | 55                         | 37                        |
| OH        | 5394          | PWM-LGA                 | 1805                     | 20                            | 85.00   | 45                         | 32                        |
| DL        | 139           | ATL-MCO                 | 2000                     | 20                            | 85.00   | 39                         | 31                        |
| CO        | 753           | EW-CMH                  | 2015                     | 26                            | 84.62   | 101                        | 76                        |
| EV        | 4103          | ATL-AGS                 | 1515                     | 26                            | 84.62   | 58                         | 41                        |
| XE        | 3127          | PIT-EWR                 | 1740                     | 26                            | 84.62   | 58                         | 58                        |
| EV        | 4196          | ATL-PVD                 | 1450                     | 26                            | 84.62   | 56                         | 32                        |
| FL        | 118           | DFW-ATL                 | 1907                     | 19                            | 84.21   | 80                         | 59                        |
| OH        | 5042          | SYR-JFK                 | 1540                     | 19                            | 84.21   | 65                         | 25                        |
| XE        | 3037          | EW-BNA                  | 1915                     | 25                            | 84.00   | 95                         | 80                        |
| AA        | 1188          | DFW-DCA                 | 1720                     | 25                            | 84.00   | 93                         | 64                        |
| CO        | 1139          | EW-DFW                  | 1805                     | 25                            | 84.00   | 90                         | 70                        |

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

JUNE 2007

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS // ARRIVING LATE 80% OF THE TIME OR MORE**

| CARRIER * | FLIGHT NUMBER | ORIGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | MIN LATE MEDIAN |
|-----------|---------------|-------------------------|--------------------------|-------------------------------|---|----------------------------|-----------------|
| XE        | 1281          | EWR-IAD                 | 1930                     | 25                            | 84.00   | 81                         | 59              |
| FL        | 372           | ATL-LGA                 | 1737                     | 25                            | 84.00   | 79                         | 41              |
| XE        | 2774          | DAY-EWR                 | 1710                     | 25                            | 84.00   | 75                         | 54              |
| DL        | 1889          | BOS-LAS                 | 1930                     | 25                            | 84.00   | 70                         | 51              |
| OH        | 5414          | BWI-BOS                 | 1850                     | 25                            | 84.00   | 69                         | 51              |
| XE        | 2737          | GSP-EWR                 | 1725                     | 25                            | 84.00   | 68                         | 56              |
| WN        | 28            | LIT-BWI                 | 1545                     | 25                            | 84.00   | 67                         | 40              |
| US        | 1537          | CLT-DEN                 | 1945                     | 25                            | 84.00   | 66                         | 47              |
| OH        | 5262          | BNA-JFK                 | 1605                     | 25                            | 84.00   | 63                         | 44              |
| US        | 2188          | DCA-LGA                 | 2100                     | 25                            | 84.00   | 62                         | 37              |
| US        | 1972          | CLT-EWR                 | 1409                     | 25                            | 84.00   | 62                         | 62              |
| XE        | 2807          | TYS-EWR                 | 1335                     | 25                            | 84.00   | 62                         | 61              |
| NW        | 519           | LGA-MSP                 | 1944                     | 25                            | 84.00   | 61                         | 71              |
| WN        | 98            | MDW-ORF                 | 1945                     | 25                            | 84.00   | 56                         | 41              |
| US        | 756           | CLT-DCA                 | 1720                     | 25                            | 84.00   | 55                         | 45              |
| OH        | 5093          | PIT-JFK                 | 1820                     | 25                            | 84.00   | 52                         | 42              |
| WN        | 1631          | DAL-AUS                 | 2055                     | 25                            | 84.00   | 52                         | 50              |
| XE        | 1280          | IAD-EWR                 | 1900                     | 25                            | 84.00   | 50                         | 39              |
| MQ        | 4627          | RDU-EWR                 | 1920                     | 25                            | 84.00   | 49                         | 45              |
| WN        | 643           | MDW-DTW                 | 1810                     | 25                            | 84.00   | 47                         | 26              |
| WN        | 612           | MDW-IND                 | 2100                     | 25                            | 84.00   | 45                         | 35              |
| US        | 983           | PHL-JAX                 | 1535                     | 25                            | 84.00   | 45                         | 31              |
| MQ        | 4861          | DTW-LGA                 | 1805                     | 25                            | 84.00   | 40                         | 29              |
| OH        | 5138          | CHS-LGA                 | 1754                     | 25                            | 84.00   | 29                         | 27              |
| OH        | 5357          | LGA-LEX                 | 2153                     | 25                            | 84.00   | 20                         | 22              |

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

JUNE 2007

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS // ARRIVING LATE 80% OF THE TIME OR MORE**

| CARRIER * | FLIGHT NUMBER | ORIGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | MIN LATE MEDIAN |
|-----------|---------------|-------------------------|--------------------------|-------------------------------|---|----------------------------|-----------------|
| DL        | 133           | JFK-LAX                 | 1840                     | 30                            | 83.33   | 117                        | 80              |
| DL        | 1037          | JFK-PHX                 | 2045                     | 24                            | 83.33   | 113                        | 50              |
| XE        | 2996          | EWR-STL                 | 1920                     | 30                            | 83.33   | 110                        | 74              |
| B6        | 919           | JFK-ORD                 | 2000                     | 30                            | 83.33   | 109                        | 86              |
| XE        | 2161          | RDU-EWR                 | 1540                     | 30                            | 83.33   | 99                         | 84              |
| DL        | 79            | JFK-MIA                 | 1840                     | 30                            | 83.33   | 96                         | 61              |
| OH        | 5487          | JFK-CMH                 | 1640                     | 30                            | 83.33   | 93                         | 44              |
| EV        | 4842          | ATL-MDT                 | 2106                     | 24                            | 83.33   | 93                         | 63              |
| DL        | 857           | ATL-EWR                 | 2135                     | 24                            | 83.33   | 89                         | 51              |
| UA        | 894           | DEN-LGA                 | 1440                     | 30                            | 83.33   | 87                         | 43              |
| US        | 1024          | SJU-PHL                 | 1430                     | 30                            | 83.33   | 86                         | 47              |
| OH        | 5046          | JFK-DTW                 | 1935                     | 24                            | 83.33   | 83                         | 42              |
| AA        | 1851          | BOS-MIA                 | 1910                     | 30                            | 83.33   | 82                         | 81              |
| EV        | 4598          | ATL-MLB                 | 2125                     | 24                            | 83.33   | 82                         | 61              |
| EV        | 4713          | ISP-ATL                 | 1740                     | 24                            | 83.33   | 82                         | 51              |
| US        | 731           | PHL-LAS                 | 1745                     | 30                            | 83.33   | 79                         | 46              |
| EV        | 4852          | ATL-FLO                 | 1828                     | 24                            | 83.33   | 78                         | 54              |
| EV        | 4606          | PFN-ATL                 | 1605                     | 24                            | 83.33   | 78                         | 56              |
| B6        | 28            | TPA-JFK                 | 1720                     | 30                            | 83.33   | 78                         | 41              |
| AA        | 1418          | DFW-BOS                 | 1335                     | 30                            | 83.33   | 75                         | 52              |
| AA        | 2110          | MIA-JFK                 | 1510                     | 30                            | 83.33   | 70                         | 54              |
| MQ        | 3629          | DFW-PIT                 | 1730                     | 30                            | 83.33   | 69                         | 54              |
| AA        | 1219          | DCA-MIA                 | 1740                     | 30                            | 83.33   | 68                         | 30              |
| XE        | 2994          | CLT-EWR                 | 1605                     | 30                            | 83.33   | 68                         | 39              |
| DL        | 1624          | SFO-JFK                 | 900                      | 24                            | 83.33   | 68                         | 47              |

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

JUNE 2007

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 | MIN LATE MEDIAN |
|-----------|---------------|------------------------|--------------------------|-------------------------------|---|----------------------------|-----------------|
| EV        | 4228          | TLH-ATL                | 1634                     | 24                            | 83.33   | 66                         | 49              |
| FL        | 936           | ATL-STL                | 2115                     | 24                            | 83.33   | 66                         | 40              |
| OH        | 5539          | JFK-CVG                | 1926                     | 24                            | 83.33   | 66                         | 49              |
| AA        | 2090          | MIA-BOS                | 1500                     | 30                            | 83.33   | 65                         | 45              |
| EV        | 4548          | ATL-ABE                | 2047                     | 24                            | 83.33   | 64                         | 48              |
| AA        | 585           | JFK-MIA                | 1540                     | 30                            | 83.33   | 64                         | 44              |
| AA        | 684           | DFW-EWR                | 1630                     | 30                            | 83.33   | 64                         | 60              |
| EV        | 4220          | ATL-TUL                | 2121                     | 24                            | 83.33   | 64                         | 45              |
| DL        | 480           | JFK-BOS                | 1630                     | 24                            | 83.33   | 64                         | 64              |
| MQ        | 3860          | VPS-DFW                | 1705                     | 30                            | 83.33   | 63                         | 36              |
| AA        | 1659          | EWR-ORD                | 1755                     | 30                            | 83.33   | 63                         | 46              |
| DL        | 1573          | ATL-PDX                | 2136                     | 24                            | 83.33   | 63                         | 40              |
| YV        | 2619          | JFK-CLT                | 1534                     | 24                            | 83.33   | 62                         | 45              |
| EV        | 4222          | HHH-ATL                | 1645                     | 24                            | 83.33   | 62                         | 58              |
| AA        | 2360          | ORD-DTW                | 1923                     | 30                            | 83.33   | 60                         | 35              |
| XE        | 2825          | EWR-BNA                | 1655                     | 30                            | 83.33   | 57                         | 43              |
| NW        | 649           | EWR-DTW                | 1940                     | 24                            | 83.33   | 57                         | 54              |
| AA        | 282           | DFW-PHL                | 1535                     | 30                            | 83.33   | 57                         | 33              |
| US        | 1874          | ALB-CLT                | 1835                     | 24                            | 83.33   | 56                         | 41              |
| OH        | 5178          | BWI-JFK                | 1414                     | 24                            | 83.33   | 54                         | 39              |
| DL        | 627           | ATL-TUS                | 1949                     | 24                            | 83.33   | 53                         | 32              |
| NW        | 658           | DTW-EWR                | 1341                     | 30                            | 83.33   | 53                         | 58              |
| WN        | 42            | HOU-DAL                | 1630                     | 30                            | 83.33   | 52                         | 34              |
| US        | 740           | BOS-PHL                | 1530                     | 24                            | 83.33   | 52                         | 35              |
| EV        | 4355          | ATL-TLH                | 1506                     | 24                            | 83.33   | 51                         | 49              |

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

JUNE 2007

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

| CARRIER * | FLIGHT NUMBER | ORIGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|-------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| XE        | 2030          | EW-OMA                  | 1610                     | 24                            | 83.33   | 50                         | 37                        |
| OH        | 4934          | ATL-MHT                 | 1450                     | 24                            | 83.33   | 49                         | 33                        |
| CO        | 90            | LAX-EWR                 | 1153                     | 30                            | 83.33   | 41                         | 31                        |
| DL        | 1450          | ATL-RIC                 | 2025                     | 24                            | 83.33   | 40                         | 25                        |
| EV        | 4341          | ATL-CRW                 | 1250                     | 24                            | 83.33   | 40                         | 35                        |
| OH        | 5521          | BOS-JFK                 | 1900                     | 29                            | 82.76   | 93                         | 82                        |
| OH        | 5463          | JFK-BUF                 | 1852                     | 29                            | 82.76   | 83                         | 58                        |
| XE        | 2379          | EWR-SDF                 | 1850                     | 29                            | 82.76   | 70                         | 56                        |
| XE        | 3142          | EWR-CMH                 | 1800                     | 29                            | 82.76   | 69                         | 60                        |
| NW        | 373           | BOS-DTW                 | 1808                     | 29                            | 82.76   | 67                         | 32                        |
| XE        | 3127          | EWR-GSO                 | 2000                     | 29                            | 82.76   | 63                         | 51                        |
| DL        | 530           | ATL-LGA                 | 2045                     | 23                            | 82.61   | 67                         | 45                        |
| MQ        | 3878          | SHV-DFW                 | 1820                     | 17                            | 82.35   | 71                         | 56                        |
| AA        | 2493          | DTW-DFW                 | 1905                     | 17                            | 82.35   | 68                         | 59                        |
| MQ        | 3792          | LAW-DFW                 | 1355                     | 17                            | 82.35   | 68                         | 40                        |
| AA        | 2440          | DFW-BNA                 | 1610                     | 17                            | 82.35   | 48                         | 31                        |
| MQ        | 3292          | LFT-DFW                 | 1720                     | 17                            | 82.35   | 48                         | 34                        |
| MQ        | 3293          | DFW-LFT                 | 1500                     | 17                            | 82.35   | 46                         | 41                        |
| MQ        | 3755          | DFW-LAW                 | 1240                     | 17                            | 82.35   | 39                         | 23                        |
| AA        | 1554          | SEA-STL                 | 1315                     | 17                            | 82.35   | 34                         | 23                        |
| OH        | 5484          | TYS-LGA                 | 1825                     | 17                            | 82.35   | 25                         | 25                        |
| US        | 753           | PHL-SEA                 | 1750                     | 28                            | 82.14   | 84                         | 49                        |
| US        | 723           | PHL-CLT                 | 1545                     | 28                            | 82.14   | 65                         | 40                        |
| DL        | 1893          | SEA-JFK                 | 1240                     | 28                            | 82.14   | 58                         | 43                        |
| US        | 387           | ATL-LAS                 | 2205                     | 28                            | 82.14   | 52                         | 31                        |

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

JUNE 2007

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS // ARRIVING LATE 80% OF THE TIME OR MORE**

| CARRIER * | FLIGHT NUMBER | ORIGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|-------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| US        | 759           | PHL-MSY                 | 1740                     | 28                            | 82.14   | 45                         | 31                        |
| FL        | 579           | EWB-ATL                 | 1942                     | 22                            | 81.82   | 69                         | 55                        |
| CO        | 1199          | BOS-EWR                 | 1840                     | 22                            | 81.82   | 57                         | 53                        |
| OO        | 4016          | SLC-MSY                 | 1649                     | 22                            | 81.82   | 42                         | 46                        |
| EV        | 4192          | ATL-PWM                 | 2006                     | 27                            | 81.48   | 63                         | 36                        |
| XE        | 2185          | ACK-EWR                 | 1215                     | 16                            | 81.25   | 87                         | 27                        |
| B6        | 1610          | JFK-PWM                 | 1955                     | 16                            | 81.25   | 83                         | 47                        |
| EV        | 4184          | CAE-LGA                 | 1900                     | 16                            | 81.25   | 44                         | 40                        |
| US        | 1212          | PHL-BOS                 | 1800                     | 21                            | 80.95   | 77                         | 64                        |
| EV        | 4193          | AVL-ATL                 | 1620                     | 21                            | 80.95   | 61                         | 42                        |
| US        | 931           | ORF-CLT                 | 1520                     | 21                            | 80.95   | 61                         | 41                        |
| MQ        | 4437          | HPN-ORD                 | 1825                     | 21                            | 80.95   | 57                         | 32                        |
| OH        | 5483          | LGA-TYS                 | 1640                     | 21                            | 80.95   | 47                         | 21                        |
| US        | 1640          | CLT-BDL                 | 1416                     | 21                            | 80.95   | 46                         | 26                        |
| EV        | 4895          | SOP-ATL                 | 1630                     | 26                            | 80.77   | 69                         | 41                        |
| YV        | 2606          | CLT-CLE                 | 1925                     | 26                            | 80.77   | 66                         | 31                        |
| DL        | 694           | BWI-ATL                 | 1845                     | 26                            | 80.77   | 60                         | 44                        |
| US        | 1703          | BDL-CLT                 | 1645                     | 26                            | 80.77   | 52                         | 45                        |
| US        | 1932          | IND-CLT                 | 1650                     | 26                            | 80.77   | 37                         | 31                        |
| CO        | 334           | RDU-EWR                 | 1728                     | 25                            | 80.00   | 115                        | 71                        |
| B6        | 1308          | IAD-JFK                 | 1725                     | 30                            | 80.00   | 110                        | 71                        |
| B6        | 1021          | BOS-JFK                 | 2055                     | 25                            | 80.00   | 96                         | 59                        |
| OH        | 5520          | JFK-BOS                 | 1900                     | 30                            | 80.00   | 95                         | 82                        |
| DL        | 149           | JFK-SFO                 | 1840                     | 30                            | 80.00   | 94                         | 74                        |
| AA        | 443           | PHL-MIA                 | 1900                     | 30                            | 80.00   | 93                         | 57                        |

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

JUNE 2007

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

| CARRIER * | FLIGHT NUMBER | ORIGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|-------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| CO        | 220           | IND-EWR                 | 1714                     | 25                            | 80.00   | 92                         | 57                        |
| B6        | 649           | JFK-SFO                 | 2100                     | 30                            | 80.00   | 89                         | 64                        |
| CO        | 1170          | ORD-EWR                 | 1600                     | 25                            | 80.00   | 89                         | 53                        |
| XE        | 2165          | CLT-EWR                 | 1850                     | 25                            | 80.00   | 88                         | 69                        |
| XE        | 2877          | EWR-MSP                 | 1840                     | 25                            | 80.00   | 88                         | 51                        |
| OH        | 4996          | CVG-JFK                 | 1925                     | 25                            | 80.00   | 87                         | 54                        |
| OH        | 5257          | CVG-SAT                 | 2045                     | 20                            | 80.00   | 87                         | 64                        |
| MQ        | 4757          | JFK-DCA                 | 2010                     | 30                            | 80.00   | 82                         | 53                        |
| B6        | 43            | JFK-MCO                 | 1910                     | 30                            | 80.00   | 82                         | 51                        |
| XE        | 2665          | DTW-EWR                 | 2100                     | 25                            | 80.00   | 80                         | 59                        |
| 9E        | 4779          | IND-LGA                 | 1825                     | 25                            | 80.00   | 79                         | 81                        |
| B6        | 524           | MCO-EWR                 | 1435                     | 30                            | 80.00   | 79                         | 72                        |
| YV        | 2626          | CLT-JFK                 | 2000                     | 30                            | 80.00   | 78                         | 59                        |
| XE        | 2575          | EWR-PIT                 | 1800                     | 30                            | 80.00   | 78                         | 46                        |
| MQ        | 4616          | JFK-BOS                 | 1755                     | 30                            | 80.00   | 78                         | 71                        |
| AA        | 414           | DFW-CLT                 | 1900                     | 30                            | 80.00   | 75                         | 73                        |
| AA        | 1346          | DFW-PHL                 | 2105                     | 30                            | 80.00   | 74                         | 52                        |
| CO        | 806           | EWR-AUS                 | 2030                     | 25                            | 80.00   | 73                         | 43                        |
| XE        | 2895          | IAH-SHV                 | 1849                     | 20                            | 80.00   | 73                         | 48                        |
| AA        | 762           | DFW-LGA                 | 1755                     | 30                            | 80.00   | 72                         | 46                        |
| CO        | 377           | RSW-EWR                 | 1510                     | 30                            | 80.00   | 70                         | 42                        |
| MQ        | 4639          | RDU-EWR                 | 1700                     | 30                            | 80.00   | 69                         | 52                        |
| B6        | 14            | FLL-JFK                 | 1705                     | 30                            | 80.00   | 69                         | 37                        |
| XE        | 2670          | AVL-EWR                 | 1725                     | 20                            | 80.00   | 69                         | 51                        |
| B6        | 619           | JFK-JAX                 | 1955                     | 30                            | 80.00   | 69                         | 56                        |

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

JUNE 2007

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

| CARRIER * | FLIGHT NUMBER | ORIGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|-------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| EV        | 4706          | ATL-VLD                 | 909                      | 30                            | 80.00   | 69                         | 64                        |
| MQ        | 3781          | DFW-GRR                 | 1900                     | 30                            | 80.00   | 68                         | 50                        |
| AA        | 1389          | JFK-DFW                 | 1745                     | 30                            | 80.00   | 68                         | 49                        |
| XE        | 2692          | ALB-EWR                 | 1710                     | 30                            | 80.00   | 68                         | 69                        |
| US        | 1105          | EWR-CLT                 | 1640                     | 25                            | 80.00   | 68                         | 58                        |
| XE        | 3065          | CLT-EWR                 | 1705                     | 25                            | 80.00   | 68                         | 64                        |
| MQ        | 3371          | DFW-CVG                 | 1935                     | 30                            | 80.00   | 67                         | 41                        |
| EV        | 4932          | ATL-CAK                 | 2002                     | 20                            | 80.00   | 67                         | 36                        |
| AA        | 742           | DFW-LGA                 | 1550                     | 25                            | 80.00   | 67                         | 72                        |
| US        | 1627          | LGA-CLT                 | 1640                     | 25                            | 80.00   | 66                         | 54                        |
| AA        | 2294          | DFW-STL                 | 2135                     | 30                            | 80.00   | 66                         | 58                        |
| OH        | 5268          | LGA-RIC                 | 1915                     | 25                            | 80.00   | 66                         | 48                        |
| CO        | 1430          | DTW-EWR                 | 1720                     | 25                            | 80.00   | 66                         | 56                        |
| EV        | 4445          | AGS-ATL                 | 1855                     | 20                            | 80.00   | 65                         | 69                        |
| EV        | 4356          | ATL-DHN                 | 2235                     | 20                            | 80.00   | 65                         | 47                        |
| XE        | 2480          | EWR-BDL                 | 2025                     | 30                            | 80.00   | 64                         | 39                        |
| AA        | 1377          | PHL-DFW                 | 1850                     | 25                            | 80.00   | 64                         | 58                        |
| EV        | 4557          | EYW-ATL                 | 1720                     | 30                            | 80.00   | 63                         | 34                        |
| MQ        | 3880          | CVG-DFW                 | 1820                     | 30                            | 80.00   | 63                         | 49                        |
| US        | 1097          | BOS-PHL                 | 2045                     | 25                            | 80.00   | 63                         | 52                        |
| OH        | 5676          | SGF-ATL                 | 1745                     | 20                            | 80.00   | 63                         | 56                        |
| FL        | 175           | ATL-RSW                 | 2120                     | 30                            | 80.00   | 62                         | 39                        |
| US        | 2047          | BOS-DCA                 | 1845                     | 25                            | 80.00   | 61                         | 44                        |
| AA        | 1450          | ORD-EWR                 | 1345                     | 30                            | 80.00   | 61                         | 49                        |
| AA        | 624           | DFW-DCA                 | 2030                     | 30                            | 80.00   | 61                         | 65                        |

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

JUNE 2007

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

| CARRIER * | FLIGHT NUMBER | ORIGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|-------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| MQ        | 3759          | DFW-LIT                 | 1635                     | 30                            | 80.00   | 60                         | 35                        |
| CO        | 1160          | ATL-EWR                 | 1415                     | 25                            | 80.00   | 60                         | 38                        |
| XE        | 2286          | EWR-DAY                 | 1750                     | 30                            | 80.00   | 60                         | 43                        |
| US        | 1608          | CLT-BOS                 | 2155                     | 20                            | 80.00   | 59                         | 71                        |
| AA        | 178           | SFO-JFK                 | 1315                     | 30                            | 80.00   | 59                         | 46                        |
| OO        | 2558          | MKE-PHL                 | 1935                     | 25                            | 80.00   | 59                         | 36                        |
| WN        | 1610          | MDW-MCI                 | 2105                     | 25                            | 80.00   | 58                         | 31                        |
| DL        | 453           | ATL-FLL                 | 2010                     | 20                            | 80.00   | 58                         | 52                        |
| CO        | 85            | EWR-ATL                 | 2000                     | 30                            | 80.00   | 57                         | 45                        |
| MQ        | 4652          | RDU-EWR                 | 1455                     | 30                            | 80.00   | 57                         | 50                        |
| EV        | 4880          | MDT-ATL                 | 1840                     | 20                            | 80.00   | 57                         | 27                        |
| US        | 1139          | BWI-CLT                 | 1645                     | 25                            | 80.00   | 57                         | 51                        |
| XE        | 2500          | LEX-EWR                 | 1410                     | 25                            | 80.00   | 57                         | 53                        |
| US        | 46            | PHX-DCA                 | 1447                     | 30                            | 80.00   | 56                         | 33                        |
| AA        | 1860          | MIA-ATL                 | 1720                     | 30                            | 80.00   | 56                         | 44                        |
| WN        | 44            | PHX-SAN                 | 1955                     | 25                            | 80.00   | 55                         | 39                        |
| AA        | 1186          | STL-LGA                 | 1615                     | 25                            | 80.00   | 55                         | 33                        |
| MQ        | 3730          | JAN-DFW                 | 1650                     | 30                            | 80.00   | 54                         | 30                        |
| MQ        | 4632          | EWR-RDU                 | 1935                     | 25                            | 80.00   | 54                         | 32                        |
| US        | 739           | PHL-BOS                 | 1430                     | 20                            | 80.00   | 54                         | 30                        |
| OH        | 5423          | CVG-PWM                 | 1940                     | 20                            | 80.00   | 54                         | 33                        |
| AA        | 1946          | MIA-MCO                 | 2230                     | 30                            | 80.00   | 54                         | 42                        |
| AA        | 2019          | LGA-STL                 | 2030                     | 25                            | 80.00   | 54                         | 48                        |
| OH        | 5570          | LGA-GSO                 | 1920                     | 25                            | 80.00   | 53                         | 43                        |
| AA        | 855           | MIA-DFW                 | 2200                     | 30                            | 80.00   | 53                         | 47                        |

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

JUNE 2007

AIR TRAVEL CONSUMER REPORT  
TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS <sup>1</sup>/ARRIVING LATE 80% OF THE TIME OR MORE

| CARRIER * | FLIGHT NUMBER | ORGIN-<br>DESTIN.<br>AIRPORTS | SCHEDULED<br>DEPARTURE<br>TIME | NUMBER OF<br>OPERATIONS<br>REPORTED | PERCENTAGE OF FLIGHT<br>OPERATIONS ARRIVING<br>15 MINUTES LATE OR MORE <sup>2</sup> / | NUMBER OF MIN LATE<br>AVERAGE<br>MEDIAN |
|-----------|---------------|-------------------------------|--------------------------------|-------------------------------------|---|---|
| DL        | 1710          | FLL-JFK                       | 1845                           | 30                                  | 80.00   | 52 38                                   |
| AA        | 1551          | LGA-BNA                       | 1925                           | 25                                  | 80.00   | 52 38                                   |
| WN        | 186           | DAL-OKC                       | 1950                           | 25                                  | 80.00   | 52 35                                   |
| EV        | 4132          | JAN-ATL                       | 1815                           | 20                                  | 80.00   | 52 42                                   |
| EV        | 4503          | ATL-PIA                       | 2048                           | 15                                  | 80.00   | 52 42                                   |
| XE        | 2144          | MEM-EWR                       | 1750                           | 25                                  | 80.00   | 52 27                                   |
| MQ        | 4657          | EWB-RDU                       | 1710                           | 30                                  | 80.00   | 51 43                                   |
| EV        | 4372          | ATL-ABY                       | 1630                           | 20                                  | 80.00   | 51 41                                   |
| EV        | 4311          | ATL-MOB                       | 1735                           | 20                                  | 80.00   | 51 39                                   |
| AA        | 1260          | DFW-EWR                       | 1345                           | 30                                  | 80.00   | 50 28                                   |
| AA        | 750           | DFW-LGA                       | 1730                           | 25                                  | 80.00   | 50 41                                   |
| EV        | 4615          | ATL-MEM                       | 1721                           | 20                                  | 80.00   | 49 38                                   |
| WN        | 862           | LAS-SAN                       | 2140                           | 25                                  | 80.00   | 48 36                                   |
| US        | 1167          | CLT-SFO                       | 1730                           | 30                                  | 80.00   | 48 32                                   |
| OH        | 5214          | DCA-BOS                       | 2040                           | 25                                  | 80.00   | 47 40                                   |
| US        | 1770          | CLT-BOS                       | 1420                           | 25                                  | 80.00   | 47 29                                   |
| WN        | 848           | MDW-OMA                       | 1715                           | 25                                  | 80.00   | 46 31                                   |
| MQ        | 4832          | LGA-DTW                       | 2050                           | 25                                  | 80.00   | 46 31                                   |
| US        | 1051          | CLT-BOS                       | 1720                           | 20                                  | 80.00   | 46 32                                   |
| AA        | 1866          | DFW-MCO                       | 1825                           | 30                                  | 80.00   | 45 31                                   |
| US        | 1890          | CLT-PIT                       | 1730                           | 20                                  | 80.00   | 45 32                                   |
| NW        | 1266          | MSP-IAD                       | 1600                           | 30                                  | 80.00   | 45 26                                   |
| MQ        | 4902          | PIT-LGA                       | 1815                           | 25                                  | 80.00   | 45 29                                   |
| XE        | 2410          | EWB-BWI                       | 1930                           | 30                                  | 80.00   | 45 33                                   |
| AA        | 357           | LGA-ORD                       | 2055                           | 25                                  | 80.00   | 44 35                                   |

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

JUNE 2007

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 | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| US        | 1554          | BWI-CLT                | 1920                     | 25                            | 80.00   | 43                         | 42                        |
| MQ        | 4017          | BHM-ORD                | 1720                     | 30                            | 80.00   | 42                         | 23                        |
| OH        | 5597          | BOS-TTN                | 1915                     | 20                            | 80.00   | 42                         | 27                        |
| US        | 1854          | CLT-IAD                | 1735                     | 20                            | 80.00   | 41                         | 28                        |
| US        | 1816          | CLT-SYR                | 2130                     | 25                            | 80.00   | 41                         | 32                        |
| XE        | 2087          | EWB-ORF                | 2115                     | 30                            | 80.00   | 41                         | 26                        |
| NW        | 465           | DTW-ATL                | 1912                     | 20                            | 80.00   | 39                         | 32                        |
| XE        | 2343          | BTV-EWR                | 1900                     | 20                            | 80.00   | 39                         | 19                        |
| NW        | 1710          | MSP-DCA                | 1710                     | 25                            | 80.00   | 37                         | 31                        |
| FL        | 615           | ATL-SAN                | 1905                     | 30                            | 80.00   | 37                         | 25                        |
| OH        | 5297          | DCA-JFK                | 1425                     | 30                            | 80.00   | 36                         | 30                        |
| EV        | 4775          | LGA-CAE                | 2145                     | 25                            | 80.00   | 35                         | 29                        |
| OH        | 5350          | RDU-LGA                | 1915                     | 25                            | 80.00   | 35                         | 27                        |
| OH        | 5678          | LGA-JAX                | 2100                     | 25                            | 80.00   | 34                         | 20                        |
| WN        | 1229          | SMF-PDX                | 2100                     | 25                            | 80.00   | 30                         | 22                        |
| OO        | 4043          | SLC-JAH                | 1025                     | 20                            | 80.00   | 29                         | 24                        |
| NW        | 1015          | DTW-IND                | 1922                     | 20                            | 80.00   | 26                         | 21                        |

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

JUNE 2007  
AIR TRAVEL CONSUMER REPORT

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

| CARRIER            | NUMBER OF<br>REGULARLY SCHEDULED FLIGHTS<br>FOR WHICH<br>CARRIER REPORTED DATA | NUMBER       | REGULARLY SCHEDULED FLIGHTS<br>LATE 70% OF THE TIME OR MORE // |            |
|--------------------|--|--------------|--|------------|
|                    |  |              | PERCENTAGE   | PERCENTAGE |
| ATLANTIC SOUTHEAST | 841  | 197          | 23.4   |            |
| COMAIR             | 722  | 93           | 12.9   |            |
| JETBLUE            | 528  | 55           | 10.4   |            |
| US AIRWAYS         | 1,415  | 139          | 9.8  |            |
| EXPRESSJET         | 1,294  | 115          | 8.9  |            |
| AMERICAN           | 1,763  | 152          | 8.6  |            |
| DELTA              | 1,404  | 112          | 8.0  |            |
| AMERICAN EAGLE     | 1,543  | 98           | 6.4  |            |
| CONTINENTAL        | 958  | 55           | 5.7  |            |
| AIRTRAN            | 766  | 30           | 3.9  |            |
| NORTHWEST          | 1,239  | 41           | 3.3  |            |
| MESA               | 872  | 17           | 1.9  |            |
| UNITED             | 1,386  | 24           | 1.7  |            |
| SOUTHWEST          | 3,326  | 48           | 1.4  |            |
| SKYWEST            | 1,736  | 20           | 1.2  |            |
| FRONTIER           | 287  | 3            | 1.0  |            |
| ALASKA             | 482  | 3            | 0.6  |            |
| HAWAIIAN           | 164  | 1            | 0.6  |            |
| PINNACLE           | 748  | 3            | 0.4  |            |
| ALOHA              | 133  | 0            | 0.0  |            |
| <b>TOTAL</b>       | <b>21,607</b>  | <b>1,206</b> | <b>5.6</b>   |            |

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

JUNE 2007

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

| CITY (AIRPORT)                       | PERCENT ON-TIME |       | REPORTED OPERATIONS |        |
|--------------------------------------|-----------------|-------|---------------------|--------|
|                                      | ARR.            | DEP.  | ARR.                | DEP.   |
| ABILENE TX (ABI)                     | 46.4            | 60.3  | 235                 | 234    |
| ADAK ISLAND AK (ADK)                 | 100.0           | 100.0 | 8                   | 8      |
| AGUADILLA PR (BQN)                   | 57.1            | 80.0  | 119                 | 120    |
| AKRON/CANTON OH (CAK)                | 69.4            | 78.4  | 725                 | 727    |
| ALBANY GA (ABY)                      | 54.4            | 72.8  | 114                 | 114    |
| ALBANY NY (ALB)                      | 61.3            | 70.6  | 1,283               | 1,282  |
| ALBUQUERQUE NM (ABQ)                 | 74.2            | 78.6  | 3,659               | 3,660  |
| ALEXANDRIA LA (AEX)                  | 56.0            | 64.8  | 216                 | 216    |
| ALLEN/TOWN/BETHLEHEM/EASTON PA (ABE) | 63.8            | 74.4  | 478                 | 489    |
| AMARILLO TX (AMA)                    | 56.4            | 64.8  | 587                 | 586    |
| ANCHORAGE AK (ANC)                   | 70.6            | 78.9  | 2,210               | 2,202  |
| APPLETON WI (ATW)                    | 64.8            | 72.1  | 531                 | 516    |
| ASHEVILLE NC (AVL)                   | 59.8            | 65.1  | 341                 | 341    |
| ASHLAND WV (HTS)                     | 79.2            | 70.8  | 24                  | 24     |
| ASPEN CO (ASE)                       | 80.6            | 84.4  | 453                 | 449    |
| ATLANTA GA (ATL)                     | 67.9            | 62.5  | 35,213              | 35,705 |
| ATLANTIC CITY NJ (ACY)               | 28.1            | 50.8  | 57                  | 61     |
| AUGUSTA GA (AGS)                     | 42.9            | 55.7  | 191                 | 192    |
| AUSTIN TX (AUS)                      | 70.3            | 76.2  | 4,493               | 4,490  |
| BAKERSFIELD CA (BFL)                 | 81.2            | 82.8  | 441                 | 441    |
| BALTIMORE MD (BWI)                   | 68.9            | 66.8  | 9,293               | 9,313  |
| BANGOR ME (BGR)                      | 59.5            | 67.9  | 353                 | 352    |
| BARROW AK (BRW)                      | 68.3            | 60.0  | 60                  | 60     |
| BATON ROUGE LA (BTR)                 | 56.3            | 65.8  | 820                 | 822    |
| BEAUMONT/PORT ARTHUR TX (BPT)        | 60.0            | 90.0  | 30                  | 30     |
| BELLINGHAM WA (BLI)                  | 84.2            | 81.0  | 57                  | 58     |
| BEMIDJI MN (BJI)                     | 79.2            | 79.2  | 24                  | 24     |
| BEND/REDMOND OR (RDM)                | 90.7            | 95.0  | 324                 | 323    |
| BETHEL AK (BET)                      | 77.9            | 75.6  | 86                  | 86     |
| BILLINGS MT (BIL)                    | 74.0            | 82.9  | 466                 | 463    |
| BINGHAMTON/ENDCOT/JHNSN CTY NY (BGM) | 57.7            | 76.9  | 78                  | 78     |
| BIRMINGHAM AL (BHM)                  | 67.9            | 71.7  | 2,088               | 2,090  |
| BISMARCK/MANDAN ND (BIS)             | 69.4            | 82.0  | 284                 | 283    |
| BLOOMINGTON IL (BMI)                 | 61.6            | 72.6  | 307                 | 307    |
| BOISE ID (BOI)                       | 76.5            | 85.1  | 1,579               | 1,580  |
| BOSTON MA (BOS)                      | 59.4            | 68.4  | 10,571              | 10,567 |
| BOZEMAN MT (BZN)                     | 77.4            | 87.6  | 509                 | 508    |
| BRISTOL/KINGSPT/JHNSN CTY TN (TRI)   | 48.7            | 51.4  | 117                 | 111    |
| BROWNSVILLE TX (BRO)                 | 71.3            | 72.0  | 94                  | 93     |
| BRUNSWICK GA (BQK)                   | 53.9            | 69.7  | 89                  | 89     |
| BUFFALO NY (BUF)                     | 65.0            | 74.5  | 2,303               | 2,289  |
| BURBANK CA (BUR)                     | 76.0            | 81.1  | 2,787               | 2,790  |
| BURLINGTON VT (BTV)                  | 57.8            | 73.4  | 694                 | 692    |

| CITY (AIRPORT)                  | PERCENT ON-TIME |      | REPORTED OPERATIONS |        |
|---------------------------------|-----------------|------|---------------------|--------|
|                                 | ARR.            | DEP. | ARR.                | DEP.   |
| BUTTE MT (BTM)                  | 83.8            | 97.5 | 80                  | 80     |
| CARLSBAD CA (CLD)               | 88.9            | 87.2 | 226                 | 226    |
| CASPER WY (CPR)                 | 84.0            | 84.8 | 349                 | 348    |
| CEDAR RAPIDS/IOWA CITY IA (CID) | 65.9            | 74.7 | 949                 | 974    |
| CHAMPAIGN/URBANA IL (CMI)       | 57.3            | 75.7 | 234                 | 235    |
| CHARLESTON SC (CHS)             | 65.7            | 70.6 | 1,351               | 1,336  |
| CHARLESTON/DUNBAR WV (CRW)      | 59.2            | 60.1 | 299                 | 301    |
| CHARLOTTE AMALIE VI (STT)       | 74.8            | 77.8 | 234                 | 234    |
| CHARLOTTE NC (CLT)              | 62.4            | 61.7 | 10,712              | 10,712 |
| CHARLOTTE/VILLE VA (CHO)        | 57.1            | 69.4 | 98                  | 98     |
| CHATTANOOGA TN (CHA)            | 51.1            | 65.7 | 360                 | 362    |
| CHICAGO IL (MDW)                | 75.4            | 67.4 | 8,087               | 8,088  |
| CHICAGO IL (ORD)                | 64.9            | 65.3 | 31,528              | 31,508 |
| CHICO CA (CIC)                  | 69.0            | 81.4 | 113                 | 113    |
| CHRISTIANSTED VI (STX)          | 83.7            | 67.4 | 43                  | 43     |
| CLEVELAND OH (CLE)              | 71.2            | 76.1 | 6,738               | 6,734  |
| CODY WY (COD)                   | 81.3            | 91.0 | 144                 | 144    |
| COLLEGE STATION/BRYAN TX (CLL)  | 49.0            | 62.2 | 147                 | 148    |
| COLORADO SPRINGS CO (COS)       | 71.9            | 80.1 | 1,572               | 1,565  |
| COLUMBIA SC (CAE)               | 59.6            | 71.7 | 846                 | 837    |
| COLUMBUS GA (CSG)               | 40.9            | 60.0 | 115                 | 115    |
| COLUMBUS MS (GTR)               | 45.9            | 75.4 | 85                  | 57     |
| COLUMBUS OH (CMH)               | 65.0            | 72.5 | 3,173               | 3,170  |
| CORDOVA AK (CDV)                | 55.0            | 58.3 | 60                  | 60     |
| CORPUS CHRISTI TX (CRP)         | 60.8            | 68.0 | 594                 | 563    |
| COVINGTON KY (CVG)              | 72.9            | 74.0 | 9,372               | 9,328  |
| CRESCENT CITY CA (CEC)          | 65.9            | 64.8 | 88                  | 88     |
| DALLAS TX (DAL)                 | 66.4            | 63.2 | 4,456               | 4,460  |
| DALLAS/FT.WORTH TX (DFW)        | 56.1            | 56.3 | 24,770              | 24,764 |
| DAYTON OH (DAY)                 | 66.9            | 79.1 | 1,317               | 1,301  |
| DAYTONA BEACH FL (DAB)          | 69.6            | 75.8 | 286                 | 285    |
| DEADHORSE AK (SDC)              | 83.3            | 86.7 | 60                  | 60     |
| DENVER CO (DEN)                 | 73.2            | 72.8 | 20,269              | 20,283 |
| DES MOINES IA (DSM)             | 67.7            | 74.4 | 1,534               | 1,515  |
| DETROIT MI (DTW)                | 69.2            | 71.7 | 15,066              | 15,061 |
| DILLINGHAM AK (DLG)             | 79.3            | 82.8 | 29                  | 29     |
| DOTHAN AL (DHN)                 | 53.2            | 66.2 | 139                 | 139    |
| DUBUQUE IA (DBQ)                | 70.3            | 81.4 | 118                 | 118    |
| DULUTH MN (DLH)                 | 69.7            | 80.0 | 175                 | 175    |
| DURANGO CO (DRO)                | 84.3            | 86.8 | 325                 | 325    |
| EAGLE CO (EGE)                  | 72.2            | 81.7 | 176                 | 175    |
| EAU CLAIRE WI (EAU)             | 50.0            | 80.0 | 4                   | 5      |
| EL CENTRO CA (IPL)              | 93.1            | 97.1 | 102                 | 102    |

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

| CITY (AIRPORT)                  | PERCENT ON-TIME |      | REPORTED OPERATIONS |        |
|---------------------------------|-----------------|------|---------------------|--------|
|                                 | ARR.            | DEP. | ARR.                | DEP.   |
| EL PASO TX (ELP)                | 70.8            | 76.2 | 1,852               | 1,851  |
| ELKO NV (EKO)                   | 90.6            | 94.3 | 159                 | 159    |
| ELMIRA/CORNING NY (ELM)         | 74.5            | 82.9 | 110                 | 111    |
| ERIE PA (ERI)                   | 61.7            | 70.2 | 115                 | 114    |
| EUGENE OR (EUG)                 | 78.8            | 86.0 | 543                 | 543    |
| EUREKA/VARCATA CA (ACV)         | 61.8            | 75.8 | 338                 | 339    |
| EVANSVILLE IN (EVV)             | 70.6            | 75.7 | 511                 | 510    |
| FAIRBANKS AK (FAI)              | 58.9            | 78.4 | 512                 | 510    |
| FARGO ND (FAR)                  | 70.5            | 81.8 | 464                 | 466    |
| FAYETTEVILLE AR (XNA)           | 64.9            | 71.1 | 1,141               | 1,143  |
| FAYETTEVILLE NC (FAY)           | 48.3            | 61.6 | 174                 | 164    |
| FLAGSTAFF AZ (FLG)              | 79.8            | 81.5 | 178                 | 178    |
| FLINT MI (FNT)                  | 62.9            | 75.9 | 590                 | 585    |
| FLORENCE SC (FLO)               | 47.2            | 65.5 | 53                  | 58     |
| FORT LAUDERDALE FL (FLL)        | 67.3            | 72.5 | 5,490               | 5,488  |
| FORT SMITH AR (FSM)             | 46.9            | 55.6 | 243                 | 243    |
| FORT WAYNE IN (FWA)             | 69.8            | 75.1 | 582                 | 559    |
| FRESNO CA (FAT)                 | 78.5            | 80.8 | 1,374               | 1,374  |
| FT. MYERS FL (RSW)              | 74.8            | 78.4 | 1,745               | 1,747  |
| GAINESVILLE FL (GNV)            | 25.4            | 50.7 | 177                 | 146    |
| GRAND FORKS ND (GFK)            | 61.2            | 89.5 | 85                  | 86     |
| GRAND JUNCTION CO (GJT)         | 77.5            | 83.2 | 418                 | 416    |
| GRAND RAPIDS MI (GRR)           | 63.1            | 77.2 | 1,460               | 1,461  |
| GREAT FALLS MT (GTF)            | 77.9            | 90.1 | 244                 | 242    |
| GREEN BAY/CLINTONVILLE WI (GRB) | 65.2            | 73.3 | 729                 | 731    |
| GREENSBORO/HIGH POINT NC (GSO)  | 60.6            | 69.3 | 1,311               | 1,312  |
| GREENVILLE/SPARTANBURG SC (GSP) | 66.0            | 73.8 | 1,175               | 1,152  |
| GULFPORT/BILOXI MS (GPT)        | 66.5            | 70.5 | 555                 | 577    |
| GUNNISON CO (GUC)               | 82.1            | 82.1 | 84                  | 84     |
| GUSTAVUS AK (GST)               | 71.4            | 71.4 | 28                  | 28     |
| HANCOCK/HOUGHTON MI (CMX)       | 83.3            | 86.7 | 30                  | 30     |
| HARLINGEN/SAN BENITO TX (HRL)   | 63.2            | 67.5 | 416                 | 416    |
| HARRISBURG PA (MDT)             | 58.5            | 69.0 | 804                 | 801    |
| HARTFORD CT (BDL)               | 61.8            | 73.5 | 2,678               | 2,678  |
| HELENA MT (HLN)                 | 83.3            | 85.7 | 168                 | 168    |
| HILO HI (ITO)                   | 89.6            | 91.0 | 801                 | 801    |
| HILTON HEAD SC (HHH)            | 32.6            | 48.5 | 86                  | 99     |
| HONOLULU HI (HNL)               | 85.6            | 89.5 | 5,753               | 5,753  |
| HOUSTON TX (HOU)                | 69.3            | 64.0 | 4,752               | 4,755  |
| HOUSTON TX (IAH)                | 72.0            | 71.0 | 16,172              | 16,173 |
| HUNTSVILLE AL (HSV)             | 64.9            | 72.6 | 843                 | 846    |
| IDAHO FALLS ID (IDA)            | 79.8            | 86.9 | 282                 | 291    |
| INDIANAPOLIS IN (IND)           | 65.5            | 75.9 | 3,760               | 3,759  |

| CITY (AIRPORT)                     | PERCENT ON-TIME |      | REPORTED OPERATIONS |        |
|------------------------------------|-----------------|------|---------------------|--------|
|                                    | ARR.            | DEP. | ARR.                | DEP.   |
| INDIO/PALM SPRINGS CA (PSP)        | 79.5            | 82.4 | 864                 | 863    |
| INTERNATIONAL FALLS MN (INL)       | 64.5            | 80.9 | 48                  | 47     |
| INYOKERN CA (IYK)                  | 90.0            | 93.8 | 80                  | 81     |
| ISLIP NY (ISP)                     | 67.5            | 74.2 | 1,037               | 1,017  |
| JACKSON WY (JAC)                   | 70.8            | 80.4 | 346                 | 342    |
| JACKSON/VICKSBURG MS (JAN)         | 62.3            | 68.7 | 1,142               | 1,142  |
| JACKSONVILLE FL (JAX)              | 67.4            | 76.2 | 3,151               | 3,151  |
| JACKSONVILLE/CAMP LEJEUNE NC (OAJ) | 50.0            | 65.2 | 102                 | 89     |
| JUNEAU AK (JNU)                    | 71.3            | 75.8 | 501                 | 499    |
| KAHULUI HI (OGG)                   | 86.4            | 88.5 | 2,197               | 2,197  |
| KALAMAZOO MI (AZO)                 | 72.6            | 78.9 | 420                 | 421    |
| KALISPELL MT (FCA)                 | 79.2            | 90.8 | 337                 | 337    |
| KANSAS CITY MO (MCI)               | 68.8            | 74.1 | 5,581               | 5,578  |
| KETCHIKAN AK (KTN)                 | 74.4            | 77.3 | 238                 | 238    |
| KEY WEST FL (EYW)                  | 52.3            | 50.0 | 65                  | 94     |
| KILLEEN TX (GRK)                   | 56.1            | 65.6 | 426                 | 416    |
| KING SALMON AK (AKN)               | 73.3            | 63.3 | 30                  | 30     |
| KNOXVILLE TN (TYS)                 | 65.2            | 75.2 | 1,208               | 1,210  |
| KODIAK AK (ADO)                    | 76.7            | 73.3 | 60                  | 60     |
| KONA HI (KOA)                      | 86.2            | 88.0 | 1,411               | 1,411  |
| KOTZEBUE AK (OTZ)                  | 61.8            | 68.5 | 89                  | 89     |
| LA CROSSE WI (LSE)                 | 61.7            | 69.5 | 201                 | 203    |
| LAFAYETTE LA (LFT)                 | 56.5            | 67.9 | 497                 | 498    |
| LAKE CHARLES LA (LCH)              | 63.3            | 81.1 | 90                  | 90     |
| LANSING MI (LAN)                   | 67.0            | 74.4 | 388                 | 394    |
| LAREDO TX (LRD)                    | 57.6            | 65.7 | 210                 | 210    |
| LAS VEGAS NV (LAS)                 | 74.5            | 72.0 | 15,292              | 15,291 |
| LAWTON/FORT SILL OK (LAW)          | 57.4            | 61.4 | 202                 | 202    |
| LEWISBURG WV (LWB)                 | 56.7            | 60.0 | 30                  | 30     |
| LEWISTON ID (LWS)                  | 91.5            | 93.2 | 59                  | 59     |
| LEXINGTON KY (LEX)                 | 62.9            | 75.0 | 920                 | 924    |
| LIHUE HI (LIH)                     | 90.1            | 92.5 | 1,329               | 1,329  |
| LINCOLN NE (LNK)                   | 72.4            | 76.4 | 351                 | 351    |
| LITTLE ROCK AR (LIT)               | 57.8            | 66.0 | 1,456               | 1,432  |
| LONG BEACH CA (LGB)                | 77.8            | 81.4 | 1,217               | 1,220  |
| LONGVIEW/KILGOR/GLADWATER TX (GGG) | 48.9            | 70.0 | 90                  | 90     |
| LOS ANGELES CA (LAX)               | 75.0            | 79.4 | 19,454              | 19,456 |
| LOUISVILLE KY (SDF)                | 69.5            | 75.2 | 1,877               | 1,858  |
| LUBBOCK TX (LBB)                   | 59.6            | 64.6 | 676                 | 676    |
| LYNCHBURG VA (LYH)                 | 64.5            | 78.9 | 76                  | 76     |
| MACON GA (MCN)                     | 48.9            | 73.0 | 90                  | 89     |
| MADISON WI (MSN)                   | 64.9            | 75.2 | 1,079               | 1,078  |
| MANCHESTER NH (MHT)                | 63.5            | 73.3 | 1,842               | 1,829  |

AIR TRAVEL CONSUMER REPORT

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

| CITY (AIRPORT)                      | PERCENT ON-TIME |      | REPORTED OPERATIONS |        |
|-------------------------------------|-----------------|------|---------------------|--------|
|                                     | ARR.            | DEP. | ARR.                | DEP.   |
| MARATHON FL (MTH)                   | 57.1            | 57.1 | 7                   | 7      |
| MARQUETTE MI (MQT)                  | 58.8            | 81.4 | 97                  | 97     |
| MEDFORD OR (MFR)                    | 76.2            | 84.7 | 575                 | 575    |
| MELBOURNE FL (MLB)                  | 61.1            | 76.0 | 175                 | 146    |
| MEMPHIS TN (MEM)                    | 71.2            | 76.5 | 7,185               | 7,187  |
| MERIDIAN MS (MEI)                   | 49.2            | 64.2 | 59                  | 53     |
| MIAMI FL (MIA)                      | 61.8            | 62.8 | 5,230               | 5,227  |
| MIDLAND/ODESSA TX (MAF)             | 57.8            | 67.6 | 580                 | 580    |
| MILWAUKEE WI (MKE)                  | 61.8            | 71.6 | 2,322               | 2,322  |
| MINNEAPOLIS/ST. PAUL MIN (MSP)      | 71.6            | 75.5 | 13,557              | 13,557 |
| MINOT ND (MOT)                      | 62.2            | 82.2 | 90                  | 90     |
| MISSION/MCALLEN/EDINBURG TX (MFE)   | 63.0            | 73.2 | 381                 | 380    |
| MISSOULA MT (MSO)                   | 74.7            | 84.7 | 407                 | 406    |
| MOBILE AL (MOB)                     | 63.5            | 69.4 | 512                 | 523    |
| MODESTO CA (MOD)                    | 80.2            | 81.0 | 252                 | 252    |
| MOLINE IL (MLI)                     | 72.0            | 76.8 | 808                 | 809    |
| MONROE LA (MLU)                     | 47.2            | 65.5 | 254                 | 249    |
| MONTEREY CA (MRY)                   | 82.6            | 84.7 | 764                 | 764    |
| MONTGOMERY AL (MGM)                 | 54.0            | 67.2 | 328                 | 326    |
| MONTROSE/DELTA CO (MTJ)             | 71.3            | 71.4 | 202                 | 203    |
| MYRTLE BEACH SC (MYR)               | 48.2            | 69.0 | 610                 | 583    |
| NANTUCKET MA (ACK)                  | 43.1            | 35.9 | 65                  | 64     |
| NAPLES FL (APF)                     | 55.2            | 75.9 | 58                  | 58     |
| NASHVILLE TN (BNA)                  | 69.7            | 72.6 | 5,100               | 5,103  |
| NEW BERN/MOREHEAD/BEAUFORT NC (EWN) | 64.3            | 76.3 | 70                  | 80     |
| NEW ORLEANS LA (MSY)                | 70.0            | 77.6 | 3,157               | 3,160  |
| NEW YORK NY (JFK)                   | 52.8            | 60.6 | 10,489              | 10,490 |
| NEW YORK NY (LGA)                   | 54.3            | 67.3 | 10,140              | 10,152 |
| NEWARK NJ (EWR)                     | 52.2            | 60.9 | 12,800              | 12,832 |
| NEWBURGH/POUGHKEEPSIE NY (SWF)      | 64.7            | 75.9 | 510                 | 482    |
| NEWPORT NEWS/WILLIAMSBURG VA (PHF)  | 68.2            | 79.4 | 469                 | 470    |
| NOME AK (OME)                       | 66.3            | 62.9 | 89                  | 89     |
| NORFOLK VA (ORF)                    | 61.4            | 71.2 | 1,721               | 1,722  |
| OAKLAND CA (OAK)                    | 75.3            | 75.7 | 6,140               | 6,140  |
| OKLAHOMA CITY OK (OKC)              | 66.3            | 76.1 | 2,276               | 2,285  |
| OMAHA NE (OMA)                      | 67.4            | 77.2 | 2,419               | 2,412  |
| ONTARIO/SAN BERNARDINO CA (ONT)     | 77.2            | 81.4 | 3,679               | 3,681  |
| ORLANDO FL (MCO)                    | 71.6            | 74.3 | 10,964              | 10,960 |
| OXNARD/VENTURA CA (OXR)             | 92.9            | 94.6 | 112                 | 112    |
| PALMDALE CA (PMD)                   | 89.6            | 87.5 | 48                  | 48     |
| PANAMA CITY FL (PFN)                | 55.6            | 65.1 | 268                 | 258    |
| PASCO/KENNEWICK/RICHLAND WA (PSC)   | 76.6            | 92.2 | 231                 | 231    |
| PELLSTON MI (PLN)                   | 84.5            | 90.7 | 97                  | 97     |

| CITY (AIRPORT)                       | PERCENT ON-TIME |      | REPORTED OPERATIONS |        |
|--------------------------------------|-----------------|------|---------------------|--------|
|                                      | ARR.            | DEP. | ARR.                | DEP.   |
| PENSACOLA FL (PNS)                   | 64.2            | 69.6 | 858                 | 858    |
| PEORIA IL (PIA)                      | 65.6            | 71.5 | 421                 | 431    |
| PETERSBURG AK (PSG)                  | 60.0            | 60.0 | 60                  | 60     |
| PHILADELPHIA PA (PHL)                | 58.6            | 60.4 | 8,758               | 8,748  |
| PHOENIX AZ (PHX)                     | 75.0            | 72.3 | 17,223              | 17,211 |
| PITTSBURGH PA (PIT)                  | 63.2            | 72.2 | 4,192               | 4,189  |
| POCATELLO ID (PIH)                   | 89.3            | 96.0 | 150                 | 150    |
| PONCE PR (PSE)                       | 63.3            | 77.8 | 90                  | 90     |
| PORTLAND ME (PWM)                    | 60.4            | 63.0 | 791                 | 789    |
| PORTLAND OR (PDX)                    | 73.7            | 80.7 | 5,044               | 5,039  |
| PROVIDENCE RI (PVD)                  | 63.5            | 70.9 | 2,085               | 2,077  |
| RALEIGH/DURHAM NC (RDU)              | 67.4            | 73.7 | 6,041               | 6,039  |
| RAPID CITY SD (RAP)                  | 74.2            | 77.4 | 504                 | 501    |
| REDDING CA (RDD)                     | 68.7            | 84.0 | 150                 | 150    |
| RENO NV (RNO)                        | 77.6            | 84.2 | 2,271               | 2,273  |
| RHINELANDER WI (RHI)                 | 70.0            | 76.7 | 30                  | 30     |
| RICHMOND VA (RIC)                    | 63.0            | 73.3 | 1,628               | 1,624  |
| ROANOKE VA (ROA)                     | 70.0            | 70.1 | 277                 | 278    |
| ROCHESTER MN (RST)                   | 73.1            | 78.1 | 331                 | 333    |
| ROCHESTER NY (ROC)                   | 61.0            | 72.7 | 1,448               | 1,453  |
| ROCKFORD IL (RFD)                    | 66.1            | 91.2 | 59                  | 57     |
| SACRAMENTO CA (SMF)                  | 73.1            | 77.0 | 4,998               | 4,995  |
| SAGINAW/BAY CITY/MIDLAND MI (MBS)    | 59.8            | 76.5 | 328                 | 328    |
| SALEM OR (SLE)                       | 70.8            | 91.5 | 48                  | 47     |
| SALT LAKE CITY UT (SLC)              | 78.8            | 82.2 | 12,933              | 12,946 |
| SAN ANGELO TX (SJT)                  | 51.3            | 59.3 | 150                 | 150    |
| SAN ANTONIO TX (SAT)                 | 68.0            | 73.9 | 3,986               | 3,984  |
| SAN DIEGO CA (SAN)                   | 76.1            | 80.9 | 8,339               | 8,334  |
| SAN FRANCISCO CA (SFO)               | 67.9            | 73.6 | 11,856              | 11,857 |
| SAN JOSE CA (SJC)                    | 76.5            | 81.1 | 5,142               | 5,141  |
| SAN JUAN PR (SJU)                    | 64.6            | 74.8 | 2,016               | 2,010  |
| SAN LUIS OBISPO/PASO ROBLES CA (SBP) | 82.3            | 86.8 | 586                 | 583    |
| SANTA ANA CA (SNA)                   | 76.0            | 77.9 | 4,411               | 4,416  |
| SANTA BARBARA CA (SBA)               | 83.3            | 83.4 | 1,166               | 1,169  |
| SANTA MARIA CA (SMX)                 | 92.4            | 91.7 | 145                 | 145    |
| SARASOTA/BRADENTON FL (SRQ)          | 75.0            | 82.6 | 524                 | 529    |
| SAVANNAH GA (SAV)                    | 64.1            | 71.7 | 1,279               | 1,280  |
| SCRANTON/WILKES-BARRE PA (AVP)       | 53.1            | 72.1 | 258                 | 247    |
| SEATTLE WA (SEA)                     | 67.6            | 71.8 | 9,759               | 9,760  |
| SHREVEPORT LA (SHV)                  | 54.0            | 67.7 | 713                 | 724    |
| SIoux CITY IA (SUX)                  | 80.6            | 93.3 | 31                  | 30     |
| SIoux FALLS SD (FSD)                 | 71.3            | 79.5 | 595                 | 596    |
| SITKA AK (SIT)                       | 73.6            | 86.5 | 148                 | 148    |

JUNE 2007

## AIR TRAVEL CONSUMER REPORT

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

| CITY (AIRPORT)                      | PERCENT ON-TIME |      | REPORTED OPERATIONS |       |
|-------------------------------------|-----------------|------|---------------------|-------|
|                                     | ARR.            | DEP. | ARR.                | DEP.  |
| SO.PINES/PINHRST/ABERDEEN NC (SOP)  | 23.1            | 26.9 | 26                  | 26    |
| SOUTH BEND IN (SBN)                 | 71.7            | 74.2 | 446                 | 422   |
| SPOKANE WA (GEG)                    | 79.9            | 86.3 | 1,410               | 1,412 |
| SPRINGFIELD IL (SPI)                | 57.2            | 61.6 | 145                 | 146   |
| SPRINGFIELD MO (SGF)                | 58.0            | 69.2 | 971                 | 969   |
| ST. GEORGE UT (SGU)                 | 82.0            | 84.3 | 300                 | 299   |
| ST. LOUIS MO (STL)                  | 66.9            | 70.8 | 5,414               | 5,408 |
| STATE COLLEGE PA (SCE)              | 55.6            | 77.4 | 54                  | 53    |
| STEAMBOAT SPRINGS/HAYDEN CO (HDN)   | 84.0            | 83.9 | 162                 | 161   |
| SUN VALLEY/HAILEY/KETCHUM ID (SUN)  | 81.2            | 86.5 | 319                 | 318   |
| SYRACUSE NY (SYR)                   | 55.2            | 64.1 | 1,083               | 1,084 |
| TALLAHASSEE FL (TLH)                | 65.0            | 67.5 | 400                 | 400   |
| TAMPA FL (TPA)                      | 71.5            | 76.4 | 6,386               | 6,385 |
| TEXARKANA AR (TXK)                  | 40.4            | 51.1 | 89                  | 90    |
| TOLEDO OH (TOL)                     | 62.3            | 76.2 | 175                 | 151   |
| TRAVERSE CITY MI (TVC)              | 66.4            | 74.6 | 470                 | 468   |
| TRENTON NJ (TTN)                    | 45.5            | 75.6 | 77                  | 78    |
| TUCSON AZ (TUS)                     | 76.0            | 83.3 | 2,377               | 2,379 |
| TULSA OK (TUL)                      | 67.3            | 77.2 | 2,126               | 2,093 |
| TUPELO MS (TUP)                     | 58.5            | 75.0 | 53                  | 48    |
| TWIN FALLS ID (TWF)                 | 86.5            | 96.5 | 171                 | 171   |
| TYLER TX (TYR)                      | 52.5            | 67.2 | 120                 | 119   |
| VALDOSTA GA (VLD)                   | 39.3            | 59.6 | 89                  | 89    |
| VALPARAISO FL (VPS)                 | 49.9            | 60.0 | 613                 | 613   |
| WACO TX (ACT)                       | 56.6            | 68.4 | 205                 | 206   |
| WASHINGTON DC (DCA)                 | 61.9            | 68.6 | 7,498               | 7,494 |
| WASHINGTON DC (IAD)                 | 63.8            | 68.0 | 7,511               | 7,509 |
| WATERLOO IA (ALO)                   | 65.5            | 66.2 | 29                  | 29    |
| WAUSAU/MARSHFIELD WI (CWA)          | 68.2            | 76.2 | 151                 | 151   |
| WEST PALM BEACH/PALM BEACH FL (PBI) | 67.6            | 75.6 | 2,136               | 2,134 |
| WEST YELLOWSTONE MT (WYS)           | 72.7            | 98.2 | 55                  | 55    |
| WHITE PLAINS NY (HPN)               | 59.8            | 66.5 | 1,176               | 1,142 |
| WICHITA FALLS TX (SPS)              | 55.3            | 63.0 | 199                 | 200   |
| WICHITA KS (ICT)                    | 63.2            | 72.5 | 1,190               | 1,179 |
| WILMINGTON DE (ILG)                 | 51.2            | 62.3 | 41                  | 53    |
| WILMINGTON NC (ILM)                 | 57.3            | 64.4 | 370                 | 357   |
| WRANGELL AK (WRG)                   | 60.0            | 66.7 | 60                  | 60    |
| YAKIMA WA (YKM)                     | 70.8            | 74.5 | 48                  | 47    |
| YAKUTAT AK (YAK)                    | 63.3            | 60.0 | 60                  | 60    |
| YUMA AZ (YUM)                       | 81.0            | 85.5 | 290                 | 290   |

JUNE 2007

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS**  
**BY CARRIER**

| CARRIER A/         | AT 32 REPORTABLE AIRPORTS B/ |                             |                             |                                 |                             | AT ALL REPORTABLE AIRPORTS C/ |                             |                                 |                             |                             |                                 |
|--------------------|------------------------------|-----------------------------|-----------------------------|---------------------------------|-----------------------------|-------------------------------|-----------------------------|---------------------------------|-----------------------------|-----------------------------|---------------------------------|
|                    | NUMBER OF AIRPORTS REPORTED  | FLIGHT OPERATIONS SCHEDULED | FLIGHT OPERATIONS CANCELLED | PERCENT OF OPERATIONS CANCELLED | NUMBER OF AIRPORTS REPORTED | FLIGHT OPERATIONS SCHEDULED   | FLIGHT OPERATIONS CANCELLED | PERCENT OF OPERATIONS CANCELLED | FLIGHT OPERATIONS SCHEDULED | FLIGHT OPERATIONS CANCELLED | PERCENT OF OPERATIONS CANCELLED |
| MESA               | 25                           | 13,938                      | 928                         | 6.7                             | 118                         | 25,797                        | 1,645                       | 6.4                             |                             |                             |                                 |
| AMERICAN EAGLE     | 19                           | 24,555                      | 1,460                       | 5.9                             | 117                         | 44,952                        | 2,669                       | 5.9                             |                             |                             |                                 |
| NORTHWEST          | 30                           | 25,371                      | 1,390                       | 5.5                             | 104                         | 36,005                        | 1,895                       | 5.3                             |                             |                             |                                 |
| COMAIR             | 23                           | 12,921                      | 683                         | 5.3                             | 101                         | 20,023                        | 1,010                       | 5.0                             |                             |                             |                                 |
| ATLANTIC SOUTHEAST | 19                           | 12,875                      | 549                         | 4.3                             | 143                         | 24,066                        | 1,022                       | 4.2                             |                             |                             |                                 |
| EXPRESSJET         | 29                           | 16,108                      | 760                         | 4.7                             | 125                         | 37,140                        | 1,389                       | 3.7                             |                             |                             |                                 |
| AMERICAN           | 30                           | 41,922                      | 1,568                       | 3.7                             | 78                          | 52,070                        | 1,929                       | 3.7                             |                             |                             |                                 |
| US AIRWAYS         | 30                           | 32,851                      | 956                         | 2.9                             | 79                          | 40,547                        | 1,144                       | 2.8                             |                             |                             |                                 |
| JETBLUE            | 19                           | 11,216                      | 274                         | 2.4                             | 48                          | 15,624                        | 389                         | 2.5                             |                             |                             |                                 |
| ALOHA              | 3                            | 168                         | 1                           | 0.6                             | 11                          | 3,900                         | 84                          | 2.2                             |                             |                             |                                 |
| PINNACLE           | 16                           | 8,368                       | 191                         | 2.3                             | 115                         | 21,816                        | 465                         | 2.1                             |                             |                             |                                 |
| UNITED             | 31                           | 34,424                      | 724                         | 2.1                             | 79                          | 40,987                        | 848                         | 2.1                             |                             |                             |                                 |
| SKYWEST            | 20                           | 27,881                      | 398                         | 1.4                             | 145                         | 50,818                        | 837                         | 1.6                             |                             |                             |                                 |
| DELTA              | 31                           | 32,447                      | 544                         | 1.7                             | 98                          | 40,200                        | 633                         | 1.6                             |                             |                             |                                 |
| AIRTRAN            | 25                           | 17,200                      | 209                         | 1.2                             | 55                          | 22,691                        | 286                         | 1.3                             |                             |                             |                                 |
| CONTINENTAL        | 29                           | 21,830                      | 264                         | 1.2                             | 72                          | 27,366                        | 312                         | 1.1                             |                             |                             |                                 |
| ALASKA             | 16                           | 8,841                       | 86                          | 1.0                             | 46                          | 14,315                        | 162                         | 1.1                             |                             |                             |                                 |
| SOUTHWEST          | 18                           | 51,612                      | 204                         | 0.4                             | 63                          | 96,693                        | 423                         | 0.4                             |                             |                             |                                 |
| FRONTIER           | 22                           | 6,858                       | 28                          | 0.4                             | 44                          | 8,364                         | 31                          | 0.4                             |                             |                             |                                 |
| HAWAIIAN           | 7                            | 400                         | 0                           | 0.0                             | 14                          | 4,808                         | 10                          | 0.2                             |                             |                             |                                 |
| <b>Total</b>       |                              | <b>401,786</b>              | <b>11,217</b>               | <b>2.8</b>                      | <b>Total</b>                | <b>628,182</b>                | <b>17,183</b>               | <b>2.7</b>                      |                             |                             |                                 |

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

JUNE 2007  
AIR TRAVEL CONSUMER REPORT  
TABLE 9. CAUSES OF DELAY\*, BY CARRIER\*\*

| CARRIER | TOTAL RECORDS | ONTIME | % ONTIME | CANCELLED | % CANCELLED | DIVERTED | % DIVERTED | AIR CARRIER DELAY | % AIR CARRIER DELAY | EXTREME WEATHER DELAY | % EXTREME WEATHER DELAY | NATIONAL AVIATION SYSTEM DELAY | % NATIONAL AVIATION SYSTEM DELAY | SECURITY DELAY | % SECURITY DELAY | LATE ARRIVING AIRCRAFT DELAY | % LATE ARRIVING AIRCRAFT DELAY | CAUSES OF DELAY   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
|---------|---------------|--------|----------|-----------|-------------|----------|------------|-------------------|---------------------|-----------------------|-------------------------|--------------------------------|----------------------------------|----------------|------------------|------------------------------|--------------------------------|-------------------|---------------------|-----------------------|-------------------------|--------------------------------|----------------------------------|----------------|------------------|------------------------------|--------------------------------|
|         |               |        |          |           |             |          |            |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                | AIR CARRIER DELAY | % AIR CARRIER DELAY | EXTREME WEATHER DELAY | % EXTREME WEATHER DELAY | NATIONAL AVIATION SYSTEM DELAY | % NATIONAL AVIATION SYSTEM DELAY | SECURITY DELAY | % SECURITY DELAY | LATE ARRIVING AIRCRAFT DELAY | % LATE ARRIVING AIRCRAFT DELAY |
| 9E      | 21816         | 16585  | 76.02%   | 465       | 2.13%       | 63       | 0.29%      | 1472              | 6.75%               | 244                   | 1.12%                   | 1635                           | 7.50%                            | 6              | 0.03%            | 1345                         | 6.16%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| AA      | 52070         | 30158  | 57.92%   | 1929      | 3.70%       | 389      | 0.75%      | 3760              | 7.22%               | 1888                  | 3.63%                   | 7039                           | 13.52%                           | 19             | 0.04%            | 6889                         | 13.23%                         |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| AQ      | 3900          | 3387   | 86.85%   | 84        | 2.15%       | 1        | 0.03%      | 261               | 6.68%               | 1                     | 0.03%                   | 12                             | 0.30%                            | 2              | 0.05%            | 152                          | 3.91%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| AS      | 14315         | 10087  | 70.46%   | 162       | 1.13%       | 34       | 0.24%      | 1271              | 8.88%               | 28                    | 0.19%                   | 1032                           | 7.21%                            | 32             | 0.22%            | 1670                         | 11.66%                         |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| B6      | 15624         | 9986   | 63.91%   | 389       | 2.49%       | 78       | 0.50%      | 839               | 5.37%               | 82                    | 0.52%                   | 2531                           | 16.20%                           | 11             | 0.07%            | 1708                         | 10.93%                         |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| CO      | 27366         | 18586  | 67.92%   | 312       | 1.14%       | 181      | 0.66%      | 1550              | 5.66%               | 356                   | 1.30%                   | 3978                           | 14.54%                           | 52             | 0.19%            | 2351                         | 8.59%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| DL      | 40200         | 27285  | 67.87%   | 633       | 1.57%       | 121      | 0.30%      | 3234              | 8.04%               | 284                   | 0.71%                   | 5214                           | 12.97%                           | 6              | 0.02%            | 3424                         | 8.52%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| EV      | 24066         | 13475  | 55.99%   | 1022      | 4.25%       | 58       | 0.24%      | 3905              | 16.23%              | 1126                  | 4.68%                   | 2543                           | 10.57%                           | 11             | 0.04%            | 1926                         | 8.00%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| F9      | 8364          | 6005   | 71.80%   | 31        | 0.37%       | 15       | 0.18%      | 642               | 7.68%               | 98                    | 1.17%                   | 1052                           | 12.57%                           | 4              | 0.05%            | 517                          | 6.18%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| FL      | 22691         | 16323  | 71.94%   | 286       | 1.26%       | 96       | 0.42%      | 1142              | 5.03%               | 102                   | 0.45%                   | 2101                           | 9.26%                            | 0              | 0.00%            | 2641                         | 11.64%                         |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| HA      | 4808          | 4467   | 92.91%   | 10        | 0.21%       | 0        | 0.00%      | 232               | 4.83%               | 3                     | 0.06%                   | 1                              | 0.03%                            | 6              | 0.13%            | 89                           | 1.84%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| MQ      | 44952         | 27215  | 60.54%   | 2669      | 5.94%       | 239      | 0.53%      | 3373              | 7.50%               | 922                   | 2.05%                   | 4199                           | 9.34%                            | 7              | 0.02%            | 6328                         | 14.08%                         |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| NW      | 36005         | 23074  | 64.09%   | 1895      | 5.26%       | 83       | 0.23%      | 3772              | 10.48%              | 402                   | 1.12%                   | 4535                           | 12.59%                           | 34             | 0.09%            | 2210                         | 6.14%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| OH      | 20023         | 12811  | 63.98%   | 1010      | 5.04%       | 53       | 0.26%      | 2264              | 11.31%              | 1202                  | 6.00%                   | 2417                           | 12.07%                           | 5              | 0.03%            | 261                          | 1.31%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| OO      | 50818         | 39568  | 77.86%   | 837       | 1.65%       | 43       | 0.08%      | 5607              | 11.03%              | 290                   | 0.57%                   | 908                            | 1.79%                            | 77             | 0.15%            | 3488                         | 6.86%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| UA      | 40987         | 27038  | 65.97%   | 848       | 2.07%       | 134      | 0.33%      | 2871              | 7.01%               | 288                   | 0.70%                   | 4532                           | 11.06%                           | 9              | 0.02%            | 5267                         | 12.85%                         |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| US      | 40547         | 24981  | 61.61%   | 1144      | 2.82%       | 117      | 0.29%      | 4505              | 11.11%              | 262                   | 0.65%                   | 5122                           | 12.63%                           | 83             | 0.20%            | 4333                         | 10.69%                         |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| WN      | 96693         | 72850  | 75.34%   | 423       | 0.44%       | 227      | 0.23%      | 5346              | 5.53%               | 763                   | 0.79%                   | 3709                           | 3.84%                            | 146            | 0.15%            | 13229                        | 13.68%                         |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| XE      | 37140         | 25851  | 69.60%   | 1389      | 3.74%       | 207      | 0.56%      | 2111              | 5.68%               | 388                   | 1.05%                   | 3728                           | 10.04%                           | 43             | 0.12%            | 3423                         | 9.22%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| YV      | 25797         | 18066  | 70.03%   | 1645      | 6.38%       | 55       | 0.21%      | 2944              | 11.41%              | 168                   | 0.65%                   | 1041                           | 4.04%                            | 30             | 0.12%            | 1848                         | 7.16%                          |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
| TOTAL   | 628182        | 427798 | 68.10%   | 17183     | 2.74%       | 2194     | 0.35%      | 51101             | 8.13%               | 8996                  | 1.42%                   | 57329                          | 9.13%                            | 584            | 0.09%            | 63098                        | 10.04%                         |                   |                     |                       |                         |                                |                                  |                |                  |                              |                                |

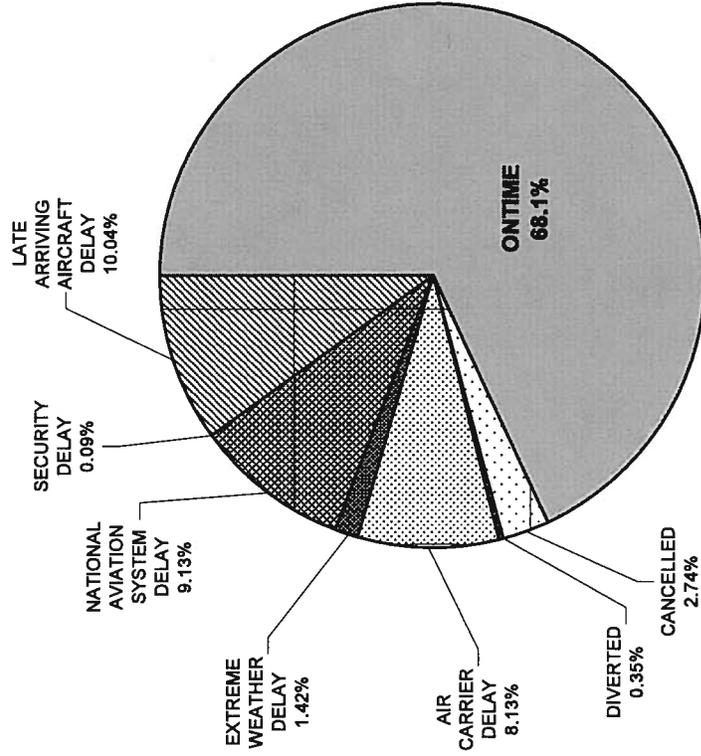
\*Causes of Delay:

- 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.

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



**Causes of Delay:**

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

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

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 32 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

## APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

### Airports Covered by the Rule (14 CFR PART 234 \*)

|                                     |     |
|-------------------------------------|-----|
| Atlanta: Hartsfield-Jackson         | ATL |
| Balt/Wash: Int'l Thurgood Marshall  | BWI |
| Boston: Logan International         | BOS |
| Charlotte: Douglas                  | CLT |
| Chicago: Midway                     | MDW |
| Chicago: O'Hare                     | ORD |
| Cincinnati: Greater Cincinnati      | CVG |
| Dallas-Fort Worth: International    | DFW |
| Denver: International               | DEN |
| Detroit: Metro Wayne County         | DTW |
| Ft. Lauderdale: International       | FLL |
| Houston: George Bush                | IAH |
| Las Vegas: McCarran International   | LAS |
| Los Angeles: International          | LAX |
| Miami: International                | MIA |
| Minneapolis-St. Paul: International | MSP |
| Newark: Liberty International       | EWK |
| New York: JFK International         | JFK |
| New York: LaGuardia                 | LGA |
| Oakland : International             | OAK |
| Orlando: International              | MCO |
| Philadelphia: International         | PHL |
| Phoenix: Sky Harbor International   | PHX |
| Portland: International             | PDX |
| Salt Lake City: International       | SLC |
| San Diego: Lindbergh Field          | SAN |
| San Francisco: International        | SFO |
| Seattle-Tacoma: International       | SEA |
| ST. Louis : Lambert International   | STL |
| Tampa: Tampa International          | TPA |
| Washington: Reagan National         | DCA |
| Washington: Dulles                  | IAD |

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

|      |                             |
|------|-----------------------------|
| FL   | AirTran Airways             |
| AS   | Alaska Airlines             |
| HP** | America West Airlines       |
| AA   | American Airlines           |
| MQ   | American Eagle Airlines     |
| EV   | Atlantic Southeast Airlines |
| OH   | Comair                      |
| CO   | Continental Airlines        |
| DL   | Delta Air Lines             |
| XE   | ExpressJet Airlines         |
| F9   | Frontier Airlines           |
| B6   | JetBlue Airways             |
| YV   | Mesa Airlines               |
| NW   | Northwest Airlines          |
| 9E   | Pinnacle Airlines           |
| OO   | SkyWest Airlines            |
| WN   | Southwest Airlines          |
| UA   | United Airlines             |
| US** | US Airways                  |

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

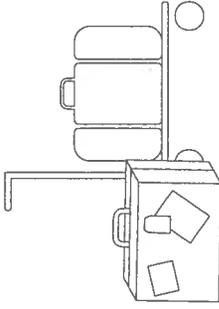
|    |                                |
|----|--------------------------------|
| AQ | Aloha Airlines (eff. 04/06)    |
| HA | Hawaiian Airlines (eff. 01/07) |

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

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

## MISHANDLED BAGGAGE

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. The reports of mishandled baggage do not distinguish between carriers that interline and those that do not. As with the data on flight delays in the previous section, these baggage statistics are filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues, plus any other airline that voluntarily submits the data. See 14 CFR Part 234.



## JUNE

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

| RANK             | AIRLINE                     | JUNE 2007                   |                         |                                    | JUNE 2006                   |                         |                                    |
|------------------|-----------------------------|-----------------------------|-------------------------|------------------------------------|-----------------------------|-------------------------|------------------------------------|
|                  |                             | TOTAL<br>BAGGAGE<br>REPORTS | ENPLAINED<br>PASSENGERS | REPORTS<br>PER 1,000<br>PASSENGERS | TOTAL<br>BAGGAGE<br>REPORTS | ENPLAINED<br>PASSENGERS | REPORTS<br>PER 1,000<br>PASSENGERS |
| 1                | HAWAIIAN AIRLINES           | 2,163                       | 622,323                 | 3.48                               | 1,411                       | 542,449                 | 2.60                               |
| 2                | AIRTRAN AIRWAYS             | 10,248                      | 2,309,430               | 4.44                               | 10,836                      | 1,953,246               | 5.55                               |
| 3                | ALOHA AIRLINES              | 1,863                       | 363,601                 | 5.12                               | 1,663                       | 327,096                 | 5.08                               |
| 4                | JETBLUE AIRWAYS             | 9,549                       | 1,809,921               | 5.28                               | 4,664                       | 1,513,648               | 3.08                               |
| 5                | NORTHWEST AIRLINES          | 22,616                      | 4,033,478               | 5.61                               | 16,888                      | 4,149,353               | 4.07                               |
| 6                | UNITED AIRLINES             | 31,242                      | 5,363,878               | 5.82                               | 27,588                      | 5,271,180               | 5.23                               |
| 7                | SOUTHWEST AIRLINES          | 57,626                      | 9,758,810               | 5.91                               | 36,665                      | 8,903,745               | 4.12                               |
| 8                | FRONTIER AIRLINES           | 7,192                       | 1,057,216               | 6.80                               | 4,050                       | 943,170                 | 4.29                               |
| 9                | CONTINENTAL AIRLINES        | 24,089                      | 3,453,009               | 6.97                               | 18,467                      | 3,313,060               | 5.57                               |
| 10               | DELTA AIR LINES             | 46,981                      | 5,814,126               | 8.08                               | 39,081                      | 5,885,566               | 6.64                               |
| 11               | ALASKA AIRLINES             | 12,614                      | 1,536,941               | 8.21                               | 7,151                       | 1,467,532               | 4.87                               |
| 12               | AMERICAN AIRLINES           | 62,402                      | 7,005,579               | 8.91                               | 38,135                      | 7,175,235               | 5.31                               |
| 13               | EXPRESSJET AIRLINES         | 13,614                      | 1,370,543               | 9.93                               | 16,835                      | 1,522,908               | 11.05                              |
| 14               | PINNACLE AIRLINES           | 9,197                       | 895,824                 | 10.27                              | *                           | *                       | *                                  |
| 15               | US AIRWAYS                  | 50,214                      | 4,739,723               | 10.59                              | 25,822                      | 2,861,504               | 9.02                               |
| 16               | SKYWEST AIRLINES            | 21,997                      | 2,007,654               | 10.96                              | 15,042                      | 1,770,577               | 8.50                               |
| 17               | COMAIR                      | 10,500                      | 857,912                 | 12.24                              | 11,003                      | 987,090                 | 11.15                              |
| 18               | MESA AIRLINES               | 15,605                      | 1,223,135               | 12.76                              | 12,980                      | 1,188,801               | 10.92                              |
| 19               | ATLANTIC SOUTHEAST AIRLINES | 15,355                      | 1,096,976               | 14.00                              | 20,212                      | 1,052,825               | 19.20                              |
| 20               | AMERICAN EAGLE AIRLINES     | 26,213                      | 1,647,953               | 15.91                              | 22,767                      | 1,727,570               | 13.18                              |
| <b>TOTALS **</b> |                             | <b>451,260</b>              | <b>56,968,032</b>       | <b>7.92</b>                        | <b>331,260</b>              | <b>52,556,555</b>       | <b>6.30</b>                        |

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

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.

ENPLAINED PASSENGERS—For the domestic system only.

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay data voluntarily (Aloha and Hawaiian). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report. Reporting by Pinnacle Airlines is effective January 2007.

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

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

| RANK            | AIRLINE                     | JANUARY - JUNE 2007   |                      |                              | JANUARY - JUNE 2006   |                      |                              |
|-----------------|-----------------------------|-----------------------|----------------------|------------------------------|-----------------------|----------------------|------------------------------|
|                 |                             | TOTAL BAGGAGE REPORTS | ENPLAINED PASSENGERS | REPORTS PER 1,000 PASSENGERS | TOTAL BAGGAGE REPORTS | ENPLAINED PASSENGERS | REPORTS PER 1,000 PASSENGERS |
| 1               | HAWAIIAN AIRLINES           | 11,646                | 3,479,039            | 3.35                         | 9,136                 | 3,010,927            | 3.03                         |
| 2               | AIRTRAN AIRWAYS             | 44,576                | 11,720,832           | 3.80                         | 44,627                | 10,163,649           | 4.39                         |
| 3               | ALOHA AIRLINES              | 7,911                 | 2,040,921            | 3.88                         | 4,881                 | 895,859              | 5.45                         |
| 4               | NORTHWEST AIRLINES          | 115,956               | 22,595,327           | 5.13                         | 90,431                | 22,561,168           | 4.01                         |
| 5               | JETBLUE AIRWAYS             | 57,174                | 10,716,492           | 5.34                         | 31,498                | 8,923,633            | 3.53                         |
| 6               | CONTINENTAL AIRLINES        | 111,279               | 19,397,253           | 5.74                         | 78,934                | 18,687,478           | 4.22                         |
| 7               | ALASKA AIRLINES             | 44,854                | 7,638,020            | 5.87                         | 32,743                | 7,468,608            | 4.38                         |
| 8               | SOUTHWEST AIRLINES          | 324,527               | 50,921,453           | 6.37                         | 215,382               | 48,383,781           | 4.45                         |
| 9               | UNITED AIRLINES             | 192,721               | 29,981,336           | 6.43                         | 129,602               | 29,612,569           | 4.38                         |
| 10              | FRONTIER AIRLINES           | 36,241                | 5,284,223            | 6.86                         | 22,388                | 4,840,822            | 4.62                         |
| 11              | DELTA AIR LINES             | 228,248               | 31,807,836           | 7.18                         | 194,353               | 33,532,276           | 5.80                         |
| 12              | AMERICAN AIRLINES           | 299,647               | 39,347,241           | 7.62                         | 232,338               | 40,401,381           | 5.75                         |
| 13              | PINNACLE AIRLINES           | 40,366                | 4,719,931            | 8.55                         | *                     | *                    | *                            |
| 14              | US AIRWAYS                  | 244,007               | 27,264,024           | 8.95                         | 175,967               | 25,217,085           | 6.98                         |
| 15              | EXPRESSJET AIRLINES         | 71,178                | 7,645,534            | 9.31                         | 68,145                | 8,136,252            | 8.38                         |
| 16              | ATLANTIC SOUTHEAST AIRLINES | 58,760                | 5,763,196            | 10.20                        | 97,211                | 6,011,793            | 16.17                        |
| 17              | MESA AIRLINES               | 78,100                | 6,950,802            | 11.24                        | 64,744                | 6,736,679            | 9.61                         |
| 18              | SKYWEST AIRLINES            | 129,574               | 10,742,781           | 12.06                        | 88,297                | 9,630,760            | 9.17                         |
| 19              | COMAIR                      | 58,615                | 4,573,682            | 12.82                        | 48,128                | 5,246,827            | 9.17                         |
| 20              | AMERICAN EAGLE AIRLINES     | 131,776               | 8,958,938            | 14.71                        | 120,659               | 9,244,073            | 13.05                        |
| <b>TOTALS**</b> |                             | <b>2,287,156</b>      | <b>311,548,861</b>   | <b>7.34</b>                  | <b>1,749,464</b>      | <b>298,705,620</b>   | <b>5.86</b>                  |

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

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.

ENPLAINED PASSENGERS—For the domestic system only.

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay data voluntarily (Aloha and Hawaiian). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report. Reporting by Pinnacle Airlines is effective January 2007.

\*\* ATA Airlines' ranking in this table ceased effective January 2007. Totals for January-June 2006 reflect the deletion of ATA's data for that period.

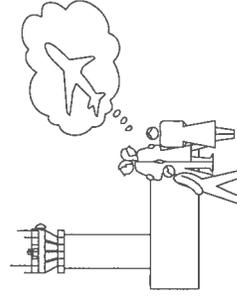
## OVERSALES

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.



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

| RANK | AIRLINE                     | APRIL - JUNE 2007       |               |                                   | APRIL - JUNE 2006       |               |                                   |
|------|-----------------------------|-------------------------|---------------|-----------------------------------|-------------------------|---------------|-----------------------------------|
|      |                             | DENIED BOARDINGS (DB'S) |               | Involuntary DB's per 10,000 psgrs | DENIED BOARDINGS (DB'S) |               | Involuntary DB's per 10,000 psgrs |
|      |                             | Voluntary               | Involuntary   | Enplaned Passengers               | Voluntary               | Involuntary   | Enplaned Passengers               |
| 1    | JETBLUE AIRWAYS             | 0                       | 14            | 5,587,025                         | 26                      | 58            | 4,524,719                         |
| 2    | HAWAIIAN AIRLINES           | 392                     | 13            | 1,776,049                         | 641                     | 27            | 1,526,360                         |
| 3    | AIRTRAN AIRWAYS             | 7,978                   | 109           | 6,323,023                         | 4,907                   | 49            | 5,409,351                         |
| 4    | ALASKA AIRLINES             | 4,190                   | 88            | 4,236,434                         | 5,620                   | 789           | 4,043,982                         |
| 5    | ALOHA AIRLINES              | 105                     | 39            | 993,454                           | 41                      | 7             | 829,591                           |
| 6    | AMERICAN AIRLINES           | 22,536                  | 1,562         | 22,693,023                        | 22,493                  | 1,829         | 23,260,971                        |
| 7    | FRONTIER AIRLINES           | 1,311                   | 255           | 2,921,301                         | 829                     | 146           | 2,606,079                         |
| 8    | NORTHWEST AIRLINES          | 21,782                  | 1,144         | 12,695,660                        | 20,071                  | 1,373         | 12,838,318                        |
| 9    | MESA AIRLINES               | 5,008                   | 174           | 1,903,808                         | 4,281                   | 415           | 1,696,331                         |
| 10   | UNITED AIRLINES             | 33,933                  | 1,681         | 16,768,255                        | 21,728                  | 1,203         | 16,623,145                        |
| 11   | SOUTHWEST AIRLINES          | 22,489                  | 2,922         | 26,889,424                        | 29,026                  | 2,570         | 25,306,858                        |
| 12   | US AIRWAYS                  | 24,594                  | 1,782         | 14,728,126                        | 20,930                  | 2,214         | 14,249,711                        |
| 13   | AMERICAN EAGLE AIRLINES     | 331                     | 95            | 655,729                           | 479                     | 85            | 634,272                           |
| 14   | SKYWEST AIRLINES            | 5,706                   | 319           | 2,048,736                         | 3,662                   | 163           | 1,473,391                         |
| 15   | CONTINENTAL AIRLINES        | 11,406                  | 1,931         | 11,251,647                        | 10,863                  | 1,919         | 10,680,150                        |
| 16   | DELTA AIR LINES             | 26,821                  | 5,585         | 17,500,812                        | 19,648                  | 2,840         | 17,530,094                        |
| 17   | COMAIR                      | 1,433                   | 159           | 396,381                           | 1,652                   | 143           | 601,010                           |
| 18   | ATLANTIC SOUTHEAST AIRLINES | 2,963                   | 556           | 1,167,577                         | 1,983                   | 402           | 1,115,387                         |
|      | <b>TOTALS**</b>             | <b>192,678</b>          | <b>18,428</b> | <b>150,536,464</b>                | <b>168,880</b>          | <b>16,232</b> | <b>144,949,720</b>                |

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. The entire fleet of ExpressJet Airlines and Pinnacle Airlines (ranked in the "Flight Delays," " Mishandled Baggage," and "Consumer Complaints" sections of the ATR) consists of aircraft with 60 seats or less.

\*\*ATA Airlines' ranking in this table ceased effective the 1<sup>st</sup> quarter 2007. Totals for the 2nd quarter 2006 reflect the deletion of ATA's data for that period.

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

| RANK | AIRLINE                     | JANUARY - JUNE 2007     |               |                     |                                   | JANUARY - JUNE 2006     |               |                     |                                   |
|------|-----------------------------|-------------------------|---------------|---------------------|-----------------------------------|-------------------------|---------------|---------------------|-----------------------------------|
|      |                             | DENIED BOARDINGS (DB'S) |               | Enplaned Passengers | Involuntary DB's per 10,000 psgrs | DENIED BOARDINGS (DB'S) |               | Enplaned Passengers | Involuntary DB's per 10,000 psgrs |
|      |                             | Voluntary               | Involuntary   |                     |                                   | Voluntary               | Involuntary   |                     |                                   |
| 1    | JETBLUE AIRWAYS             | 0                       | 33            | 10,677,840          | 0.03                              | 43                      | 63            | 8,859,633           | 0.07                              |
| 2    | AIRTRAN AIRWAYS             | 14,462                  | 216           | 11,403,131          | 0.19                              | 9,800                   | 110           | 9,896,836           | 0.11                              |
| 3    | ALOHA AIRLINES              | 246                     | 55            | 1,943,346           | 0.28                              | *                       | *             | *                   | *                                 |
| 4    | HAWAIIAN AIRLINES           | 800                     | 98            | 3,450,865           | 0.28                              | 1,288                   | 41            | 2,987,117           | 0.14                              |
| 5    | ALASKA AIRLINES             | 7,447                   | 435           | 7,638,020           | 0.57                              | 10,472                  | 977           | 7,468,608           | 1.31                              |
| 6    | UNITED AIRLINES             | 51,150                  | 2,285         | 31,781,817          | 0.72                              | 39,231                  | 1,696         | 31,396,501          | 0.54                              |
| 7    | AMERICAN AIRLINES           | 44,669                  | 3,775         | 43,543,819          | 0.87                              | 45,004                  | 4,294         | 44,474,445          | 0.97                              |
| 8    | NORTHWEST AIRLINES          | 41,297                  | 2,568         | 24,082,246          | 1.07                              | 39,167                  | 2,489         | 23,993,915          | 1.04                              |
| 9    | SOUTHWEST AIRLINES          | 41,711                  | 5,796         | 49,792,446          | 1.16                              | 58,830                  | 5,451         | 47,322,342          | 1.15                              |
| 10   | FRONTIER AIRLINES           | 2,406                   | 609           | 5,135,819           | 1.19                              | 1,339                   | 290           | 4,771,203           | 0.61                              |
| 11   | AMERICAN EAGLE AIRLINES     | 650                     | 162           | 1,216,873           | 1.33                              | 1,062                   | 194           | 1,142,030           | 1.70                              |
| 12   | MESA AIRLINES               | 8,366                   | 525           | 3,716,876           | 1.41                              | 8,109                   | 745           | 3,643,039           | 2.04                              |
| 13   | US AIRWAYS                  | 43,942                  | 3,964         | 27,722,223          | 1.43                              | 39,996                  | 3,640         | 27,620,017          | 1.32                              |
| 14   | CONTINENTAL AIRLINES        | 19,982                  | 3,856         | 21,229,298          | 1.82                              | 23,090                  | 4,419         | 20,291,339          | 2.18                              |
| 15   | SKYWEST AIRLINES            | 11,136                  | 815           | 3,863,170           | 2.11                              | 7,806                   | 317           | 2,699,285           | 1.17                              |
| 16   | DELTA AIR LINES             | 54,195                  | 11,101        | 33,405,147          | 3.32                              | 57,904                  | 7,155         | 34,609,347          | 2.07                              |
| 17   | COMAIR                      | 3,278                   | 312           | 857,829             | 3.64                              | 3,795                   | 278           | 1,056,174           | 2.63                              |
| 18   | ATLANTIC SOUTHEAST AIRLINES | 5,771                   | 1,083         | 2,137,893           | 5.07                              | 5,875                   | 1,116         | 2,151,273           | 5.19                              |
|      | <b>TOTALS**</b>             | <b>351,508</b>          | <b>37,688</b> | <b>283,598,658</b>  | <b>1.33</b>                       | <b>352,811</b>          | <b>33,275</b> | <b>274,383,104</b>  | <b>1.21</b>                       |

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. The entire fleet of ExpressJet Airlines and Pinnacle Airlines (ranked in the "Flight Delays," " Mishandled Baggage," and "Consumer Complaints" sections of the ATCR) consists of aircraft with 60 seats or less. Aloha Airlines' ranking in this table is effective the 2<sup>nd</sup> quarter 2006 (voluntary flight delay and mishandled baggage reporting effective April 2006).

\*\*ATA Airlines' ranking in this table ceased effective the 1<sup>st</sup> quarter 2007. Totals for the 1<sup>st</sup> and 2<sup>nd</sup> quarters 2006 reflect the deletion of ATA's data for that period.

## CONSUMER COMPLAINTS

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

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

**Complaint Categories** - Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT  
 CONSUMER COMPLAINTS  
 SUMMARY

|                        | JUNE 2007    |           |             |               | JUNE 2006  |            |             |               |
|------------------------|--------------|-----------|-------------|---------------|------------|------------|-------------|---------------|
|                        | COMPLAINTS   | OPINIONS  | COMPLIMENTS | INFO REQUESTS | COMPLAINTS | OPINIONS   | COMPLIMENTS | INFO REQUESTS |
| U.S. AIRLINES          | 945          | 56        | 6           | 159           | 607        | 98         | 3           | 141           |
| FOREIGN AIRLINES       | 119          | 0         | 1           | 9             | 127        | 2          | 0           | 11            |
| TRAVEL AGENTS          | 13           | 1         | 0           | 1             | 18         | 1          | 0           | 1             |
| TOUR OPERATORS         | 8            | 0         | 0           | 1             | 3          | 0          | 0           | 0             |
| MISCELLANEOUS          | 9            | 7         | 0           | 26            | 8          | 10         | 0           | 49            |
| <b>INDUSTRY TOTALS</b> | <b>1,094</b> | <b>64</b> | <b>7</b>    | <b>196</b>    | <b>763</b> | <b>111</b> | <b>3</b>    | <b>202</b>    |

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

| COMPLAINT CATEGORY     | JUNE 2007 |              |              | JUNE 2006 |              |              |
|------------------------|-----------|--------------|--------------|-----------|--------------|--------------|
|                        | RANKING   | COMPLAINTS** | SUB-CATEGORY | RANKING   | COMPLAINTS** | SUB-CATEGORY |
| FLIGHT PROBLEMS        | 1         | 420          |              | 1         | 195          |              |
| CANCELLATIONS          |           |              | 211          |           |              | 73           |
| DELAYS                 |           |              | 120          |           |              | 57           |
| MISCONNECTIONS         |           |              | 56           |           |              | 33           |
| BAGGAGE                | 2         | 201          |              | 2         | 163          |              |
| RES/TKTG/BOARDING      | 3         | 127          |              | 4         | 87           |              |
| CUSTOMER SERVICE       | 4         | 118          |              | 3         | 113          |              |
| REFUNDS                | 5         | 80           |              | 5         | 69           |              |
| DISABILITY             | 6         | 45           |              | 6         | 48           |              |
| OTHER                  | 7         | 41           |              | 10        | 16           |              |
| FREQUENT FLYER         |           |              | 29           |           |              | 11           |
| OVERSALES              | 8         | 31           |              | 7         | 29           |              |
| FARES                  | 9         | 22           |              | 8         | 24           |              |
| DISCRIMINATION         | 10        | 6            |              | 9         | 16           |              |
| ADVERTISING            | 11        | 3            |              | 11        | 2            |              |
| ANIMALS                | 12        | 0            |              | 12        | 1            |              |
| <b>COMPLAINT TOTAL</b> |           | <b>1,094</b> |              |           | <b>763</b>   |              |

\* 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\*

JUNE 2007

| U.S. AIRLINES**             | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DIS-ABILITY | ADVER-TISING | DISCRIM-INATION | ANIMALS | OTHER | TOTAL |
|-----------------------------|-----------------|------------|-------------------|-------|---------|---------|------------------|-------------|--------------|-----------------|---------|-------|-------|
| ALPHABETICAL                |                 |            |                   |       |         |         |                  |             |              |                 |         |       |       |
| AIR WISCONSIN               | 4               | 3          | 2                 | 0     | 0       | 0       | 2                | 0           | 0            | 0               | 0       | 0     | 11    |
| AIRTRAN AIRWAYS             | 8               | 0          | 2                 | 0     | 0       | 2       | 2                | 3           | 0            | 0               | 0       | 0     | 17    |
| ALASKA AIRLINES             | 2               | 0          | 0                 | 0     | 0       | 3       | 2                | 0           | 1            | 0               | 0       | 0     | 8     |
| ALLEGIAN AIR                | 2               | 0          | 0                 | 0     | 2       | 0       | 2                | 0           | 0            | 0               | 0       | 0     | 6     |
| AMERICAN AIRLINES           | 69              | 3          | 8                 | 4     | 7       | 30      | 22               | 5           | 0            | 1               | 0       | 4     | 153   |
| AMERICAN EAGLE AIRLINES     | 10              | 2          | 1                 | 0     | 0       | 4       | 3                | 0           | 0            | 2               | 0       | 0     | 22    |
| ATLANTIC SOUTHEAST AIRLINES | 9               | 0          | 0                 | 0     | 0       | 1       | 2                | 0           | 0            | 0               | 0       | 0     | 12    |
| COMAIR                      | 10              | 0          | 0                 | 0     | 0       | 1       | 2                | 0           | 0            | 0               | 0       | 0     | 13    |
| CONTINENTAL AIRLINES        | 13              | 2          | 3                 | 0     | 2       | 12      | 5                | 3           | 0            | 0               | 0       | 2     | 42    |
| DELTA AIR LINES             | 31              | 2          | 16                | 6     | 6       | 19      | 9                | 2           | 0            | 0               | 0       | 10    | 101   |
| EXECUTIVE AIRLINES          | 3               | 0          | 0                 | 0     | 0       | 2       | 0                | 0           | 0            | 0               | 0       | 0     | 5     |
| EXPRESSJET AIRLINES         | 6               | 0          | 0                 | 0     | 0       | 0       | 1                | 0           | 0            | 0               | 0       | 0     | 7     |
| FRONTIER AIRLINES           | 2               | 0          | 1                 | 0     | 0       | 1       | 1                | 1           | 0            | 0               | 0       | 0     | 6     |
| HAWAIIAN AIRLINES           | 2               | 0          | 1                 | 0     | 0       | 1       | 1                | 1           | 0            | 0               | 0       | 0     | 5     |
| JETBLUE AIRWAYS             | 4               | 0          | 1                 | 0     | 1       | 0       | 0                | 0           | 0            | 0               | 0       | 0     | 5     |
| MESA AIRLINES               | 12              | 1          | 0                 | 0     | 0       | 1       | 1                | 1           | 0            | 0               | 0       | 2     | 18    |
| NORTHWEST AIRLINES          | 44              | 1          | 8                 | 3     | 4       | 11      | 7                | 6           | 0            | 1               | 0       | 0     | 85    |
| PINNACLE AIRLINES           | 2               | 0          | 0                 | 0     | 0       | 0       | 1                | 3           | 0            | 0               | 0       | 0     | 6     |
| PIEDMONT AIRLINES           | 3               | 0          | 1                 | 0     | 0       | 2       | 0                | 0           | 0            | 0               | 0       | 0     | 6     |
| REPUBLIC AIRWAYS            | 10              | 0          | 0                 | 0     | 0       | 0       | 2                | 0           | 0            | 0               | 0       | 0     | 12    |
| SKYWEST AIRLINES            | 7               | 1          | 0                 | 0     | 0       | 4       | 1                | 2           | 0            | 1               | 0       | 0     | 16    |
| SOUTHWEST AIRLINES          | 5               | 2          | 1                 | 0     | 2       | 4       | 1                | 0           | 1            | 0               | 0       | 0     | 16    |
| SPIRIT AIRLINES             | 3               | 2          | 5                 | 0     | 3       | 10      | 4                | 0           | 0            | 0               | 0       | 0     | 27    |
| TRANS STATES AIRLINES       | 4               | 0          | 0                 | 0     | 0       | 1       | 1                | 0           | 0            | 0               | 0       | 0     | 6     |
| UNITED AIRLINES             | 40              | 5          | 17                | 1     | 14      | 23      | 16               | 13          | 1            | 0               | 0       | 6     | 136   |
| US AIRWAYS                  | 80              | 3          | 27                | 2     | 14      | 26      | 15               | 0           | 0            | 1               | 0       | 9     | 177   |
| OTHER U.S. AIRLINES         | 13              | 1          | 3                 | 0     | 1       | 2       | 4                | 3           | 0            | 0               | 0       | 0     | 27    |
| TOTAL JUNE 2007             | 398             | 28         | 96                | 16    | 56      | 159     | 107              | 43          | 3            | 6               | 0       | 33    | 945   |
| % OF TOTAL COMPLAINTS       | 42.1            | 3.0        | 10.2              | 1.7   | 5.9     | 16.8    | 11.3             | 4.6         | 0.3          | 0.6             | 0       | 3.5   |       |
| TOTAL JUNE 2006             | 168             | 26         | 65                | 14    | 44      | 124     | 96               | 42          | 2            | 12              | 1       | 13    | 607   |
| % OF TOTAL COMPLAINTS       | 27.7            | 4.3        | 10.7              | 2.3   | 7.2     | 20.4    | 15.8             | 6.9         | 0.3          | 2.0             | 0.2     | 2.1   |       |

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

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

Table 4

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U.S. AIRLINES  
BY INCIDENT DATE  
JUNE 2007

| U.S. AIRLINES*                | COMPS<br>RECD<br>IN<br>JUNE | INCI-<br>DENTS<br>IN<br>JUNE | PERCENT     | INCI-<br>DENTS<br>IN<br>MAY | PERCENT     | INCI-<br>DENTS<br>IN ALL<br>PRIOR<br>MONTHS | PERCENT     | UN-<br>KNOWN<br>INCI-<br>DENT<br>DATE | PERCENT     |
|-------------------------------|-----------------------------|------------------------------|-------------|-----------------------------|-------------|---|-------------|---------------------------------------|-------------|
| ALPHABETICAL                  |                             |                              |             |                             |             |   |             |                                       |             |
| AIR WISCONSIN                 | 11                          | 5                            | 45.5        | 4                           | 36.4        | 1   | 9.1         | 1                                     | 9.1         |
| AIRTRAN AIRWAYS               | 17                          | 12                           | 70.6        | 2                           | 11.8        | 0   | 0.0         | 3                                     | 17.6        |
| ALASKA AIRLINES               | 8                           | 4                            | 50.0        | 1                           | 12.5        | 1   | 12.5        | 2                                     | 25.0        |
| ALLEGIAN AIR                  | 6                           | 1                            | 16.7        | 1                           | 16.7        | 1   | 16.7        | 3                                     | 50.0        |
| AMERICAN AIRLINES             | 153                         | 59                           | 38.6        | 22                          | 14.4        | 31  | 20.3        | 41                                    | 26.8        |
| AMERICAN EAGLE AIRLINES       | 22                          | 15                           | 68.2        | 1                           | 4.5         | 2   | 9.1         | 4                                     | 18.2        |
| ATLANTIC SOUTHEAST AIRLINES   | 12                          | 5                            | 41.7        | 2                           | 16.7        | 1   | 8.3         | 4                                     | 33.3        |
| COMAIR                        | 13                          | 9                            | 69.2        | 1                           | 7.7         | 1   | 7.7         | 2                                     | 15.4        |
| CONTINENTAL AIRLINES          | 42                          | 16                           | 38.1        | 6                           | 14.3        | 11  | 26.2        | 9                                     | 21.4        |
| DELTA AIR LINES               | 101                         | 32                           | 31.7        | 12                          | 11.9        | 24  | 23.8        | 33                                    | 32.7        |
| EXECUTIVE AIRLINES            | 5                           | 3                            | 60.0        | 1                           | 20.0        | 1   | 20.0        | 0                                     | 0.0         |
| EXPRESSJET AIRLINES           | 7                           | 5                            | 71.4        | 1                           | 14.3        | 0   | 0.0         | 1                                     | 14.3        |
| FRONTIER AIRLINES             | 6                           | 2                            | 33.3        | 2                           | 33.3        | 1   | 16.7        | 1                                     | 16.7        |
| HAWAIIAN AIRLINES             | 5                           | 1                            | 20.0        | 4                           | 80.0        | 0   | 0.0         | 0                                     | 0.0         |
| JETBLUE AIRWAYS               | 5                           | 3                            | 60.0        | 0                           | 0.0         | 0   | 0.0         | 2                                     | 40.0        |
| MESA AIRLINES                 | 18                          | 10                           | 55.6        | 5                           | 27.8        | 1   | 5.6         | 2                                     | 11.1        |
| NORTHWEST AIRLINES            | 85                          | 41                           | 48.2        | 11                          | 12.9        | 8   | 9.4         | 25                                    | 29.4        |
| PINNACLE AIRLINES             | 6                           | 2                            | 33.3        | 0                           | 0.0         | 0   | 0.0         | 4                                     | 66.7        |
| PIEDMONT AIRLINES             | 6                           | 3                            | 50.0        | 0                           | 0.0         | 1   | 16.7        | 2                                     | 33.3        |
| REPUBLIC AIRWAYS              | 12                          | 7                            | 58.3        | 1                           | 8.3         | 0   | 0.0         | 4                                     | 33.3        |
| SKYWEST AIRLINES              | 16                          | 9                            | 56.2        | 1                           | 6.2         | 4   | 25.0        | 2                                     | 12.5        |
| SOUTHWEST AIRLINES            | 16                          | 5                            | 31.2        | 1                           | 6.2         | 5   | 31.2        | 5                                     | 31.2        |
| SPIRIT AIRLINES               | 27                          | 11                           | 40.7        | 8                           | 29.6        | 2   | 7.4         | 6                                     | 22.2        |
| TRANS STATES AIRLINES         | 6                           | 4                            | 66.7        | 0                           | 0.0         | 0   | 0.0         | 2                                     | 33.3        |
| UNITED AIRLINES               | 136                         | 50                           | 36.8        | 17                          | 12.5        | 31  | 22.8        | 38                                    | 27.9        |
| US AIRWAYS                    | 177                         | 73                           | 41.2        | 30                          | 16.9        | 28  | 15.8        | 46                                    | 26.0        |
| OTHER U.S. AIRLINES           | 27                          | 15                           | 55.6        | 4                           | 14.8        | 1   | 3.7         | 7                                     | 25.9        |
| <b>TOTALS</b>                 | <b>945</b>                  | <b>402</b>                   | <b>42.5</b> | <b>138</b>                  | <b>14.6</b> | <b>156</b>                                  | <b>16.5</b> | <b>249</b>                            | <b>26.3</b> |
| <b>PREVIOUS YEAR'S TOTALS</b> | <b>607</b>                  | <b>260</b>                   | <b>42.8</b> | <b>116</b>                  | <b>19.1</b> | <b>121</b>                                  | <b>19.9</b> | <b>110</b>                            | <b>18.1</b> |

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

Table 5

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

JUNE 2007

|                                | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/BOARDING | FARES    | REFUNDS   | BAGGAGE   | CUSTOMER SERVICE | DISABILITY | ADVERTISING | DISCRIMINATION | ANIMALS  | OTHER    | TOTAL      |
|--------------------------------|-----------------|------------|-------------------|----------|-----------|-----------|------------------|------------|-------------|----------------|----------|----------|------------|
| <b><u>FOREIGN AIRLINES</u></b> |                 |            |                   |          |           |           |                  |            |             |                |          |          |            |
| AIR CANADA                     | 1               | 0          | 2                 | 0        | 0         | 3         | 1                | 0          | 0           | 0              | 0        | 0        | 7          |
| AIR FRANCE                     | 2               | 0          | 2                 | 1        | 2         | 4         | 1                | 0          | 0           | 0              | 0        | 1        | 13         |
| ALITALIA AIRLINES              | 0               | 0          | 2                 | 0        | 2         | 4         | 0                | 0          | 0           | 0              | 0        | 0        | 8          |
| BRITISH AIRWAYS                | 2               | 0          | 1                 | 0        | 1         | 11        | 1                | 0          | 0           | 0              | 0        | 2        | 18         |
| IBERIA AIRLINES                | 1               | 0          | 1                 | 1        | 1         | 3         | 1                | 0          | 0           | 0              | 0        | 1        | 9          |
| LAN CHILE AIRLINES             | 3               | 0          | 1                 | 0        | 1         | 0         | 0                | 0          | 0           | 0              | 0        | 0        | 5          |
| MEXICANA                       | 1               | 0          | 2                 | 0        | 1         | 0         | 0                | 0          | 0           | 0              | 0        | 1        | 5          |
| OTHER FOREIGN AIRLINES         | 6               | 3          | 8                 | 2        | 10        | 16        | 5                | 1          | 0           | 0              | 0        | 3        | 54         |
| <b>TOTALS</b>                  | <b>16</b>       | <b>3</b>   | <b>19</b>         | <b>4</b> | <b>18</b> | <b>41</b> | <b>9</b>         | <b>1</b>   | <b>0</b>    | <b>0</b>       | <b>0</b> | <b>8</b> | <b>119</b> |
| <b><u>TRAVEL AGENTS</u></b>    |                 |            |                   |          |           |           |                  |            |             |                |          |          |            |
| OTHER TRAVEL AGENTS            | 1               | 0          | 8                 | 1        | 3         | 0         | 0                | 0          | 0           | 0              | 0        | 0        | 13         |
| <b>TOTALS</b>                  | <b>1</b>        | <b>0</b>   | <b>8</b>          | <b>1</b> | <b>3</b>  | <b>0</b>  | <b>0</b>         | <b>0</b>   | <b>0</b>    | <b>0</b>       | <b>0</b> | <b>0</b> | <b>13</b>  |
| <b><u>TOUR OPERATORS</u></b>   |                 |            |                   |          |           |           |                  |            |             |                |          |          |            |
| OTHER TOUR OPERATORS           | 0               | 0          | 4                 | 1        | 3         | 0         | 0                | 0          | 0           | 0              | 0        | 0        | 8          |
| <b>TOTALS</b>                  | <b>0</b>        | <b>0</b>   | <b>4</b>          | <b>1</b> | <b>3</b>  | <b>0</b>  | <b>0</b>         | <b>0</b>   | <b>0</b>    | <b>0</b>       | <b>0</b> | <b>0</b> | <b>8</b>   |
| <b><u>MISCELLANEOUS</u></b>    |                 |            |                   |          |           |           |                  |            |             |                |          |          |            |
| OTHER MISCELLANEOUS            | 5               | 0          | 0                 | 0        | 0         | 1         | 2                | 1          | 0           | 0              | 0        | 0        | 9          |
| <b>TOTALS</b>                  | <b>5</b>        | <b>0</b>   | <b>0</b>          | <b>0</b> | <b>0</b>  | <b>1</b>  | <b>2</b>         | <b>1</b>   | <b>0</b>    | <b>0</b>       | <b>0</b> | <b>0</b> | <b>9</b>   |

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

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

TABLE 6

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

| RANK | AIRLINE                     | JUNE 2007  |                         |                                     | JUNE 2006  |                         |                                     |
|------|-----------------------------|------------|-------------------------|-------------------------------------|------------|-------------------------|-------------------------------------|
|      |                             | COMPLAINTS | SYSTEMWIDE ENPLANEMENTS | COMPLAINTS PER 100,000 ENPLANEMENTS | COMPLAINTS | SYSTEMWIDE ENPLANEMENTS | COMPLAINTS PER 100,000 ENPLANEMENTS |
| 1    | ALOHA AIRLINES              | 0          | 345,632                 | 0.00                                | 1          | 305,848                 | 0.33                                |
| 2    | SOUTHWEST AIRLINES          | 16         | 9,535,022               | 0.17                                | 19         | 8,693,054               | 0.22                                |
| 3    | JETBLUE AIRWAYS             | 5          | 1,747,207               | 0.29                                | 6          | 1,459,971               | 0.41                                |
| 4    | EXPRESSJET AIRLINES         | 7          | 1,494,758               | 0.47                                | 4          | 1,646,677               | 0.24                                |
| 5    | ALASKA AIRLINES             | 8          | 1,645,894               | 0.49                                | 6          | 1,579,127               | 0.38                                |
| 6    | FRONTIER AIRLINES           | 6          | 1,095,403               | 0.55                                | 3          | 927,298                 | 0.32                                |
| 7    | PINNACLE AIRLINES           | 6          | 918,408                 | 0.65                                | *          | *                       | *                                   |
| 8    | AIRTRAN AIRWAYS             | 17         | 2,244,898               | 0.76                                | 12         | 1,865,086               | 0.64                                |
| 9    | SKYWEST AIRLINES            | 16         | 1,983,283               | 0.81                                | 14         | 1,742,771               | 0.80                                |
| 10   | HAWAIIAN AIRLINES           | 5          | 616,419                 | 0.81                                | 2          | 536,640                 | 0.37                                |
| 11   | CONTINENTAL AIRLINES        | 42         | 4,434,485               | 0.95                                | 41         | 4,201,778               | 0.98                                |
| 12   | ATLANTIC SOUTHEAST AIRLINES | 12         | 1,125,845               | 1.07                                | 4          | 1,066,282               | 0.38                                |
| 13   | AMERICAN EAGLE AIRLINES     | 22         | 1,669,889               | 1.32                                | 17         | 1,731,388               | 0.98                                |
| 14   | COMAIR                      | 13         | 874,190                 | 1.49                                | 6          | 1,005,014               | 0.60                                |
| 15   | DELTA AIR LINES             | 101        | 6,708,399               | 1.51                                | 68         | 6,674,743               | 1.02                                |
| 16   | MESA AIRLINES               | 18         | 1,182,775               | 1.52                                | 30         | 1,155,374               | 2.60                                |
| 17   | AMERICAN AIRLINES           | 153        | 8,658,269               | 1.77                                | 100        | 8,844,776               | 1.13                                |
| 18   | NORTHWEST AIRLINES          | 85         | 4,773,724               | 1.78                                | 47         | 4,904,837               | 0.96                                |
| 19   | UNITED AIRLINES             | 136        | 6,223,597               | 2.19                                | 83         | 6,324,584               | 1.31                                |
| 20   | US AIRWAYS                  | 177        | 5,153,942               | 3.43                                | 85         | 5,116,256               | 1.66                                |
|      | <b>TOTAL **</b>             | <b>845</b> | <b>62,432,039</b>       | <b>1.35</b>                         | <b>548</b> | <b>59,781,504</b>       | <b>0.92</b>                         |

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily (Aloha and Hawaiian). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Mishandled Baggage" sections of this report. Pinnacle Airlines' ranking in this table is effective January 2007.

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

Table 1 YTD

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

|                        | JANUARY - JUNE 2007 |            |             |               | JANUARY - JUNE 2006 |            |             |               |
|------------------------|---------------------|------------|-------------|---------------|---------------------|------------|-------------|---------------|
|                        | COMPLAINTS          | OPINIONS   | COMPLIMENTS | INFO REQUESTS | COMPLAINTS          | OPINIONS   | COMPLIMENTS | INFO REQUESTS |
| U.S. AIRLINES          | 5,049               | 394        | 32          | 859           | 3,268               | 454        | 15          | 649           |
| FOREIGN AIRLINES       | 843                 | 8          | 1           | 53            | 747                 | 14         | 0           | 72            |
| TRAVEL AGENTS          | 117                 | 1          | 1           | 10            | 92                  | 4          | 0           | 2             |
| TOUR OPERATORS         | 62                  | 0          | 0           | 36            | 15                  | 0          | 0           | 4             |
| MISCELLANEOUS          | 80                  | 59         | 0           | 166           | 56                  | 58         | 0           | 250           |
| <b>INDUSTRY TOTALS</b> | <b>6,151</b>        | <b>462</b> | <b>34</b>   | <b>1,124</b>  | <b>4,178</b>        | <b>530</b> | <b>15</b>   | <b>977</b>    |

Table 2 YTD

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES\*

| COMPLAINT CATEGORY   | JANUARY - JUNE 2007 |              |                   | JANUARY - JUNE 2006 |              |                   |
|--|---------------------|--------------|-------------------|---------------------|--------------|-------------------|
|  | RANKING             | COMPLAINTS** | SUB CATEGORY      | RANKING             | COMPLAINTS** | SUB CATEGORY      |
| FLIGHT PROBLEMS<br>CANCELLATIONS<br>DELAYS<br>MISCONNECTIONS | 1                   | 2,011        | 949<br>511<br>297 | 1                   | 1,045        | 410<br>235<br>215 |
| BAGGAGE  | 2                   | 1,348        |                   | 2                   | 923          |                   |
| CUSTOMER SERVICE   | 3                   | 686          |                   | 3                   | 535          |                   |
| RES/TKTG/BOARDING  | 4                   | 650          |                   | 4                   | 501          |                   |
| REFUNDS  | 5                   | 504          |                   | 5                   | 408          |                   |
| OVERSALES  | 6                   | 252          |                   | 7                   | 195          |                   |
| OTHER<br>FREQUENT FLYER                                      | 7                   | 238          | 141               | 9                   | 129          | 99                |
| DISABILITY   | 8                   | 205          |                   | 6                   | 224          |                   |
| FARES  | 9                   | 178          |                   | 8                   | 130          |                   |
| DISCRIMINATION   | 10                  | 47           |                   | 10                  | 62           |                   |
| ADVERTISING  | 11                  | 27           |                   | 11                  | 25           |                   |
| ANIMALS  | 12                  | 5            |                   | 12                  | 1            |                   |
| <b>COMPLAINT TOTAL</b>                                       |                     | <b>6,151</b> |                   |                     | <b>4,178</b> |                   |

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3 YTD

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U.S. AIRLINES  
BY COMPLAINT CATEGORY\*  
JANUARY - JUNE 2007

| U.S. AIRLINES**             | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DIS-ABILITY | ADVER-TISING | DISCRIM-INATION | ANIMALS | OTHER | TOTAL |
|-----------------------------|-----------------|------------|-------------------|-------|---------|---------|------------------|-------------|--------------|-----------------|---------|-------|-------|
| AIR WISCONSIN               | 31              | 5          | 3                 | 0     | 0       | 1       | 4                | 0           | 0            | 1               | 0       | 0     | 45    |
| AIRTRAN AIRWAYS             | 22              | 4          | 8                 | 0     | 1       | 15      | 12               | 8           | 1            | 1               | 0       | 0     | 72    |
| ALASKA AIRLINES             | 16              | 2          | 1                 | 1     | 2       | 13      | 15               | 3           | 1            | 2               | 1       | 1     | 58    |
| ALLEGIAN AIR                | 9               | 1          | 2                 | 1     | 7       | 2       | 5                | 1           | 1            | 0               | 0       | 0     | 29    |
| AMERICAN AIRLINES           | 345             | 17         | 54                | 17    | 51      | 209     | 93               | 25          | 2            | 7               | 0       | 21    | 841   |
| AMERICAN EAGLE AIRLINES     | 36              | 9          | 6                 | 0     | 2       | 25      | 9                | 3           | 0            | 2               | 0       | 1     | 93    |
| ATA AIRLINES                | 3               | 3          | 4                 | 0     | 0       | 6       | 2                | 2           | 0            | 0               | 0       | 0     | 20    |
| ATLANTIC SOUTHEAST AIRLINES | 26              | 3          | 1                 | 0     | 1       | 6       | 4                | 2           | 0            | 1               | 0       | 0     | 44    |
| CHAUTAUQUA AIRLINES         | 15              | 3          | 2                 | 1     | 0       | 1       | 3                | 0           | 0            | 1               | 0       | 0     | 25    |
| COLGAN AIRWAYS CORPORATION  | 8               | 0          | 1                 | 0     | 0       | 0       | 1                | 0           | 0            | 0               | 0       | 1     | 11    |
| COMAIR                      | 38              | 6          | 2                 | 2     | 0       | 0       | 5                | 0           | 0            | 1               | 0       | 0     | 57    |
| CONTINENTAL AIRLINES        | 70              | 9          | 24                | 9     | 12      | 45      | 38               | 11          | 1            | 2               | 0       | 10    | 231   |
| DELTA AIR LINES             | 139             | 38         | 84                | 22    | 22      | 171     | 55               | 25          | 1            | 4               | 1       | 33    | 595   |
| EXECUTIVE AIRLINES          | 7               | 2          | 1                 | 0     | 0       | 7       | 0                | 0           | 0            | 0               | 0       | 1     | 18    |
| EXPRESSJET AIRLINES         | 21              | 1          | 1                 | 0     | 0       | 0       | 2                | 1           | 0            | 0               | 0       | 1     | 27    |
| FREEDOM AIRLINES            | 13              | 0          | 0                 | 0     | 0       | 2       | 1                | 0           | 0            | 0               | 0       | 1     | 17    |
| FRONTIER AIRLINES           | 7               | 4          | 6                 | 1     | 6       | 4       | 1                | 2           | 1            | 0               | 0       | 1     | 33    |
| HAWAIIAN AIRLINES           | 5               | 1          | 5                 | 2     | 1       | 2       | 3                | 4           | 0            | 0               | 0       | 0     | 23    |
| HORIZON AIRLINES            | 4               | 0          | 1                 | 0     | 0       | 3       | 2                | 2           | 0            | 0               | 0       | 0     | 12    |
| HORIZON AIRLINES            | 4               | 0          | 1                 | 0     | 0       | 3       | 2                | 2           | 0            | 0               | 0       | 0     | 86    |
| JETBLUE AIRWAYS             | 48              | 0          | 4                 | 1     | 3       | 12      | 10               | 7           | 0            | 1               | 0       | 0     | 55    |
| MESA AIRLINES               | 40              | 2          | 0                 | 0     | 0       | 1       | 6                | 3           | 0            | 1               | 0       | 2     | 13    |
| MESABA AVIATION             | 6               | 1          | 0                 | 0     | 0       | 0       | 1                | 2           | 0            | 1               | 0       | 0     | 11    |
| MIDWEST AIRLINES            | 5               | 0          | 2                 | 0     | 0       | 3       | 1                | 0           | 0            | 0               | 0       | 0     | 352   |
| NORTHWEST AIRLINES          | 119             | 9          | 33                | 15    | 28      | 71      | 36               | 23          | 0            | 5               | 1       | 12    | 44    |
| PINNACLE AIRLINES           | 23              | 4          | 0                 | 0     | 0       | 2       | 9                | 5           | 0            | 1               | 0       | 0     | 11    |
| PSA AIRLINES                | 8               | 0          | 0                 | 0     | 0       | 1       | 2                | 0           | 0            | 0               | 0       | 0     | 28    |
| PIEDMONT AIRLINES           | 15              | 1          | 1                 | 0     | 0       | 6       | 3                | 1           | 0            | 0               | 0       | 1     | 40    |
| REPUBLIC AIRWAYS            | 35              | 0          | 0                 | 0     | 0       | 1       | 4                | 0           | 0            | 0               | 0       | 0     | 12    |
| SHUTTLE AMERICA             | 9               | 1          | 0                 | 0     | 1       | 0       | 1                | 0           | 0            | 0               | 0       | 0     | 86    |
| SKYWEST AIRLINES            | 42              | 8          | 3                 | 0     | 1       | 19      | 8                | 3           | 0            | 2               | 0       | 0     | 123   |
| SOUTHWEST AIRLINES          | 27              | 6          | 10                | 1     | 5       | 29      | 30               | 10          | 4            | 0               | 0       | 1     | 122   |
| SPIRIT AIRLINES             | 29              | 8          | 20                | 4     | 11      | 33      | 13               | 2           | 2            | 0               | 0       | 0     | 15    |
| TRANS STATES AIRLINES       | 12              | 0          | 0                 | 0     | 0       | 1       | 2                | 0           | 0            | 0               | 0       | 0     | 769   |
| UNITED AIRLINES             | 208             | 30         | 84                | 32    | 87      | 160     | 96               | 31          | 4            | 3               | 0       | 34    | 925   |
| UNITED EXPRESS              | 5               | 2          | 0                 | 0     | 0       | 2       | 1                | 0           | 0            | 0               | 0       | 0     | 10    |
| US AIRWAYS                  | 331             | 43         | 104               | 28    | 91      | 146     | 118              | 9           | 3            | 5               | 0       | 47    | 925   |
| USA3000                     | 7               | 0          | 1                 | 3     | 2       | 1       | 4                | 0           | 0            | 0               | 0       | 1     | 19    |
| OTHER U.S. AIRLINES         | 32              | 0          | 8                 | 0     | 9       | 15      | 11               | 1           | 0            | 1               | 0       | 0     | 77    |
| TOTAL JANUARY - JUNE 2007   | 1,816           | 223        | 474               | 140   | 343     | 1,020   | 611              | 186         | 21           | 41              | 3       | 171   | 5,049 |
| % OF TOTAL COMPLAINTS       | 36.0            | 4.4        | 9.4               | 2.8   | 6.8     | 20.2    | 12.1             | 3.7         | 0.4          | 0.8             | 0.1     | 3.4   |       |
| TOTAL JANUARY - JUNE 2006   | 885             | 164        | 342               | 88    | 248     | 711     | 457              | 196         | 19           | 51              | 1       | 106   | 3,268 |
| % OF TOTAL COMPLAINTS       | 27.1            | 5.0        | 10.5              | 2.7   | 7.6     | 21.8    | 14.0             | 6           | 0.6          | 1.6             | 0       | 3.2   |       |

\*\*AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (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.'

Table 4 YTD

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

JANUARY - JUNE 2007

|                         | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/BOARDING | FARES     | REFUNDS   | BAGGAGE    | CUSTOMER SERVICE | DISABILITY | ADVERTISING | DISCRIMINATION | ANIMALS  | OTHER     | TOTAL      |
|-------------------------|-----------------|------------|-------------------|-----------|-----------|------------|------------------|------------|-------------|----------------|----------|-----------|------------|
| <b>FOREIGN AIRLINES</b> |                 |            |                   |           |           |            |                  |            |             |                |          |           |            |
| AEROCALIFORNIA          | 13              | 0          | 0                 | 0         | 2         | 0          | 0                | 0          | 0           | 0              | 0        | 0         | 15         |
| AEROLINEAS ARGENTINAS   | 4               | 0          | 1                 | 0         | 1         | 4          | 0                | 0          | 0           | 0              | 0        | 0         | 10         |
| AEROMEXICO              | 4               | 3          | 2                 | 0         | 0         | 1          | 0                | 1          | 0           | 0              | 0        | 1         | 12         |
| AIR CANADA              | 5               | 0          | 4                 | 0         | 1         | 7          | 2                | 0          | 0           | 1              | 0        | 0         | 20         |
| AIR FRANCE              | 10              | 1          | 8                 | 4         | 5         | 36         | 5                | 3          | 0           | 2              | 0        | 2         | 76         |
| AIR INDIA               | 12              | 0          | 3                 | 0         | 5         | 10         | 4                | 1          | 0           | 0              | 0        | 1         | 36         |
| AIR JAMAICA             | 7               | 4          | 3                 | 0         | 1         | 7          | 5                | 0          | 0           | 0              | 0        | 0         | 27         |
| ALITALIA AIRLINES       | 12              | 4          | 8                 | 1         | 9         | 35         | 2                | 0          | 0           | 0              | 1        | 1         | 73         |
| BRITISH AIRWAYS         | 20              | 0          | 5                 | 5         | 13        | 81         | 6                | 1          | 0           | 1              | 0        | 5         | 137        |
| EMIRATES AIRLINES       | 2               | 0          | 8                 | 0         | 1         | 5          | 2                | 2          | 0           | 1              | 0        | 0         | 21         |
| IBERIA AIRLINES         | 3               | 1          | 5                 | 1         | 4         | 9          | 1                | 0          | 0           | 0              | 0        | 1         | 25         |
| KLM                     | 11              | 0          | 3                 | 0         | 0         | 3          | 2                | 1          | 0           | 0              | 0        | 1         | 21         |
| LAN CHILE AIRLINES      | 6               | 1          | 1                 | 1         | 3         | 3          | 2                | 0          | 0           | 0              | 1        | 0         | 18         |
| LUFTHANSA               | 5               | 2          | 7                 | 0         | 5         | 17         | 8                | 4          | 1           | 0              | 0        | 1         | 50         |
| MEXICANA                | 6               | 2          | 4                 | 0         | 2         | 6          | 1                | 0          | 0           | 0              | 0        | 1         | 22         |
| TACA AIRLINES           | 1               | 1          | 1                 | 2         | 4         | 7          | 0                | 1          | 0           | 0              | 0        | 0         | 17         |
| VIRGIN ATLANTIC AIRWAYS | 1               | 1          | 6                 | 1         | 2         | 13         | 1                | 0          | 0           | 0              | 0        | 0         | 25         |
| OTHER FOREIGN AIRLINES  | 43              | 7          | 40                | 5         | 41        | 66         | 20               | 4          | 0           | 1              | 0        | 11        | 238        |
| <b>TOTALS</b>           | <b>165</b>      | <b>27</b>  | <b>109</b>        | <b>20</b> | <b>99</b> | <b>310</b> | <b>61</b>        | <b>18</b>  | <b>1</b>    | <b>6</b>       | <b>2</b> | <b>25</b> | <b>843</b> |
| <b>TRAVEL AGENTS</b>    |                 |            |                   |           |           |            |                  |            |             |                |          |           |            |
| CHEAP TICKETS           | 1               | 0          | 4                 | 2         | 2         | 0          | 2                | 0          | 0           | 0              | 0        | 0         | 11         |
| EXPEDIA.COM             | 0               | 0          | 6                 | 2         | 9         | 0          | 0                | 0          | 0           | 0              | 0        | 0         | 17         |
| ORBITZ.COM              | 2               | 0          | 16                | 3         | 6         | 0          | 1                | 0          | 0           | 0              | 0        | 0         | 28         |
| TRAVELCITY.COM          | 0               | 1          | 8                 | 3         | 9         | 0          | 2                | 0          | 1           | 0              | 0        | 0         | 24         |
| OTHER TRAVEL AGENTS     | 1               | 1          | 17                | 2         | 11        | 1          | 1                | 0          | 2           | 0              | 0        | 1         | 37         |
| <b>TOTALS</b>           | <b>4</b>        | <b>2</b>   | <b>51</b>         | <b>12</b> | <b>37</b> | <b>1</b>   | <b>6</b>         | <b>0</b>   | <b>3</b>    | <b>0</b>       | <b>0</b> | <b>1</b>  | <b>117</b> |
| <b>TOUR OPERATORS</b>   |                 |            |                   |           |           |            |                  |            |             |                |          |           |            |
| SKYVALUE USA            | 0               | 0          | 0                 | 0         | 12        | 0          | 0                | 0          | 0           | 0              | 0        | 0         | 12         |
| TRAVELAND               | 0               | 0          | 2                 | 1         | 0         | 0          | 1                | 0          | 0           | 0              | 0        | 31        | 35         |
| OTHER TOUR OPERATORS    | 1               | 0          | 6                 | 1         | 4         | 2          | 0                | 0          | 1           | 0              | 0        | 0         | 15         |
| <b>TOTALS</b>           | <b>1</b>        | <b>0</b>   | <b>8</b>          | <b>2</b>  | <b>16</b> | <b>2</b>   | <b>1</b>         | <b>0</b>   | <b>1</b>    | <b>0</b>       | <b>0</b> | <b>31</b> | <b>62</b>  |
| <b>MISCELLANEOUS</b>    |                 |            |                   |           |           |            |                  |            |             |                |          |           |            |
| OTHER MISCELLANEOUS     | 25              | 0          | 8                 | 4         | 9         | 15         | 7                | 1          | 1           | 0              | 0        | 10        | 80         |
| <b>TOTALS</b>           | <b>25</b>       | <b>0</b>   | <b>8</b>          | <b>4</b>  | <b>9</b>  | <b>15</b>  | <b>7</b>         | <b>1</b>   | <b>1</b>    | <b>0</b>       | <b>0</b> | <b>10</b> | <b>80</b>  |

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (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.'

TABLE 5 YTD

JANUARY - JUNE  
CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES \*

| RANK | AIRLINE                     | JANUARY - JUNE 2007 |                         |                                     | JANUARY - JUNE 2006 |                         |                                     |
|------|-----------------------------|---------------------|-------------------------|-------------------------------------|---------------------|-------------------------|-------------------------------------|
|      |                             | COMPLAINTS          | SYSTEMWIDE ENPLACEMENTS | COMPLAINTS PER 100,000 ENPLACEMENTS | COMPLAINTS          | SYSTEMWIDE ENPLACEMENTS | COMPLAINTS PER 100,000 ENPLACEMENTS |
| 1    | ALOHA AIRLINES              | 3                   | 1,935,527               | 0.15                                | 3                   | 834,528                 | 0.36                                |
| 2    | SOUTHWEST AIRLINES          | 123                 | 49,828,303              | 0.25                                | 83                  | 47,357,418              | 0.18                                |
| 3    | EXPRESSJET AIRLINES         | 27                  | 8,379,872               | 0.32                                | 28                  | 8,859,834               | 0.32                                |
| 4    | FRONTIER AIRLINES           | 33                  | 5,228,664               | 0.63                                | 29                  | 4,816,535               | 0.60                                |
| 5    | AIRTRAN AIRWAYS             | 72                  | 11,399,234              | 0.63                                | 61                  | 9,890,116               | 0.62                                |
| 6    | HAWAIIAN AIRLINES           | 23                  | 3,454,648               | 0.67                                | 14                  | 2,987,117               | 0.47                                |
| 7    | ALASKA AIRLINES             | 58                  | 8,489,414               | 0.68                                | 49                  | 8,348,162               | 0.59                                |
| 8    | ATLANTIC SOUTHEAST AIRLINES | 44                  | 5,979,938               | 0.74                                | 42                  | 6,061,053               | 0.69                                |
| 9    | SKYWEST AIRLINES            | 86                  | 10,771,737              | 0.80                                | 69                  | 9,476,937               | 0.73                                |
| 10   | MESA AIRLINES               | 55                  | 6,775,383               | 0.81                                | 102                 | 6,531,419               | 1.56                                |
| 11   | JETBLUE AIRWAYS             | 86                  | 10,346,476              | 0.83                                | 31                  | 8,654,492               | 0.36                                |
| 12   | PINNACLE AIRLINES           | 44                  | 4,823,963               | 0.91                                | *                   | *                       | *                                   |
| 13   | CONTINENTAL AIRLINES        | 231                 | 24,390,255              | 0.95                                | 211                 | 23,224,182              | 0.91                                |
| 14   | AMERICAN EAGLE AIRLINES     | 93                  | 9,070,888               | 1.03                                | 92                  | 9,254,486               | 0.99                                |
| 15   | COMAIR                      | 57                  | 4,666,984               | 1.22                                | 21                  | 5,305,003               | 0.40                                |
| 16   | NORTHWEST AIRLINES          | 352                 | 27,010,968              | 1.30                                | 228                 | 26,905,487              | 0.85                                |
| 17   | DELTA AIR LINES             | 595                 | 36,103,499              | 1.65                                | 378                 | 36,941,003              | 1.02                                |
| 18   | AMERICAN AIRLINES           | 841                 | 48,618,988              | 1.73                                | 581                 | 49,541,398              | 1.17                                |
| 19   | UNITED AIRLINES             | 769                 | 34,540,123              | 2.23                                | 456                 | 34,494,832              | 1.32                                |
| 20   | US AIRWAYS                  | 925                 | 29,355,266              | 3.15                                | 405                 | 29,175,592              | 1.39                                |
|      | <b>TOTAL</b>                | <b>4,517</b>        | <b>341,170,130</b>      | <b>1.32</b>                         | <b>2,883</b>        | <b>328,659,594</b>      | <b>0.88</b>                         |

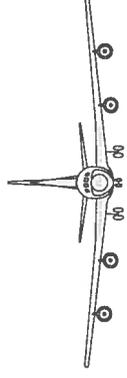
Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily (Aloha and Hawaiian). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Mishandled Baggage" sections of this report. Pinnacle Airlines' ranking in this table is effective January 2007.

\*\* ATA Airlines' ranking in this table ceased effective January 2007. Totals for January-June 2006 reflect the deletion of ATA's data for that 6-month 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 June 2007 as provided by the Transportation Security Administration <sup>a</sup>

The Transportation Security Administration protects approximately 65 million airline passengers and screens their 83 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 February.

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

| Courtesy <sup>c</sup> |                                 | Screening Procedures |                    | Processing Time |                    | Personal Property |                    |
|-----------------------|---------------------------------|----------------------|--------------------|-----------------|--------------------|-------------------|--------------------|
| # of Complaints       | % of Flying Public <sup>c</sup> | # of Complaints      | % of Flying Public | # of Complaints | % of Flying Public | # of Complaints   | % of Flying Public |
| 405                   | .0006                           | 172                  | .00026             | 50              | .00008             | 462               | .0007              |

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 |                                |                                      |                                  |
|----------------------------------|--------------------------------|--------------------------------------|----------------------------------|
|                                  | % of Total Passengers Screened | Checked Baggage (TSA and/or Airline) | % of Total Checked Bags Screened |
| Checkpoint (TSA)                 |                                |                                      |                                  |
| 250                              | .0004                          | 1288                                 | .0015                            |

### NOTES

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

<sup>b</sup> The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or phone, 1-866-289-9673. Contact Center representatives are available Monday through Friday, 8:00 AM to 10:00 PM (EST), and Saturdays, Sundays and Holidays, 10:00 AM to 6:00 PM (EST).

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

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

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

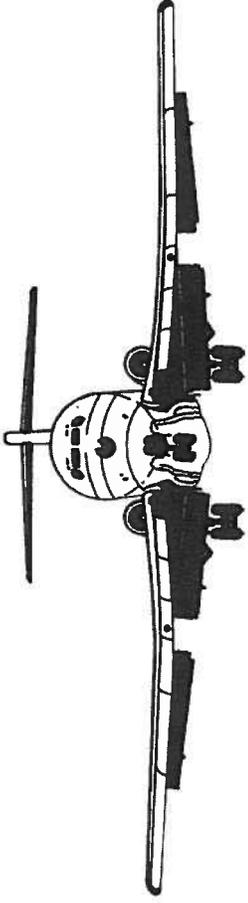
An airline is required to submit a report for any month in which it experienced a loss, injury or death of a pet during air transportation. DOT publishes these reports monthly and also forwards the reports to the U.S. Department of Agriculture, which enforces the Animal Welfare Act. The copies of the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

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

| Carrier                | Death    | Injury   | Loss     |
|------------------------|----------|----------|----------|
| <u>Alaska Airlines</u> | 3        | 1        | 0        |
| <b>Total</b>           | <b>3</b> | <b>1</b> | <b>0</b> |



U.S. Department  
of Transportation



# Air Travel Consumer Report

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

Issued: September 2007



|  |   |
|--|---|
| Flight Delays <sup>1</sup>   | July 2007<br>12 Months Ending July 2007 |
| Mishandled Baggage <sup>1</sup>  | July 2007                               |
| Oversales <sup>1</sup>   | 2nd Quarter 2007<br>January-June 2007   |
| Consumer Complaints <sup>2</sup><br>(Includes Disability and<br>Discrimination Complaints) | July 2007                               |
| Customer Service Reports to<br>the Dept. of Homeland Security <sup>3</sup>                 | July 2007                               |
| Airline Animal Incident Reports <sup>4</sup>   | July 2007                               |

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

## TABLE OF CONTENTS

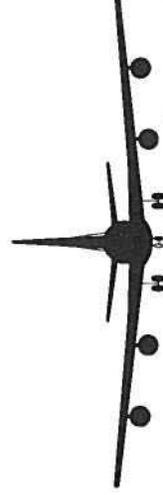
| Section  | Page | Section  | Page |
|--|------|--|------|
| <i>Introduction</i>  | 2    | <i>Mishandled Baggage</i>  |      |
| <i>Flight Delays</i>   |      | Explanation  | 31   |
| <b>Table 1</b>   | 3    | Ranking--Month   | 32   |
| Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier  |      | <i>Oversales</i>   |      |
| <b>Table 1A</b>  | 5    | Explanation  | 33   |
| Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date |      | Ranking--Quarter   | 34   |
| <b>Table 2</b>   | 6    | Ranking--YTD   | 35   |
| Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport                                   |      | <i>Consumer Complaints</i>   |      |
| <b>Table 3</b>   | 10   | Explanation  | 36   |
| Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day                          |      | Complaint Tables 1-5   |      |
| <b>Table 4</b>   | 12   | Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines                  | 37   |
| Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day                         |      | Rankings, Table 6 (Month)  | 42   |
| <b>Table 5</b>   | 14   | Complaint Categories   | 43   |
| List of Regularly Scheduled Flights Arriving Late 80% of the Time or More  |      | <i>Customer Service Reports to the Department of Homeland Security</i>   | 44   |
| <b>Table 6</b>   | 21   | <i>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation</i> | 45   |
| Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More                                   |      |  |      |
| <b>Table 7</b>   | 22   |  |      |
| On-Time Arrival and Departure Percentage, by Airport   |      |  |      |
| <b>Table 8</b>   | 26   |  |      |
| Overall Number and Percentage of Flight Cancellations, by Carrier  |      |  |      |
| <b>Table 9</b>   | 27   |  |      |
| Flight Causation Data, By Airline and Category   |      |  |      |
| <b>Table 10</b>  | 28   |  |      |
| Flight Causation Data, Graphic Representation  |      |  |      |
| <b>Footnotes</b>   | 29   |  |      |
| <b>Appendix</b>  | 30   |  |      |

## INTRODUCTION

The *Air Travel Consumer Report* is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings (OAEF). 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 OAEF's Aviation Consumer Protection Division (ACPD). The section that deals with customer service reports to the Department of Homeland Security's Transportation Security Administration (TSA) is based on data provided by TSA. The section that deals with animal incidents during air transport is based on reports required to be submitted by airlines to the ACPD. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

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



## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 19\* U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the two\*\* carriers that currently report flight delay data voluntarily.

The rule requires carriers to currently report on operations to and from the 32 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS). Based on the latest information available to DOT, of the 21\* reporting air carriers, 15 carriers (AirTran, America West\*, American, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways\*) use ACARS exclusively; 3 carriers (Aloha, Atlantic Southeast, and Comair) record arrival times manually; and 3 carriers (Alaska, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

Except for the flights listed in Table 5, this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at [http://www.bts.gov/programs/airline\\_information/airline\\_ontime\\_statistics/](http://www.bts.gov/programs/airline_information/airline_ontime_statistics/). Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml>. CDs for earlier months can be purchased by sending an email to: [Orders@bts.gov](mailto:Orders@bts.gov). Additional summary data for airports and airlines can be found at <http://www.bts.gov/FlightDelays/at-a-Glance> at:

<http://www.transtats.bts.gov/HomeDrillChart.asp>

Cause of delay data for airports and airlines can be found at:

[http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp)

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

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

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

JULY 2007

## AIR TRAVEL CONSUMER REPORT

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

| CARRIER A/                     | AT 32 REPORTABLE AIRPORTS B/ |                                |                             | AT ALL REPORTABLE AIRPORTS C/  |                             |                                |
|--------------------------------|------------------------------|--------------------------------|-----------------------------|--------------------------------|-----------------------------|--------------------------------|
|                                | NUMBER OF AIRPORTS REPORTED  | PERCENT OF ARRIVALS ON TIME D/ | NUMBER OF AIRPORTS REPORTED | PERCENT OF ARRIVALS ON TIME D/ | NUMBER OF AIRPORTS REPORTED | PERCENT OF ARRIVALS ON TIME D/ |
| HAWAIIAN AIRLINES S/I/         | 7                            | 80.0                           | 14                          | 94.7                           |                             |                                |
| ALOHA AIRLINES S/I/            | 3                            | 89.0                           | 11                          | 91.5                           |                             |                                |
| PINNACLE AIRLINES S/           | 15                           | 79.6                           | 114                         | 78.9                           |                             |                                |
| SKYWEST AIRLINES S/            | 20                           | 77.2                           | 147                         | 75.9                           |                             |                                |
| MESA AIRLINES S/               | 25                           | 75.0                           | 117                         | 75.5                           |                             |                                |
| FRONTIER AIRLINES S/           | 22                           | 76.0                           | 44                          | 75.5                           |                             |                                |
| SOUTHWEST AIRLINES S/          | 18                           | 76.8                           | 63                          | 75.2                           |                             |                                |
| EXPRESSJET AIRLINES S/         | 30                           | 66.7                           | 124                         | 70.9                           |                             |                                |
| NORTHWEST AIRLINES S/          | 30                           | 71.1                           | 103                         | 70.1                           |                             |                                |
| UNITED AIRLINES S/             | 31                           | 69.9                           | 78                          | 70.1                           |                             |                                |
| CONTINENTAL AIRLINES S/        | 29                           | 69.6                           | 71                          | 69.7                           |                             |                                |
| AIRTRAN AIRWAYS S/             | 25                           | 68.7                           | 55                          | 68.9                           |                             |                                |
| ALASKA AIRLINES S/             | 16                           | 67.5                           | 46                          | 68.1                           |                             |                                |
| JETBLUE AIRWAYS S/             | 19                           | 66.3                           | 48                          | 66.8                           |                             |                                |
| US AIRWAYS S/                  | 30                           | 66.5                           | 79                          | 66.3                           |                             |                                |
| DELTA AIR LINES S/             | 31                           | 65.7                           | 96                          | 65.3                           |                             |                                |
| AMERICAN EAGLE AIRLINES S/     | 19                           | 66.8                           | 117                         | 65.1                           |                             |                                |
| AMERICAN AIRLINES S/           | 30                           | 63.6                           | 78                          | 63.4                           |                             |                                |
| COMAIR S/                      | 22                           | 63.2                           | 90                          | 62.4                           |                             |                                |
| ATLANTIC SOUTHEAST AIRLINES S/ | 14                           | 58.0                           | 135                         | 54.2                           |                             |                                |
| TOTAL                          |                              | 69.5                           |                             | 69.8                           |                             |                                |

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

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

JULY 2007  
AIR TRAVEL CONSUMER REPORT

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

| CARRIER            | 3rd QUARTER<br>07 - 09 2006 |      | 4th QUARTER<br>10 - 12 2006 |      | 1st QUARTER<br>01 - 03 2007 |      | 2nd QUARTER<br>04 - 06 2007 |      | MAY - 07    |      | JUNE - 07   |      | JULY - 07   |      | 12 MONTHS<br>ENDING<br>JULY 2007 |      | DATABASE<br>TO DATE<br>SEP 1987-<br>JULY 2007 |      |
|--------------------|-----------------------------|------|-----------------------------|------|-----------------------------|------|-----------------------------|------|-------------|------|-------------|------|-------------|------|----------------------------------|------|---|------|
|                    | %                           | Rank | %                           | Rank | %                           | Rank | %                           | Rank | %           | Rank | %           | Rank | %           | Rank | %                                | Rank | %   | Rank |
| AIRTRAN            | 73.0                        | 14   | 73.3                        | 10   | 76.5                        | 6    | 79.7                        | 5    | 85.5        | 3    | 71.9        | 6    | 68.9        | 12   | 75.1                             | 5    | (--)  | (--) |
| ALASKA             | 72.0                        | 16   | 72.4                        | 12   | 72.0                        | 9    | 75.4                        | 9    | 76.2        | 14   | 70.5        | 8    | 68.1        | 13   | 72.8                             | 10   | 75.6  | 8    |
| ALOHA              | 93.8                        | 2    | 92.8                        | 1    | 92.0                        | 2    | 90.2                        | 2    | 88.4        | 2    | 86.8        | 2    | 91.5        | 2    | 92.2                             | 2    | (--)  | (--) |
| AMERICAN           | 75.7                        | 7    | 73.6                        | 8    | 67.8                        | 14   | 66.6                        | 19   | 71.0        | 19   | 57.9        | 19   | 63.4        | 18   | 69.9                             | 13   | 78.6  | 3    |
| AMERICAN EAGLE     | 72.3                        | 15   | 69.5                        | 16   | 67.3                        | 15   | 68.9                        | 17   | 73.4        | 18   | 60.5        | 18   | 65.1        | 17   | 69.0                             | 15   | 74.2  | 9    |
| ATA                | 69.8                        | 18   | 71.7                        | 15   | (--)                        | (--) | (--)                        | (--) | (--)        | (--) | (--)        | (--) | (--)        | (--) | (--)                             | (--) | (--)  | (--) |
| ATLANTIC SOUTHEAST | 57.0                        | 20   | 63.3                        | 20   | 66.1                        | 16   | 68.2                        | 18   | 78.8        | 9    | 56.0        | 20   | 54.2        | 20   | 63.3                             | 19   | (--)  | (--) |
| COMAIR             | 69.2                        | 19   | 66.7                        | 19   | 63.0                        | 19   | 69.4                        | 15   | 76.5        | 13   | 64.0        | 15   | 62.4        | 19   | 66.6                             | 18   | (--)  | (--) |
| CONTINENTAL        | 75.1                        | 8    | 73.7                        | 7    | 73.0                        | 8    | 72.2                        | 12   | 75.1        | 16   | 67.9        | 11   | 69.7        | 11   | 73.6                             | 8    | 78.5  | 4    |
| DELTA              | 74.0                        | 13   | 74.1                        | 5    | 78.7                        | 4    | 77.7                        | 7    | 84.0        | 4    | 67.9        | 12   | 65.3        | 16   | 75.0                             | 6    | 77.6  | 6    |
| EXPRESSJET         | 75.1                        | 9    | 72.1                        | 14   | 70.6                        | 10   | 72.7                        | 11   | 76.8        | 12   | 69.6        | 10   | 70.9        | 8    | 73.0                             | 9    | (--)  | (--) |
| FRONTIER           | 83.5                        | 3    | 81.4                        | 3    | 77.7                        | 5    | 77.2                        | 8    | 77.1        | 11   | 71.8        | 7    | 75.5        | 6    | 79.5                             | 4    | (--)  | (--) |
| HAWAIIAN           | 95.8                        | 1    | 90.9                        | 2    | 92.5                        | 1    | 93.6                        | 1    | 92.8        | 1    | 92.9        | 1    | 94.7        | 1    | 93.1                             | 1    | (--)  | (--) |
| JETBLUE            | 74.8                        | 11   | 68.6                        | 17   | 63.4                        | 18   | 68.9                        | 16   | 78.2        | 10   | 63.9        | 16   | 66.8        | 14   | 68.3                             | 17   | (--)  | (--) |
| MESA               | 71.2                        | 17   | 72.7                        | 11   | 68.1                        | 13   | 74.8                        | 10   | 80.1        | 8    | 70.0        | 9    | 75.5        | 5    | 72.5                             | 11   | (--)  | (--) |
| NORTHWEST          | 76.6                        | 6    | 67.9                        | 18   | 65.7                        | 17   | 70.8                        | 14   | 74.6        | 17   | 64.1        | 14   | 70.1        | 9    | 69.6                             | 14   | 79.3  | 2    |
| PINNACLE           | (--)                        | (--) | (--)                        | (--) | 73.3                        | 7    | 81.2                        | 3    | 83.6        | 5    | 76.0        | 4    | 78.9        | 3    | (--)                             | (--) | (--)  | (--) |
| SKYWEST            | 78.9                        | 5    | 72.2                        | 13   | 69.7                        | 12   | 79.7                        | 6    | 80.9        | 7    | 77.9        | 3    | 75.9        | 4    | 74.8                             | 7    | (--)  | (--) |
| SOUTHWEST          | 80.9                        | 4    | 80.4                        | 4    | 80.7                        | 3    | 80.6                        | 4    | 83.2        | 6    | 75.3        | 5    | 75.2        | 7    | 80.4                             | 3    | 82.1  | 1    |
| UNITED             | 74.9                        | 10   | 73.8                        | 6    | 70.2                        | 11   | 71.5                        | 13   | 75.7        | 15   | 66.0        | 13   | 70.1        | 10   | 72.4                             | 12   | 76.1  | 7    |
| US AIRWAYS         | 74.8                        | 12   | 73.5                        | 9    | 62.4                        | 20   | 64.3                        | 20   | 67.9        | 20   | 61.6        | 17   | 66.3        | 15   | 68.3                             | 16   | 78.1  | 5    |
| <b>Total</b>       | <b>75.2</b>                 |      | <b>73.4</b>                 |      | <b>71.4</b>                 |      | <b>73.9</b>                 |      | <b>77.9</b> |      | <b>68.1</b> |      | <b>69.8</b> |      | <b>73.0</b>                      |      | <b>78.4</b>                                   |      |

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

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

JULY 2007  
AIR TRAVEL CONSUMER REPORT

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

| CARRIER*     | ATL          |             | BOS          |             | BWI         |             | CLT          |             | CVG         |             | DCA         |             | DEN          |             | DFW          |             |
|--------------|--------------|-------------|--------------|-------------|-------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|--------------|-------------|--------------|-------------|
|              | # OF ARR.    | % ON TIME   | # OF ARR.    | % ON TIME   | # OF ARR.   | % ON TIME   | # OF ARR.    | % ON TIME   | # OF ARR.   | % ON TIME   | # OF ARR.   | % ON TIME   | # OF ARR.    | % ON TIME   | # OF ARR.    | % ON TIME   |
| 9E           | H/           |             | 142          | 60.6        | 60          | 76.7        | 89           | 77.5        | 282         | 80.1        | 158         | 80.4        | H/           |             | 72           | 76.4        |
| AA           | 723          | 60.3        | 1160         | 62.8        | 339         | 59.0        | 154          | 60.4        | H/          |             | 890         | 59.6        | 681          | 61.5        | 14105        | 64.8        |
| AQ           | H/           |             | H/           |             | H/          |             | H/           |             | H/          |             | H/          |             | H/           |             | H/           |             |
| AS           | H/           |             | 62           | 48.4        | H/          |             | H/           |             | H/          |             | 93          | 65.6        | 217          | 68.2        | 93           | 55.9        |
| B6           | H/           |             | 1359         | 69.8        | H/          |             | 182          | 62.1        | H/          |             | H/          |             | 120          | 75.0        | H/           |             |
| CO           | 406          | 68.0        | 581          | 64.4        | 177         | 78.5        | H/           |             | H/          |             | 408         | 67.6        | 418          | 76.3        | 332          | 63.0        |
| DL           | 13231        | 69.2        | 1270         | 63.5        | 317         | 57.7        | 246          | 61.8        | 1766        | 69.8        | 886         | 64.6        | 362          | 60.8        | 347          | 59.1        |
| EV           | 11457        | 57.7        | H/           |             | H/          |             | 17           | 70.6        | 678         | 65.0        | 77          | 61.0        | 25           | 52.0        | H/           |             |
| F9           | 125          | 51.2        | H/           |             | H/          |             | H/           |             | H/          |             | 93          | 62.4        | 4441         | 80.3        | 201          | 63.2        |
| FL           | 8047         | 71.0        | 861          | 65.9        | 1399        | 64.3        | 341          | 58.4        | H/          |             | 185         | 62.2        | 155          | 71.0        | 362          | 74.0        |
| HA           | H/           |             | H/           |             | H/          |             | H/           |             | H/          |             | H/          |             | H/           |             | H/           |             |
| MQ           | 62           | 56.5        | 990          | 70.9        | 155         | 58.7        | 483          | 62.5        | 479         | 56.8        | 852         | 68.8        | H/           |             | 8403         | 59.7        |
| NW           | 400          | 62.8        | 410          | 60.5        | 304         | 58.6        | 224          | 60.3        | H/          |             | 536         | 67.5        | 412          | 74.0        | 293          | 61.8        |
| OH           | 383          | 63.2        | 1093         | 56.0        | 397         | 54.7        | 177          | 57.6        | 5836        | 72.4        | 480         | 55.8        | H/           |             | 93           | 63.4        |
| OO           | 703          | 67.9        | H/           |             | 88          | 52.3        | H/           |             | 235         | 68.1        | H/          |             | 4363         | 81.0        | 163          | 64.4        |
| UA           | 234          | 67.9        | 894          | 58.7        | 449         | 62.1        | 184          | 76.6        | 65          | 61.5        | 428         | 67.8        | 7065         | 74.7        | 412          | 64.1        |
| US           | 253          | 51.8        | 1823         | 60.9        | 390         | 56.7        | 6334         | 69.1        | H/          |             | 2343        | 65.4        | 440          | 63.0        | 581          | 62.7        |
| WN           | H/           |             | H/           |             | 5368        | 73.0        | H/           |             | H/          |             | H/          |             | 1221         | 73.8        | H/           |             |
| XE           | 109          | 68.8        | 29           | 75.9        | 216         | 67.6        | 423          | 66.4        | 262         | 63.0        | 211         | 69.7        | 128          | 16.4        | 193          | 65.3        |
| YV           | 268          | 66.8        | 37           | 70.3        | 30          | 80.0        | 2129         | 76.4        | H/          |             | H/          |             | 1309         | 76.2        | 7            | 42.9        |
| <b>TOTAL</b> | <b>36401</b> | <b>65.4</b> | <b>10711</b> | <b>63.3</b> | <b>9689</b> | <b>68.0</b> | <b>10983</b> | <b>69.2</b> | <b>9603</b> | <b>70.4</b> | <b>7640</b> | <b>65.1</b> | <b>21357</b> | <b>75.8</b> | <b>25657</b> | <b>63.1</b> |

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

JULY 2007  
AIR TRAVEL CONSUMER REPORT

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

| CARRIER*     | DTW          |             | EWR          |             | FLL         |             | IAD         |             | IAH          |             | JFK          |             | LAS          |             | LAX          |             |
|--------------|--------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|
|              | # OF ARR.    | % ON TIME   | # OF ARR.    | % ON TIME   | # OF ARR.   | % ON TIME   | # OF ARR.   | % ON TIME   | # OF ARR.    | % ON TIME   | # OF ARR.    | % ON TIME   | # OF ARR.    | % ON TIME   | # OF ARR.    | % ON TIME   |
| 9E           | 4393         | 82.3        | H/           | H/          | 30          | 80.0        | H/          | H/          | 88           | 69.3        | H/           | H/          | H/           | H/          | H/           | H/          |
| AA           | 330          | 55.2        | 577          | 60.1        | 464         | 67.0        | 335         | 59.7        | 369          | 58.8        | 952          | 53.9        | 595          | 68.5        | 2648         | 68.9        |
| AQ           | H/           | H/          | H/           | H/          | H/          | H/          | H/          | H/          | H/           | H/          | H/           | H/          | 31           | 87.1        | H/           | H/          |
| AS           | H/           | H/          | 62           | 56.1        | H/          | H/          | H/          | H/          | H/           | H/          | H/           | H/          | 336          | 61.3        | 683          | 68.4        |
| B6           | H/           | H/          | 341          | 60.7        | 823         | 66.5        | 687         | 70.2        | H/           | H/          | 5136         | 63.8        | 331          | 69.5        | H/           | H/          |
| CO           | 179          | 67.0        | 5250         | 62.6        | 485         | 71.3        | 1           | 100.0       | 7928         | 73.2        | 110          | 62.7        | 511          | 73.8        | 755          | 71.4        |
| DL           | 176          | 58.0        | 329          | 58.4        | 852         | 55.4        | 288         | 67.7        | 118          | 65.3        | 1378         | 40.0        | 633          | 62.2        | 1360         | 64.7        |
| EV           | 67           | 65.7        | 84           | 42.9        | H/          | H/          | 33          | 27.3        | 87           | 40.2        | H/           | H/          | H/           | H/          | H/           | H/          |
| F9           | 124          | 69.4        | H/           | H/          | 31          | 77.4        | H/          | H/          | 89           | 66.3        | H/           | H/          | 235          | 74.0        | 222          | 78.8        |
| FL           | 187          | 70.1        | 182          | 62.6        | 576         | 61.5        | 222         | 56.8        | H/           | H/          | H/           | H/          | 168          | 69.0        | 208          | 71.6        |
| HA           | H/           | H/          | H/           | H/          | H/          | H/          | H/          | H/          | H/           | H/          | H/           | H/          | 62           | 79.0        | 93           | 83.9        |
| MQ           | 235          | 57.4        | 145          | 52.4        | H/          | H/          | 31          | 87.1        | H/           | H/          | 668          | 65.0        | 127          | 80.3        | 1632         | 85.5        |
| NW           | 7729         | 72.4        | 393          | 52.7        | 168         | 67.3        | 177         | 63.8        | 236          | 65.7        | 174          | 52.9        | 369          | 82.1        | 613          | 77.0        |
| OH           | 253          | 58.1        | 83           | 53.0        | 4           | 100.0       | 193         | 55.4        | 112          | 58.0        | 1846         | 49.5        | H/           | H/          | H/           | H/          |
| OO           | 67           | 73.1        | H/           | H/          | H/          | H/          | H/          | H/          | 140          | 58.6        | H/           | H/          | 365          | 74.2        | 4170         | 81.4        |
| UA           | 189          | 73.5        | 419          | 58.5        | 183         | 59.0        | 2251        | 67.7        | 179          | 59.2        | 425          | 64.0        | 1006         | 71.5        | 2863         | 70.9        |
| US           | 234          | 62.4        | 279          | 55.6        | 616         | 60.4        | 125         | 60.0        | 124          | 62.1        | 186          | 53.2        | 3003         | 71.5        | 836          | 71.5        |
| WN           | 667          | 72.4        | H/           | H/          | 1354        | 73.0        | 357         | 68.9        | H/           | H/          | H/           | H/          | 7074         | 79.9        | 3575         | 77.6        |
| XE           | 196          | 59.7        | 4851         | 62.5        | H/          | H/          | 345         | 68.4        | 6904         | 71.6        | H/           | H/          | 62           | 93.5        | 1116         | 49.7        |
| YV           | 203          | 67.5        | 94           | 63.8        | H/          | H/          | 2289        | 76.1        | 195          | 69.2        | 89           | 60.7        | 815          | 73.3        | 146          | 65.8        |
| <b>TOTAL</b> | <b>15229</b> | <b>73.7</b> | <b>13089</b> | <b>61.4</b> | <b>5586</b> | <b>65.6</b> | <b>7334</b> | <b>69.3</b> | <b>16569</b> | <b>71.3</b> | <b>10964</b> | <b>57.2</b> | <b>15713</b> | <b>75.2</b> | <b>20920</b> | <b>73.7</b> |

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

JULY 2007  
 AIR TRAVEL CONSUMER REPORT

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

| CARRIER* | LGA       |           | MCO       |           | MDW       |           | MIA       |           | MSP       |           | OAK       |           | ORD       |           | PDX       |           |
|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|          | # OF ARR. | % ON TIME |
| 9E       | 118       | 63.6      | H/        | H/        | 38        | 76.3      | H/        | H/        | 2768      | 78.3      | H/        | H/        | H/        | H/        | H/        | H/        |
| AA       | 1877      | 57.2      | 960       | 60.3      | H/        | H/        | 3379      | 59.4      | 445       | 58.4      | 124       | 61.3      | 6289      | 65.1      | 186       | 67.7      |
| AQ       | H/        | 110       | 90.0      | H/        | H/        | H/        | H/        |
| AS       | H/        | H/        | 62        | 71.0      | H/        | H/        | 31        | 58.1      | H/        | H/        | 448       | 63.6      | 124       | 62.9      | 1045      | 75.0      |
| B6       | 246       | 58.9      | 1007      | 65.4      | H/        | H/        | H/        | H/        | H/        | H/        | 462       | 81.4      | 217       | 61.8      | 31        | 51.6      |
| CO       | 386       | 65.8      | 682       | 72.6      | 44        | 77.3      | 310       | 64.5      | 127       | 66.9      | 92        | 71.7      | 465       | 63.4      | 215       | 72.6      |
| DL       | 1714      | 65.6      | 1198      | 60.7      | H/        | H/        | 326       | 60.4      | 106       | 55.7      | 89        | 65.2      | 334       | 65.9      | 322       | 71.4      |
| EV       | 40        | 40.0      | H/        | H/        | 145       | 59.3      | H/        | H/        | 39        | 76.9      | H/        | H/        | 28        | 67.9      | H/        | H/        |
| F9       | 93        | 58.1      | 97        | 60.8      | 172       | 69.2      | H/        | H/        | 125       | 68.0      | H/        | H/        | H/        | H/        | 124       | 75.8      |
| FL       | 437       | 55.1      | 1763      | 73.1      | 714       | 72.5      | 155       | 59.4      | 326       | 77.6      | H/        | H/        | H/        | H/        | H/        | H/        |
| HA       | H/        | 62        | 82.3      |
| MQ       | 1647      | 63.0      | H/        | H/        | H/        | H/        | 668       | 68.0      | H/        | H/        | H/        | H/        | 7988      | 70.1      | H/        | H/        |
| NW       | 566       | 50.5      | 465       | 68.2      | 243       | 70.8      | 93        | 58.1      | 8320      | 75.6      | H/        | H/        | 615       | 60.3      | 213       | 75.6      |
| OH       | 1166      | 55.1      | 298       | 71.5      | 31        | 71.0      | 69        | 76.8      | 118       | 60.2      | H/        | H/        | 264       | 58.7      | H/        | H/        |
| OO       | H/        | 259       | 58.3      | 260       | 71.2      | 4071      | 75.7      | 746       | 88.9      |
| UA       | 650       | 61.5      | 668       | 63.8      | H/        | H/        | 62        | 67.7      | 496       | 65.9      | 227       | 70.5      | 8353      | 72.2      | 709       | 70.5      |
| US       | 1236      | 60.6      | 807       | 58.1      | H/        | H/        | 267       | 59.9      | 255       | 57.6      | 181       | 74.6      | 685       | 56.9      | 313       | 68.7      |
| WN       | H/        | H/        | 3536      | 76.0      | 6773      | 76.0      | H/        | H/        | H/        | H/        | 4337      | 80.2      | H/        | H/        | 1231      | 84.1      |
| XE       | 32        | 62.5      | 4         | 50.0      | 92        | 80.4      | 31        | 83.9      | 282       | 67.7      | 124       | 50.8      | 183       | 64.5      | 56        | 83.9      |
| YV       | 91        | 70.3      | H/        | H/        | H/        | H/        | H/        | H/        | 6         | 100.0     | 35        | 82.9      | 2431      | 77.9      | 7         | 42.9      |
| TOTAL    | 10299     | 60.0      | 11547     | 69.0      | 8252      | 75.1      | 5391      | 61.3      | 13672     | 74.0      | 6489      | 77.2      | 32047     | 70.1      | 5260      | 77.6      |

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

JULY 2007

AIR TRAVEL CONSUMER REPORT

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

| CARRIER*     | PHL         |             | PHX          |             | SAN         |             | SEA          |             | SFO          |             | SLC          |             | STL         |             | TPA         |             |
|--------------|-------------|-------------|--------------|-------------|-------------|-------------|--------------|-------------|--------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|
|              | # OF ARR.   | % ON TIME   | # OF ARR.    | % ON TIME   | # OF ARR.   | % ON TIME   | # OF ARR.    | % ON TIME   | # OF ARR.    | % ON TIME   | # OF ARR.    | % ON TIME   | # OF ARR.   | % ON TIME   | # OF ARR.   | % ON TIME   |
| 9E           | 141         | 66.0        | H/           | H/          | H/          | H/          | H/           | H/          | H/           | H/          | 27           | 81.5        | 120         | 80.0        | H/          | H/          |
| AA           | 510         | 59.4        | 459          | 64.5        | 588         | 65.6        | 522          | 71.1        | 1098         | 65.3        | 213          | 66.2        | 1743        | 66.7        | 650         | 66.9        |
| AQ           | H/          | H/          | H/           | H/          | 31          | 87.1        | H/           | H/          | H/           | H/          | H/           | H/          | H/          | H/          | H/          | H/          |
| AS           | H/          | H/          | 248          | 56.5        | 492         | 67.5        | 4534         | 68.7        | 589          | 61.6        | H/           | H/          | H/          | H/          | H/          | H/          |
| B6           | H/          | H/          | 62           | 66.1        | 149         | 79.2        | 93           | 60.2        | 159          | 66.7        | 103          | 67.0        | H/          | H/          | 278         | 71.2        |
| CO           | 202         | 70.3        | 335          | 79.7        | 392         | 79.3        | 493          | 73.6        | 477          | 70.6        | 92           | 57.6        | H/          | H/          | 426         | 72.8        |
| DL           | 318         | 60.4        | 362          | 68.5        | 398         | 70.4        | 613          | 59.5        | 547          | 64.4        | 2821         | 75.0        | 148         | 54.1        | 775         | 59.5        |
| EV           | H/          | H/          | H/           | H/          | H/          | H/          | H/           | H/          | H/           | H/          | H/           | H/          | 99          | 62.6        | H/          | H/          |
| F9           | 63          | 44.4        | 180          | 74.4        | 180         | 71.7        | 154          | 69.5        | 235          | 73.6        | 175          | 72.6        | 124         | 74.2        | 31          | 77.4        |
| FL           | 544         | 65.6        | 91           | 76.9        | 95          | 64.2        | 115          | 59.1        | 146          | 70.5        | H/           | H/          | 155         | 67.1        | 597         | 61.8        |
| HA           | H/          | H/          | 31           | 83.9        | 62          | 83.9        | 93           | 76.3        | 31           | 64.5        | H/           | H/          | H/          | H/          | H/          | H/          |
| MQ           | H/          | H/          | H/           | H/          | 759         | 85.0        | H/           | H/          | 173          | 66.2        | H/           | H/          | 93          | 79.6        | H/          | H/          |
| NW           | 377         | 57.0        | 297          | 70.7        | 184         | 79.9        | 582          | 73.7        | 422          | 70.9        | 94           | 81.9        | 279         | 64.9        | 246         | 69.1        |
| OH           | 194         | 58.8        | H/           | H/          | H/          | H/          | H/           | H/          | H/           | H/          | H/           | H/          | 127         | 59.1        | 32          | 65.6        |
| OO           | 57          | 47.4        | 271          | 68.3        | 629         | 85.2        | 437          | 90.2        | 3641         | 66.0        | 8055         | 80.1        | 56          | 35.7        | H/          | H/          |
| UA           | 485         | 63.5        | 517          | 67.3        | 749         | 70.2        | 896          | 70.2        | 3921         | 68.1        | 186          | 71.5        | 93          | 73.1        | 292         | 59.2        |
| US           | 3993        | 59.6        | 5896         | 74.5        | 517         | 73.9        | 408          | 71.8        | 701          | 62.1        | 163          | 78.5        | 124         | 57.3        | 681         | 63.9        |
| WN           | 2005        | 73.1        | 6110         | 76.9        | 2896        | 79.4        | 1241         | 82.8        | H/           | H/          | 1310         | 74.9        | 2101        | 72.1        | 2511        | 77.2        |
| XE           | 105         | 75.2        | 174          | 61.5        | 558         | 83.0        | 31           | 74.2        | 178          | 51.1        | 277          | 79.1        | 219         | 70.8        | 34          | 82.4        |
| YV           | 33          | 69.7        | 2811         | 74.1        | 39          | 84.6        | 24           | 87.5        | 27           | 70.4        | 54           | 59.3        | 84          | 70.2        | H/          | H/          |
| <b>TOTAL</b> | <b>9027</b> | <b>63.4</b> | <b>17844</b> | <b>74.3</b> | <b>8718</b> | <b>77.2</b> | <b>10236</b> | <b>71.6</b> | <b>12345</b> | <b>66.5</b> | <b>13570</b> | <b>77.8</b> | <b>5565</b> | <b>68.5</b> | <b>6553</b> | <b>69.6</b> |

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

JULY 2007

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)

| SCHEDULED<br>ARRIVAL TIME          | ARRIVAL AIRPORT * |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |      |
|------------------------------------|-------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
|                                    | ATL               | BOS  | BWI  | CLT  | CVG  | DCA  | DEN  | DFW  | DTW  | EWR  | FLL  | IAD  | IAH  | JFK  | LAS  | LAX  | LGA  | MCO  |
| 600 - 659 AM                       | 76.0              | 57.1 | 38.4 | 82.9 | 69.4 | J/   | 87.6 | 84.9 | J/   | 59.3 | 55.1 | 62.8 | 89.2 | 59.3 | 94.2 | 81.7 | 75.0 | 57.6 |
| 700 - 759 AM                       | 85.6              | 75.2 | 96.3 | 75.3 | 79.6 | 85.6 | 92.4 | 82.5 | 81.7 | 79.9 | 96.6 | 81.6 | 83.6 | 68.7 | 95.0 | 91.4 | 85.4 | 81.3 |
| 800 - 859 AM                       | 82.7              | 78.6 | 92.3 | 81.7 | 80.4 | 80.5 | 91.0 | 81.9 | 87.6 | 82.1 | 96.5 | 91.0 | 82.1 | 69.1 | 92.7 | 92.3 | 75.4 | 92.3 |
| 900 - 959 AM                       | 78.2              | 82.7 | 90.8 | 79.4 | 76.6 | 89.2 | 87.8 | 79.4 | 81.5 | 91.0 | 88.0 | 91.1 | 81.4 | 81.0 | 91.1 | 83.8 | 72.7 | 92.7 |
| 1000 - 1059 AM                     | 83.7              | 77.8 | 86.3 | 78.9 | 78.8 | 82.7 | 85.8 | 78.9 | 82.3 | 86.3 | 88.5 | 82.7 | 78.2 | 77.9 | 87.6 | 75.6 | 73.9 | 87.4 |
| 1100 - 1159 AM                     | 78.8              | 75.4 | 92.1 | 79.6 | 83.7 | 77.1 | 81.6 | 77.3 | 84.3 | 86.1 | 77.5 | 85.6 | 80.0 | 74.4 | 83.3 | 81.3 | 74.6 | 83.5 |
| 1200 - 1259 PM                     | 79.1              | 76.7 | 83.4 | 80.6 | 78.6 | 77.6 | 83.7 | 71.7 | 79.8 | 78.7 | 75.9 | 83.6 | 73.7 | 75.3 | 82.7 | 82.3 | 69.7 | 80.0 |
| 100 - 159 PM                       | 73.2              | 79.2 | 80.2 | 74.9 | 86.4 | 73.0 | 79.9 | 66.6 | 70.9 | 73.1 | 78.8 | 83.6 | 72.0 | 67.7 | 79.9 | 75.3 | 68.5 | 78.1 |
| 200 - 259 PM                       | 65.8              | 72.9 | 77.5 | 77.3 | 77.4 | 69.8 | 77.1 | 64.1 | 77.0 | 63.2 | 70.9 | 83.2 | 67.8 | 70.2 | 78.7 | 78.9 | 60.7 | 71.6 |
| 300 - 359 PM                       | 60.3              | 71.9 | 72.9 | 72.8 | 70.6 | 65.4 | 81.5 | 59.5 | 75.8 | 58.4 | 65.9 | 70.1 | 62.7 | 57.2 | 71.7 | 75.8 | 61.0 | 71.0 |
| 400 - 459 PM                       | 58.9              | 57.4 | 60.3 | 58.5 | 64.8 | 61.6 | 73.3 | 52.4 | 71.8 | 48.6 | 67.2 | 63.1 | 64.0 | 57.4 | 71.5 | 72.1 | 55.3 | 63.6 |
| 500 - 559 PM                       | 56.2              | 56.2 | 60.0 | 59.4 | 37.8 | 52.8 | 66.4 | 51.1 | 68.2 | 43.0 | 54.9 | 60.1 | 61.7 | 49.1 | 65.8 | 69.0 | 50.0 | 60.9 |
| 600 - 659 PM                       | 55.3              | 50.2 | 55.6 | 56.4 | 62.1 | 51.2 | 60.8 | 47.0 | 67.6 | 44.5 | 42.9 | 55.2 | 61.9 | 34.3 | 66.7 | 70.2 | 48.3 | 57.7 |
| 700 - 759 PM                       | 44.1              | 48.3 | 46.2 | 53.9 | 60.9 | 51.7 | 60.1 | 49.5 | 70.2 | 41.9 | 48.0 | 60.3 | 63.2 | 44.0 | 70.6 | 64.9 | 46.2 | 56.0 |
| 800 - 859 PM                       | 41.7              | 46.4 | 52.0 | 61.6 | 52.6 | 51.5 | 66.4 | 45.5 | 68.3 | 41.4 | 42.9 | 60.4 | 59.0 | 38.4 | 66.1 | 66.3 | 45.6 | 51.8 |
| 900 - 959 PM                       | 47.1              | 46.3 | 50.1 | 52.6 | 54.2 | 47.2 | 56.7 | 45.0 | 51.1 | 51.2 | 59.5 | 59.1 | 60.9 | 39.2 | 63.2 | 57.4 | 43.1 | 54.9 |
| 1000 - 1059 PM                     | 54.7              | 52.6 | 48.6 | 47.0 | 52.6 | 50.5 | 55.1 | 50.8 | 44.2 | 49.4 | 47.7 | 46.5 | 60.5 | 43.3 | 61.9 | 55.2 | 47.5 | 50.2 |
| 1100 - 559 AM                      | 59.2              | 52.9 | 53.6 | 55.4 | 64.4 | 46.6 | 61.2 | 61.9 | 61.1 | 62.7 | 52.7 | 53.3 | 76.5 | 56.6 | 60.4 | 64.9 | 53.1 | 55.7 |
| TOTAL, ALL ARRIVALS,<br>BY AIRPORT | 65.4              | 63.4 | 68.0 | 69.2 | 70.4 | 65.1 | 75.8 | 63.1 | 73.8 | 61.4 | 65.6 | 69.3 | 71.3 | 57.2 | 75.2 | 73.7 | 60.0 | 69.0 |

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

JULY 2007

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)

| SCHEDULED<br>ARRIVAL TIME                  | ARRIVAL AIRPORT * |      |      |      |      |       |      |      |      |      |      |      |      |      |       |  | TOTAL |
|--|-------------------|------|------|------|------|-------|------|------|------|------|------|------|------|------|-------|--|-------|
|  | MDW               | MIA  | MSP  | OAK  | ORD  | PDX   | PHL  | PHX  | SAN  | SEA  | SFO  | SLC  | STL  | TPA  | TOTAL |  |       |
| 600 - 659 AM                               | 98.1              | 67.7 | 87.0 | J/   | 89.4 | 100.0 | 67.0 | 92.7 | J/   | 82.7 | 88.3 | 93.5 | 95.2 | 64.5 | 80.0  |  |       |
| 700 - 759 AM                               | 92.3              | 79.4 | 85.0 | 94.0 | 84.2 | 93.4  | 73.0 | 84.8 | 94.6 | 87.4 | 90.6 | 94.8 | 93.0 | J/   | 85.5  |  |       |
| 800 - 859 AM                               | 91.8              | 84.8 | 85.2 | 93.0 | 79.6 | 85.5  | 76.5 | 84.9 | 92.7 | 92.0 | 84.4 | 91.0 | 91.3 | 92.0 | 84.4  |  |       |
| 900 - 959 AM                               | 91.0              | 86.0 | 83.5 | 88.9 | 79.3 | 87.8  | 83.5 | 79.2 | 91.7 | 90.8 | 67.6 | 87.8 | 83.0 | 94.7 | 83.4  |  |       |
| 1000 - 1059 AM                             | 89.1              | 85.1 | 78.9 | 89.9 | 77.6 | 90.1  | 86.3 | 85.5 | 86.9 | 80.2 | 64.0 | 85.4 | 80.2 | 89.3 | 81.9  |  |       |
| 1100 - 1159 AM                             | 86.0              | 78.5 | 79.7 | 83.1 | 77.2 | 91.6  | 88.3 | 85.3 | 83.8 | 80.5 | 64.4 | 88.0 | 83.7 | 87.3 | 80.6  |  |       |
| 1200 - 1259 PM                             | 84.0              | 70.7 | 83.9 | 83.6 | 75.8 | 81.4  | 80.7 | 83.3 | 82.9 | 75.1 | 65.4 | 81.0 | 81.8 | 76.2 | 78.5  |  |       |
| 100 - 159 PM                               | 86.1              | 60.4 | 77.5 | 87.1 | 75.7 | 83.1  | 78.9 | 79.8 | 82.8 | 75.8 | 65.7 | 78.1 | 74.0 | 80.6 | 75.4  |  |       |
| 200 - 259 PM                               | 80.5              | 64.9 | 77.2 | 86.1 | 71.5 | 79.2  | 69.8 | 74.4 | 78.9 | 79.9 | 67.4 | 80.9 | 74.8 | 77.4 | 72.7  |  |       |
| 300 - 359 PM                               | 78.0              | 57.3 | 71.3 | 73.6 | 67.1 | 81.7  | 65.1 | 71.9 | 75.4 | 77.1 | 73.2 | 75.3 | 67.9 | 69.9 | 68.6  |  |       |
| 400 - 459 PM                               | 69.5              | 55.1 | 67.9 | 78.1 | 64.6 | 80.1  | 53.0 | 67.6 | 83.2 | 70.5 | 65.0 | 74.3 | 61.6 | 62.9 | 63.8  |  |       |
| 500 - 559 PM                               | 68.3              | 47.5 | 71.4 | 73.5 | 62.8 | 80.1  | 52.4 | 70.3 | 70.2 | 67.4 | 66.4 | 75.0 | 66.1 | 57.0 | 61.1  |  |       |
| 600 - 659 PM                               | 65.6              | 50.2 | 62.4 | 72.6 | 61.7 | 71.5  | 55.4 | 61.9 | 74.8 | 64.3 | 68.5 | 73.0 | 47.4 | 63.3 | 59.0  |  |       |
| 700 - 759 PM                               | 59.1              | 40.1 | 64.7 | 65.9 | 55.6 | 72.4  | 44.9 | 60.0 | 64.9 | 62.9 | 61.1 | 70.9 | 59.1 | 57.5 | 56.2  |  |       |
| 800 - 859 PM                               | 55.5              | 44.8 | 63.3 | 66.4 | 57.3 | 70.3  | 50.0 | 62.4 | 67.9 | 59.2 | 58.9 | 60.6 | 50.0 | 56.7 | 55.8  |  |       |
| 900 - 959 PM                               | 58.6              | 38.0 | 61.8 | 64.9 | 54.3 | 69.0  | 49.7 | 61.4 | 65.4 | 62.7 | 55.2 | 77.7 | 48.7 | 55.0 | 54.2  |  |       |
| 1000 - 1059 PM                             | 52.5              | 35.2 | 59.9 | 60.6 | 54.3 | 64.8  | 55.4 | 60.3 | 61.7 | 62.6 | 48.0 | 58.7 | 50.3 | 52.7 | 54.3  |  |       |
| 1100 - 559 AM                              | 67.5              | 44.8 | 68.0 | 63.2 | 67.0 | 59.8  | 49.2 | 65.3 | 62.0 | 60.7 | 69.0 | 57.6 | 55.5 | 53.3 | 59.8  |  |       |
| <b>TOTAL, ALL ARRIVALS,<br/>BY AIRPORT</b> | 75.1              | 61.3 | 74.1 | 77.2 | 70.1 | 77.6  | 63.4 | 74.3 | 77.2 | 71.6 | 66.5 | 77.8 | 63.5 | 69.6 | 69.5  |  |       |

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

JULY 2007

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)

| SCHEDULED DEPARTURE TIME             | DEPARTURE AIRPORT * |      |      |      |      |      |      |      |      |       |      |      |      |      |      |      |      |      |
|--------------------------------------|---------------------|------|------|------|------|------|------|------|------|-------|------|------|------|------|------|------|------|------|
|                                      | ATL                 | BOS  | BWI  | CLT  | CVG  | DCA  | DEN  | DFW  | DTW  | EWR   | FLL  | IAD  | IAH  | JFK  | LAS  | LAX  | LGA  | MCO  |
| 600 - 659 AM                         | 90.2                | 89.6 | 92.9 | 88.3 | 95.2 | 90.8 | 92.9 | 90.7 | 87.0 | 89.1  | 95.1 | 90.0 | 87.2 | 89.7 | 95.8 | 93.1 | 90.1 | 94.2 |
| 700 - 759 AM                         | 83.3                | 85.9 | 89.4 | 86.7 | 84.8 | 86.1 | 91.9 | 84.0 | 87.9 | 84.3  | 92.2 | 88.4 | 88.6 | 89.7 | 89.1 | 90.5 | 86.0 | 92.6 |
| 800 - 859 AM                         | 85.6                | 81.0 | 88.4 | 83.9 | 82.6 | 86.2 | 90.2 | 79.4 | 85.1 | 82.8  | 95.0 | 85.6 | 84.1 | 73.2 | 88.5 | 87.5 | 84.4 | 92.4 |
| 900 - 959 AM                         | 78.2                | 86.8 | 86.3 | 85.1 | 85.0 | 87.6 | 88.9 | 78.0 | 81.5 | 82.9  | 93.2 | 88.6 | 88.1 | 72.0 | 84.6 | 86.3 | 81.6 | 88.4 |
| 1000 - 1059 AM                       | 74.2                | 79.1 | 81.5 | 72.9 | 78.0 | 85.8 | 83.1 | 75.9 | 82.3 | 81.7  | 88.8 | 87.0 | 78.7 | 77.8 | 83.2 | 75.9 | 80.1 | 88.4 |
| 1100 - 1159 AM                       | 76.6                | 79.0 | 80.8 | 78.1 | 78.0 | 77.9 | 80.0 | 72.0 | 81.8 | 81.3  | 85.7 | 82.9 | 76.2 | 77.8 | 81.1 | 78.1 | 76.5 | 80.3 |
| 1200 - 1259 PM                       | 70.9                | 79.9 | 76.9 | 83.8 | 80.1 | 75.3 | 76.7 | 67.9 | 81.0 | 76.8  | 75.0 | 80.1 | 74.1 | 70.0 | 75.3 | 78.9 | 78.0 | 78.2 |
| 100 - 159 PM                         | 68.9                | 73.6 | 71.4 | 73.9 | 76.9 | 68.5 | 77.3 | 62.4 | 73.5 | 69.8  | 78.6 | 79.3 | 67.3 | 63.8 | 72.4 | 76.2 | 73.1 | 74.0 |
| 200 - 259 PM                         | 58.2                | 70.2 | 67.2 | 66.8 | 80.6 | 68.0 | 74.1 | 58.9 | 68.8 | 58.9  | 64.7 | 68.0 | 68.2 | 71.2 | 69.9 | 74.8 | 69.3 | 64.2 |
| 300 - 359 PM                         | 50.6                | 64.9 | 60.1 | 66.0 | 66.2 | 58.0 | 73.6 | 51.4 | 70.4 | 55.8  | 58.1 | 69.9 | 66.1 | 65.4 | 64.1 | 77.9 | 62.1 | 54.5 |
| 400 - 459 PM                         | 53.8                | 62.2 | 54.4 | 64.3 | 69.0 | 58.9 | 67.8 | 50.9 | 69.1 | 51.4  | 65.1 | 60.5 | 62.4 | 53.7 | 62.5 | 72.5 | 63.0 | 56.4 |
| 500 - 559 PM                         | 48.9                | 52.3 | 50.3 | 58.3 | 63.7 | 60.2 | 68.5 | 47.0 | 68.6 | 42.4  | 54.5 | 55.0 | 61.5 | 50.3 | 57.3 | 73.0 | 59.9 | 56.1 |
| 600 - 659 PM                         | 46.9                | 48.3 | 43.6 | 56.0 | 53.6 | 55.3 | 59.3 | 45.4 | 63.6 | 40.6  | 49.4 | 54.7 | 57.4 | 48.0 | 58.3 | 69.1 | 54.8 | 47.9 |
| 700 - 759 PM                         | 46.6                | 47.6 | 40.7 | 58.0 | 59.6 | 48.7 | 60.4 | 46.3 | 66.9 | 37.2  | 50.0 | 51.4 | 57.8 | 36.0 | 64.0 | 70.7 | 50.3 | 48.3 |
| 800 - 859 PM                         | 37.5                | 48.3 | 38.4 | 53.2 | 57.5 | 58.6 | 66.5 | 47.9 | 64.2 | 37.4  | 49.6 | 50.7 | 58.8 | 42.4 | 56.5 | 68.3 | 45.3 | 51.1 |
| 900 - 959 PM                         | 38.7                | 57.6 | 46.6 | 56.0 | 66.0 | 42.8 | 64.6 | 41.8 | 73.4 | 40.9  | 56.6 | 63.2 | 64.4 | 34.4 | 54.2 | 72.6 | 44.6 | 40.5 |
| 1000 - 1059 PM                       | 45.3                | J/   | J/   | 51.1 | J/   | J/   | 75.0 | 50.4 | 62.4 | 100.0 | J/   | 72.4 | 54.5 | 44.6 | 66.2 | 74.9 | J/   | J/   |
| 1100 - 559 AM                        | 63.1                | 91.2 | 85.4 | J/   | J/   | J/   | 74.0 | 93.4 | J/   | 84.1  | 93.5 | 83.3 | 86.5 | 76.7 | 66.3 | 72.3 | 96.8 | 58.4 |
| TOTAL, ALL DEPARTURES,<br>BY AIRPORT | 60.8                | 71.2 | 67.4 | 69.3 | 72.3 | 71.0 | 75.3 | 62.3 | 74.9 | 64.7  | 74.6 | 72.8 | 70.8 | 62.4 | 72.4 | 78.1 | 70.0 | 71.0 |

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

JULY 2007

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)

| SCHEDULED DEPARTURE TIME             | DEPARTURE AIRPORT * |      |      |      |      |      |      |      |       |      |      |      |      |      | TOTAL |
|--------------------------------------|---------------------|------|------|------|------|------|------|------|-------|------|------|------|------|------|-------|
|                                      | MDW                 | MIA  | MSP  | OAK  | ORD  | PDX  | PHL  | PHX  | SAN   | SEA  | SFO  | SLC  | STL  | TPA  |       |
| 600 - 659 AM                         | 95.4                | 89.7 | 87.7 | 96.9 | 88.4 | 95.6 | 88.6 | 94.3 | 94.4  | 90.9 | 88.7 | 92.8 | 95.5 | 95.9 | 91.5  |
| 700 - 759 AM                         | 92.3                | 79.1 | 82.7 | 90.2 | 86.9 | 93.6 | 82.5 | 90.3 | 90.1  | 88.4 | 88.5 | 93.9 | 92.1 | 94.6 | 88.0  |
| 800 - 859 AM                         | 89.3                | 84.3 | 90.6 | 86.7 | 84.7 | 93.8 | 77.1 | 80.7 | 86.6  | 83.7 | 86.4 | 92.3 | 90.3 | 92.5 | 85.3  |
| 900 - 959 AM                         | 83.9                | 76.0 | 86.0 | 81.1 | 78.9 | 85.3 | 76.0 | 76.7 | 88.1  | 82.3 | 77.9 | 87.8 | 89.4 | 93.3 | 82.5  |
| 1000 - 1059 AM                       | 83.0                | 79.5 | 84.9 | 78.8 | 77.5 | 91.9 | 76.7 | 82.5 | 84.6  | 76.1 | 65.2 | 87.5 | 78.8 | 90.6 | 80.2  |
| 1100 - 1159 AM                       | 80.5                | 82.3 | 79.5 | 81.8 | 74.2 | 86.8 | 83.4 | 80.5 | 78.9  | 78.0 | 68.8 | 86.9 | 81.2 | 84.2 | 78.9  |
| 1200 - 1259 PM                       | 73.5                | 74.6 | 79.0 | 70.7 | 70.9 | 84.4 | 81.3 | 80.1 | 79.9  | 68.6 | 65.2 | 83.9 | 76.4 | 84.9 | 75.3  |
| 100 - 159 PM                         | 72.4                | 59.5 | 80.3 | 78.5 | 70.9 | 81.2 | 75.3 | 76.5 | 78.3  | 63.8 | 64.9 | 77.3 | 74.2 | 67.8 | 72.2  |
| 200 - 259 PM                         | 64.6                | 54.6 | 74.2 | 75.1 | 67.9 | 75.7 | 67.8 | 65.0 | 74.7  | 71.5 | 65.8 | 76.3 | 65.7 | 67.3 | 67.1  |
| 300 - 359 PM                         | 62.7                | 47.8 | 73.8 | 73.8 | 63.4 | 81.5 | 60.0 | 66.4 | 69.8  | 73.9 | 69.2 | 79.1 | 70.3 | 57.5 | 64.1  |
| 400 - 459 PM                         | 57.1                | 46.2 | 65.9 | 69.6 | 61.9 | 63.7 | 53.2 | 63.2 | 77.2  | 69.6 | 72.9 | 72.5 | 55.4 | 58.4 | 61.6  |
| 500 - 559 PM                         | 47.8                | 52.1 | 64.2 | 71.5 | 57.9 | 78.0 | 48.1 | 56.1 | 74.3  | 65.8 | 67.2 | 76.6 | 61.0 | 54.2 | 58.2  |
| 600 - 659 PM                         | 43.5                | 46.5 | 69.5 | 63.6 | 54.9 | 80.6 | 46.2 | 62.0 | 78.7  | 61.2 | 73.0 | 59.2 | 50.9 | 54.3 | 55.5  |
| 700 - 759 PM                         | 47.1                | 49.5 | 70.4 | 65.9 | 58.3 | 73.6 | 48.2 | 56.2 | 69.9  | 59.6 | 67.8 | 74.5 | 41.2 | 52.7 | 55.7  |
| 800 - 859 PM                         | 29.5                | 59.0 | 69.1 | 59.1 | 55.6 | 77.0 | 40.8 | 49.1 | 75.5  | 57.7 | 65.5 | 69.1 | 51.4 | 52.4 | 52.0  |
| 900 - 959 PM                         | 36.4                | 45.7 | 76.1 | 66.3 | 60.7 | 68.6 | 46.9 | 63.9 | 73.3  | 60.0 | 63.0 | 76.5 | 36.9 | 59.0 | 58.4  |
| 1000 - 1059 PM                       | J/                  | 31.6 | 70.3 | 76.3 | 55.4 | 85.9 | 62.9 | 73.9 | 82.1  | 68.7 | 67.0 | J/   | J/   | J/   | 61.5  |
| 1100 - 559 AM                        | 100.0               | J/   | 91.7 | 84.2 | 93.6 | 82.5 | 91.4 | 82.9 | 100.0 | 72.6 | 75.3 | 72.6 | J/   | J/   | 74.6  |
| TOTAL, ALL DEPARTURES,<br>BY AIRPORT | 67.4                | 63.4 | 76.6 | 76.9 | 69.6 | 84.5 | 65.4 | 73.3 | 81.0  | 73.9 | 72.5 | 81.0 | 71.7 | 73.8 | 70.7  |

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

JULY 2007

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

| CARRIER * | FLIGHT NUMBER | ORIGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|-------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| DL        | 1667          | JFK-MCO                 | 1942                     | 31                            | 96.77   | 90                         | 70                        |
| OO        | 4020          | SLC-MEM                 | 1918                     | 29                            | 96.55   | 48                         | 42                        |
| OO        | 2094          | BHM-ATL                 | 1425                     | 25                            | 96.00   | 53                         | 46                        |
| DL        | 687           | BOS-ATL                 | 1850                     | 24                            | 95.83   | 83                         | 79                        |
| EV        | 4410          | HPN-ATL                 | 1859                     | 23                            | 95.65   | 91                         | 76                        |
| FL        | 613           | PHL-MCO                 | 1807                     | 22                            | 95.45   | 66                         | 51                        |
| FL        | 245           | ATL-MIA                 | 2115                     | 22                            | 95.45   | 54                         | 50                        |
| OH        | 5680          | JFK-SYR                 | 1721                     | 21                            | 95.24   | 94                         | 91                        |
| OH        | 5683          | SYR-JFK                 | 1921                     | 21                            | 95.24   | 93                         | 90                        |
| OH        | 5595          | JFK-BDL                 | 2110                     | 21                            | 95.24   | 86                         | 79                        |
| XE        | 7776          | SMF-LAX                 | 1605                     | 31                            | 93.55   | 70                         | 65                        |
| XE        | 7764          | SFO-LAX                 | 1225                     | 31                            | 93.55   | 67                         | 66                        |
| DL        | 408           | PHX-JFK                 | 1026                     | 31                            | 93.55   | 62                         | 59                        |
| XE        | 7764          | LAX-SFO                 | 1030                     | 31                            | 93.55   | 53                         | 46                        |
| XE        | 7810          | LAX-DEN                 | 1415                     | 31                            | 93.55   | 45                         | 32                        |
| XE        | 7760          | OAK-LAX                 | 1210                     | 31                            | 93.55   | 44                         | 40                        |
| AS        | 133           | DLG-ANC                 | 1152                     | 31                            | 93.55   | 42                         | 34                        |
| DL        | 155           | JFK-CVG                 | 1625                     | 28                            | 92.86   | 105                        | 69                        |
| DL        | 1876          | DEN-JFK                 | 1158                     | 27                            | 92.59   | 48                         | 40                        |
| EV        | 4339          | SWF-ATL                 | 1735                     | 26                            | 92.31   | 96                         | 92                        |
| DL        | 887           | BDL-ATL                 | 1758                     | 24                            | 91.67   | 80                         | 47                        |
| EV        | 4113          | ATL-MYR                 | 2020                     | 24                            | 91.67   | 79                         | 86                        |
| OH        | 5565          | JFK-BUF                 | 2103                     | 24                            | 91.67   | 79                         | 80                        |
| EV        | 4731          | EWR-ATL                 | 1927                     | 23                            | 91.30   | 77                         | 66                        |
| FL        | 229           | SEA-BWI                 | 2305                     | 22                            | 90.91   | 70                         | 56                        |

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

JULY 2007

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 | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| FL        | 69            | ATL-IAD                | 2125                     | 22                            | 90.91   | 57                         | 45                        |
| FL        | 51            | ATL-SRQ                | 2115                     | 22                            | 90.91   | 37                         | 30                        |
| OH        | 5513          | BOS-JFK                | 1520                     | 31                            | 90.32   | 71                         | 54                        |
| AA        | 1979          | MCO-MIA                | 1805                     | 31                            | 90.32   | 70                         | 57                        |
| XE        | 7782          | SJC-LAX                | 1950                     | 31                            | 90.32   | 61                         | 57                        |
| XE        | 7770          | OAK-LAX                | 1540                     | 31                            | 90.32   | 53                         | 48                        |
| XE        | 7800          | LAX-DEN                | 1010                     | 31                            | 90.32   | 44                         | 39                        |
| DL        | 778           | LAS-JFK                | 2320                     | 29                            | 89.66   | 83                         | 86                        |
| OO        | 4016          | SLC-MSY                | 1656                     | 19                            | 89.47   | 37                         | 29                        |
| OO        | 3917          | SLC-SFO                | 850                      | 27                            | 88.89   | 44                         | 35                        |
| US        | 1410          | ATL-PHL                | 1445                     | 17                            | 88.24   | 56                         | 40                        |
| US        | 1178          | CLT-BOS                | 1805                     | 17                            | 88.24   | 51                         | 46                        |
| EV        | 4149          | PVD-ATL                | 1745                     | 25                            | 88.00   | 75                         | 40                        |
| DL        | 1891          | JFK-LAX                | 2038                     | 25                            | 88.00   | 68                         | 51                        |
| EV        | 4413          | ATL-ILG                | 2005                     | 24                            | 87.50   | 75                         | 75                        |
| OH        | 5557          | JFK-IAD                | 1920                     | 24                            | 87.50   | 74                         | 58                        |
| EV        | 4700          | MYR-ATL                | 1845                     | 24                            | 87.50   | 72                         | 34                        |
| EV        | 4932          | DAB-ATL                | 1759                     | 24                            | 87.50   | 54                         | 39                        |
| OH        | 5077          | PHL-ATL                | 1915                     | 24                            | 87.50   | 47                         | 35                        |
| DL        | 133           | JFK-LAX                | 1842                     | 31                            | 87.10   | 91                         | 71                        |
| DL        | 1066          | MCO-JFK                | 2005                     | 31                            | 87.10   | 82                         | 69                        |
| EV        | 4525          | ATL-GNV                | 1555                     | 31                            | 87.10   | 81                         | 70                        |
| AA        | 585           | MIA-SJU                | 1950                     | 31                            | 87.10   | 79                         | 73                        |
| OH        | 5487          | JFK-CMH                | 1640                     | 31                            | 87.10   | 65                         | 47                        |
| OH        | 5517          | JFK-RDU                | 1915                     | 31                            | 87.10   | 61                         | 43                        |

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

JULY 2007

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

| CARRIER * | FLIGHT NUMBER | ORIGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE // | NUMBER OF MIN LATE |        |
|-----------|---------------|-------------------------|--------------------------|-------------------------------|---|--------------------|--------|
|           |               |                         |                          |                               |   | AVERAGE            | MEDIAN |
| DL        | 776           | LAS-JFK                 | 1047                     | 31                            | 87.10   | 59                 | 47     |
| DL        | 98            | SAN-JFK                 | 730                      | 31                            | 87.10   | 54                 | 34     |
| DL        | 1450          | ATL-RIC                 | 2025                     | 31                            | 87.10   | 43                 | 40     |
| EV        | 4561          | ATL-BTR                 | 2027                     | 23                            | 86.96   | 82                 | 72     |
| EV        | 4377          | LFT-ATL                 | 1750                     | 23                            | 86.96   | 56                 | 46     |
| EV        | 4776          | MOB-ATL                 | 1010                     | 23                            | 86.96   | 53                 | 33     |
| EV        | 4347          | ATL-MDW                 | 2005                     | 15                            | 86.67   | 108                | 76     |
| OH        | 5366          | ORD-JFK                 | 1720                     | 30                            | 86.67   | 62                 | 46     |
| US        | 1617          | CLT-BOS                 | 1610                     | 22                            | 86.36   | 51                 | 36     |
| EV        | 4740          | MEM-ATL                 | 1818                     | 22                            | 86.36   | 50                 | 35     |
| EV        | 4113          | GNV-ATL                 | 1756                     | 29                            | 86.21   | 98                 | 87     |
| EV        | 4329          | ATL-FAY                 | 1913                     | 21                            | 85.71   | 78                 | 58     |
| EV        | 4598          | ATL-MLB                 | 2109                     | 28                            | 85.71   | 70                 | 46     |
| EV        | 4338          | ATL-SWF                 | 1448                     | 28                            | 85.71   | 69                 | 66     |
| US        | 44            | CLT-PHX                 | 1949                     | 21                            | 85.71   | 55                 | 44     |
| DL        | 866           | LAX-MSY                 | 1130                     | 27                            | 85.19   | 50                 | 27     |
| XE        | 7786          | SMF-LAX                 | 2000                     | 27                            | 85.19   | 40                 | 29     |
| AA        | 2075          | EWR-DFW                 | 1910                     | 26                            | 84.62   | 85                 | 72     |
| EV        | 4192          | ATL-PWM                 | 2003                     | 26                            | 84.62   | 72                 | 63     |
| WN        | 1641          | MDW-OMA                 | 2000                     | 26                            | 84.62   | 69                 | 42     |
| OH        | 5093          | PIT-JFK                 | 1820                     | 26                            | 84.62   | 54                 | 49     |
| WN        | 2512          | MDW-ALB                 | 1955                     | 26                            | 84.62   | 46                 | 38     |
| OO        | 4058          | SLC-BHM                 | 940                      | 26                            | 84.62   | 34                 | 28     |
| OH        | 4996          | CVG-JFK                 | 1925                     | 25                            | 84.00   | 66                 | 45     |
| EV        | 4241          | AVL-ATL                 | 1759                     | 25                            | 84.00   | 63                 | 50     |

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

JULY 2007

**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 | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| OH        | 5257          | EWR-CVG                | 1750                     | 25                            | 84.00   | 58                         | 39                        |
| OH        | 5329          | MHT-CVG                | 1747                     | 25                            | 84.00   | 54                         | 33                        |
| AA        | 882           | MIA-JFK                | 1755                     | 31                            | 83.87   | 91                         | 81                        |
| OH        | 5463          | JFK-BUF                | 1915                     | 31                            | 83.87   | 84                         | 67                        |
| US        | 1071          | PHL-SJU                | 935                      | 31                            | 83.87   | 81                         | 36                        |
| EV        | 4713          | ISP-ATL                | 1735                     | 31                            | 83.87   | 79                         | 53                        |
| DL        | 1287          | JFK-TPA                | 1945                     | 31                            | 83.87   | 78                         | 67                        |
| DL        | 2             | JFK-FLL                | 1900                     | 31                            | 83.87   | 76                         | 73                        |
| AA        | 1851          | BOS-MIA                | 1910                     | 31                            | 83.87   | 74                         | 42                        |
| OH        | 4954          | JFK-ROC                | 2030                     | 31                            | 83.87   | 72                         | 70                        |
| DL        | 1832          | LAX-JFK                | 2310                     | 31                            | 83.87   | 69                         | 59                        |
| DL        | 1109          | ATL-SAT                | 2129                     | 31                            | 83.87   | 69                         | 57                        |
| EV        | 4592          | ATL-ISP                | 1450                     | 31                            | 83.87   | 64                         | 41                        |
| AA        | 585           | JFK-MIA                | 1540                     | 31                            | 83.87   | 57                         | 36                        |
| AA        | 1541          | RDU-MIA                | 1725                     | 31                            | 83.87   | 52                         | 39                        |
| CO        | 486           | EWR-SJU                | 2050                     | 31                            | 83.87   | 50                         | 44                        |
| US        | 114           | PHL-LAS                | 1610                     | 31                            | 83.87   | 50                         | 29                        |
| FL        | 440           | ATL-MKE                | 2120                     | 31                            | 83.87   | 49                         | 45                        |
| XE        | 7770          | LAX-OAK                | 1355                     | 31                            | 83.87   | 48                         | 42                        |
| AS        | 64            | JNU-PSG                | 1603                     | 31                            | 83.87   | 46                         | 44                        |
| AS        | 64            | PSG-WRG                | 1728                     | 31                            | 83.87   | 45                         | 39                        |
| EV        | 4557          | EYW-ATL                | 1720                     | 31                            | 83.87   | 44                         | 33                        |
| XE        | 7820          | LAX-DEN                | 2005                     | 31                            | 83.87   | 43                         | 26                        |
| XE        | 7756          | SMF-LAX                | 840                      | 31                            | 83.87   | 42                         | 30                        |
| AS        | 64            | WRG-KTN                | 1829                     | 31                            | 83.87   | 40                         | 34                        |

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

JULY 2007

AIR TRAVEL CONSUMER REPORT  
 TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS II/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 | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| AA        | 588           | MIA-JFK                | 2105                     | 30                            | 83.33   | 77                         | 67                        |
| US        | 751           | PHL-CLT                | 1830                     | 30                            | 83.33   | 76                         | 44                        |
| XE        | 2249          | EWB-ACK                | 1730                     | 18                            | 83.33   | 67                         | 53                        |
| DL        | 814           | PBI-JFK                | 1604                     | 30                            | 83.33   | 59                         | 39                        |
| US        | 46            | PHX-DCA                | 1444                     | 30                            | 83.33   | 58                         | 31                        |
| EV        | 4826          | ATL-MYR                | 2130                     | 30                            | 83.33   | 58                         | 34                        |
| OH        | 5607          | BOS-JAX                | 1530                     | 30                            | 83.33   | 47                         | 38                        |
| EV        | 4931          | ATL-DAB                | 1610                     | 24                            | 83.33   | 40                         | 37                        |
| WN        | 203           | LAS-SAT                | 1220                     | 30                            | 83.33   | 32                         | 23                        |
| EV        | 4840          | TLH-ATL                | 1353                     | 29                            | 82.76   | 79                         | 35                        |
| DL        | 741           | JFK-LAS                | 1920                     | 29                            | 82.76   | 78                         | 74                        |
| EV        | 4632          | ATL-BGR                | 2005                     | 29                            | 82.76   | 63                         | 57                        |
| EV        | 4499          | ATL-GSO                | 1844                     | 29                            | 82.76   | 55                         | 53                        |
| DL        | 1671          | SFO-JFK                | 1246                     | 29                            | 82.76   | 41                         | 28                        |
| EV        | 4816          | ATL-EWR                | 1830                     | 23                            | 82.61   | 102                        | 95                        |
| EV        | 4426          | ICT-ATL                | 1715                     | 23                            | 82.61   | 100                        | 61                        |
| EV        | 4310          | TUL-ATL                | 1730                     | 23                            | 82.61   | 70                         | 65                        |
| EV        | 4880          | MDT-ATL                | 1840                     | 23                            | 82.61   | 68                         | 49                        |
| EV        | 4524          | CHA-ATL                | 1830                     | 23                            | 82.61   | 60                         | 41                        |
| EV        | 4536          | ATL-CHA                | 1705                     | 23                            | 82.61   | 54                         | 47                        |
| DL        | 1592          | ATL-EWR                | 1505                     | 23                            | 82.61   | 49                         | 51                        |
| FL        | 937           | ATL-JAX                | 2001                     | 22                            | 81.82   | 70                         | 53                        |
| FL        | 167           | ATL-TPA                | 2015                     | 22                            | 81.82   | 63                         | 40                        |
| EV        | 4830          | ATL-GSO                | 1725                     | 22                            | 81.82   | 60                         | 30                        |
| EV        | 4520          | DSM-ATL                | 1730                     | 22                            | 81.82   | 59                         | 46                        |

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

JULY 2007

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 | MIN LATE MEDIAN |
|-----------|---------------|------------------------|--------------------------|-------------------------------|---|----------------------------|-----------------|
| FL        | 455           | TPA-BWI                | 1715                     | 22                            | 81.82   | 53                         | 32              |
| NW        | 649           | EWB-DTW                | 1940                     | 22                            | 81.82   | 40                         | 26              |
| YV        | 2623          | EWB-CLT                | 1528                     | 22                            | 81.82   | 40                         | 33              |
| EV        | 4332          | ATL-AVP                | 2055                     | 27                            | 81.48   | 72                         | 43              |
| OH        | 5123          | JFK-ORF                | 2005                     | 27                            | 81.48   | 65                         | 35              |
| EV        | 4552          | ATL-MHT                | 2025                     | 27                            | 81.48   | 64                         | 49              |
| OH        | 5225          | CMH-LGA                | 1910                     | 27                            | 81.48   | 49                         | 48              |
| DL        | 139           | ATL-MCO                | 2000                     | 27                            | 81.48   | 45                         | 34              |
| MQ        | 3399          | DFW-FSM                | 1740                     | 27                            | 81.48   | 41                         | 32              |
| XE        | 7790          | LAX-DEN                | 820                      | 27                            | 81.48   | 29                         | 24              |
| US        | 1107          | EWB-CLT                | 1710                     | 21                            | 80.95   | 67                         | 51              |
| US        | 1490          | CLT-LGA                | 1610                     | 21                            | 80.95   | 55                         | 34              |
| EV        | 4178          | ATL-TRI                | 1600                     | 21                            | 80.95   | 47                         | 37              |
| US        | 1546          | CLT-LGA                | 2159                     | 21                            | 80.95   | 34                         | 23              |
| AA        | 1333          | BOS-DFW                | 2005                     | 26                            | 80.77   | 65                         | 37              |
| OH        | 4949          | JFK-DCA                | 2040                     | 26                            | 80.77   | 64                         | 62              |
| EV        | 4103          | ATL-AGS                | 1511                     | 26                            | 80.77   | 58                         | 34              |
| EV        | 4278          | AGS-ATL                | 1646                     | 26                            | 80.77   | 57                         | 48              |
| OH        | 4954          | DCA-JFK                | 1820                     | 26                            | 80.77   | 54                         | 36              |
| WN        | 1205          | PHX-TUL                | 1935                     | 26                            | 80.77   | 54                         | 38              |
| WN        | 44            | PHX-SAN                | 1955                     | 26                            | 80.77   | 53                         | 36              |
| OH        | 5357          | LGA-LEX                | 2150                     | 26                            | 80.77   | 38                         | 33              |
| AA        | 1639          | JFK-SJU                | 1910                     | 31                            | 80.65   | 87                         | 70              |
| B6        | 78            | MCO-JFK                | 1830                     | 31                            | 80.65   | 76                         | 47              |
| XE        | 3053          | DTW-EWR                | 1435                     | 31                            | 80.65   | 76                         | 39              |

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

JULY 2007

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

| CARRIER * | FLIGHT NUMBER | ORIGIN-DESTIN. AIRPORTS | SCHEDULED DEPARTURE TIME | NUMBER OF OPERATIONS REPORTED | PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/ | NUMBER OF MIN LATE AVERAGE | NUMBER OF MIN LATE MEDIAN |
|-----------|---------------|-------------------------|--------------------------|-------------------------------|---|----------------------------|---------------------------|
| AA        | 1999          | EWB-MIA                 | 1825                     | 31                            | 80.65   | 71                         | 47                        |
| DL        | 597           | JFK-SEA                 | 1908                     | 31                            | 80.65   | 71                         | 53                        |
| DL        | 932           | SJU-JFK                 | 1335                     | 31                            | 80.65   | 70                         | 53                        |
| DL        | 1109          | EWB-ATL                 | 1807                     | 31                            | 80.65   | 69                         | 48                        |
| AA        | 857           | MSP-DFW                 | 1710                     | 31                            | 80.65   | 58                         | 42                        |
| XE        | 7784          | SFO-LAX                 | 1950                     | 31                            | 80.65   | 58                         | 40                        |
| US        | 1626          | MCO-PHL                 | 1700                     | 31                            | 80.65   | 58                         | 43                        |
| XE        | 7776          | LAX-SMF                 | 1415                     | 31                            | 80.65   | 58                         | 57                        |
| AA        | 2294          | DFW-STL                 | 2135                     | 31                            | 80.65   | 57                         | 51                        |
| OH        | 5274          | RDU-JFK                 | 1643                     | 31                            | 80.65   | 57                         | 36                        |
| DL        | 149           | JFK-SFO                 | 1840                     | 31                            | 80.65   | 54                         | 48                        |
| EV        | 4660          | ATL-JAH                 | 2120                     | 31                            | 80.65   | 50                         | 39                        |
| DL        | 560           | LAX-ATL                 | 55                       | 31                            | 80.65   | 48                         | 28                        |
| AA        | 1812          | MIA-LGA                 | 1830                     | 31                            | 80.65   | 48                         | 41                        |
| DL        | 990           | ATL-BWI                 | 2135                     | 31                            | 80.65   | 46                         | 30                        |
| FL        | 421           | BWI-ROC                 | 2055                     | 31                            | 80.65   | 46                         | 36                        |
| MQ        | 3623          | DFW-HOU                 | 1620                     | 31                            | 80.65   | 45                         | 36                        |
| EV        | 4409          | ATL-PNS                 | 1545                     | 31                            | 80.65   | 45                         | 27                        |
| MQ        | 3615          | DFW-CLE                 | 2000                     | 31                            | 80.65   | 42                         | 38                        |
| XE        | 7780          | OAK-LAX                 | 1950                     | 31                            | 80.65   | 41                         | 28                        |
| NW        | 648           | DTW-EWR                 | 1703                     | 31                            | 80.65   | 40                         | 28                        |
| FL        | 86            | ATL-FLL                 | 1515                     | 31                            | 80.65   | 35                         | 29                        |
| OH        | 5034          | JFK-BTV                 | 2016                     | 30                            | 80.00   | 91                         | 69                        |
| EV        | 4196          | ATL-PVD                 | 1450                     | 25                            | 80.00   | 69                         | 43                        |
| DL        | 480           | JFK-BOS                 | 1620                     | 30                            | 80.00   | 66                         | 47                        |
| EV        | 4181          | ATL-AVL                 | 1616                     | 25                            | 80.00   | 58                         | 38                        |
| EV        | 4721          | ATL-OKC                 | 2152                     | 30                            | 80.00   | 54                         | 36                        |
| EV        | 4291          | ATL-MDT                 | 1450                     | 30                            | 80.00   | 53                         | 36                        |
| OH        | 5256          | CVG-EWR                 | 1515                     | 25                            | 80.00   | 50                         | 40                        |

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

JULY 2007

## AIR TRAVEL CONSUMER REPORT

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

| CARRIER            | NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA |            | REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/ PERCENTAGE |            |
|--------------------|---|------------|--|------------|
|                    | NUMBER  | PERCENTAGE | NUMBER   | PERCENTAGE |
| ATLANTIC SOUTHEAST | 868   | 145        | 16.7   |            |
| COMAIR             | 721   | 66         | 9.2  |            |
| DELTA              | 1,414   | 85         | 6.0  |            |
| AIRTRAN            | 766   | 45         | 5.9  |            |
| AMERICAN           | 1,764   | 68         | 3.9  |            |
| EXPRESSJET         | 1,333   | 42         | 3.2  |            |
| US AIRWAYS         | 1,399   | 44         | 3.1  |            |
| ALASKA             | 482   | 13         | 2.7  |            |
| AMERICAN EAGLE     | 1,548   | 36         | 2.3  |            |
| JETBLUE            | 538   | 9          | 1.7  |            |
| CONTINENTAL        | 952   | 14         | 1.5  |            |
| SOUTHWEST          | 3,354   | 44         | 1.3  |            |
| FRONTIER           | 297   | 3          | 1.0  |            |
| SKYWEST            | 1,767   | 16         | 0.9  |            |
| NORTHWEST          | 1,239   | 8          | 0.6  |            |
| UNITED             | 1,418   | 5          | 0.4  |            |
| MESA               | 803   | 2          | 0.2  |            |
| PINNACLE           | 751   | 1          | 0.1  |            |
| HAWAIIAN           | 162   | 0          | 0.0  |            |
| ALOHA              | 133   | 0          | 0.0  |            |
| <b>TOTAL</b>       | <b>21,709</b>   | <b>646</b> | <b>3.0</b>   |            |

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

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

| CITY (AIRPORT)                         | PERCENT ON-TIME |      | REPORTED OPERATIONS |        |
|--|-----------------|------|---------------------|--------|
|  | ARR.            | DEP. | ARR.                | DEP.   |
| ABILENE TX (ABI)                       | 46.7            | 72.9 | 240                 | 240    |
| ADAK ISLAND AK (ADK)                   | 77.8            | 77.8 | 9                   | 9      |
| AGUADILLA PR (BQN)                     | 56.5            | 66.1 | 124                 | 124    |
| AKRON/CANTON OH (CAK)                  | 70.0            | 77.6 | 804                 | 780    |
| ALBANY GA (ABY)                        | 63.4            | 73.2 | 112                 | 112    |
| ALBANY NY (ALB)                        | 62.2            | 72.7 | 1,312               | 1,312  |
| ALBUQUERQUE NM (ABQ)                   | 72.8            | 78.6 | 3,821               | 3,820  |
| ALEXANDRIA LA (AEX)                    | 50.2            | 67.7 | 235                 | 223    |
| ALLEN TOWN/BETHLEHEM/EASTON PA (ABE)   | 70.5            | 82.2 | 478                 | 478    |
| AMARILLO TX (AMA)                      | 59.7            | 74.0 | 606                 | 605    |
| ANCHORAGE AK (ANC)                     | 69.1            | 75.2 | 2,348               | 2,348  |
| APPLETON WI (ATW)                      | 71.2            | 77.0 | 520                 | 521    |
| ASHEVILLE NC (AVL)                     | 62.6            | 69.4 | 404                 | 402    |
| ASHLAND WV (HTS)                       | 64.0            | 66.7 | 25                  | 6      |
| ASPEN CO (ASE)                         | 78.1            | 80.6 | 581                 | 582    |
| ATLANTA GA (ATL)                       | 65.4            | 60.8 | 36,401              | 36,740 |
| ATLANTIC CITY NJ (ACY)                 | 38.6            | 47.6 | 57                  | 63     |
| AUGUSTA GA (AGS)                       | 47.6            | 58.7 | 189                 | 189    |
| AUSTIN TX (AUS)                        | 72.4            | 79.8 | 4,656               | 4,624  |
| BAKERSFIELD CA (BFL)                   | 74.0            | 75.9 | 458                 | 456    |
| BALTIMORE MD (BWI)                     | 68.0            | 67.4 | 9,689               | 9,692  |
| BANGOR ME (BGR)                        | 59.6            | 69.4 | 399                 | 399    |
| BARROW AK (BRW)                        | 64.5            | 58.1 | 62                  | 62     |
| BATON ROUGE LA (BTR)                   | 54.0            | 65.6 | 818                 | 829    |
| BEAUMONT/PORT ARTHUR TX (BPT)          | 67.7            | 93.5 | 31                  | 31     |
| BELLINGHAM WA (BLI)                    | 86.7            | 95.0 | 60                  | 60     |
| BEMIDJI MN (BJI)                       | 71.4            | 82.1 | 28                  | 28     |
| BEND/REDMOND OR (RDM)                  | 86.8            | 89.0 | 334                 | 335    |
| BETHEL AK (BET)                        | 80.7            | 64.8 | 88                  | 88     |
| BILLINGS MT (BIL)                      | 71.5            | 82.4 | 488                 | 493    |
| BINGHAMTON/ENDICOTT/JHNSN CTY NY (BGM) | 74.2            | 82.3 | 62                  | 62     |
| BIRMINGHAM AL (BHM)                    | 67.6            | 74.5 | 2,141               | 2,138  |
| BISMARCK/MANDAN ND (BIS)               | 76.4            | 83.6 | 292                 | 292    |
| BLOOMINGTON IL (BMI)                   | 70.9            | 81.9 | 299                 | 299    |
| BOISE ID (BOI)                         | 76.1            | 84.4 | 1,693               | 1,690  |
| BOSTON MA (BOS)                        | 63.3            | 71.2 | 10,711              | 10,716 |
| BOZEMAN MT (BZN)                       | 75.5            | 86.2 | 546                 | 545    |
| BRISTOL/KINGSPT/JHNSN CTY TN (TRI)     | 50.5            | 54.9 | 111                 | 113    |
| BROWNSVILLE TX (BRO)                   | 69.4            | 73.7 | 98                  | 99     |
| BRUNSWICK GA (BQK)                     | 53.3            | 63.3 | 90                  | 90     |
| BUFFALO NY (BUF)                       | 66.4            | 76.2 | 2,295               | 2,296  |
| BURBANK CA (BUR)                       | 76.5            | 82.0 | 2,874               | 2,856  |
| BURLINGTON VT (BTV)                    | 59.9            | 73.0 | 703                 | 705    |
| BUTTE MT (BTM)                         | 77.6            | 90.6 | 85                  | 85     |
| CARLSBAD CA (CLD)                      | 84.3            | 84.3 | 230                 | 230    |
| CASPER WY (CPR)                        | 79.9            | 83.2 | 363                 | 363    |
| CEDAR RAPIDS/IOWA CITY IA (CID)        | 70.7            | 77.3 | 990                 | 944    |
| CHAMPAIGN/URBANA IL (CMI)              | 58.6            | 77.9 | 244                 | 244    |
| CHARLESTON SC (CHS)                    | 63.8            | 71.4 | 1,362               | 1,363  |
| CHARLESTON/DUNBAR WV (CRW)             | 61.6            | 68.8 | 294                 | 282    |
| CHARLOTTE AMALIE VI (STT)              | 67.5            | 73.3 | 240                 | 240    |
| CHARLOTTE NC (CLT)                     | 69.2            | 69.3 | 10,983              | 10,987 |
| CHARLOTTE/VILLE VA (CHO)               | 54.2            | 83.9 | 83                  | 56     |
| CHATTANOOGA TN (CHA)                   | 51.0            | 65.6 | 343                 | 343    |
| CHICAGO IL (MDW)                       | 75.1            | 67.4 | 8,252               | 8,263  |
| CHICAGO IL (ORD)                       | 70.1            | 69.6 | 32,047              | 32,014 |
| CHICO CA (CIC)                         | 60.2            | 76.1 | 113                 | 113    |
| CHRISTIANSTED VI (STX)                 | 83.7            | 72.1 | 43                  | 43     |
| CLEVELAND OH (CLE)                     | 72.6            | 78.1 | 6,508               | 6,507  |
| CODY WY (COD)                          | 76.6            | 81.3 | 154                 | 155    |
| COLLEGE STATION/BRYAN TX (CLL)         | 60.0            | 69.3 | 140                 | 140    |
| COLORADO SPRINGS CO (COS)              | 71.2            | 79.7 | 1,697               | 1,693  |
| COLUMBIA SC (CAE)                      | 62.3            | 73.4 | 854                 | 843    |
| COLUMBUS GA (CSG)                      | 43.8            | 66.3 | 112                 | 86     |
| COLUMBUS MS (GTR)                      | 55.3            | 58.3 | 85                  | 84     |
| COLUMBUS OH (CMH)                      | 66.2            | 76.7 | 3,248               | 3,247  |
| CORDOVA AK (CDV)                       | 71.0            | 71.0 | 62                  | 62     |
| CORPUS CHRISTI TX (CRP)                | 59.0            | 66.8 | 585                 | 576    |
| COVINGTON KY (CVG)                     | 70.4            | 72.3 | 9,603               | 9,595  |
| CRESCENT CITY CA (CEC)                 | 56.0            | 46.2 | 91                  | 93     |
| DALLAS TX (DAL)                        | 69.9            | 68.7 | 4,584               | 4,580  |
| DALLAS/FORT WORTH TX (DFW)             | 63.1            | 62.3 | 25,657              | 25,643 |
| DAYTON OH (DAY)                        | 68.6            | 80.4 | 1,358               | 1,362  |
| DAYTONA BEACH FL (DAB)                 | 68.1            | 76.5 | 254                 | 255    |
| DEADHORSE AK (SCC)                     | 67.7            | 69.4 | 62                  | 62     |
| DENVER CO (DEN)                        | 75.8            | 75.3 | 21,357              | 21,415 |
| DES MOINES IA (DSM)                    | 71.9            | 79.7 | 1,523               | 1,510  |
| DETROIT MI (DTW)                       | 73.7            | 74.9 | 15,229              | 15,251 |
| DILLINGHAM AK (DLG)                    | 87.1            | 9.7  | 31                  | 31     |
| DOTHAN AL (DHN)                        | 49.7            | 64.1 | 145                 | 145    |
| DUBUQUE IA (DBQ)                       | 76.6            | 83.9 | 124                 | 124    |
| DULUTH MN (DLH)                        | 74.0            | 82.0 | 173                 | 172    |
| DURANGO CO (DRO)                       | 78.1            | 77.9 | 329                 | 331    |
| EAGLE CO (EGE)                         | 71.0            | 87.4 | 183                 | 183    |
| EL CENTRO CA (EPL)                     | 86.5            | 88.6 | 104                 | 105    |
| EL PASO TX (ELP)                       | 71.2            | 76.6 | 1,908               | 1,909  |

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

| CITY (AIRPORT)                  | PERCENT ON-TIME |      | REPORTED OPERATIONS |        |
|---------------------------------|-----------------|------|---------------------|--------|
|                                 | ARR.            | DEP. | ARR.                | DEP.   |
| ELKO NV (EKO)                   | 85.6            | 91.1 | 167                 | 168    |
| ELMIRA/CORNING NY (ELM)         | 77.5            | 87.3 | 111                 | 110    |
| ERIE PA (ERI)                   | 65.8            | 90.2 | 117                 | 92     |
| EUGENE OR (EUG)                 | 78.8            | 83.5 | 600                 | 600    |
| EUREKA/ARCATA CA (ACV)          | 60.7            | 67.7 | 346                 | 347    |
| EVANSVILLE IN (EVW)             | 66.3            | 76.5 | 507                 | 507    |
| FAIRBANKS AK (FAI)              | 71.3            | 82.4 | 541                 | 541    |
| FARGO ND (FAR)                  | 68.3            | 78.0 | 442                 | 441    |
| FAYETTEVILLE AR (XNA)           | 66.1            | 74.8 | 1,146               | 1,140  |
| FAYETTEVILLE NC (FAY)           | 56.2            | 67.6 | 178                 | 179    |
| FLAGSTAFF AZ (FLG)              | 74.1            | 78.4 | 185                 | 185    |
| FLINT MI (FNT)                  | 61.1            | 76.6 | 602                 | 602    |
| FLORENCE SC (FLO)               | 59.3            | 72.2 | 54                  | 54     |
| FORT LAUDERDALE FL (FLL)        | 65.6            | 74.6 | 5,586               | 5,578  |
| FORT SMITH AR (FSM)             | 44.2            | 56.2 | 260                 | 260    |
| FORT WAYNE IN (FWA)             | 72.5            | 76.8 | 585                 | 585    |
| FRESNO CA (FAT)                 | 76.4            | 83.2 | 1,421               | 1,419  |
| FT. MYERS FL (RSW)              | 73.1            | 79.3 | 1,764               | 1,763  |
| GAINESVILLE FL (GNV)            | 35.4            | 53.0 | 178                 | 166    |
| GRAND FORKS ND (GFK)            | 56.5            | 85.7 | 85                  | 84     |
| GRAND JUNCTION CO (GJT)         | 71.0            | 78.6 | 417                 | 415    |
| GRAND RAPIDS MI (GRR)           | 66.6            | 80.0 | 1,481               | 1,478  |
| GREAT FALLS MT (GTF)            | 74.2            | 90.3 | 236                 | 237    |
| GREEN BAY/CLINTONVILLE WI (GRB) | 71.0            | 77.5 | 700                 | 708    |
| GREENSBORO/HIGH POINT NC (GSO)  | 63.4            | 72.8 | 1,310               | 1,315  |
| GREENVILLE/SPARTANBURG SC (GSP) | 68.2            | 76.4 | 1,162               | 1,161  |
| GULFPORT/BILOXI MS (GPT)        | 64.5            | 69.2 | 577                 | 575    |
| GUNNISON CO (GUC)               | 68.5            | 70.7 | 92                  | 92     |
| GUSTAVUS AK (GST)               | 41.9            | 41.9 | 31                  | 31     |
| HANCOCK/HOUGHTON MI (CMX)       | 77.4            | 93.5 | 31                  | 31     |
| HARLINGEN/SAN BENITO TX (HRL)   | 65.7            | 72.8 | 426                 | 426    |
| HARRISBURG PA (MDT)             | 60.9            | 74.3 | 773                 | 774    |
| HARTFORD CT (BDL)               | 66.0            | 76.9 | 2,864               | 2,855  |
| HELENA MT (HLN)                 | 73.9            | 82.4 | 176                 | 176    |
| HILO HI (ITO)                   | 92.2            | 93.5 | 819                 | 820    |
| HILTON HEAD SC (HHH)            | 33.9            | 60.7 | 121                 | 122    |
| HONOLULU HI (HNL)               | 89.6            | 92.4 | 5,957               | 5,955  |
| HOUSTON TX (HOU)                | 68.7            | 63.8 | 4,944               | 4,955  |
| HOUSTON TX (IAH)                | 71.3            | 70.8 | 16,569              | 16,575 |
| HUNTSVILLE AL (HSV)             | 64.7            | 75.8 | 829                 | 827    |
| IDAHO FALLS ID (IDA)            | 80.4            | 86.4 | 296                 | 295    |
| INDIANAPOLIS IN (IND)           | 69.2            | 79.6 | 3,864               | 3,864  |
| INDIO/PALM SPRINGS CA (PSP)     | 74.9            | 83.1 | 847                 | 847    |

| CITY (AIRPORT)                     | PERCENT ON-TIME |      | REPORTED OPERATIONS |        |
|------------------------------------|-----------------|------|---------------------|--------|
|                                    | ARR.            | DEP. | ARR.                | DEP.   |
| INTERNATIONAL FALLS MN (INL)       | 86.2            | 93.1 | 58                  | 58     |
| INYOKERN CA (IYK)                  | 83.8            | 91.5 | 80                  | 82     |
| ISLIP NY (ISP)                     | 66.7            | 76.4 | 1,097               | 1,098  |
| JACKSON WY (JAC)                   | 70.5            | 79.6 | 427                 | 431    |
| JACKSON/VICKSBURG MS (JAN)         | 61.8            | 68.6 | 1,151               | 1,151  |
| JACKSONVILLE FL (JAX)              | 67.2            | 74.8 | 3,299               | 3,297  |
| JACKSONVILLE/CAMP LEJEUNE NC (OAJ) | 44.1            | 63.7 | 93                  | 102    |
| JUNEAU AK (JNU)                    | 64.0            | 65.9 | 528                 | 528    |
| KAHULUI HI (OGG)                   | 90.2            | 91.3 | 2,296               | 2,297  |
| KALAMAZOO MI (AZO)                 | 71.7            | 76.5 | 421                 | 421    |
| KALISPELL MT (FCA)                 | 81.5            | 91.7 | 384                 | 384    |
| KANSAS CITY MO (MCI)               | 71.3            | 77.6 | 5,967               | 5,969  |
| KETCHIKAN AK (KTN)                 | 68.1            | 69.4 | 248                 | 248    |
| KEY WEST FL (EYW)                  | 46.8            | 40.2 | 94                  | 82     |
| KILLEEN TX (GRK)                   | 57.7            | 69.3 | 437                 | 436    |
| KING SALMON AK (AKN)               | 66.0            | 75.0 | 1,243               | 1,242  |
| KNOXVILLE TN (TYS)                 | 66.0            | 75.0 | 1,243               | 1,242  |
| KODIAK AK (ADQ)                    | 75.8            | 64.5 | 62                  | 62     |
| KONA HI (KOA)                      | 88.3            | 90.2 | 1,441               | 1,442  |
| KOTZEBUE AK (OTZ)                  | 68.5            | 69.6 | 92                  | 92     |
| LA CROSSE WI (LSE)                 | 70.1            | 76.0 | 201                 | 200    |
| LAFAYETTE LA (LFT)                 | 59.5            | 68.1 | 511                 | 501    |
| LAKE CHARLES LA (LCH)              | 62.4            | 84.7 | 85                  | 85     |
| LANSING MI (LAN)                   | 71.5            | 80.0 | 379                 | 365    |
| LAREDO TX (LRD)                    | 50.8            | 61.5 | 199                 | 200    |
| LAS VEGAS NV (LAS)                 | 75.2            | 72.4 | 15,713              | 15,711 |
| LAWTON/FORT SILL OK (LAW)          | 59.6            | 68.6 | 208                 | 207    |
| LEWISBURG WV (LWB)                 | 75.9            | 75.9 | 29                  | 29     |
| LEWISTON ID (LWS)                  | 83.3            | 93.3 | 60                  | 60     |
| LEXINGTON KY (LEX)                 | 68.2            | 80.2 | 877                 | 883    |
| LIHUE HI (LIH)                     | 92.4            | 93.8 | 1,392               | 1,392  |
| LINCOLN NE (LNK)                   | 76.4            | 86.6 | 351                 | 351    |
| LITTLE ROCK AR (LIT)               | 62.3            | 69.7 | 1,479               | 1,478  |
| LONG BEACH CA (LGB)                | 80.2            | 83.0 | 1,250               | 1,244  |
| LONGVIEW/KILGOR/GLADWATR TX (GGG)  | 45.2            | 69.9 | 93                  | 93     |
| LOS ANGELES CA (LAX)               | 73.7            | 78.1 | 20,920              | 20,917 |
| LOUISVILLE KY (SDF)                | 70.2            | 76.7 | 1,925               | 1,913  |
| LUBBOCK TX (LBB)                   | 61.0            | 69.3 | 698                 | 698    |
| LYNCHBURG VA (LYH)                 | 48.0            | 64.0 | 75                  | 75     |
| MACON GA (MCN)                     | 58.1            | 72.3 | 93                  | 94     |
| MADISON WI (MSN)                   | 67.0            | 78.9 | 1,113               | 1,108  |
| MANCHESTER NH (MHT)                | 68.4            | 75.1 | 1,874               | 1,874  |
| MARQUETTE MI (MQT)                 | 62.9            | 75.7 | 116                 | 115    |

AIR TRAVEL CONSUMER REPORT

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

| CITY (AIRPORT)                      | PERCENT ON-TIME |      | REPORTED OPERATIONS |        |
|-------------------------------------|-----------------|------|---------------------|--------|
|                                     | ARR.            | DEP. | ARR.                | DEP.   |
| MEDFORD OR (MFR)                    | 71.6            | 77.2 | 603                 | 602    |
| MELBOURNE FL (MLB)                  | 47.4            | 72.1 | 154                 | 147    |
| MEMPHIS TN (MEM)                    | 73.0            | 78.5 | 7,199               | 7,203  |
| MERIDIAN MS (MEJ)                   | 41.4            | 67.2 | 58                  | 58     |
| MIAMI FL (MIA)                      | 61.3            | 63.4 | 5,391               | 5,386  |
| MIDLAND/ODESSA TX (MAF)             | 59.4            | 71.5 | 601                 | 601    |
| MILWAUKEE WI (MKE)                  | 66.7            | 76.4 | 2,496               | 2,496  |
| MINNEAPOLIS/ST. PAUL MIN (MSP)      | 74.0            | 76.6 | 13,672              | 13,684 |
| MINOT ND (MOT)                      | 63.2            | 83.9 | 87                  | 87     |
| MISSION/CALLEN/EDINBURG TX (MFE)    | 60.4            | 72.6 | 404                 | 405    |
| MISSOULA MT (MSO)                   | 80.1            | 84.1 | 432                 | 434    |
| MOBILE AL (MOB)                     | 60.0            | 67.7 | 557                 | 555    |
| MODESTO CA (MOD)                    | 71.7            | 74.4 | 258                 | 258    |
| MOLINE IL (MLI)                     | 69.9            | 77.4 | 800                 | 786    |
| MONROE LA (MLU)                     | 54.7            | 69.1 | 256                 | 256    |
| MONTEREY CA (MRY)                   | 76.1            | 79.8 | 799                 | 799    |
| MONTGOMERY AL (MGM)                 | 57.7            | 70.8 | 319                 | 319    |
| MONTRORSE/DELTA CO (MTJ)            | 77.4            | 78.8 | 217                 | 217    |
| MYRTLE BEACH SC (MYR)               | 57.7            | 71.8 | 657                 | 625    |
| NANTUCKET MA (ACK)                  | 46.7            | 37.1 | 105                 | 105    |
| NAPLES FL (APF)                     | 40.7            | 63.3 | 59                  | 60     |
| NASHVILLE TN (BNA)                  | 69.7            | 71.9 | 5,202               | 5,202  |
| NEW BERN/MOREHEAD/BEAUFORT NC (EWN) | 64.7            | 70.6 | 85                  | 85     |
| NEW ORLEANS LA (MSY)                | 69.2            | 77.2 | 3,261               | 3,272  |
| NEW YORK NY (JFK)                   | 57.2            | 62.4 | 10,964              | 11,000 |
| NEW YORK NY (LGA)                   | 60.0            | 70.0 | 10,299              | 10,301 |
| NEWARK NJ (EWR)                     | 61.4            | 64.7 | 13,089              | 13,076 |
| NEWBURGH/POUGHKEEPSIE NY (SWF)      | 63.5            | 74.1 | 521                 | 522    |
| NEWPORT NEWS/WILLIAMSBURG VA (PHF)  | 64.1            | 73.7 | 490                 | 490    |
| NOME AK (OME)                       | 75.3            | 73.1 | 93                  | 93     |
| NORFOLK VA (ORF)                    | 66.2            | 75.8 | 1,692               | 1,696  |
| OAKLAND CA (OAK)                    | 77.2            | 76.9 | 6,489               | 6,480  |
| OKLAHOMA CITY OK (OKC)              | 67.9            | 78.8 | 2,315               | 2,292  |
| OMAHA NE (OMA)                      | 69.0            | 79.5 | 2,456               | 2,440  |
| ONTARIO/SAN BERNARDINO CA (ONT)     | 77.0            | 79.0 | 3,779               | 3,776  |
| ORLANDO FL (MCO)                    | 69.0            | 71.0 | 11,547              | 11,546 |
| OXNARD/VENTURA CA (OXR)             | 85.1            | 92.1 | 114                 | 114    |
| PALMDALE CA (PMD)                   | 79.0            | 67.7 | 62                  | 62     |
| PANAMA CITY FL (PFN)                | 60.3            | 67.5 | 277                 | 292    |
| PASCO/KENNEWICK/RICHLAND WA (PSC)   | 79.7            | 91.9 | 236                 | 236    |
| PELLSTON MI (PLN)                   | 80.2            | 89.3 | 121                 | 121    |
| PENSACOLA FL (PNS)                  | 62.0            | 71.4 | 931                 | 931    |
| PEORIA IL (PIA)                     | 64.6            | 75.1 | 441                 | 429    |

| CITY (AIRPORT)                       | PERCENT ON-TIME |      | REPORTED OPERATIONS |        |
|--------------------------------------|-----------------|------|---------------------|--------|
|                                      | ARR.            | DEP. | ARR.                | DEP.   |
| PETERSBURG AK (PSG)                  | 45.2            | 41.9 | 62                  | 62     |
| PHILADELPHIA PA (PHL)                | 63.4            | 65.4 | 9,027               | 9,036  |
| PHOENIX AZ (PHX)                     | 74.3            | 73.3 | 17,844              | 17,846 |
| PITTSBURGH PA (PIT)                  | 66.7            | 75.5 | 4,339               | 4,338  |
| POCATELLO ID (PIH)                   | 87.9            | 95.5 | 157                 | 155    |
| PONCE PR (PSE)                       | 61.3            | 77.4 | 93                  | 93     |
| PORTLAND ME (PWM)                    | 62.0            | 69.6 | 881                 | 883    |
| PORTLAND OR (PDX)                    | 77.6            | 84.5 | 5,260               | 5,257  |
| PROVIDENCE RI (PVD)                  | 66.5            | 74.0 | 2,174               | 2,176  |
| RALEIGH/DURHAM NC (RDU)              | 68.9            | 76.1 | 6,182               | 6,178  |
| RAPID CITY SD (RAP)                  | 75.6            | 81.3 | 520                 | 519    |
| REDDING CA (RDD)                     | 59.0            | 77.3 | 156                 | 154    |
| RENO NV (RNO)                        | 76.8            | 82.4 | 2,340               | 2,338  |
| RHINELANDER WI (RHI)                 | 85.2            | 85.2 | 27                  | 27     |
| RICHMOND VA (RIC)                    | 64.0            | 74.0 | 1,683               | 1,682  |
| ROANOKE VA (ROA)                     | 71.5            | 72.9 | 214                 | 188    |
| ROCHESTER MN (RST)                   | 72.1            | 81.5 | 330                 | 329    |
| ROCHESTER NY (ROC)                   | 61.4            | 75.0 | 1,441               | 1,436  |
| ROCKFORD IL (RFD)                    | 75.9            | 98.2 | 58                  | 57     |
| SACRAMENTO CA (SMF)                  | 76.6            | 81.1 | 5,245               | 5,247  |
| SAGINAW/BAY CITY/MIDLAND MI (MBS)    | 67.6            | 79.2 | 327                 | 327    |
| SALEM OR (SLE)                       | 73.3            | 98.3 | 60                  | 60     |
| SALT LAKE CITY UT (SLC)              | 77.8            | 81.0 | 13,570              | 13,571 |
| SAN ANGELO TX (SJT)                  | 58.1            | 63.2 | 155                 | 155    |
| SAN ANTONIO TX (SAT)                 | 68.1            | 75.1 | 4,201               | 4,203  |
| SAN DIEGO CA (SAN)                   | 77.2            | 81.0 | 8,718               | 8,715  |
| SAN FRANCISCO CA (SFO)               | 66.5            | 72.5 | 12,345              | 12,347 |
| SAN JOSE CA (SJC)                    | 79.2            | 83.1 | 5,449               | 5,446  |
| SAN JUAN PR (SJU)                    | 61.6            | 73.8 | 2,178               | 2,181  |
| SAN LUIS OBISPO/PASO ROBLES CA (SBP) | 75.8            | 80.5 | 616                 | 619    |
| SANTA ANA CA (SNA)                   | 77.3            | 79.4 | 4,547               | 4,544  |
| SANTA BARBARA CA (SBA)               | 80.3            | 83.2 | 1,212               | 1,213  |
| SANTA MARIA CA (SMX)                 | 85.2            | 85.2 | 149                 | 149    |
| SARASOTA/BRADENTON FL (SRQ)          | 73.2            | 81.5 | 478                 | 481    |
| SAVANNAH GA (SAV)                    | 69.0            | 76.4 | 1,254               | 1,256  |
| SCRANTON/WILKES-BARRE PA (AVP)       | 63.6            | 77.5 | 253                 | 262    |
| SEATTLE WA (SEA)                     | 71.6            | 73.9 | 10,236              | 10,232 |
| SHREVEPORT LA (SHV)                  | 55.4            | 69.3 | 718                 | 707    |
| SIoux CITY IA (SUX)                  | 70.4            | 88.9 | 27                  | 27     |
| SIoux FALLS SD (FSD)                 | 75.5            | 83.5 | 571                 | 571    |
| SITKA AK (SIT)                       | 73.5            | 80.0 | 155                 | 155    |
| SO. PINES/PINHRST/ABERDEEN NC (SOP)  | 0.0             | 41.9 | 1                   | 31     |
| SOUTH BEND IN (SBN)                  | 73.6            | 81.2 | 454                 | 409    |

JULY 2007

## AIR TRAVEL CONSUMER REPORT

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

| CITY (AIRPORT)                      | PERCENT ON-TIME |      | REPORTED OPERATIONS |       |
|-------------------------------------|-----------------|------|---------------------|-------|
|                                     | ARR.            | DEP. | ARR.                | DEP.  |
| SPOKANE WA (GEG)                    | 80.3            | 85.6 | 1,467               | 1,467 |
| SPRINGFIELD IL (SPI)                | 74.8            | 69.2 | 147                 | 146   |
| SPRINGFIELD MO (SGF)                | 63.5            | 75.2 | 988                 | 986   |
| ST. GEORGE UT (SGU)                 | 76.9            | 82.2 | 308                 | 309   |
| ST. LOUIS MO (STL)                  | 68.5            | 74.7 | 5,565               | 5,568 |
| STATE COLLEGE PA (SCE)              | 58.1            | 79.0 | 62                  | 62    |
| STEAMBOAT SPRINGS/HAYDEN CO (HDN)   | 78.4            | 85.3 | 185                 | 184   |
| SUN VALLEY/HAILEY/KETCHUM ID (SUN)  | 85.0            | 88.3 | 341                 | 341   |
| SYRACUSE NY (SYR)                   | 64.4            | 74.7 | 1,124               | 1,123 |
| TALLAHASSEE FL (TLH)                | 56.7            | 63.9 | 402                 | 391   |
| TAMPA FL (TPA)                      | 69.6            | 73.8 | 6,553               | 6,555 |
| TEXARKANA AR (TXK)                  | 49.5            | 63.8 | 93                  | 94    |
| TOLEDO OH (TOL)                     | 66.8            | 79.3 | 184                 | 184   |
| TRAVERSE CITY MI (TVG)              | 69.8            | 77.0 | 556                 | 557   |
| TRENTON NJ (TTN)                    | 55.6            | 72.2 | 72                  | 72    |
| TUCSON AZ (TUS)                     | 74.3            | 81.1 | 2,412               | 2,407 |
| TULSA OK (TUL)                      | 67.1            | 78.2 | 2,188               | 2,227 |
| TUPELO MS (TUP)                     | 62.2            | 52.2 | 45                  | 23    |
| TWIN FALLS ID (TWF)                 | 77.5            | 91.2 | 182                 | 181   |
| TYLER TX (TYR)                      | 59.3            | 66.9 | 123                 | 124   |
| VALDOSTA GA (VLD)                   | 44.8            | 72.4 | 58                  | 87    |
| VALPARAISO FL (VPS)                 | 53.7            | 66.3 | 631                 | 632   |
| WACO TX (ACT)                       | 67.0            | 73.7 | 209                 | 209   |
| WASHINGTON DC (DCA)                 | 65.1            | 71.0 | 7,540               | 7,616 |
| WASHINGTON DC (IAD)                 | 69.3            | 72.8 | 7,334               | 7,336 |
| WATERLOO IA (ALO)                   | 69.0            | 79.3 | 29                  | 29    |
| WAUSAU/MARSHFIELD WI (CWA)          | 84.1            | 88.3 | 145                 | 145   |
| WEST PALM BEACH/PALM BEACH FL (PBI) | 66.3            | 76.5 | 2,135               | 2,135 |
| WEST YELLOWSTONE MT (WYS)           | 57.7            | 97.2 | 71                  | 71    |
| WHITE PLAINS NY (HPN)               | 59.3            | 66.7 | 1,198               | 1,183 |
| WICHITA FALLS TX (SPS)              | 60.6            | 70.2 | 208                 | 208   |
| WICHITA KS (ICT)                    | 65.6            | 77.0 | 1,218               | 1,227 |
| WILMINGTON DE (ILG)                 | 21.4            | 58.9 | 56                  | 56    |
| WILMINGTON NC (ILM)                 | 61.6            | 73.2 | 393                 | 362   |
| WRANGELL AK (WRG)                   | 41.9            | 51.6 | 62                  | 62    |
| YAKIMA WA (YKM)                     | 75.0            | 90.0 | 60                  | 60    |
| YAKUTAT AK (YAK)                    | 74.2            | 69.4 | 62                  | 62    |

JULY 2007

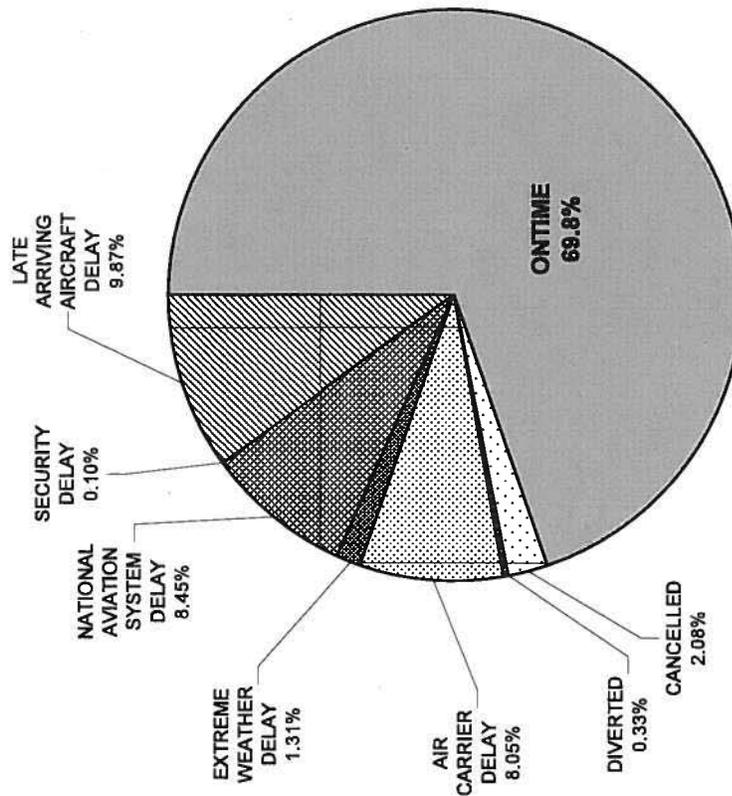
AIR TRAVEL CONSUMER REPORT  
**TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS  
 BY CARRIER**

| CARRIER A/         | AT 32 REPORTABLE AIRPORTS B/ |                             |                             |                                 |                             | AT ALL REPORTABLE AIRPORTS C/ |                             |                                 |                                |  |
|--------------------|------------------------------|-----------------------------|-----------------------------|---------------------------------|-----------------------------|-------------------------------|-----------------------------|---------------------------------|--------------------------------|--|
|                    | NUMBER OF AIRPORTS REPORTED  | FLIGHT OPERATIONS SCHEDULED | FLIGHT OPERATIONS CANCELLED | PERCENT OF OPERATIONS CANCELLED | NUMBER OF AIRPORTS REPORTED | FLIGHT OPERATIONS SCHEDULED   | FLIGHT OPERATIONS CANCELLED | PERCENT OF OPERATIONS CANCELLED | NUMBER OF OPERATIONS CANCELLED |  |
| COMAIR             | 23                           | 13,225                      | 733                         | 5.5                             | 92                          | 20,503                        | 1,112                       | 5.4                             |                                |  |
| AMERICAN EAGLE     | 19                           | 25,580                      | 1,136                       | 4.4                             | 117                         | 46,794                        | 2,041                       | 4.4                             |                                |  |
| ATLANTIC SOUTHEAST | 14                           | 13,219                      | 528                         | 4.0                             | 135                         | 24,687                        | 1,026                       | 4.2                             |                                |  |
| EXPRESSJET         | 30                           | 17,415                      | 754                         | 4.3                             | 125                         | 38,981                        | 1,320                       | 3.4                             |                                |  |
| NORTHWEST          | 30                           | 25,455                      | 875                         | 3.4                             | 103                         | 36,009                        | 1,155                       | 3.2                             |                                |  |
| MESA               | 25                           | 13,251                      | 347                         | 2.6                             | 117                         | 24,703                        | 655                         | 2.7                             |                                |  |
| UNITED             | 31                           | 35,551                      | 797                         | 2.2                             | 78                          | 42,486                        | 912                         | 2.1                             |                                |  |
| AMERICAN           | 30                           | 43,354                      | 901                         | 2.1                             | 78                          | 53,837                        | 1,090                       | 2.0                             |                                |  |
| US AIRWAYS         | 30                           | 33,802                      | 662                         | 2.0                             | 79                          | 41,673                        | 795                         | 1.9                             |                                |  |
| PINNACLE           | 15                           | 8,525                       | 171                         | 2.0                             | 114                         | 22,190                        | 418                         | 1.9                             |                                |  |
| SKYWEST            | 20                           | 28,817                      | 429                         | 1.5                             | 142                         | 53,050                        | 882                         | 1.7                             |                                |  |
| JETBLUE            | 19                           | 11,805                      | 182                         | 1.5                             | 48                          | 16,426                        | 258                         | 1.6                             |                                |  |
| DELTA              | 31                           | 33,632                      | 539                         | 1.6                             | 96                          | 41,606                        | 625                         | 1.5                             |                                |  |
| CONTINENTAL        | 29                           | 22,283                      | 297                         | 1.3                             | 71                          | 27,889                        | 352                         | 1.3                             |                                |  |
| ALASKA             | 16                           | 9,118                       | 83                          | 0.9                             | 46                          | 14,797                        | 179                         | 1.2                             |                                |  |
| AIRTRAN            | 25                           | 18,029                      | 180                         | 1.0                             | 55                          | 23,663                        | 236                         | 1.0                             |                                |  |
| HAWAIIAN           | 7                            | 434                         | 0                           | 0.0                             | 14                          | 5,060                         | 32                          | 0.6                             |                                |  |
| ALOHA              | 3                            | 173                         | 0                           | 0.0                             | 11                          | 3,921                         | 14                          | 0.4                             |                                |  |
| SOUTHWEST          | 18                           | 53,666                      | 161                         | 0.3                             | 63                          | 100,397                       | 356                         | 0.4                             |                                |  |
| FRONTIER           | 22                           | 7,315                       | 11                          | 0.2                             | 44                          | 9,024                         | 13                          | 0.1                             |                                |  |
| <b>Total</b>       |                              | <b>414,649</b>              | <b>8,786</b>                | <b>2.1</b>                      | <b>Total</b>                | <b>647,696</b>                | <b>13,471</b>               | <b>2.1</b>                      |                                |  |

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



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



**Causes of Delay:**

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

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

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 32 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

## APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base, such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

### Airports Covered by the Rule (14 CFR PART 234 \*)

|                                     |     |
|-------------------------------------|-----|
| Atlanta: Hartsfield-Jackson         | ATL |
| Balt/Wash: Int'l Thurgood Marshall  | BWI |
| Boston: Logan International         | BOS |
| Charlotte: Douglas                  | CLT |
| Chicago: Midway                     | MDW |
| Chicago: O'Hare                     | ORD |
| Cincinnati: Greater Cincinnati      | CVG |
| Dallas-Fort Worth: International    | DFW |
| Denver: International               | DEN |
| Detroit: Metro Wayne County         | DTW |
| Ft. Lauderdale: International       | FLL |
| Houston: George Bush                | IAH |
| Las Vegas: McCarran International   | LAS |
| Los Angeles: International          | LAX |
| Miami: International                | MIA |
| Minneapolis-St. Paul: International | MSP |
| Newark: Liberty International       | EWK |
| New York: JFK International         | JFK |
| New York: LaGuardia                 | LGA |
| Oakland : International             | OAK |
| Orlando: International              | MCO |
| Philadelphia: International         | PHL |
| Phoenix: Sky Harbor International   | PHX |
| Portland: International             | PDX |
| Salt Lake City: International       | SLC |
| San Diego: Lindbergh Field          | SAN |
| San Francisco: International        | SFO |
| Seattle-Tacoma: International       | SEA |
| ST. Louis : Lambert International   | STL |
| Tampa: Tampa International          | TPA |
| Washington: Reagan National         | DCA |
| Washington: Dulles                  | IAD |

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

|      |                             |
|------|-----------------------------|
| FL   | AirTran Airways             |
| AS   | Alaska Airlines             |
| HP** | America West Airlines       |
| AA   | American Airlines           |
| MQ   | American Eagle Airlines     |
| EV   | Atlantic Southeast Airlines |
| OH   | Comair                      |
| CO   | Continental Airlines        |
| DL   | Delta Air Lines             |
| XE   | ExpressJet Airlines         |
| F9   | Frontier Airlines           |
| B6   | JetBlue Airways             |
| YV   | Mesa Airlines               |
| NW   | Northwest Airlines          |
| 9E   | Pinnacle Airlines           |
| OO   | SkyWest Airlines            |
| WN   | Southwest Airlines          |
| UA   | United Airlines             |
| US** | US Airways                  |

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

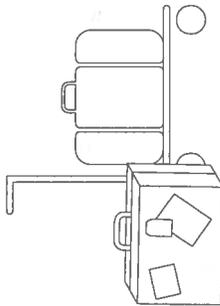
|    |                                |
|----|--------------------------------|
| AQ | Aloha Airlines (eff. 04/06)    |
| HA | Hawaiian Airlines (eff. 01/07) |

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

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

## **MISHANDLED BAGGAGE**

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. The reports of mishandled baggage do not distinguish between carriers that interline and those that do not. As with the data on flight delays in the previous section, these baggage statistics are filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues, plus any other airline that voluntarily submits the data. See 14 CFR Part 234.



## JULY

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

| RANK          | AIRLINE                     | JULY 2007             |                     |                              | JULY 2006             |                     |                              |
|---------------|-----------------------------|-----------------------|---------------------|------------------------------|-----------------------|---------------------|------------------------------|
|               |                             | TOTAL BAGGAGE REPORTS | ENPLANED PASSENGERS | REPORTS PER 1,000 PASSENGERS | TOTAL BAGGAGE REPORTS | ENPLANED PASSENGERS | REPORTS PER 1,000 PASSENGERS |
| 1             | HAWAIIAN AIRLINES           | 2,529                 | 662,723             | 3.82                         | 1,530                 | 575,025             | 2.66                         |
| 2             | ALOHA AIRLINES              | 1,695                 | 386,574             | 4.38                         | 1,711                 | 347,671             | 4.92                         |
| 3             | AIRTRAN AIRWAYS             | 13,765                | 2,477,481           | 5.56                         | 12,258                | 2,065,008           | 5.94                         |
| 4             | UNITED AIRLINES             | 30,356                | 5,424,919           | 5.60                         | 30,325                | 5,618,165           | 5.40                         |
| 5             | SOUTHWEST AIRLINES          | 55,987                | 9,908,576           | 5.65                         | 43,276                | 8,994,888           | 4.81                         |
| 6             | NORTHWEST AIRLINES          | 24,057                | 4,135,689           | 5.82                         | 18,077                | 4,280,209           | 4.22                         |
| 7             | FRONTIER AIRLINES           | 7,612                 | 1,161,221           | 6.56                         | 5,033                 | 1,050,236           | 4.79                         |
| 8             | CONTINENTAL AIRLINES        | 23,194                | 3,509,381           | 6.61                         | 17,297                | 3,386,876           | 5.11                         |
| 9             | JETBLUE AIRWAYS             | 14,292                | 1,923,784           | 7.43                         | 6,472                 | 1,733,222           | 3.73                         |
| 10            | ALASKA AIRLINES             | 13,243                | 1,622,662           | 8.16                         | 10,184                | 1,553,936           | 6.55                         |
| 11            | AMERICAN AIRLINES           | 59,678                | 7,295,752           | 8.18                         | 42,233                | 7,310,884           | 5.78                         |
| 12            | DELTA AIR LINES             | 56,058                | 6,036,074           | 9.29                         | 40,292                | 6,098,406           | 6.61                         |
| 13            | EXPRESSJET AIRLINES         | 14,164                | 1,465,154           | 9.67                         | 13,689                | 1,524,753           | 8.98                         |
| 14            | US AIRWAYS                  | 48,792                | 4,931,013           | 9.89                         | 41,381                | 4,836,522           | 8.56                         |
| 15            | SKYWEST AIRLINES            | 23,393                | 2,074,151           | 11.28                        | 15,887                | 1,815,208           | 8.75                         |
| 16            | MESA AIRLINES               | 13,680                | 1,210,307           | 11.30                        | 12,850                | 1,278,241           | 10.05                        |
| 17            | PINNACLE AIRLINES           | 10,346                | 894,407             | 11.57                        | *                     | *                   | *                            |
| 18            | COMAIR                      | 11,426                | 860,573             | 13.28                        | 12,158                | 1,025,356           | 11.86                        |
| 19            | AMERICAN EAGLE AIRLINES     | 24,993                | 1,701,542           | 14.69                        | 23,184                | 1,721,446           | 13.47                        |
| 20            | ATLANTIC SOUTHEAST AIRLINES | 16,990                | 1,099,684           | 15.45                        | 18,610                | 1,101,126           | 16.90                        |
| <b>TOTALS</b> |                             | <b>466,250</b>        | <b>58,781,667</b>   | <b>7.93</b>                  | <b>366,447</b>        | <b>58,317,178</b>   | <b>6.51</b>                  |

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

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

ENPLANED PASSENGERS—For the domestic system only.

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay data voluntarily (Aloha and Hawaiian). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report. Reporting by Pinnacle Airlines is effective January 2007.

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

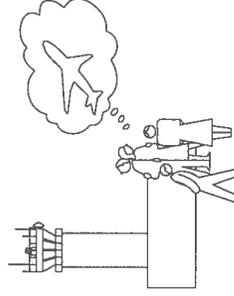
## OVERSALES

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

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

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

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



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

| RANK | AIRLINE                     | APRIL - JUNE 2007       |               |                        |   | APRIL - JUNE 2006       |               |                        |   |
|------|-----------------------------|-------------------------|---------------|------------------------|---|-------------------------|---------------|------------------------|---|
|      |                             | DENIED BOARDINGS (DB'S) |               | Enplaned<br>Passengers | Involuntary<br>DB's per<br>10,000 psgrs | DENIED BOARDINGS (DB'S) |               | Enplaned<br>Passengers | Involuntary<br>DB's per<br>10,000 psgrs |
|      |                             | Voluntary               | Involuntary   |                        |   | Voluntary               | Involuntary   |                        |   |
| 1    | JETBLUE AIRWAYS             | 0                       | 14            | 5,587,025              | 0.03                                    | 26                      | 58            | 4,524,719              | 0.13                                    |
| 2    | HAWAIIAN AIRLINES           | 392                     | 13            | 1,776,049              | 0.07                                    | 641                     | 27            | 1,526,360              | 0.18                                    |
| 3    | AIRTRAN AIRWAYS             | 7,978                   | 109           | 6,323,023              | 0.17                                    | 4,907                   | 49            | 5,409,351              | 0.09                                    |
| 4    | ALASKA AIRLINES             | 4,190                   | 88            | 4,236,434              | 0.21                                    | 5,620                   | 789           | 4,043,982              | 1.95                                    |
| 5    | ALOHA AIRLINES              | 105                     | 39            | 993,454                | 0.39                                    | 41                      | 7             | 829,591                | 0.08                                    |
| 6    | AMERICAN AIRLINES           | 22,536                  | 1,562         | 22,693,023             | 0.69                                    | 22,493                  | 1,829         | 23,260,971             | 0.79                                    |
| 7    | FRONTIER AIRLINES           | 1,311                   | 255           | 2,921,301              | 0.87                                    | 829                     | 146           | 2,606,079              | 0.56                                    |
| 8    | NORTHWEST AIRLINES          | 21,782                  | 1,144         | 12,695,660             | 0.90                                    | 20,071                  | 1,373         | 12,838,318             | 1.07                                    |
| 9    | MESA AIRLINES               | 5,008                   | 174           | 1,903,808              | 0.91                                    | 4,281                   | 415           | 1,696,331              | 2.45                                    |
| 10   | UNITED AIRLINES             | 33,633                  | 1,681         | 16,768,255             | 1.00                                    | 21,728                  | 1,203         | 16,623,145             | 0.72                                    |
| 11   | SOUTHWEST AIRLINES          | 22,489                  | 2,922         | 26,889,424             | 1.09                                    | 29,026                  | 2,570         | 25,306,858             | 1.02                                    |
| 12   | US AIRWAYS                  | 24,594                  | 1,782         | 14,728,126             | 1.21                                    | 20,930                  | 2,214         | 14,249,711             | 1.55                                    |
| 13   | AMERICAN EAGLE AIRLINES     | 331                     | 95            | 655,729                | 1.45                                    | 479                     | 85            | 634,272                | 1.34                                    |
| 14   | SKYWEST AIRLINES            | 5,706                   | 319           | 2,048,736              | 1.56                                    | 3,662                   | 163           | 1,473,391              | 1.11                                    |
| 15   | CONTINENTAL AIRLINES        | 11,406                  | 1,931         | 11,251,647             | 1.72                                    | 10,863                  | 1,919         | 10,680,150             | 1.80                                    |
| 16   | DELTA AIR LINES             | 26,821                  | 5,585         | 17,500,812             | 3.19                                    | 19,648                  | 2,840         | 17,530,094             | 1.62                                    |
| 17   | COMAIR                      | 1,433                   | 159           | 396,381                | 4.01                                    | 1,652                   | 143           | 601,010                | 2.38                                    |
| 18   | ATLANTIC SOUTHEAST AIRLINES | 2,963                   | 556           | 1,167,577              | 4.76                                    | 1,983                   | 402           | 1,115,387              | 3.60                                    |
|      | <b>TOTALS**</b>             | <b>192,678</b>          | <b>18,428</b> | <b>150,536,464</b>     | <b>1.22</b>                             | <b>168,880</b>          | <b>16,232</b> | <b>144,949,720</b>     | <b>1.12</b>                             |

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. The entire fleet of ExpressJet Airlines and Pinnacle Airlines (ranked in the "Flight Delays," " Mishandled Baggage," and "Consumer Complaints" sections of the ATR) consists of aircraft with 60 seats or less.

\*\*ATA Airlines' ranking in this table ceased effective the 1<sup>st</sup> quarter 2007. Totals for the 2nd quarter 2006 reflect the deletion of ATA's data for that period.

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

| RANK | AIRLINE                     | DENIED BOARDINGS (DB'S) |               |                     | JANUARY - JUNE 2007              |                |               | JANUARY - JUNE 2006 |                |               |                     |                                  |
|------|-----------------------------|-------------------------|---------------|---------------------|----------------------------------|----------------|---------------|---------------------|----------------|---------------|---------------------|----------------------------------|
|      |                             | Voluntary               | Involuntary   | Enplaned Passengers | Involuntary DB's per 10,000 psgs | Voluntary      | Involuntary   | Enplaned Passengers | Voluntary      | Involuntary   | Enplaned Passengers | Involuntary DB's per 10,000 psgs |
| 1    | JETBLUE AIRWAYS             | 0                       | 33            | 10,677,840          | 0.03                             | 43             | 63            | 8,859,633           | 43             | 63            | 8,859,633           | 0.07                             |
| 2    | AIRTRAN AIRWAYS             | 14,462                  | 216           | 11,403,131          | 0.19                             | 9,800          | 110           | 9,896,836           | 9,800          | 110           | 9,896,836           | 0.11                             |
| 3    | ALOHA AIRLINES              | 246                     | 55            | 1,943,346           | 0.28                             | *              | *             | *                   | *              | *             | *                   | *                                |
| 4    | HAWAIIAN AIRLINES           | 800                     | 98            | 3,450,865           | 0.28                             | 1,288          | 41            | 2,987,117           | 1,288          | 41            | 2,987,117           | 0.14                             |
| 5    | ALASKA AIRLINES             | 7,447                   | 435           | 7,638,020           | 0.57                             | 10,472         | 977           | 7,468,608           | 10,472         | 977           | 7,468,608           | 1.31                             |
| 6    | UNITED AIRLINES             | 51,150                  | 2,285         | 31,781,817          | 0.72                             | 39,231         | 1,696         | 31,396,501          | 39,231         | 1,696         | 31,396,501          | 0.54                             |
| 7    | AMERICAN AIRLINES           | 44,669                  | 3,775         | 43,543,819          | 0.87                             | 45,004         | 4,294         | 44,474,445          | 45,004         | 4,294         | 44,474,445          | 0.97                             |
| 8    | NORTHWEST AIRLINES          | 41,297                  | 2,568         | 24,082,246          | 1.07                             | 39,167         | 2,489         | 23,993,915          | 39,167         | 2,489         | 23,993,915          | 1.04                             |
| 9    | SOUTHWEST AIRLINES          | 41,711                  | 5,796         | 49,782,446          | 1.16                             | 58,830         | 5,451         | 47,322,342          | 58,830         | 5,451         | 47,322,342          | 1.15                             |
| 10   | FRONTIER AIRLINES           | 2,406                   | 609           | 5,135,819           | 1.19                             | 1,339          | 290           | 4,771,203           | 1,339          | 290           | 4,771,203           | 0.61                             |
| 11   | AMERICAN EAGLE AIRLINES     | 650                     | 162           | 1,216,873           | 1.33                             | 1,062          | 194           | 1,142,030           | 1,062          | 194           | 1,142,030           | 1.70                             |
| 12   | MESA AIRLINES               | 8,366                   | 525           | 3,716,876           | 1.41                             | 8,109          | 745           | 3,643,039           | 8,109          | 745           | 3,643,039           | 2.04                             |
| 13   | US AIRWAYS                  | 43,942                  | 3,964         | 27,722,223          | 1.43                             | 39,996         | 3,640         | 27,620,017          | 39,996         | 3,640         | 27,620,017          | 1.32                             |
| 14   | CONTINENTAL AIRLINES        | 19,982                  | 3,856         | 21,229,298          | 1.82                             | 23,090         | 4,419         | 20,291,339          | 23,090         | 4,419         | 20,291,339          | 2.18                             |
| 15   | SKYWEST AIRLINES            | 11,136                  | 815           | 3,863,170           | 2.11                             | 7,806          | 317           | 2,699,285           | 7,806          | 317           | 2,699,285           | 1.17                             |
| 16   | DELTA AIR LINES             | 54,195                  | 11,101        | 33,405,147          | 3.32                             | 57,904         | 7,155         | 34,609,347          | 57,904         | 7,155         | 34,609,347          | 2.07                             |
| 17   | COMAIR                      | 3,278                   | 312           | 857,829             | 3.64                             | 3,795          | 278           | 1,056,174           | 3,795          | 278           | 1,056,174           | 2.63                             |
| 18   | ATLANTIC SOUTHEAST AIRLINES | 5,771                   | 1,083         | 2,137,893           | 5.07                             | 5,875          | 1,116         | 2,151,273           | 5,875          | 1,116         | 2,151,273           | 5.19                             |
|      | <b>TOTALS **</b>            | <b>351,508</b>          | <b>37,688</b> | <b>283,598,658</b>  | <b>1.33</b>                      | <b>352,811</b> | <b>33,275</b> | <b>274,383,104</b>  | <b>352,811</b> | <b>33,275</b> | <b>274,383,104</b>  | <b>1.21</b>                      |

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of more than 60 seats. The entire fleet of ExpressJet Airlines and Pinnacle Airlines (ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of the ATCR) consists of aircraft with 60 seats or less. Aloha Airlines' ranking in this table is effective the 2<sup>nd</sup> quarter 2006 (voluntary flight delay and mishandled baggage reporting effective April 2006).

\*\*ATA Airlines' ranking in this table ceased effective the 1<sup>st</sup> quarter 2007. Totals for the 1<sup>st</sup> and 2<sup>nd</sup> quarters 2006 reflect the deletion of ATA's data for that period.

## CONSUMER COMPLAINTS

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

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

**Complaint Categories** - Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

|                        | JULY 2007    |           |             |               | JULY 2006  |            |             |               |
|------------------------|--------------|-----------|-------------|---------------|------------|------------|-------------|---------------|
|                        | COMPLAINTS   | OPINIONS  | COMPLIMENTS | INFO REQUESTS | COMPLAINTS | OPINIONS   | COMPLIMENTS | INFO REQUESTS |
| U.S. AIRLINES          | 1,455        | 73        | 2           | 134           | 679        | 96         | 5           | 114           |
| FOREIGN AIRLINES       | 219          | 2         | 0           | 18            | 126        | 0          | 0           | 7             |
| TRAVEL AGENTS          | 10           | 0         | 0           | 2             | 19         | 1          | 0           | 0             |
| TOUR OPERATORS         | 5            | 1         | 0           | 1             | 0          | 0          | 0           | 1             |
| MISCELLANEOUS          | 28           | 14        | 0           | 21            | 7          | 6          | 0           | 47            |
| <b>INDUSTRY TOTALS</b> | <b>1,717</b> | <b>90</b> | <b>2</b>    | <b>176</b>    | <b>831</b> | <b>103</b> | <b>5</b>    | <b>169</b>    |

Table 2  
AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

| COMPLAINT CATEGORY     | JULY 2007 |              |              |         | JULY 2006    |              |         |              |
|------------------------|-----------|--------------|--------------|---------|--------------|--------------|---------|--------------|
|                        | RANKING   | COMPLAINTS** | SUB-CATEGORY | RANKING | COMPLAINTS** | SUB-CATEGORY | RANKING | COMPLAINTS** |
| FLIGHT PROBLEMS        | 1         | 683          |              | 1       | 235          |              |         |              |
| CANCELLATIONS          |           |              | 362          |         |              | 101          |         |              |
| DELAYS                 |           |              | 158          |         |              | 47           |         |              |
| MISCONNECTIONS         |           |              | 99           |         |              | 50           |         |              |
| BAGGAGE                | 2         | 385          |              | 2       | 164          |              |         |              |
| RES/TKTG/BOARDING      | 3         | 168          |              | 4       | 110          |              |         |              |
| CUSTOMER SERVICE       | 4         | 151          |              | 3       | 125          |              |         |              |
| REFUNDS                | 5         | 109          |              | 5       | 72           |              |         |              |
| OVERSALES              | 6         | 73           |              | 7       | 33           |              |         |              |
| OTHER                  | 7         | 46           |              | 8       | 20           |              |         |              |
| FREQUENT FLYER         |           |              | 30           |         |              | 15           |         |              |
| DISABILITY             | 8         | 45           |              | 6       | 46           |              |         |              |
| FARES                  | 9         | 39           |              | 9       | 17           |              |         |              |
| DISCRIMINATION         | 10        | 15           |              | 10      | 7            |              |         |              |
| ADVERTISING            | 11        | 2            |              | 11      | 2            |              |         |              |
| ANIMALS                | 12        | 1            |              | 12      | 0            |              |         |              |
| <b>COMPLAINT TOTAL</b> |           | <b>1,717</b> |              |         | <b>831</b>   |              |         |              |

\* 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\*

JULY 2007

| U.S. AIRLINES**             | ALPHABETICAL | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DISABILITY | ADVERTISING | DISCRIMINATION | ANIMALS | OTHER | TOTAL |
|-----------------------------|--------------|-----------------|------------|-------------------|-------|---------|---------|------------------|------------|-------------|----------------|---------|-------|-------|
| AIRTRAN AIRWAYS             |              | 10              | 3          | 6                 | 0     | 0       | 1       | 3                | 2          | 0           | 0              | 0       | 0     | 25    |
| ALASKA AIRLINES             |              | 6               | 1          | 1                 | 0     | 0       | 4       | 2                | 0          | 0           | 1              | 0       | 1     | 16    |
| ALLEGIAN AIR                |              | 1               | 0          | 0                 | 0     | 1       | 3       | 0                | 0          | 0           | 0              | 0       | 1     | 6     |
| AMERICAN AIRLINES           |              | 99              | 2          | 15                | 5     | 10      | 43      | 21               | 4          | 0           | 2              | 0       | 5     | 206   |
| AMERICAN EAGLE AIRLINES     |              | 18              | 3          | 3                 | 0     | 4       | 6       | 2                | 0          | 0           | 0              | 0       | 1     | 37    |
| ATA AIRLINES                |              | 2               | 0          | 1                 | 0     | 1       | 1       | 0                | 0          | 0           | 0              | 0       | 0     | 5     |
| ATLANTIC SOUTHEAST AIRLINES |              | 27              | 1          | 1                 | 0     | 0       | 2       | 1                | 2          | 0           | 0              | 0       | 0     | 34    |
| CHAUTAUQUA AIRLINES         |              | 4               | 1          | 1                 | 0     | 0       | 0       | 0                | 0          | 0           | 0              | 0       | 0     | 6     |
| COMAIR                      |              | 28              | 1          | 0                 | 0     | 0       | 0       | 1                | 0          | 0           | 0              | 0       | 0     | 30    |
| CONTINENTAL AIRLINES        |              | 31              | 1          | 3                 | 4     | 2       | 17      | 14               | 2          | 0           | 1              | 0       | 0     | 75    |
| DELTA AIR LINES             |              | 49              | 10         | 27                | 4     | 7       | 40      | 20               | 4          | 1           | 0              | 1       | 8     | 171   |
| EXPRESSJET AIRLINES         |              | 9               | 0          | 0                 | 0     | 0       | 0       | 0                | 1          | 0           | 0              | 0       | 0     | 10    |
| FREEDOM AIRLINES            |              | 12              | 0          | 0                 | 0     | 0       | 0       | 0                | 0          | 0           | 0              | 0       | 0     | 12    |
| FRONTIER AIRLINES           |              | 4               | 1          | 1                 | 2     | 0       | 1       | 1                | 0          | 0           | 0              | 0       | 0     | 10    |
| JETBLUE AIRWAYS             |              | 11              | 0          | 1                 | 0     | 0       | 2       | 2                | 0          | 0           | 0              | 0       | 2     | 18    |
| MESA AIRLINES               |              | 8               | 0          | 0                 | 0     | 0       | 0       | 1                | 4          | 0           | 1              | 0       | 0     | 14    |
| MIDWEST AIRLINES            |              | 2               | 0          | 1                 | 0     | 0       | 2       | 1                | 0          | 0           | 0              | 0       | 0     | 6     |
| NORTHWEST AIRLINES          |              | 61              | 2          | 10                | 3     | 6       | 22      | 7                | 3          | 0           | 1              | 0       | 0     | 115   |
| PINNACLE AIRLINES           |              | 3               | 0          | 3                 | 0     | 0       | 2       | 2                | 1          | 0           | 0              | 0       | 0     | 11    |
| PIEDMONT AIRLINES           |              | 8               | 0          | 1                 | 0     | 0       | 3       | 1                | 0          | 0           | 0              | 0       | 0     | 13    |
| REPUBLIC AIRWAYS            |              | 8               | 0          | 0                 | 0     | 0       | 1       | 0                | 0          | 0           | 0              | 0       | 0     | 9     |
| SHUTTLE AMERICA             |              | 5               | 0          | 0                 | 0     | 0       | 0       | 0                | 0          | 0           | 0              | 0       | 0     | 5     |
| SKYWEST AIRLINES            |              | 14              | 0          | 1                 | 0     | 0       | 2       | 0                | 2          | 0           | 0              | 0       | 1     | 20    |
| SOUTHWEST AIRLINES          |              | 10              | 1          | 1                 | 0     | 1       | 8       | 4                | 4          | 0           | 3              | 0       | 1     | 33    |
| SPIRIT AIRLINES             |              | 14              | 4          | 11                | 2     | 5       | 28      | 6                | 2          | 1           | 0              | 0       | 2     | 75    |
| UNITED AIRLINES             |              | 67              | 11         | 18                | 4     | 23      | 27      | 18               | 6          | 0           | 3              | 0       | 9     | 186   |
| US AIRWAYS                  |              | 119             | 20         | 24                | 7     | 22      | 40      | 24               | 2          | 0           | 1              | 0       | 8     | 267   |
| OTHER U.S. AIRLINES         |              | 22              | 2          | 3                 | 1     | 0       | 4       | 4                | 2          | 0           | 1              | 0       | 1     | 40    |
| TOTAL JULY 2007             |              | 652             | 64         | 133               | 32    | 82      | 259     | 135              | 41         | 2           | 14             | 1       | 40    | 1,455 |
| % OF TOTAL COMPLAINTS       |              | 44.8            | 4.4        | 9.1               | 2.2   | 5.6     | 17.8    | 9.3              | 2.8        | 0.1         | 1.0            | 0.1     | 2.7   |       |
| TOTAL JULY 2006             |              | 211             | 27         | 87                | 11    | 46      | 127     | 110              | 38         | 2           | 6              | 0       | 14    | 679   |
| % OF TOTAL COMPLAINTS       |              | 31.1            | 4.0        | 12.8              | 1.6   | 6.8     | 18.7    | 16.2             | 5.6        | 0.3         | 0.9            | 0       | 2.1   |       |

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

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

Table 4

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

JULY 2007

| U.S. AIRLINES*                | COMPS<br>RECD<br>IN<br>JULY | INCI-<br>DENTS<br>IN<br>JULY | PERCENT     | INCI-<br>DENTS<br>IN<br>JUNE | PERCENT     | INCI-<br>DENTS<br>IN ALL<br>PRIOR<br>MONTHS | PERCENT     | UN-<br>KNOWN<br>INCI-<br>DENT<br>DATE | PERCENT     |
|-------------------------------|-----------------------------|------------------------------|-------------|------------------------------|-------------|---|-------------|---------------------------------------|-------------|
| ALPHABETICAL                  |                             |                              |             |                              |             |   |             |                                       |             |
| AIRTRAN AIRWAYS               | 25                          | 13                           | 52.0        | 6                            | 24.0        | 2   | 8.0         | 4                                     | 16.0        |
| ALASKA AIRLINES               | 16                          | 7                            | 43.8        | 3                            | 18.8        | 5   | 31.2        | 1                                     | 6.2         |
| ALLEGIAN AIR                  | 6                           | 3                            | 50.0        | 1                            | 16.7        | 1   | 16.7        | 1                                     | 16.7        |
| AMERICAN AIRLINES             | 206                         | 53                           | 25.7        | 68                           | 33.0        | 35  | 17.0        | 50                                    | 24.3        |
| AMERICAN EAGLE AIRLINES       | 37                          | 12                           | 32.4        | 16                           | 43.2        | 2   | 5.4         | 7                                     | 18.9        |
| ATA AIRLINES                  | 5                           | 2                            | 40.0        | 2                            | 40.0        | 1   | 20.0        | 0                                     | 0.0         |
| ATLANTIC SOUTHEAST AIRLINES   | 34                          | 13                           | 38.2        | 15                           | 44.1        | 2   | 5.9         | 4                                     | 11.8        |
| CHAUTAUQUA AIRLINES           | 6                           | 1                            | 16.7        | 3                            | 50.0        | 1   | 16.7        | 1                                     | 16.7        |
| COMAIR                        | 30                          | 13                           | 43.3        | 13                           | 43.3        | 2   | 6.7         | 2                                     | 6.7         |
| CONTINENTAL AIRLINES          | 75                          | 23                           | 30.7        | 26                           | 34.7        | 15  | 20.0        | 11                                    | 14.7        |
| DELTA AIR LINES               | 171                         | 52                           | 30.4        | 47                           | 27.5        | 30  | 17.5        | 42                                    | 24.6        |
| EXPRESSJET AIRLINES           | 10                          | 3                            | 30.0        | 6                            | 60.0        | 0   | 0.0         | 1                                     | 10.0        |
| FREEDOM AIRLINES              | 12                          | 2                            | 16.7        | 6                            | 50.0        | 0   | 0.0         | 4                                     | 33.3        |
| FRONTIER AIRLINES             | 10                          | 2                            | 20.0        | 4                            | 40.0        | 1   | 10.0        | 3                                     | 30.0        |
| JETBLUE AIRWAYS               | 18                          | 3                            | 16.7        | 8                            | 44.4        | 2   | 11.1        | 5                                     | 27.8        |
| MESA AIRLINES                 | 14                          | 6                            | 42.9        | 3                            | 21.4        | 3   | 21.4        | 2                                     | 14.3        |
| MIDWEST AIRLINES              | 6                           | 2                            | 33.3        | 2                            | 33.3        | 1   | 16.7        | 1                                     | 16.7        |
| NORTHWEST AIRLINES            | 115                         | 31                           | 27.0        | 40                           | 34.8        | 12  | 10.4        | 32                                    | 27.8        |
| PINNACLE AIRLINES             | 11                          | 3                            | 27.3        | 5                            | 45.5        | 2   | 18.2        | 1                                     | 9.1         |
| PIEDMONT AIRLINES             | 13                          | 5                            | 38.5        | 3                            | 23.1        | 2   | 15.4        | 3                                     | 23.1        |
| REPUBLIC AIRWAYS              | 9                           | 1                            | 11.1        | 5                            | 55.6        | 2   | 22.2        | 1                                     | 11.1        |
| SHUTTLE AMERICA               | 5                           | 3                            | 60.0        | 1                            | 20.0        | 1   | 20.0        | 0                                     | 0.0         |
| SKYWEST AIRLINES              | 20                          | 8                            | 40.0        | 4                            | 20.0        | 5   | 25.0        | 3                                     | 15.0        |
| SOUTHWEST AIRLINES            | 33                          | 13                           | 39.4        | 12                           | 36.4        | 2   | 6.1         | 6                                     | 18.2        |
| SPIRIT AIRLINES               | 75                          | 23                           | 30.7        | 17                           | 22.7        | 13  | 17.3        | 22                                    | 29.3        |
| UNITED AIRLINES               | 186                         | 41                           | 22.0        | 55                           | 29.6        | 46  | 24.7        | 44                                    | 23.7        |
| US AIRWAYS                    | 267                         | 65                           | 24.3        | 97                           | 36.3        | 52  | 19.5        | 53                                    | 19.9        |
| OTHER U.S. AIRLINES           | 40                          | 14                           | 35.0        | 9                            | 22.5        | 4   | 10.0        | 13                                    | 32.5        |
| <b>TOTALS</b>                 | <b>1,455</b>                | <b>417</b>                   | <b>28.7</b> | <b>477</b>                   | <b>32.8</b> | <b>244</b>                                  | <b>16.8</b> | <b>317</b>                            | <b>21.8</b> |
| <b>PREVIOUS YEAR'S TOTALS</b> | <b>679</b>                  | <b>258</b>                   | <b>38.0</b> | <b>201</b>                   | <b>29.6</b> | <b>120</b>                                  | <b>17.7</b> | <b>100</b>                            | <b>14.7</b> |

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

Table 5

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

JULY 2007

|                                | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/BOARDING | FARES    | REFUNDS   | BAGGAGE    | CUSTOMER SERVICE | DISABILITY | ADVERTISING | DISCRIMINATION | ANIMALS  | OTHER    | TOTAL      |
|--------------------------------|-----------------|------------|-------------------|----------|-----------|------------|------------------|------------|-------------|----------------|----------|----------|------------|
| <b><u>FOREIGN AIRLINES</u></b> |                 |            |                   |          |           |            |                  |            |             |                |          |          |            |
| AIR CANADA                     | 3               | 0          | 0                 | 0        | 1         | 3          | 2                | 0          | 0           | 0              | 0        | 0        | 9          |
| AIR FRANCE                     | 2               | 2          | 3                 | 1        | 3         | 10         | 0                | 0          | 0           | 0              | 0        | 0        | 21         |
| AIR INDIA                      | 2               | 1          | 0                 | 0        | 1         | 1          | 1                | 0          | 0           | 0              | 0        | 0        | 6          |
| ALITALIA AIRLINES              | 3               | 1          | 4                 | 0        | 4         | 11         | 2                | 0          | 0           | 0              | 0        | 0        | 25         |
| BRITISH AIRWAYS                | 4               | 1          | 1                 | 0        | 1         | 43         | 2                | 0          | 0           | 0              | 0        | 0        | 52         |
| IBERIA AIRLINES                | 0               | 0          | 3                 | 1        | 1         | 7          | 0                | 1          | 0           | 0              | 0        | 0        | 13         |
| LUFTHANSA                      | 1               | 0          | 0                 | 0        | 1         | 8          | 0                | 1          | 0           | 0              | 0        | 0        | 11         |
| MEXICANA                       | 2               | 0          | 2                 | 0        | 0         | 0          | 1                | 0          | 0           | 0              | 0        | 0        | 5          |
| VIRGIN ATLANTIC AIRWAYS        | 2               | 0          | 0                 | 0        | 1         | 6          | 0                | 1          | 0           | 0              | 0        | 0        | 10         |
| OTHER FOREIGN AIRLINES         | 7               | 2          | 11                | 2        | 7         | 29         | 6                | 1          | 0           | 1              | 0        | 1        | 67         |
| <b>TOTALS</b>                  | <b>26</b>       | <b>7</b>   | <b>24</b>         | <b>4</b> | <b>20</b> | <b>118</b> | <b>14</b>        | <b>4</b>   | <b>0</b>    | <b>1</b>       | <b>0</b> | <b>1</b> | <b>219</b> |
| <b><u>TRAVEL AGENTS</u></b>    |                 |            |                   |          |           |            |                  |            |             |                |          |          |            |
| OTHER TRAVEL AGENTS            | 0               | 0          | 5                 | 1        | 4         | 0          | 0                | 0          | 0           | 0              | 0        | 0        | 10         |
| <b>TOTALS</b>                  | <b>0</b>        | <b>0</b>   | <b>5</b>          | <b>1</b> | <b>4</b>  | <b>0</b>   | <b>0</b>         | <b>0</b>   | <b>0</b>    | <b>0</b>       | <b>0</b> | <b>0</b> | <b>10</b>  |
| <b><u>TOUR OPERATORS</u></b>   |                 |            |                   |          |           |            |                  |            |             |                |          |          |            |
| OTHER TOUR OPERATORS           | 0               | 1          | 0                 | 0        | 1         | 1          | 0                | 0          | 0           | 0              | 0        | 2        | 5          |
| <b>TOTALS</b>                  | <b>0</b>        | <b>1</b>   | <b>0</b>          | <b>0</b> | <b>1</b>  | <b>1</b>   | <b>0</b>         | <b>0</b>   | <b>0</b>    | <b>0</b>       | <b>0</b> | <b>2</b> | <b>5</b>   |
| <b><u>MISCELLANEOUS</u></b>    |                 |            |                   |          |           |            |                  |            |             |                |          |          |            |
| OTHER MISCELLANEOUS            | 5               | 1          | 6                 | 2        | 2         | 7          | 2                | 0          | 0           | 0              | 0        | 3        | 28         |
| <b>TOTALS</b>                  | <b>5</b>        | <b>1</b>   | <b>6</b>          | <b>2</b> | <b>2</b>  | <b>7</b>   | <b>2</b>         | <b>0</b>   | <b>0</b>    | <b>0</b>       | <b>0</b> | <b>3</b> | <b>28</b>  |

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

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

TABLE 6

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

| RANK | AIRLINE                     | JULY 2007    |                         |                                     | JULY 2006  |                         |                                     |
|------|-----------------------------|--------------|-------------------------|-------------------------------------|------------|-------------------------|-------------------------------------|
|      |                             | COMPLAINTS   | SYSTEMWIDE ENPLANEMENTS | COMPLAINTS PER 100,000 ENPLANEMENTS | COMPLAINTS | SYSTEMWIDE ENPLANEMENTS | COMPLAINTS PER 100,000 ENPLANEMENTS |
| 1    | SOUTHWEST AIRLINES          | 33           | 9,665,696               | 0.34                                | 21         | 8,769,533               | 0.24                                |
| 2    | HAWAIIAN AIRLINES           | 3            | 656,044                 | 0.46                                | 4          | 571,569                 | 0.70                                |
| 3    | ALOHA AIRLINES              | 2            | 366,821                 | 0.55                                | 0          | 324,584                 | 0.00                                |
| 4    | EXPRESSJET AIRLINES         | 10           | 1,611,559               | 0.62                                | 6          | 1,670,248               | 0.36                                |
| 5    | FRONTIER AIRLINES           | 10           | 1,183,577               | 0.84                                | 2          | 985,369                 | 0.20                                |
| 6    | JETBLUE AIRWAYS             | 18           | 2,014,986               | 0.89                                | 6          | 1,671,123               | 0.36                                |
| 7    | ALASKA AIRLINES             | 16           | 1,734,750               | 0.92                                | 7          | 1,674,266               | 0.42                                |
| 8    | SKYWEST AIRLINES            | 20           | 2,048,916               | 0.98                                | 13         | 1,787,530               | 0.73                                |
| 9    | AIRTRAN AIRWAYS             | 25           | 2,407,468               | 1.04                                | 12         | 1,961,653               | 0.61                                |
| 10   | MESA AIRLINES               | 14           | 1,176,420               | 1.19                                | 15         | 1,216,898               | 1.23                                |
| 11   | PINNACLE AIRLINES           | 11           | 912,005                 | 1.21                                | *          | *                       | *                                   |
| 12   | CONTINENTAL AIRLINES        | 75           | 4,588,085               | 1.63                                | 48         | 4,385,934               | 1.09                                |
| 13   | AMERICAN EAGLE AIRLINES     | 37           | 1,725,418               | 2.14                                | 20         | 1,723,328               | 1.16                                |
| 14   | AMERICAN AIRLINES           | 206          | 9,127,433               | 2.26                                | 90         | 9,194,085               | 0.98                                |
| 15   | NORTHWEST AIRLINES          | 115          | 4,930,977               | 2.33                                | 53         | 5,078,110               | 1.04                                |
| 16   | DELTA AIR LINES             | 171          | 7,012,658               | 2.44                                | 77         | 6,936,538               | 1.11                                |
| 17   | UNITED AIRLINES             | 186          | 6,281,436               | 2.96                                | 110        | 6,480,848               | 1.70                                |
| 18   | ATLANTIC SOUTHEAST AIRLINES | 34           | 1,129,799               | 3.01                                | 9          | 1,111,575               | 0.81                                |
| 19   | COMAIR                      | 30           | 879,630                 | 3.41                                | 8          | 1,046,595               | 0.76                                |
| 20   | US AIRWAYS                  | 267          | 5,372,002               | 4.97                                | 102        | 5,250,968               | 1.94                                |
|      | <b>TOTAL **</b>             | <b>1,283</b> | <b>64,825,680</b>       | <b>1.98</b>                         | <b>603</b> | <b>61,840,764</b>       | <b>0.98</b>                         |

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily (Aloha and Hawaiian). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Mishandled Baggage" sections of this report. Pinnacle Airlines' ranking in this table is effective January 2007.

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

## COMPLAINT CATEGORIES

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

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

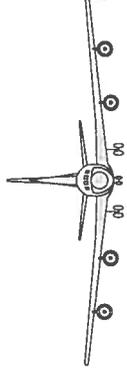
**Disability:** Civil rights complaints by air travelers with disabilities.

**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 July 2007 as provided by the Transportation Security Administration<sup>a</sup>

The Transportation Security Administration protects approximately 65 million airline passengers and screens their 83 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 July.

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

| Courtesy <sup>c</sup> |                                 | Screening Procedures |                    | Processing Time |                    | Personal Property |                    |
|-----------------------|---------------------------------|----------------------|--------------------|-----------------|--------------------|-------------------|--------------------|
| # of Complaints       | % of Flying Public <sup>c</sup> | # of Complaints      | % of Flying Public | # of Complaints | % of Flying Public | # of Complaints   | % of Flying Public |
| 428                   | .0006                           | 102                  | .00015             | 42              | .00006             | 519               | .00077             |

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 |
| 256                              | .00038                         | 1394                                 | .000016                          |

### NOTES

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

<sup>b</sup> The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or phone, 1-866-289-9673. Contact Center representatives are available Monday through Friday, 8:00 AM to 10:00 PM (EST), and Saturdays, Sundays and Holidays, 10:00 AM to 6:00 PM (EST).

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

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

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

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

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

| Carrier                     | Death    | Injury   | Loss     |
|-----------------------------|----------|----------|----------|
| <u>Alaska Airlines</u>      | 1        |          |          |
| <u>Continental Airlines</u> | 2        |          |          |
| <u>Delta Air Lines</u>      |          |          | 2        |
| <u>Northwest Airlines</u>   |          | 1        |          |
| <b>Total</b>                | <b>3</b> | <b>1</b> | <b>2</b> |

## JetBlue cancels all New York area flights

**East Coast storm sidelines air carriers, with discount carrier taking no chance after last month's problems.**

By Christian Zappone, CNNMoney.com staff writer  
March 16 2007: 1:32 PM EDT

NEW YORK (CNNMoney.com) — JetBlue, the airline whose passengers were stranded on the tarmac in a winter storm last month, cancelled all New York flights Friday. The discount airline led a list of carriers canceling flights to and from the East Coast because of harsh winter weather.

JetBlue (Charts) cancelled 215 flights Friday morning and 15 Thursday evening, according to a spokesman. Of those flights, 210 had been scheduled to arrive at or depart from the three New York-area airports, Kennedy, LaGuardia or Newark.

Additionally, four Boston flights and one California flight were cancelled. The cancellations remain in effect until 2 or 3 a.m. Saturday, JetBlue told CNN.

"This time around, we've strategically cancelled flights so we have pilots and crews in place to restart operations when the storm passes," said JetBlue spokesman Sebastian White.

The decision comes after storms in mid-February stranded thousands of JetBlue passengers at airports and in planes on the tarmac waiting to move. The problems caused by that storm cost JetBlue \$30 million.

JetBlue told CNN Friday that the weather will likely get worse in the New York City area and expects other carriers to cancel more flights as well.

"JetBlue is gun-shy," said Mike Boyd of aviation consultant group Boyd Group.

"The consumer is worse off because JetBlue doesn't want to put up with the media, with criticism from Senator Barbara Boxer or a terminal full of people because flights are cancelled," Boyd said, referring to the congressional hearings held after JetBlue's difficulties in February.

After February, Boyd said, there's an expectation there should be no inconvenience to customers. "JetBlue is giving them what they want."

Other airlines, however, are heeding the weather, too.

American Airlines has cancelled 120 total flights in and out of New York-area airports, according to company spokesman Tim Minton.

"The airline made the decision last night after its meteorologists predicted freezing rain and snow for the area," Minton said.

"The airline was concerned that visibility would be a problem coupled with dangerous crosswinds," he said.

Delta (Charts) spokeswoman Katie Connell told CNN that the airline has cancelled more than 100 flights between Thursday evening into Saturday morning throughout the Northeast - primarily in the New York City area - in anticipation of weather.

The airline is waiving all cancellation fees and penalties, and is updating its passengers via its Web site, text messages and e-mails on cancellations and delays.

United Airlines (Charts), too, announced action regarding the winter weather. The airline posted a weather travel advisory on its Web site.

United said the advisory was in effect for passengers traveling from March 16 to March 18 on flights arriving, departing or passing through Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island and Vermont.

The airline advised passengers to check their flight status online or by calling the airline.

Northwest airlines cancelled 30 flights in and out of New York and a total of 35 flights in and out of the East Coast by 7:58 am ET, spokeswoman Tracy Carlson said.

AirTran announced in a release it had cancelled 23 flights Friday because of the storms and could cancel more.

Airports affected include: Boston, Mass., Philadelphia, Pa., and airports throughout New York.

USAirways (Charts), in a decision that underscores JetBlue's sensitivity to the problem, cancelled none of its East Coast flights early in the day. But by midday, it had cancelled 55 flights on the mainline airline, and another 359 for its feeder flights, with most of the affected flights being into or out of New York's LaGuardia and Philadelphia.

Company spokesman Andrew Christie, who earlier in the day had said the weather was fine for flying, said the problem developed later in the morning when a combination of rain and ice caused de-icing problems and caused a ground stop on operations.

The Phoenix.-based airline will handle any air traffic control issues arising from the weather on a case-by-case basis, Christie said.

JetBlue, among others, competes with Southwest Airlines (Charts), American Airlines (Charts) and Continental Airlines (Charts).

—CNN's Caleb Silver contributed to this report.

## **The New York Times**

### **ON THE ROAD**

#### **Right There on the Tarmac, the Inmates Revolt**

ON July 29, Continental Flight 1669, a 737-700 with about 120 passengers aboard, was bound for Newark from Caracas, Venezuela, when bad weather caused the plane to be diverted to Baltimore. It sat there for about five hours with passengers on board as food and water ran low and toilets became filthy.

Since Dec. 29, there have been hundreds of reports of passengers unable to get off parked airplanes for 6, 8 and even 12 hours. Just last weekend, for example, a Customs computer breakdown at Los Angeles International Airport stranded more than 17,000 international passengers on planes, some for more than 10 hours.

But what made the Continental flight somewhat different was that passengers organized and protested by clapping in rhythm and drumming on overhead bins. Finally, the pilot, worried about mayhem, called the police.

“People were clapping, but nobody got out of hand,” said Israel Niezen, a developer of interactive media who was returning to his home near Los Angeles through Newark when Flight 1669 was diverted to Baltimore Washington International Airport.

“We wanted answers, rather than mixed signals,” Mr. Niezen said. “Some people were getting sick. The flight attendants were understanding, except for one older one who got on the public-address system when the drumming started and told us we were destroying airline property and we were all going to be arrested.”

Jonathan O. Dean, a spokesman for the Maryland Aviation Administration, confirmed that police officers from the airport agency and United States Customs officers boarded the plane about 6 p.m.

“Apparently the pilot radioed and asked for some assistance; I guess the passengers were becoming angry after having sat for a number of hours,” he said. The police, he said, “assessed the situation and worked with the airport” to offload the passengers into a secure area until the plane was cleared to take off for Newark.

About 70 passengers signed a petition, later attached to a letter to Continental written by Mr. Niezen. "We did not have water, food, toilet paper" on the plane, the letter said. "The toilets were clogged and completely unsanitary. Moreover, there were a number of children and older and special-needs passengers, including a diabetic and a pregnant woman, who desperately needed attention."

In a statement, Continental said there was "no question, the flight took a lot longer than planned because of the diversion." The fact that the flight was international caused further complications, since passengers could not just be released into a terminal. The toilets on the plane were always operating and the waiting area had "chips and pretzels and water," the airline said, adding: "Assistance was provided to customers with special needs, including a sandwich for a diabetic customer and wheelchairs for everyone who needed one."

As passengers described it, once the police ordered the plane emptied, they filed out into the secure area, where some said they felt as if they were being treated like suspects.

"As we walked down the hallway, we were yelled at like we were scary criminals by this female cop who had a dog. She kept yelling: 'Stay against the wall!'" Mr. Niezen said.

While he and other passengers credited the officers who boarded the plane with quickly assessing the situation and removing the passengers, in the waiting area it was a different story, they said.

"We had to negotiate" with airline agents to obtain wheelchairs for passengers needing them, said Caroline Murray, a community organizer from Amherst, Mass.

One of the officers "told us the report they got was that passengers were violent and out of control," Ms. Murray said.

After the plane finally arrived in Newark about 7 p.m., passengers desperate to rebook missed connections said they hit a wall of indifference.

"At Newark, the service just got worse," Mr. Niezen said. "People were shouting at us. One agent told Caroline Murray to shut up about her connecting flight."

Ms. Murray said she stood at a counter behind Mr. Niezen, who was vehemently insisting on being rebooked that night. "They made him say he was sorry before he could

continue speaking to someone,” she said. When she got to the front of the line and complained about inattentive service, one of the men behind the counter called her a derogatory name, she said.

A spokesman for Continental declined to comment on those accusations.

*E-mail: [jsharkey@nytimes.com](mailto:jsharkey@nytimes.com)*

*E-mail: [jsharkey@nytimes.com](mailto:jsharkey@nytimes.com)*

*<http://www.nytimes.com/2007/08/14/business/14road.html?ex=1190174400&en=6dc7c14d4878f8d1&ei=5070>*

<http://www.latimes.com/news/local/la-me-lax13aug13,0,5918952,full.story?coll=la-home-local>  
*From the Los Angeles Times*

**Computer glitch fixed, LAX operations return to normal  
Travelers contend with missed connections and tell of hours of misery stuck on  
runways. A faulty switch is blamed.**

By Teresa Watanabe, Ted Rohrlich and Deborah Schoch  
Los Angeles Times Staff Writers

Monday, August 13, 2007

A U.S. Customs computer outage that stranded more than 17,000 passengers at LAX was blamed Sunday on faulty hardware and an insufficient backup system that left frustrated travelers sitting on planes or standing in long lines.

Saturday night's delays in screening people arriving on international flights were unprecedented, said Kevin Weeks, director of Los Angeles field operations for the U.S. Customs and Border Protection agency.

The computer malfunction, which began at 2 p.m. Saturday and lasted about 10 hours, came on a peak summer travel day, when nearly 25,000 international passengers arrived at the airport.

The customs agency reported Sunday that 17,398 passengers on 73 flights were affected by Saturday's outage.

The entire system was up and running just before midnight. But it took four hours early Sunday for customs officers to clear a long backlog of passengers.

"Our system's up and we're back to normal," Michael Fleming, a spokesman for the Customs and Border Protection agency in Los Angeles, said Sunday morning.

About midnight Sunday, however, the system went down again after another "temporary malfunction," said Marshall Lowe, a spokesman for Los Angeles World Airports. All flights were already in for the night, he said, and the system was repaired by the first morning arrival today. He said everything was reported up and running by 2 a.m.

Many passengers were still angry and frustrated about their disrupted vacations and other trips because they had missed connecting flights.

"This is the worst delay I've ever encountered, and I travel a lot," said Rosita Iglesias, 47, of Tujunga, who was heading to Cancun, Mexico.

Mayor Antonio Villaraigosa issued a statement Sunday saying he had contacted Homeland Security Secretary Michael Chertoff to request a "thorough investigation and incident report, which should include changes to procedures and protocols to ensure faster and more convenient processing of passengers" in case of another such incident. He called Saturday's disruption "both

troubling and unacceptable."

The outage forced some planes to sit on the tarmac for so long Saturday night that workers had to refuel them to keep their power units and air conditioners running. Maintenance trucks drove around the airport, with workers hooking up tubes to aircraft to service airplane lavatories.

"This is probably one of the worst days we've had. I've been with the agency for 30 years, and I've never seen the system go down and stay down for as long as it did," said Peter Gordon, acting port director for the customs agency.

The computer system, which serves five LAX terminals that handle incoming international flights, is considered essential to national security. It allows officers to check biographical information and passport numbers of people entering the country and compare them to terrorist watch lists, immigration records and law enforcement reports. Some people are then subject to more in-depth, secondary searches.

"We're living in a post-9/11 environment, and obviously we have to be mindful of our security mission," Weeks added. "We aren't willing to take on that risk by trying to process passengers manually, as we may have done 10 years ago."

A backup system was in place, but it was accessible only to customs officers in some of the lanes where passengers were being processed, creating huge bottlenecks.

Fleming said the problem was that "a computer switch failed, which knocked down our entire communications system. We had to diagnose and locate the problem and replace the switch." He could not provide further details about what went wrong.

Malfunctions with the electronic system have cropped up periodically, some locally and some nationally. But they all were fixed quickly, usually within an hour, Weeks said. Customs officials expected to have an expanded backup system at LAX in the next couple of months.

"We're making plans to expand our capabilities, specifically with our backup system, in the unlikely event we have this type of event again," Weeks said.

He said he did not know how old the computer system was, but that it was continuously updated with new technology.

At the Mexicana Airlines ticket terminal Sunday morning, confusion reigned as more than a dozen passengers waited in line to make new flight connections. Several of them complained that the airlines had failed to keep them informed about developments and had misplaced their bags. A Mexicana Airlines spokeswoman did not return calls for comment.

For Iglesias, the disruptions delayed her family vacation to Cancun. She had gotten up at 3 a.m. to see if her 7 a.m. flight to Mexico City was on time. After being told it was, she drove to the airport with her 74-year-old mother and her two children, ages 11 and 13. But about 10 minutes before the plane was scheduled to depart, they were told the flight was delayed five hours

because the pilot had been caught up in Saturday night's delays and didn't get the minimum amount of sleep required between flights.

Then, about 11 a.m., an airline agent suddenly announced to the crowd that the Mexico City flight would be momentarily departing and advised passengers to rush to the gate to board. But rather than fly to Mexico City and miss her connection to Cancun, Iglesias and her family decided to stay at LAX.

Some passengers took the delays in stride.

David Davies, a 36-year-old property manager from New Zealand who spent three months surfing in Mexico and Central America, was supposed to be at work Sunday but had been stuck at LAX since 8 p.m. Saturday. He and other passengers were kept in the plane for five hours, he said, and he missed his 9 p.m. connection to Auckland. By Sunday morning, he was broke, hungry and unsure when he would get back home. Worse, he said, his surfboard had been damaged during baggage handling.

"The real frustrating thing is I still don't know whether I have a flight," he said. But Davies said he would get over it. "As soon as I go home, I'll get a wave and it'll be fine," he said.

At other ticket counters, business appeared normal Sunday.

Tom Winfrey, a spokesman for Los Angeles World Airports, the agency that operates Los Angeles International Airport, said only five out of 165 outbound international flights were delayed Sunday. The flights were initially delayed leaving LAX, which caused them to arrive late at their foreign destination, which then triggered a late trip back to LAX on Sunday.

"We knew today would be a catch-up day," said Nancy Castles, an airport spokeswoman.

Among 19 flights listed on the departure board Sunday morning, only two were posted as delayed. The rest were on time or showing new times 15 to 20 minutes late, although the airlines said the delays were unrelated to the computer glitch.

Jackie Garcia, a Cathay Pacific flight control agent, said about 670 of the airline's passengers arriving at LAX on two flights Saturday night were affected by the computer problems. They were stuck on runways for six hours, while outbound travelers to Hong Kong faced a three-hour delay, finally taking off early Sunday. "It was a mess," she said. "People were hungry or sleeping on the floor."

Some visitors from overseas said they were astonished by the glitch at one of the nation's most prominent airports.

"This is a great country -- and this happens?" said Lee Hong, 23, as he waited outside the Tom Bradley International Terminal at 3:30 a.m. Sunday for a friend from Long Beach to make a second trip to LAX to fetch him. Hong's flight from Singapore landed at 8:30 p.m., but he could not disembark until morning. This would not happen in Singapore, Hong said. "No. No way. We

have a great airport."

Bleary-eyed, ruffled passengers described how they had sat in cramped airplane seats, joints stiff from long overseas flights, waiting for their pilots to announce again that there was no news. When passengers emerged from planes, they found most restaurants in the Bradley terminal were closed or running low on food. The few restaurants still open had long lines of people waiting.

The crew of one Alaska Airlines flight from Mexico that spent seven hours on the ground was forced to ration food, giving it to the elderly, children and people with health problems, said Robert Le Cam, 43, one of three returning Huntington Beach surfers loading surfboards onto a truck outside the Bradley terminal about 2 a.m.

A Mexicana Airlines flight from Guadalajara ran out of water, soda and ice, said Luis Castaneta, 35, of San Dimas, returning from a vacation with 14 relatives. Many of the travelers said they were frustrated and angry at what they called a lack of information.

"Can't they simply tell us which flights are delayed? I have a 13-year-old daughter coming in, unescorted," said film producer John Dellaverson as he stood waiting for a Lufthansa flight from Frankfurt, Germany, that was six hours late.

Airport parking lots were also jammed. At 3 a.m. Sunday, some lots were still gridlocked.

The delays rivaled the worst incidents of last winter, when severe weather left thousands of passengers languishing for up to nine hours on American Airlines and JetBlue Airways planes.

Paul Gysels, 60, of San Francisco, was loading up on beef jerky and chocolate bars at a newsstand. He had just spent five hours on the tarmac after arriving from La Paz, Mexico.

After he got off the flight, his troubles continued. He had missed the night's last flight to San Francisco. Nevertheless, he was determined to get home as soon as possible. "Nobody's going to make it out of L.A. before me," he said.

[teresa.watanabe@latimes.com](mailto:teresa.watanabe@latimes.com)

[ted.rohrlich@latimes.com](mailto:ted.rohrlich@latimes.com)

[deborah.schoch@latimes.com](mailto:deborah.schoch@latimes.com)

Times staff writers Marla Cone and Ari B. Bloomekatz contributed to this report.

<http://abclocal.go.com/wpvi/story?section=traffic&id=5545425>

## Delays Ease at Philly Airport

### Hundreds Stranded by Weather, Construction

 By Erin O'Hearn

August 9, 2007 - Flight delays eased on Friday after a day in which hundreds of travelers were left stranded at Philadelphia International Airport.

---

#### Also on 6abc:

[Report a Typo](#) | [Discuss This Story](#) | [More Local News](#) | [Check Traffic](#)

[Get Action E-News](#) | [Newslinks and Recalls](#) | [See News?](#) | [RSS Feeds](#)

---

According to airport officials, nine out of ten flights were on-time today.

US Airways said 530 flights were cancelled across the country on Thursday. One-hundred-thirty of those were out of Philadelphia. That left hundreds stranded and fed up with what they say is becoming the norm.

Burt Cole spent six hours on a plane on the tarmac to find out hours after that his flight was canceled. "On the runway for six hours, with only one engine going, so the air conditioner was only half working," said Burt. "The toilet started overflowing. They were out of drinks on the airplane. This was U.S. Air. I hope they're watching."

But US Airways insists bad weather coming from the west was the culprit. According to the airline, the weather created a backlog keeping some passengers stranded on the tarmac for up to 6 hours.

Nearly 30 planes were lined up this afternoon, but weren't going anywhere.

"I do travel a lot internationally and I don't think I've seen anything like this before," said Inga Crim of Indianapolis.

As many have seen before at Philadelphia International, weather delays caused the backlog. A scheduled paint job for one runway around noon only made the problem worse. As one US Airways officials put it, the problems just continued to pile up.

"I paid for these tickets, now it's going to cost me \$130 to go home and come back. Do you think they're reimbursing us for anything?" said Barbara Barnes of Willingboro.

US Airways says it is trying its best to play catch up, but with the weekend approaching, passengers may find it difficult to find another flight. Some told Action News they couldn't get tickets until Saturday.

"We have opted to drive, which cuts into our vacation because two days are taken up on each side for traveling," said Brady Schurt of Claymont.

"This is getting to be the norm. When you schedule flights now, you better allow yourself extra time for travel. It happens every week," said Phil Goodson of Albany, New York.

Air traffic control instituted a ground delay system, which means flights have been put on a 2-hour delay. Those delays may last well into Friday.

Travelers are being advised to call 1-800-PHL-GATE. You can check the status of any flight here on [6abc.com](http://6abc.com) by [clicking here](#).

---

# Aircraft Communication Addressing and Reporting System

From Wikipedia, the free encyclopedia  
(Redirected from ACARS)

**Aircraft Communication Addressing and Reporting System** (or **ACARS**) is a digital datalink system for transmission of small messages between aircraft and ground stations via radio or satellite. The protocol was defined in the 1970s and uses telex formats. It will be superseded by the Aeronautical Telecommunications Network (ATN) protocol.

## Contents

- 1 History of ACARS
  - 1.1 Introduction of ACARS Systems
  - 1.2 OOOI Events
  - 1.3 Flight Management System Interface
  - 1.4 Maintenance Data Download
  - 1.5 Interactive Crew Interface
- 2 How it works
  - 2.1 VHF Subnetwork
  - 2.2 SATCOM and HF Subnetworks
  - 2.3 Datalink Message Types
  - 2.4 Example Downlink: Departure Delay
  - 2.5 Example Uplink: Weather Report
  - 2.6 Example downlink: FDAMS Message
- 3 Aircraft equipment
- 4 Datalink Service Provider
- 5 Ground end system
- 6 ARINC Specifications
- 7 Acronyms and Glossary

## History of ACARS

Prior to the introduction of datalink, all communication between the aircraft (i.e., the flight crew) and personnel on the ground was performed using voice communication. This communication used either VHF or HF voice radios, which was further augmented with SATCOM in the early 1990s.

## Introduction of ACARS Systems

The airlines, in an effort to reduce crew workload and improve data integrity, introduced the ACARS system in the late 1980's. (A few initial ACARS systems were introduced before the late 1980s, but ACARS did not start to get any widespread use by the major airlines until the later part of the 1980s.) Although the term ACARS is often taken into context as the datalink avionics Line-replaceable unit installed on the aircraft, the term actually refers to a complete air and ground system. On the aircraft, the ACARS system was made up of an avionics computer called an ACARS Management Unit (MU) and a CDU (Control Display Unit). The MU was designed to send and receive digital

messages from the ground using existing VHF radios. On the ground, the ACARS system was made up of a network of radio transceivers, which would receive (or transmit) the datalink messages, as well as route them to various airlines on the network.

Note that the initial ACARS systems were designed to the ARINC standard 597. This system was later upgraded in the late 1980's to the ARINC 724 characteristic. ARINC 724 addressed aircraft installed with avionics supporting digital data bus interfaces. This was subsequently revised to ARINC 724B, which was the primary characteristic used during the 1990s for all digital aircraft. With the introduction of the 724B specification, the ACARS MUs were also coupled with industry standard protocols for operation with flight management system MCDUs using the ARINC 739 protocol, and printers using the ARINC 740 protocol. The industry has defined a new ARINC characteristic, called ARINC 758, which is for CMU systems, the next generation of ACARS MUs.

## **OOOI Events**

One of the initial applications for ACARS was to automatically detect and report changes to the major flight phases (**O**ut of the gate, **O**ff the ground, **O**n the ground and **I**nto the Gate); referred to in the industry, as OOOI. These OOOI events were determined by algorithms in the ACARS MUs that used aircraft sensors (such as doors, parking brake and strut switch sensors) as inputs. At the start of each flight phase, the ACARS MU would transmit a digital message to the ground containing the flight phase, the time at which it occurred, and other related information such as fuel on board or origin and destination. These messages were primarily used to automate the payroll functions within an airline, where flight crews were paid different rates depending on the flight phase.

## **Flight Management System Interface**

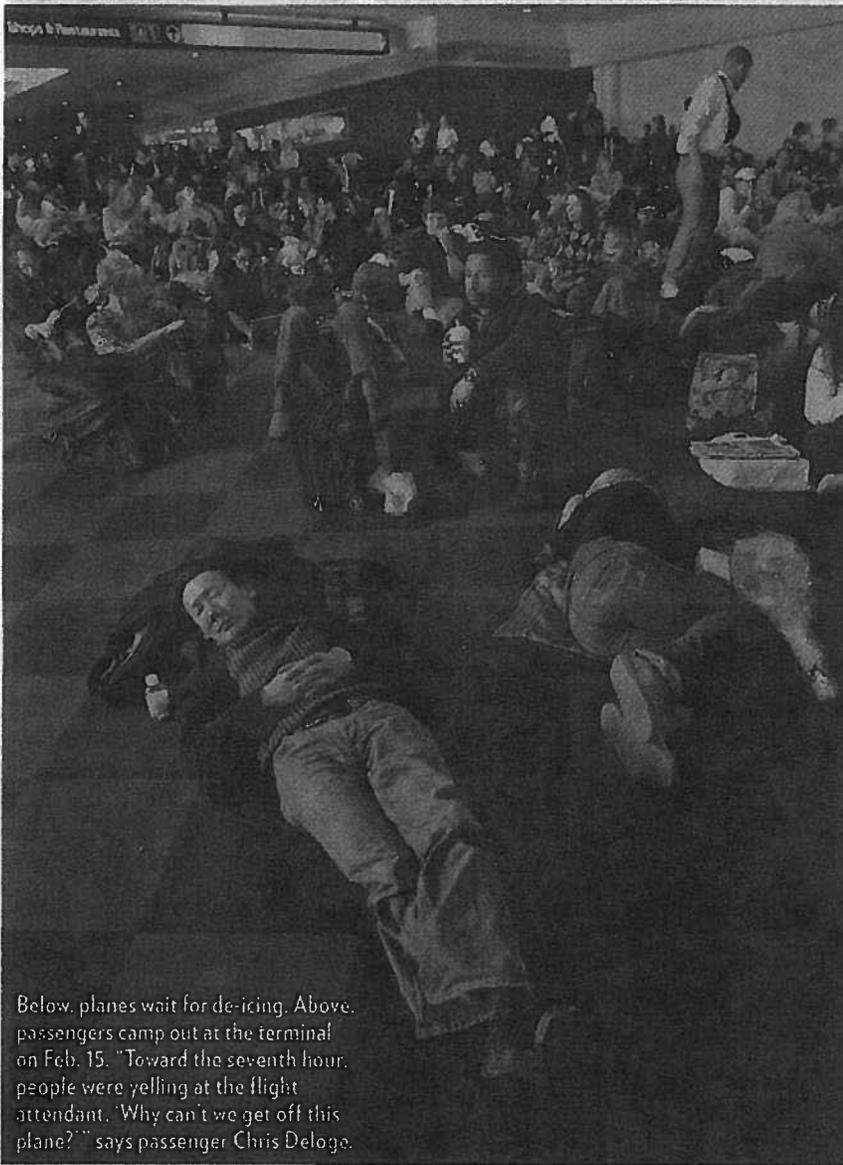
In addition to detecting events on the aircraft and sending messages automatically to the ground, initial systems were expanded to support new interfaces with other on-board avionics. During the late 1980s and early 1990s, a datalink interface between the ACARS MUs and Flight management systems (FMS) was introduced. This interface enabled flight plans and weather information to be sent from the ground to the ACARS MU, which would then be forwarded to the FMS. This feature gave the airline the capability to update FMSs while in flight, and allowed the flight crew to evaluate new weather conditions, or alternate flight plans.

## **Maintenance Data Download**

It was the introduction in the early 1990s of the interface between the FDAMS / ACMS systems and the ACARS MU that resulted in datalink gaining a wider acceptance by airlines. The FDAMS / ACMS systems which analyze engine, aircraft, and operational performance conditions, were now able to provide performance data to the airlines on the ground in real time using the ACARS network. This reduced the need for airline personnel to go to the aircraft to off-load the data from these systems. These systems were capable of identifying abnormal flight conditions and automatically sending real-time messages to an airline. Detailed engine reports could also be transmitted to the ground via ACARS. The airlines used these reports to automate engine trending activities. This capability enabled airlines to better monitor their engine performance and identify and plan repair and maintenance activities.

In addition to the FMS and FDAMS interfaces, the industry started to upgrade the on-board Maintenance Computers in the 1990s to support the transmission of maintenance related information real-time through ACARS. This enabled airline maintenance personnel to receive real-time data associated with maintenance faults on the aircraft. When coupled with the FDAMS data, airline maintenance personnel could now start planning repair and maintenance activities while the aircraft was still in flight.

# TRAPPED ON THE TARMAC



Below, planes wait for de-icing. Above, passengers camp out at the terminal on Feb. 15. "Toward the seventh hour, people were yelling at the flight attendant, 'Why can't we get off this plane?'" says passenger Chris Delogo.



It was, without question, one of the more spectacular meltdowns in U.S. airline history. On Feb. 14, in the middle of an ice storm, hundreds of JetBlue passengers (as well as those of other airlines) found themselves stranded on the tarmac at John F. Kennedy International Airport in New York City, some for up to 11 hours. They experienced dwindling supplies, loss of air conditioning, overflowing toilets. Adding to their frustration: Many were within sight of their loading gates. "It was so hot. We had no food, we had no water," says Sean Corrinet, 29, of Salem, Mass., who boarded a flight to Cancun with his girlfriend, Bonnie Cheever, 28, at 7:45 a.m. They sat on the runway until 5:30 p.m. that night. "We were hostages."

Once they had deplaned, the chaos continued. Several hundred flights were canceled. "The staff was so rude, you can't believe it," says Johnnie Maschhoff, 63, who spent 58 hours at the airport, waiting to board her flight to Burbank. With travelers sleeping on floors, "it was basically a refugee camp," says Corrinet. It took JetBlue, an airline that had been known for superior customer service, nearly a week to straighten out the mess. CEO David Neeleman admitted he was "humiliated" and "mortified" by his airline's performance and vowed to make changes. But how did it happen in the first place?

**Why didn't JetBlue simply unload the passengers?** As the weather worsened—and snow and ice caked on the planes and the runways in New York City—so did the traffic jam. "At one point we had 52 aircraft on the ground, and we only have 21 gates," says company spokeswoman Alison Eshelman. "Some aircraft became frozen to the ground at the gates. We had to move the de-icing equipment to the gates, but that became frozen as well." JetBlue diverted flights from JFK but did not ask the Port Authority for buses to evacuate the planes until 3 p.m., hours into the storm.

Generally, airlines are reluctant to cancel outgoing flights "because of loss of revenue; they don't want passengers buying tickets at another airline," says aviation consultant Scott Hamilton. (JetBlue's Neeleman says the delays cost \$30 million.) "But by keeping people captive, you generate such



"It seemed like a lot of people left their bags behind. It was utter chaos," says one passenger. Neeleman (right) promised to do better.



tremendous ill will," Hamilton says. "It's incredibly shortsighted."

**How come passengers didn't panic or simply lose it?** Some did. "One woman locked herself in the bathroom for three hours," says Corrinet. There was also at least one fist fight inside the terminal. But in general, passengers helped each other, sharing food and water. A post-9/11 world "may have affected people's general sense of expectation," says Todd Farchione, a psychologist with the Center for Anxiety and Related Disorders at Boston University. "We are less bothered by these things. We expect it." The perks on JetBlue's planes, such as extra leg room, also helped. "JetBlue has TV," Farchione says. "It was probably easier for people to distract themselves."

**What should you do if you're stranded like this?** Stay cool and don't imagine what's happening is worse than it is. "De-catastrophize the situation," says Farchione. Take deep breaths and avert your focus. Work the cross-

word puzzle, listen to your iPod, make a friend across the aisle. Mainly, Farchione says, keep reassuring yourself. "You will not be stuck here forever," he says. "Even by saying to yourself that you should stay calm, you can diminish anxiety."

**How should JetBlue have handled the situation?** Bringing in food, emptying the toilets and calling the Port Authority earlier certainly would have helped. "It could have been a heroic moment for JetBlue. This could have been a 'Let's show you how it's done' moment," says Chekitan Dev, a marketing professor at Cornell University and consultant to the travel and tourism industry. The company was immediately apologetic and offered full refunds and a free ticket to passengers who were trapped more than three hours. On Feb. 20 JetBlue announced a customer bill of rights that compensates passengers delayed by issues the airline can control. They hope the changes are enough to regain

customer trust. Vows Neeleman: "It won't happen again."

**Is a federal bill of rights needed?** Some fed-up passengers certainly think so. Last December Napa Valley real estate agent Kate Hanni was grounded on an American Airlines flight for nine hours in Austin. She's leading the Coalition for an Airline Passengers' Bill of Rights, which is pushing demands such as notifying passengers within 10 minutes of delays or cancellations. She says the JetBlue incident proves it's needed. "The airlines just won't police themselves," Hanni says. "We're saying enough is enough."

By Bob Meadows, Michelle York and Diane Herbst in New York

LEFT: MATTHEW ACHER/OTTOLIO; AIRS: RICK KAMANN/REUTERS; NEELEMAN: AP/WIDEWORLD



In this section: [e-business](#) • [membership](#) • [publications](#)

You are here: [ATA Home](#) » [Membership, Products & Services](#) » [membership](#)

## ■ help desk

[Contact the ATA Help Desk](#)

## membership

The Air Transport Association is the only trade organization of the principal U.S. airlines. We have recently expanded membership to include airline-related companies. **[Please join us](#)** in promoting the U.S. airline industry.

### ATA Airline Members

[ABX Air, Inc. \(GB\)](#)

[Alaska Airlines, Inc. \(AS\)](#)

[Aloha Airlines, Inc. \(AQ\)](#)

[American Airlines, Inc. \(AA\)](#)

[ASTAR Air Cargo, Inc. \(ER\)](#)

[Atlas Air, Inc. \(5Y\)](#)

[Continental Airlines, Inc. \(CO\)](#)

[Delta Air Lines, Inc. \(DL\)](#)

[Evergreen International Airlines, Inc. \(EZ\)](#)

[Federal Express Corporation \(FX\)](#)

[Hawaiian Airlines \(HA\)](#)

[JetBlue Airways Corp. \(B6\)](#)

[Midwest Airlines \(YX\)](#)

[Northwest Airlines, Inc. \(NW\)](#)

[Southwest Airlines Co. \(WN\)](#)

[United Airlines, Inc. \(UA\)](#)

[UPS Airlines \(5X\)](#)

[US Airways, Inc. \(US\)](#)

### Associate Airline Members

[Air Canada \(AC\)](#)

[Air Jamaica Ltd. \(JM\)](#)

[Mexicana \(MX\)](#)

### Industry Partners

[Boeing Commercial Airplanes](#)

### Industry Members

[Aero Instruments & Avionics, Inc.](#)

[Airline Intelligence Systems, Inc.](#)

[American Express Company](#)

[Logistics Fuel Management](#)

[Metron Aviation](#)

[Pratt & Whitney](#)

[ARINC](#)  
[ATR Aircraft](#)  
[BAE Systems](#)  
[Benfield insurance](#)  
[Bombardier Regional Aircraft](#)  
[CAE](#)  
[EmpowerMX](#)  
[EMS Technologies](#)  
[ENSCO, Inc.](#)  
[Honeywell Aerospace](#)  
[Innodata Isogen](#)  
[IPC \(USA\), Inc.](#)  
[Jeppesen](#)  
[KPMG](#)

[Priceline.com](#)  
[RK Harrison Insurance Brokers Ltd.](#)  
[The Royal Bank of Scotland, plc](#)  
[Sensis Corporation](#)  
[SITA](#)  
[TDG Aerospace](#)  
[TIMCO Aviation Services](#)  
[Transtech Airport Solutions](#)  
[TravelPort](#)  
[Unisys Global Transportation](#)  
[Universal Air Travel Plan \(UATP\)](#)  
[USI Insurance](#)  
[WinWare, Inc.](#)  
[World Fuel Services](#)

[Become an Industry Member](#)

## ■ inside this section

[Detailed Benefits for Industry Members](#)



[Print-Friendly Page](#)

[Home](#) | [Site Map](#) | [Privacy Statement](#) | [Accessibility](#)

©1995-2007 Air Transport Association of America, Inc. All rights reserved.  
1301 Pennsylvania Ave., NW, Suite 1100 | Washington, DC 20004 | T: 202.626.4000 | E: [ata@airlines.org](mailto:ata@airlines.org)

**STATEMENT OF  
JAMES C. MAY  
PRESIDENT AND CHIEF EXECUTIVE OFFICER  
OF THE  
AIR TRANSPORT ASSOCIATION OF AMERICA, INC.  
ABOUT THE US-VISIT/EXIT PROGRAM  
BEFORE THE  
SUBCOMMITTEE ON  
BORDER, MARITIME AND GLOBAL COUNTERTERRORISM  
HOUSE COMMITTEE ON HOMELAND SECURITY  
JUNE 28, 2007**

Madam Chairwoman and members of the subcommittee, thank you for providing me the opportunity to appear before you today to discuss the US-VISIT/Exit Program.

This is the second decade of the congressional mandate to the executive branch to develop a system to record the entry and exit of foreign visitors. Congress has repeatedly signified in half-a-dozen laws since 1996 that this system was to be a governmental responsibility. Indeed, until only a few months ago, the Department of Homeland Security (DHS) had acted accordingly. The indications of that have been unmistakable. US-VISIT/Entry, which was implemented in early 2004, is an entirely governmental program. Moreover, the recently concluded US-VISIT/Exit Pilot Program was also exclusively governmental.

DHS and the airlines closely collaborated in developing both the US-VISIT/Entry Program and the US-VISIT/Exit Pilot Program. We repeatedly offered to work with DHS to develop a permanent US-VISIT/Exit Program and were assured that we would have the opportunity to continue our collaboration with DHS. We looked forward to that. Those pledges, however, have not been fulfilled. DHS recently informed us that it had decided, regrettably without prior consultation, to require airlines to collect the biometric information for US-VISIT/Exit.

This is very bad news for airline customers and it will get worse for them in the future. Airlines are increasingly offering their customers the opportunity to check in before they get to the airport, through online and other communications technology. Customers appreciate the ease of pre-airport check in and, consequently, airlines are working to minimize airport-based transactions. This is 21<sup>st</sup> century customer service – more precisely, customer-demanded service. DHS, in contrast, envisions a system of continued airline physical interaction with every customer at the airport. This is not where the airline industry is headed, and the gulf between the capabilities of emerging technology and the retarding effect of DHS policy will only widen over time. The industry should not be forced to abandon its broadening efforts to harness technology that promises to ease the air traveler's experience.

In January 2004, I testified before the then-Subcommittee on Infrastructure and Border Security just as US-VISIT/Exit was beginning to be tested at 12 airports-of-entry around the United States. I said at that time, and reiterate today, that the Air Transport Association (ATA) members support the Department of Homeland Security in its efforts to create and implement US-VISIT.

I also said then, and reiterate today, that airlines should not be involved in the collection of biometric data for the exit element of the program. That position is faithful to a decade-long congressional design that the government be responsible for both exit and entry information collection, and it will assure airlines the freedom to develop even more innovative ways to improve passenger check in.

### **Legislative History of the Entry/Exit Information Collection System**

The entry/exit information collection system has always been a federal responsibility, dating back to when Congress first assigned the task to the Attorney General in the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (Public Law No. 104-208) (“IIRIRA”). Section 110 of IIRIRA directed the Attorney General to develop an automated entry and exit control system to collect the records of arrival and departure from every non-U.S. citizen entering and leaving the United States. This automated system would match the arrival records with the departure records, enabling the Attorney General to identify visa overstays. In addition, the automated system was expected to report on the number of departure records collected by country of nationality, the number of departure records matched to arrival records by country of nationality and classification as an immigrant or nonimmigrant, and the number of travelers who arrived as nonimmigrants, or under the Visa Waiver Program, who failed to depart the country at the end of the authorized period of stay.

In June 2000, Congress amended Section 110 of IIRIRA in the Immigration and Naturalization Service Data Management Improvement Act (Public Law No. 106-215) (“DMIA”), which set forth specific dates and other requirements for the Attorney General to follow in introducing an automated entry/exit system. In addition, DMIA mandated the establishment of a task force comprised of both government and private-sector groups to evaluate how the Attorney General could effectively carry out Section 110 of IIRIRA and how the United States could improve the flow of traffic at its ports of entry through enhancing or modifying information technology systems. ATA was appointed to this task force by the Attorney General.

In October 2000, the Visa Waiver Permanent Program Act (Public Law No. 106-396) was enacted. It directed the Attorney General to develop and implement an entry/exit control system for Visa Waiver Program travelers.

Following the events of 9/11, Congress enacted the USA PATRIOT Act (Public Law No. 107-56) in October 2001. Sections 414 and 415 of the Act specifically addressed visa integrity and security, and the participation by the Office of Homeland Security in the entry/exit development and implementation process. In addition, the PATRIOT Act added two considerations: the “utilization of biometric technology” and “the development of tamper-resistant documents readable at ports of entry” to the entry/exit process.

Finally, in 2002, Congress enacted the Enhanced Border Security and Visa Reform Act (Public Law No. 107-173), which reiterated the requirements of the PATRIOT Act for an entry/exit process and directed the Attorney General to fund the development and implementation of the program.

Each of these acts unmistakably contemplated that the executive branch would be responsible for exit duties. None specified that the airline industry was to be brought into that process. Given the urgency with which Congress has approached the issue of entry and exit information collection, most recently expressed in section 7208 of the Intelligence Reform and Terrorism Protection Act of 2004 (Public Law No. 108-458), that is a very telling omission. DHS – quite simply – does not have a congressional mandate to force airlines to assume a function that Congress for over a decade has intended federal border control authorities to perform.

### US-VISIT

Following the creation of the Department of Homeland Security, the responsibilities of the Attorney General to develop and implement an entry/exit program transferred to DHS and the Undersecretary for the Office of Border and Transportation Security, Asa Hutchinson. Under his leadership, the US-VISIT Program Office began development and deployment of Entry.

US-VISIT Entry: In my January 2004 testimony, I complimented DHS, the US-VISIT Program Office and the Bureau of Customs and Border Protection (CBP) for working together and cooperatively with the airline industry to implement Entry. Their attention to careful planning, in full consultation with all interested parties was first rate.

My January 2004 testimony also emphasized the need for DHS to adhere to the planned schedule for deploying US-VISIT at the northern and southern land borders. Though DHS has implemented Entry for those border crossers who are sent to secondary, deploying an Exit strategy has been postponed for the foreseeable future. While we are pleased to work with DHS and our national security leaders to participate in these programs, until US-VISIT – both Entry and Exit – is deployed nationwide at all border crossings, the system will not be optimally effective in enhancing our national security.

The inability of DHS to fully deploy US-VISIT at our land borders raises an important overall question. Why insist on the collection of biometrics at all, if DHS will never truly be able to cross reference who is entering and leaving the United States through this program? Airlines are already required by law to transmit biographical passport information to DHS for every arriving and departing international passenger. If these records are accurately matched – which I believe DHS is doing today – doesn't this satisfy the need to know who is overstaying their visas?

US-VISIT Exit: As with the entry process, we appreciated the open communications we had with DHS in the development and deployment of the Exit Pilot. Unfortunately, the Exit Pilot was never developed with the same rigor as was used to develop and deploy Entry. Rather than rely on a mandatory process analogous to Entry, DHS designed the Exit Pilot as a voluntary program, assuming departing foreign visitors would know that they were expected to either locate on their own randomly placed airport kiosks and “checkout” or have US-VISIT employees collect the biometrics using a handheld device at departure gates as passengers were trying to board a departing flight.

After almost two years of testing at twelve airports, DHS was supposed to share its Exit Pilot Report with the airline industry. We understand that such a report was sent to the Secretary of DHS in December of 2005.

We are still waiting to see that report.

After almost a year of silence, ATA was contacted in December 2006 and told that DHS was ready to begin discussions with the industry to jump-start the US-VISIT/Exit process. In January of this year, ATA was invited to participate in an industry wide meeting hosted by US-VISIT, CBP and the Transportation Security Administration (TSA) to discuss how DHS could work in partnership to develop an Exit solution that would meet the legislative mandates but fit within the industry's evolving business processes. The assurances of cooperation we received at the January meeting were emphasized several more times in subsequent meetings.

After specifically being told that DHS/US-VISIT would be seeking our input, we learned that DHS had made a unilateral decision to force the airlines to collect a biometric within our check-in process. In addition, DHS advised the industry that it planned to issue a Notice of Proposed Rulemaking (NPRM) to offload its responsibility for this program to the airline industry. In choosing that course, DHS has disregarded the two-year-long Exit Pilot Program by selecting an option that it has never tested.

DHS says that this unilateral decision was made because it best fits into a "business plan." Who's business plan? What criteria were used to make this decision? Was Congress consulted prior to the decision being made? Why wasn't the industry consulted?

Moreover, DHS claims that it has been consulting with the airline industry and that they are working with us to develop an Exit strategy. Regrettably, this is not the case. Perhaps had that occurred, we would not be here today.

### **Airline Industry Passenger Service Concerns**

In addition to its unexplained departure from clear, unbroken legislative policy, DHS' decision will impose new burdens on airlines and their customers at airports, at a time when carriers are working hard to simplify, and thereby ease, passenger check-in processes. The check-in process of today is *not* static; it is evolving and increasingly migrating away from the airport setting.

Today, approximately 30 percent of passengers check in online and that proportion is growing. Because of its popularity and efficiency, airlines are implementing procedures and spending significant revenue to expand their off-airport check-in capabilities to include the use of PDAs and cell phones.

Injecting an at-airport physical process, which the DHS decision will do, into this customer-driven, electronic environment will be a costly step backward for both passengers and airlines. This will create lengthier lines at airline check-in counters and kiosks, which will mean delays for customers, irrespective of their citizenship.

DHS says that collection of the biometrics at check in will only add one or two seconds to the check-in process. This calculation does not track the experience of collecting biometrics during the Entry process, which takes between 10 to 15 seconds when it is being preformed by a trained CBP officer. Outbound air travelers, of course, will not possess that expertise.

Finally, and perhaps more importantly, the U.S. government will be abdicating its role in the immigration/security process and, thereby, jeopardizing the integrity of that process.

### **Possible Alternative**

DHS' decision to forgo employing either of the methods that it tested in the Exit Pilot Program complicates the situation. Nevertheless, a solution is readily available to DHS. Some point in the security screening at the airport of a departing foreign visitor offers the most logical location for collection of biometric information. The Transportation Security Administration has been responsible for screening for over five years; the agency has complete control over it. TSA has presumably examined the most efficient ways to adjust that process. Adding biometric information collection to that process can be accomplished seamlessly. Indeed, TSA's plan to assume control of identification document and ticket verification at airport security check points would facilitate the speedy processing of passengers subject to the US-VISIT/Exit Program.

ATA's support for an Exit solution designed in conjunction with TSA security screening dates back to our appointment on the Data Management Improvement Task Force. In the December 2002 DMIA Task Force Annual Report to Congress, the Airport Subcommittee Report specifically states that "the passenger exit process, which will be a new component of U.S. international travel, must be given consideration specific to its operational impact on aviation and existing facilities." That observation is as pertinent today as it was four and a half years ago.

### **Conclusion**

ATA and its member airlines support a US-VISIT exit strategy that will enhance the U.S. immigration process, while at the same time not jeopardizing airline business developments intended to improve the travel experience for passengers.

# Automatic Terminal Information Service

From Wikipedia, the free encyclopedia

**Automatic Terminal Information Service**, or **ATIS**, is a continuous broadcast of recorded *noncontrol* information in busier terminal (i.e. airport) areas. ATIS broadcasts contain essential information, such as weather information, which runways are active, available approaches, and any other information required by the pilots, such as important NOTAMs. Pilots usually listen to an available ATIS broadcast before contacting the local control tower, in order to reduce the controllers' workload and relieve frequency congestion.

The recording is updated when there is a significant change in the information, like a change in the active runway. It is given a letter designation (e.g. *bravo*), from the Phonetic Alphabet. The letter progresses down the alphabet and starts at Alpha each day. When contacting the control tower or ground station, a pilot will indicate he/she has "information" and the ATIS identification letter to let the controller know that the pilot is up to date with all current information.

## Contents

- 1 Sample message - audio
- 2 Sample message - text
- 3 System operation
- 4 See also
- 5 External links

## Sample message - audio

A sample message (from Amsterdam Schiphol) may be heard here.

| Message  | Explanation   |
|--|---|
| This is Schiphol arrival information Kilo            | Indicates the broadcast is for aircraft inbound to Schiphol, and the letter code.                                     |
| Main landing runway 18 Right                         | Main runway used for landing is 18R   |
| Transition level 50                                  | Lowest usable flight level is 50. See Transition altitude.  |
| 200 degrees, 11 knots                                | Wind direction 200 (south-southwest), average 11 knots  |
| Visibility 10 kilometres                             | General visibility 10 kilometers or more  |
| Few 1300 feet, scattered 1800 feet, broken 2200 feet | Cloud layers at the indicated altitude above the airport  |
| Temperature 15, dewpoint 13                          | Temperature and dewpoint in degrees Celsius.  |
| QNH 995 hectopascal                                  | QNH 995 hectopascal.  |
| No significant change                                | No significant change in weather expected.  |
| Contact Approach and Arrival callsign only           | When instructed to contact the Approach and Arrival controller, check in with callsign only (for the sake of brevity) |
| End of information Kilo                              | End of bulletin and the identifier again.   |

See METAR for a more in-depth explanation of aviation weather messages and terminology.

## Sample message - text

On tuning to an ATIS frequency, a pilot might hear:

*Vancouver International information Bravo, weather at one three five five Zulu. Wind three zero zero at eight, visibility five. Five hundred scattered, one thousand two hundred few, ceiling three thousand overcast, temperature one five, dew-point eight. Altimeter two niner eight seven. IFR approach is ILS or visual, runway two six left and runway two six right. Simultaneous parallel ILS approaches in use. Departures, runway two six left. GPS approaches available. VFR aircraft say direction of flight. All aircraft read back all hold short instructions. Advise controller on initial contact that you have Bravo.*

This translates to:

Vancouver International Airport, the information Bravo is issued at 13:55 UTC. The winds are from 300 (~northwest) at 8 Knots. Five statute miles visibility. At 500 feet there are scattered clouds, at 1,200 there are few clouds, at 3,000 feet there is an overcast flight ceiling. The temperature is 15°C (some airports don't include this due to variability). The dew point is 8°C. The altimeter setting is 29.87 inches of mercury (however this could also be expressed in millibars or hectopascals.) Visual and simultaneous ILS landings available using runways 26L and 26R, while departures may use runway 26L. You can conduct an approach via a GPS system. When you first contact air traffic control, inform them your direction of flight if you are using Visual Flight Rules, and that you have information Bravo. Any "hold short" instructions the controller gives you need to be read back to the controller to confirm you have received them properly.

## System operation

In its simplest form, the ATIS is a continuously playing recording of a person reading the message aloud. Because the message needs to be re-recorded at every update (which is several times per hour at least), this is quite cumbersome. Most airports use a more automated system using a speech synthesizer nowadays, where a computer voice speaks the message. Most systems use a female voice, because female voices are often easier to understand when radio reception is less than optimal.

Some airports have separate ATIS broadcasts for arriving and departing aircraft, each on its own frequency. This keeps the message brief.

Many high-capacity airports employ the use of Digital ATIS (or *dATIS*). dATIS is a transcribed, digitally transmitted version of the ATIS audio broadcast, usually accessed from a digital display such as an EFB or an FMS.

## See also

METAR  
Air Traffic Control

## External links

AVIATION WEEK

# Aviation Daily

The business daily of the airline industry since 1939

Wednesday, April 25, 2007

**Inside**

- Airbus denies MAS wants to cancel A380 order p. 2
- JetBlue considers changes to its cabin offerings p. 3
- Skybus reveals destinations to be served from Columbus p. 3
- Flexible employee screening needed, airports tell Congress p. 4
- Massport motivates pax, cabbies to drive hybrid cars to Logan p. 4
- EC unlocks competition on Sardinia routes p. 5
- Finnair takes stake in Norwegian Air Shuttle p. 5
- ARINC self-serve kiosks chosen by three airports p. 6
- **Charts:** ACI Passenger Traffic By World Region p. 7
- **Charts:** Air Transport Association Cargo Traffic p. 8

**DataWatch**

**Passenger Flow On US Airways**

Year Ending 3Q 2006  
Boston to Charlotte

| Origin | Destination    | Passenger Share |
|--------|----------------|-----------------|
| Boston | Charlotte      | 27%             |
| Boston | Myrtle Beach   | 5%              |
| Boston | Jacksonville   | 3%              |
| Boston | Charleston, SC | 3%              |
| Boston | Savannah       | 3%              |
| Boston | Orlando        | 3%              |
| Boston | Atlanta        | 2%              |
| Boston | Tampa          | 2%              |
| Boston | Nashville      | 2%              |
| Boston | Fort Myers     | 2%              |
| Other  | Other          | 50%             |

Total US BOS-CLT daily passengers: 910

Source: APQDat, the aviation data web site from Seabury Airline Planning Group. [www.seaburyapp.com](http://www.seaburyapp.com)

The McGraw-Hill Companies

**Intelligence**

**Virgin Atlantic next year plans to conduct** a biofuel demonstration on one of its Boeing 747-400s in cooperation with Boeing and General Electric. Virgin says it will release more details later this year, but adds that the demonstration is aimed at developing "sustainable fuel sources suitable for commercial jet engines and the aviation industry."

**Byerly Promises Second-Stage Open-Skies Talks With EU**

A top U.S. official gave the strongest signal yet that the U.S. is committed to the second stage of negotiations with the European Union on open skies.

It would be "mistaken" and "tragic" to assume the U.S. had gotten all it wanted from the open-skies agreement reached with the EU in March, John Byerly, deputy assistant secretary of state for transportation affairs, told the International Aviation Club yesterday in Washington. Byerly acknowledged that the U.S. has "achieved the goal of traditional open skies" with the EU, but that there is still ground to be covered, and the March agreement is not a "clever foxtrot to the side."

Recognizing European concerns

about cabotage, foreign investment in U.S. carriers and loosening the restrictions of the Fly America Act, Byerly said he couldn't predict if the second stage would resolve these issues. But, he said, the U.S. would do itself a "disservice if we do not fairly assess decades-old policies to determine whether they serve our long-term interests."

Second-stage negotiations are expected to begin by the end of May 2008, one month after the open-skies accord goes into effect. The current agreement requires both sides to review progress on the second stage 18 months after negotiations begin, which will be December 2009, Byerly said. -**MU**

**Boeing 787 Backlog Approaches 600 As Air Canada Boosts Order By 23 Aircraft**

Boeing's 787 program gained enormous ground yesterday with Air Canada deciding to place 23 additional orders and Virgin Atlantic dealing a blow to Airbus by revealing itself as a new 787 customer.

Air Canada is still negotiating final terms with Boeing, but the carrier said it will increase its 787 orders from 14 to 37. The 15 Virgin orders had already been listed on the Boeing backlog but were attrib-

uted to an unidentified customer.

When final, the Air Canada order will boost the 787 order total to nearly 570. Boeing announced earlier this month that it had passed the 500-order milestone, and has since then moved even more rapidly toward 600. So far this year, 787 orders eclipsed every other Boeing program, with more than double the orders for either the 777 of the

*Continued on page 2*

## Boeing 787 Backlog from page 1

traditionally best-selling 737.

Virgin's announcement was particularly significant because the carrier until now was a loyal Airbus customer and had been considering the A350; however, the airline's recent experience with Airbus products has been less than stellar: The A340-600 had some significant teething problems as it was introduced into the Virgin fleet, and the A380 entry into service has been delayed by production headaches.

The 787s will replace Virgin's current fleet of Airbus A340-300s. The 787 commitment comprises made up of 15 firm orders, nine options and 20 purchase rights. Deliveries of the aircraft will start in 2011.

Virgin said the 787-9 will use 27% less fuel than the A340-300. The aircraft will be configured for about 290 passengers, and the airline said it will decide between General Electric and Rolls-Royce as engine provider "in due course."

The 787-9s could be used on routes from London to Rio de Janeiro, Seattle, Vancouver, Bangkok and Melbourne but could also fly from London to Hawaii or Perth nonstop, Virgin said.

Meanwhile, Air Canada will become the largest North American customer for the 787. The airline used existing options and purchase rights to expand its 787 order to 37, but the revised agreement includes another 23 options.

Air Canada said the revised order will enable it to replace "substantially all" of its leased Boeing 767 aircraft at the same time as their operating leases expire. The 787s will be delivered beginning in 2010. The airline estimates the 787's fuel and maintenance costs will be about 30% less than for a 767-300.

As part of its revised agreement with Boeing, Air Canada reduced its 777 order by two aircraft, which were expected to be delivered in 2009. The new schedule has the airline receiving 16 777s — in addition to one leased from ILFC — by the end of 2008. The first of the 777s in this order was delivered March 30.

Separately, the U.S. Export-Import Bank has completed loan guarantees for seven 777s to be delivered to Air Canada this year. The Ex-Im Bank also provided a preliminary commitment covering the remaining 777s, and 14 of the 787s to be delivered in 2010 and 2011. -AS/JF

## Airbus Denies MAS Wants To Cancel A380 Order

Airbus is rejecting rumors that Malaysia Airlines wants to cancel its 2004 order for six A380-800s, and Chief Operating Officer-Customer John Leahy told *The DAILY* his company and the Malaysian flag carrier are working out the new delivery schedule for the six aircraft.

Leahy, however, could not say when the first aircraft would be delivered to the airline. "The delivery dates have to be agreeable to both Airbus and MAS. I am certain MAS has no plans to cancel the order," Leahy said.

Leahy noted that negotiations between the two parties are expected to be completed within the next two months. He said the amount of compensation that MAS will receive will depend on when it takes delivery of the first aircraft and when the other five will arrive.

Under the initial delivery schedule, MAS was supposed to receive the first A380 last March, two more later this year and the remaining three in 2008 and 2009. The carrier planned to deploy the aircraft on routes to its three major European destinations, London, Amsterdam and Paris. The airline currently uses Boeing 747-400 aircraft on the routes.

Airbus to date has received 149 orders for the A380. Singapore Airlines, which will be the first carrier to operate the aircraft, will take delivery of its first aircraft in September, 18 months behind schedule due to manufacturing problems. -WD

## BA Looks At Setting Up Consortium To Buy Iberia

British Airways has not yet given up on partner Iberia, saying recently that it is in talks with several potential investors to set up a consortium that could buy the Spanish oneworld member.

The consortium would include one private equity firm and at least one or more Spanish partners. BA "ruled out an independent bid for the airline," it said in a statement.

The company approached a number of private equity firms about joining the bid. BA declined to identify the partners, but Texas Pacific Group and Apax Partners are understood to be among them. Earlier this month, TPG asked Iberia to open its books and also stated that it might make an offer at EUR3.60 a share. Since then, Iberia's stock rose to about EUR4, indicating that investors expect counter offers. Iberia has said its current shareholders would prefer an airline to join the TPG bid.

"TPG is trying to buy second-tier airlines by size and warehouse them until the bilateral regulation system falls away, finally permitting cross-border airline mergers and the probable emergence of three global airline groups," said JP Morgan analyst Chris Avery.

British Airways made clear that it does not want to invest more money in Iberia. It has a 10% stake plus a first right of refusal for another 30% and could bring its current shareholder to the table as part of the new consortium; however, BA also specifically mentioned in its statement that it "continues to examine numerous options, including full disposal." -JF

## JetBlue Considers Changes To Its Cabin Offerings

JetBlue is considering making some changes to its cabin offerings, including the possibility of buy-on-board products and letting passengers buy middle seats to block other customers from using them at a reduced price.

Carrier CEO David Neeleman told analysts yesterday that JetBlue's examination of buy-on-board offerings is part of the airline's search for potential ancillary revenue possibilities. He pointed out the potential upside if the carrier offers items customers are interested in buying. But the greatest potential in ancillary opportunities lies in credit cards, JetBlue's chief executive said.

The carrier is also tweaking its offerings to participants in its CompanyBlue corporate travel program. Tests are starting of refunds at the highest fare levels. Currently, JetBlue has a "no refund" policy.

When questioned about a potential business class offering Neeleman explained there is "a lot of flexibility" in the first 11 rows with 36-inch pitch. He noted that if passengers buy the middle seat for a lower price and couple that with 36 channels of live television and 120 channels of satellite radio, "it is a very comparable product," adding that the carrier's philosophy isn't to have "monuments in the front" to squeeze passengers in the back of the aircraft.

Those potential product changes come as storms in February and March triggered a \$22 million first-quarter loss for the carrier, which was less than the \$32 million JetBlue lost during the same three months in 2006. Voucher expenses and revenue lost from canceled flights as a result of JetBlue's highly publicized weather challenges spurred a \$41 million hit for the carrier.

Aside from its Customer Bill of Rights Blitz JetBlue should have the capability next month to allow passengers to rebook and cancel flights online. Neeleman also said the carrier was working with FAA to come up with a "reasonable approach" to its policy, which prohibits takeoffs when ice pellets are mixed in with rain and snow. He noted the agency was re-evaluating that policy, adding, "What they came up with went a bit too far."

Neeleman echoed other US carriers by noting that JetBlue's bookings for May and June are showing some signs of softening demand, but tempered that statement by saying JetBlue is generally conservative in its estimates.

JetBlue's capacity should rise between 11% and 13% this year as eight Airbus A320s and the same number of Embraer 190s come online. The carrier's management also said JetBlue was in talks with six to eight parties about selling more of its older A320s, noting robust demand for the older narrowbodies.

The carrier's unit costs grew 7.5% year over year to 8.43 cents, while unit revenues posted an 8.6% growth

rate to 7.65 cents. JetBlue's operating margin for the quarter was negative 2.2%. The carrier's cash balances stand at \$774 million. -LR

## Skybus Reveals Destinations To Be Served From Columbus

Skybus Airlines will begin flying May 22 from Columbus, Ohio, to four secondary airports in the U.S. near major markets, followed by three more airports on May 29.

On May 22, it will launch flights with A319s to Burbank, Calif.; Portsmouth, N.H.; Kansas City, Mo., and Richmond, Va. (the latter begins May 23). On May 29, it will add Bellingham, Wash.; Fort Lauderdale, Fla., and Greensboro/Winston-Salem, N.C.

On June 12, it will add flights to Oakland, Calif., and will add a second daily nonstop flight to Burbank. As it takes on new aircraft, it will announce additional destinations. Skybus has plans to acquire 70 aircraft over the next five years. On each of its new flights, it will reserve 10 seats at a base fare of \$10. -JLM

## European Court Rules Dutch-U.S. Open-Skies Deal Illegal

Europe's high court yesterday ruled the Netherlands' 1957 bilateral air services agreement with the U.S. is illegal under European Union law.

In its ruling, the European Court of Justice wrote the international commitments between the Netherlands and the U.S. on air fares, computer reservations systems, the U.S.' rights to withdraw or limit traffic on carriers not owned by the Netherlands broke EU law.

The ruling concludes a case brought by the European Commission in 2004. Yet, the high court's judgment will have no effect on air services because the EU-U.S. open-skies agreement signed last month will replace bilateral accords between individual member states and the U.S. -MU

**German engine manufacturer MTU Aero Engines** said yesterday its first quarter sales rose 12% to EUR640 million (US\$873 million). CEO Udo Stark said in a conference call with reporters the increase was mainly due to strong market demand for its MRO offerings. Net profit rose slightly to EUR26.1 million (US\$36 million). The company expects its full year profit to rise 15%. Stark, who will step down by yearend, said he will not become a member of MTU's supervisory board.

**Mesaba** yesterday officially emerged from bankruptcy and, as expected, was acquired by Northwest as a wholly owned subsidiary. The deal has been in the works since early January, when Northwest reached a tentative deal with Mesaba management and creditors. Mesaba filed for Chapter 11 bankruptcy protection on Oct. 13, 2005.

## Staff

### Editorial

1200 G Street N.W. • Suite 900, Washington, D.C. 20005  
 www.aviationweek.com/awin  
 Tel 202-383-2374 • Fax 202-383-2438  
 E-mail AviationDaily@aviationweek.com

### Circulation

Aviation Daily, P.O. Box 5725, Harlan, IA 51593  
 Tel 866-857-0148 • Fax 888-385-1428  
 Intl. 1-515-237-3682 Intl. Fax 1-712-755-7423  
 E-mail AWNord@cdfsfulfillment.com

### U.S. Editorial Staff

**Jim Mathews** Editor-in-Chief  
**Alfild Winder** Managing Editor  
**Jennifer L. Michels** Deputy Managing Editor/Commercial  
**Benet Wilson** Deputy Managing Editor/Airports  
**Lori Ranson** Aircraft & Equipment Editor  
**Adrian Schofield** FAA Editor  
**Annette R. Santiago** Assistant Editor  
**Madhu Unnikrishnan** Correspondent  
**Ingrid Lee** Production

### International Correspondents

**Europe:** **Jens Flottau**, Europe Bureau Chief,  
 tel 49-89-6530-8313, mobile 49-177-413-9837,  
 fax 49-89-6530-8314 Jens.Flottau@t-online.de  
**Martial Tardy**, martial.tardy@solvay.com  
**Latin America:** **Luis Zalamea**, tel/fax 305-854-1302,  
 lzalamea@bellsouth.net  
**Asia:** **William Dennis**, tel 60-3-2732-8038,  
 fax 60-3-5632-9637, wdennis@tm.net.my

### Charts & Data

**Eclat Consulting**, Aaron Taylor, tel 703-773-3100,  
 ataylor@eclatconsulting.com

### Business Office

**Denise L. Almond** Director, Electronic Business,  
 tel 202-383-2399, denise\_almond@aviationweek.com  
**Julia Kattwinkel** Advertising Sales, tel 781-777-1033,  
 jakatt@comcast.net  
**Elizabeth Meyer** Classified Advertising, tel 212-904-3675,  
 fax 212-904-3334, elizabeth\_meyer@aviationweek.com

### Subscription Pricing

\$1,985 Print Domestic; \$2,185 Print Intl; \$1,785 per single electronic subscription. Discounted rates begin with the second user at the same postal or electronic address. Special rates and services available for enterprise licenses. To order, call 866.857.0148; outside the U.S. 515-237-3682; online at <http://www.aviationweek.com/awin>

### Web Access To Aviation Daily

Subscribers to the electronic version of Aviation Daily can access the current issue and archive at:  
<http://www.aviationweek.com/aviationdaily>  
 AWIN subscribers go to <http://www.aviationweek.com/awin>

### Available Electronically

For electronic delivery, please call  
 1-866-857-0148 in the U.S.,  
 or 515-237-3682 Internationally  
 E-mail AWNord@cdfsfulfillment.com



### Reprints

For reprints of Aviation Daily,  
 contact Bill Jordan at 1-800-360-5549 ext. 175  
 bjordan@reprintbuyer.com

The McGraw-Hill Companies

Published daily except Saturdays, Sundays and holidays by AVIATION WEEK, a unit of the Business Information Group, The McGraw-Hill Companies, Inc., 2 Penn Plaza, New York, N.Y. 10121. (ISSN No. 0193-4597). Tom Henricks, President, AVIATION WEEK, tom\_henricks@aviationweek.com; Anthony L. Velocci, Jr., AW Editorial Director, velocci@aviationweek.com; Mark A. Flinn, VP-Sales, mark\_flinn@aviationweek.com; John B. Connolly, Director of Finance, jack\_connolly@aviationweek.com. Officers of The McGraw-Hill Companies, Inc.: Harold W. McGraw, III, Chairman, President and Chief Executive Officer; Kenneth M. Vittor, Executive Vice President and General Counsel; Robert J. Bahash, Executive Vice President and Chief Financial Officer; John Weisensteil, Senior Vice President, Treasury Operations. COPYRIGHT © 2007 by The McGraw-Hill Companies, Inc. All rights reserved. None of the content of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording or otherwise) without the prior written permission of the publisher. Available in print, World Wide Web and E-mail editions.

Vol. 368 Issue 18

## Flexible Employee Screening Needed, Airports Tell Congress

Although Miami International has 100% employee screening, a one-size-fits-all solution for airports is not appropriate, said Lauren Stover, assistant aviation director-security and communications, Miami-Dade Aviation Dept., in recent testimony before the House Homeland Security subcommittee on transportation security.

As Congress considers ways to improve security, airports are different with respect to their configuration, security and threat analysis, Stover said. "A federal approach to employee screening must take into consideration that most airports are financially unable to dramatically increase security expenditures any more than what they have done since 9/11," she emphasized. "In fact, most airports already are dealing with paying for unfunded federal mandates, such as the in-line Explosives Detection System we are installing at Miami International."

Airports must use the six-point, risk-based approach unveiled in partnership with the Transportation Security Administration, Airports Council International-North America and the American Association of Airport Executives, testified ACI-NA President Greg Principato.

The program includes the use of behavioral recognition techniques and interviews before employees enter sterile and security areas; tar-

geted physical inspections; enhanced employee training to raise awareness of suspicious behavior development of a certified employee; expanded use of biometric access controls and deployment of additional airport surveillance techniques, said Principato.

Principato acknowledged that Miami and Orlando airports already have 100% screening in place. "We understand the circumstances which led to these ACI-NA member airports establishing measures tailored to their unique environment and security challenges," he said. "ACI-NA supports the rights of airports to exceed federal or state regulatory requirements if they believe the additional security procedures and/or equipment provide a benefit for their passengers and employees."

TSA Administrator Kip Hawley emphasized that his agency moves resources in a flexible, unpredictable fashion to address known and unknown threats. "TSA employs a risk-based approach to security, including roving transportation security officers that search employees, their packages and their vehicles," he said. "Every employee should have a reasonable expectation that they could be screened at any time, at any access point within the footprint of the airport. That applies to all airports, not just where a surge is occurring." -BW

## Massport Motivates Pax, Cabbies To Drive Hybrid Cars To Logan

Massport has unveiled incentives to encourage passengers and taxis going to Boston Logan Airport to drive hybrid, alternative-fuel and alternative-powered vehicles.

Announced on Earth Day, Massport will offer more than 100 preferred parking to customers driving hybrid and alternative fuel cars at Logan's Central garage, Terminal B

garage, Terminal E surface lot and economy parking, starting May 1.

Cab drivers will receive head-of-line privileges at the airport's taxi pool for cars that qualify as a clean-fuel vehicle. Head-of-line privileges give taxicab drivers more time on the road for taxis to collect fares and less time in the taxi queue. -BW

## EC Unlocks Competition On Sardinia Routes

The European Commission ruled that Italy must modify its public service obligation (PSO) system on routes to Sardinia to comply with European Union competition rules, opening PSOs to all operators.

"Public service obligations can guarantee mobility for inhabitants of outlying regions, and particularly islands, if the market is unable by itself to provide the frequency and capacity deemed necessary," said European Transport Commissioner Jacques Barrot. "But those obligations must not improperly close off a viable market from competition," he added.

PSOs let governments subsidize airlines that operate unprofitable routes. Using PSO rules, Italy divided routes among three Italian airlines — Alitalia, AirOne and Meridiana — and ordered EasyJet and Ryanair to halt their services to the island (DAILY, May 15, 2006). The Italian authorities now have until August to inform the EC on how they will implement the orders from Brussels.

The EC also ruled the system must be reassessed every year. Also, airlines cannot be forced to operate between two cities to win approval for another route, said the EC.

EasyJet, which led the legal battle (DAILY, July 27, 2006), had hoped the commission would scrap the system altogether but nevertheless welcomed the ruling. "We are pleased with this decision and congratulate the European Commission for limiting this attempt to give state aid through the backdoor to a few airlines," said Arnaldo Munoz, regional manager for Southern Europe. "This decision will bring the Italian consumer more choice, lower fares and better service." -MT

## Finnair Takes Stake In Norwegian Air Shuttle

Finnair's stake in Norwegian Air Shuttle could grow to 10% under a deal that also transfers ownership of FlyNordic to Norwegian.

Norwegian is to take 100% ownership of FlyNordic. In turn, Finnair receives stocks and options. FlyNordic, which carried 1.2 million passengers last year, is Finnair's Swedish subsidiary and a smaller rival to Norwegian Air Shuttle with its 5.1 million travelers.

Initially, Finnair will hold a 5% stake in Norwegian, and 10% if it exercises all options by the end of 2008 at the 115 Norwegian Crown strike price. Regulatory approval is still required for the deal.

Norwegian will also become an integral part of Finnair's regional strategy, which aims to flow traffic onto the carrier's long-haul routes, particularly to Asia. "Norwegian Air Shuttle will open their network to our Asian flights, meaning we do not have to fly to every destination in the North ourselves," notes Finnair President and CEO Jukka Hienonen.

Norwegian also says it will shift its Swedish base to Stockholm.

The FlyNordic name will be retained, says Norwegian CEO Bjorn Kjos, with efforts planned to streamline operations. FlyNordic and Norwegian have been cooperating on some routes since 2004. -Robert Wall

## Alitalia In Talks To Avoid Cabin Staff Strike

Alitalia is scheduled to hold talks with cabin staff unions on April 26 in an attempt to avert a strike scheduled May 3 (DAILY, April 18).

Five unions will be seeking a renewal of employees' contracts, addressing working hours and other issues.

Alitalia earlier this week reached an agreement that defused a conflict with ground staff. The airline will pay a one-off bonus of EUR1,430 (US\$1,950), while staff will also see an average monthly salary hike of EUR180 (US\$245), reported Italian media. Claudio Genovesi, national secretary of transport union Fit-Cisl, said he was "moderately satisfied" with the deal. The ground staff strike scheduled April 23 had been outlawed by the Commissione di Garanzia, the public service's strike surveillance authority. -MT

Featuring Aircraft Parts, Ground Support Equipment, Tooling, Test Equipment, Portable Structures, Tow bars, Aircraft Jacks, Ground Power Units, Engine Stands, Covered Passenger Loaders, Tugs & More

AVX #1 - May 8 & 9, 2007

REGISTER AND BID LIVE @ WWW.DOVEBID.COM



### Bidders

**User Friendly** » Enjoy buyer conveniences: Online bidding, online lot catalogs, pre-bidding, automated alerts, and onsite inspections.

**Easy Payment Processing** » Buyer pays DoveBid directly - no need to interact with the seller.

**Transportation Assistance** » DoveBid provide a list of recommended qualified rigging companies who can transport your equipment.

### Sellers

**No Fees to Participate** » There is no cost to your organization to participate in the AVX auction.

**Maximize the Buyer Audience** » DoveBid's online auctions allow bidders to place bids from any time zone.

**Reduced Selling Costs** » Equipment is sold directly from your warehouse, meaning no costly transportation and maintenance fees.

**Asset Visibility** » DoveBid will promote your assets to a global audience of targeted buyers in eight languages.

Now Accepting Consignments for AVX #1  
Contact David Weiss at dweiss@dovebid.com

**DOVEBID**  
Aviation Equipment

## ARINC Self-Serve Kiosks Chosen By Three Airports

Annapolis, Md.-based ARINC has won contracts from three airports to install common-use self-service (CUSS) kiosks for airline check-in.

The U.K.'s Manchester Airports Group — which operates Manchester, East Midlands, and Humber-side airports — is adding 22 more CUSS kiosk to the 70 it already operates to prepare for the busy holiday season. The kiosks are being used by 13 carriers at the three airports. Passengers can scan passports and print boarding passes for any participating airline.

The Greater Toronto Airports Authority, operator of Toronto Pearson International Airport, is adding 92 new CUSS kiosks in Terminal 1. Sixty kiosks are already in place at Pier F, which handles transborder traffic, and they cover 15 airlines. Another 32 will be placed in Terminal 3 later this year.

Japan's Narita International Airport has signed on to add another 126 CUSS kiosks to be used in Terminal 1 North Wing. The kiosks can print thermal receipts, read passports and support 2D barcode reading, along with accommodating future applications, such as biometrics and identity card recognition. *-BW*

## EASA Certifies GP7200, Test Program Continues

The Engine Alliance this week announced that European Aviation Safety Agency has certified the company's GP7200, one of the powerplants for the Airbus A380.

Engine Alliance President Bruce Hughes noted that the engine has "been performing extremely well throughout the development and certification program, meeting both FAA and EASA requirements as well as Airbus'...requirements for maturity at entry into service." The GP7200 achieved FAA airworthiness certification in December 2005.

The GP7200-powered A380 flight test program has achieved more than half its test objectives and logged 111 flights and 1,348 engine flight hours. It completed icing tests this month and is about to begin noise testing in Spain. Joint FAA and EASA certification for this aircraft is expected by yearend.

Aside from flight tests, the GP7200 engine has completed 4,349 hours and 13,000 cycles of ground testing. A service readiness endurance test program will be conducted this summer and is expected to achieve

3,000 cycles before entry into service.

So far, Emirates, Air France, Korean and ILFC have selected GP7200 engines for their A380 orders. The first will enter service with Emirates in 2008. *-AS*

## ADP Unit Tapped To Build New Kazakhstan Airport Terminal

Aeroports de Paris (ADP) subsidiary ADPi has won the deal to design a new terminal at Kazakhstan's Almaty International Airport.

It will take two years to build the new terminal, created after the airport authority revised its master plan in 2006. The glass and wood design will bear the shape of three yurts, traditional tents used by nomadic people in central Asia. The design will allow the addition of new yurts as the airport grows.

The 32,000-square-meter facility is being designed to handle 2 million passengers a year, with plans to boost that to 6 million a year in the future. Almaty posted 23% growth to slightly more than 2 million passengers in 2006.

ADPi also plans to modernize Almaty's terminal facilities, upgrade service quality and develop the airport's retail and real estate business. *-BW*

## Amadeus Upgrades e-Travel Management System

Amadeus, the Madrid-based GDS, has improved its e-Travel Management solution allowing travel managers to communicate better with employees, using handheld wireless devices and improving the efficiency of the booking process.

Amadeus released version 10.1 of the system that allows travel approvers to sanction a trip from a handheld device while away from their desks. The new version improves several travel processes, such as automatic prompts to find out if the employee is following travel management policies.

It also has an enhanced selection of flight availability from alternative local airports. The flights appear on one screen, so that travelers can compare all options within a 150-mile radius. It also allows the traveler to send requests directly to hotels, such as for a late check-out time. The end result of many of the changes is to give travelers more options in booking their own travel and reduce calls to a travel manager. *-JLM*

THE WINGS CLUB 65<sup>TH</sup> ANNIVERSARY LUNCHEON

MAY 15, 2007

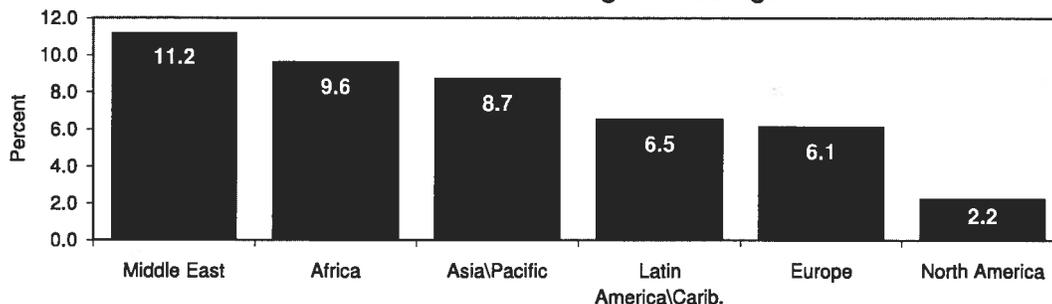
[www.wingsclub.org](http://www.wingsclub.org)

## ACI Passenger Traffic By World Region

February 2007

| Region               | February 2007  | % YOY      | YTD February 2007 | % YOY      | YE Ending February 2007 | % YOY      |
|----------------------|----------------|------------|-------------------|------------|-------------------------|------------|
| <b>International</b> |                |            |                   |            |                         |            |
| Africa               | 3,249          | 12.3       | 6,932             | 5.7        | 46,086                  | 6.0        |
| Asia\Pacific         | 25,151         | 12.0       | 50,514            | 8.7        | 304,268                 | 9.8        |
| Europe               | 43,352         | 6.9        | 88,084            | 6.7        | 654,819                 | 6.4        |
| Latin America\Carib. | 4,157          | 7.8        | 8,808             | 7.4        | 48,446                  | 3.2        |
| Middle East          | 4,481          | 17.6       | 9,218             | 11.4       | 55,482                  | 12.3       |
| North America        | 8,205          | 3.0        | 17,554            | 3.2        | 114,543                 | 2.1        |
| <b>Total</b>         | <b>88,594</b>  | <b>8.7</b> | <b>181,110</b>    | <b>7.1</b> | <b>1,223,645</b>        | <b>6.9</b> |
| <b>Domestic</b>      |                |            |                   |            |                         |            |
| Africa               | 1,936          | 15.7       | 3,985             | 17.1       | 22,329                  | 7.0        |
| Asia\Pacific         | 29,163         | 12.0       | 58,191            | 8.7        | 358,472                 | 8.4        |
| Europe               | 14,158         | 4.2        | 27,998            | 4.2        | 188,455                 | 4.0        |
| Latin America\Carib. | 5,665          | 7.2        | 12,021            | 5.9        | 72,821                  | 5.3        |
| Middle East          | 124            | 3.6        | 261               | 5.0        | 1,720                   | 0.7        |
| North America        | 37,559         | 1.3        | 77,089            | 1.8        | 523,352                 | -0.5       |
| <b>Total</b>         | <b>88,604</b>  | <b>5.8</b> | <b>179,545</b>    | <b>4.9</b> | <b>1,167,148</b>        | <b>3.3</b> |
| <b>Total</b>         |                |            |                   |            |                         |            |
| Africa               | 5,185          | 13.6       | 10,916            | 9.6        | 68,415                  | 6.3        |
| Asia\Pacific         | 54,314         | 12.0       | 108,705           | 8.7        | 662,846                 | 9.0        |
| Europe               | 57,509         | 6.2        | 116,083           | 6.1        | 843,279                 | 5.8        |
| Latin America\Carib. | 9,822          | 7.5        | 20,829            | 6.5        | 121,276                 | 4.4        |
| Middle East          | 4,605          | 17.2       | 9,479             | 11.2       | 57,202                  | 11.8       |
| North America        | 50,592         | 1.6        | 104,612           | 2.2        | 705,446                 | 0.4        |
| <b>Total</b>         | <b>182,027</b> | <b>7.1</b> | <b>370,624</b>    | <b>5.9</b> | <b>2,458,465</b>        | <b>5.1</b> |

Year-To-Date Percent Change in Passenger Traffic



Airports Council International member airport reported data.



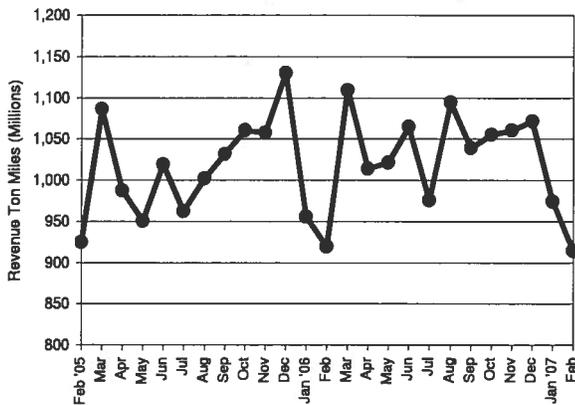
## Air Transport Association Cargo Traffic

February 2007

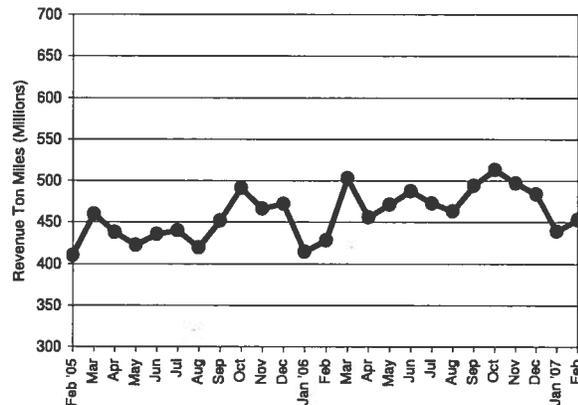
Revenue Ton-Miles (000)

|                      | February 2007    | February 2006    | % Change     | YTD 2007         | YTD 2006         | % Change   |
|----------------------|------------------|------------------|--------------|------------------|------------------|------------|
| <b>Domestic</b>      | <b>914,092</b>   | <b>919,870</b>   | <b>(0.6)</b> | <b>1,888,535</b> | <b>1,875,417</b> | <b>0.7</b> |
| Atlantic             | 452,997          | 428,043          | 5.8          | 892,184          | 842,105          | 5.9        |
| Latin                | 102,279          | 94,468           | 8.3          | 205,850          | 187,537          | 9.8        |
| Pacific              | 465,780          | 481,203          | (3.2)        | 963,246          | 992,696          | (3.0)      |
| <b>International</b> | <b>1,021,056</b> | <b>1,003,714</b> | <b>1.7</b>   | <b>2,061,279</b> | <b>2,022,338</b> | <b>1.9</b> |
| <b>Total Cargo</b>   | <b>1,935,149</b> | <b>1,923,584</b> | <b>0.6</b>   | <b>3,949,814</b> | <b>3,897,755</b> | <b>1.3</b> |

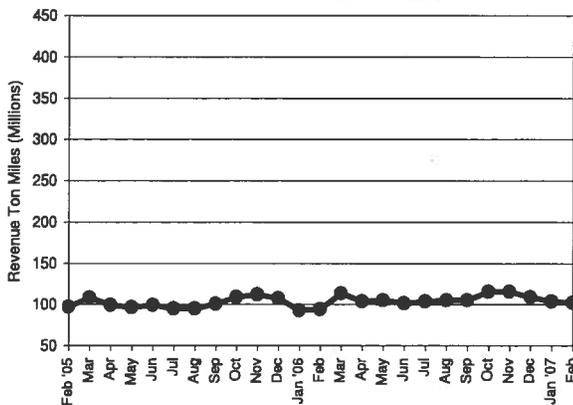
Domestic - Revenue Ton Miles



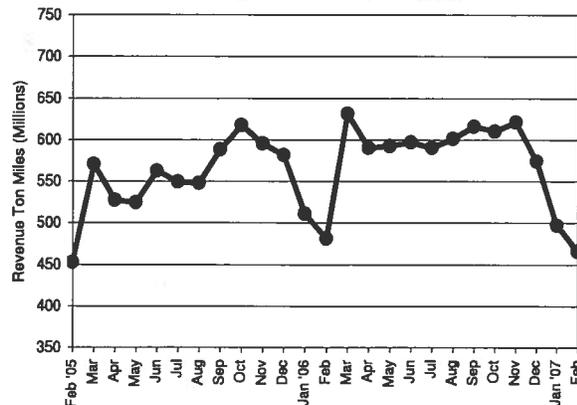
Atlantic - Revenue Ton Miles



Latin - Revenue Ton Miles

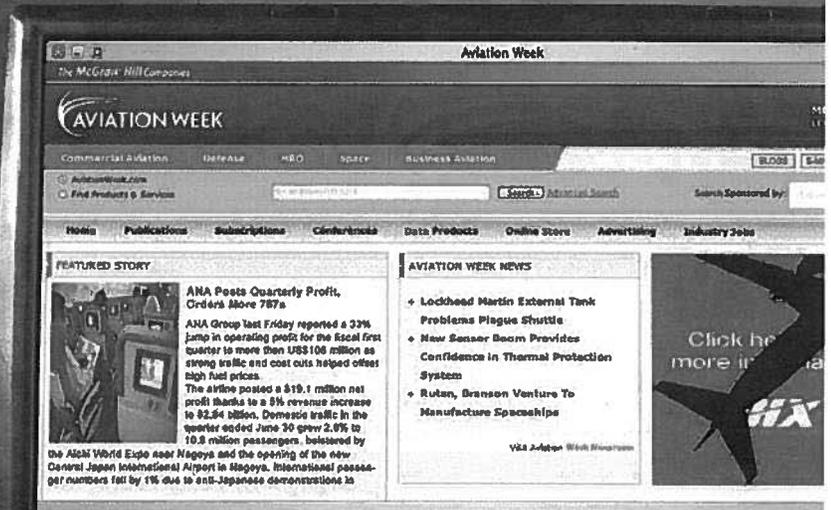


Pacific - Revenue Ton Miles



# The new AviationWeek.com. It's all about you.

Your industry  
Your customers  
Your colleagues  
Your competitors  
Your events



**Announcing the new AviationWeek.com.** Much more than a redesign, it's the birth of a whole new platform for world-class aerospace and defense news, data and user communities.

We've added a wealth of new content and set the stage for a host of exciting new features that will change the way you connect to your industry to keep up to speed on important news and industry events, find products and services, search job listings, and much more.

**Come to [www.aviationweek.com](http://www.aviationweek.com) today!**  
More reasons to come. More reasons to stay.

- **NEW! Easier to use.** New user interface makes it easier than ever to find the information you're looking for
- **NEW! Join the discussion.** Add your comments to our new blogs, and see what your colleagues and competitors are saying
- **NEW! Listen in.** Podcasts let you hear the voices of newsmakers and opinion leaders
- **NEW! Keep up with industry events.** Stay informed about industry events and conferences to network, sell, buy and learn
- **FREE! Stay current on your industry.** Selected free global news and analysis from the award-winning AVIATION WEEK editorial team
- **FREE! Find industry products and services FAST.** Quickly locate industry goods and services around the globe across 6,000 categories
- **FREE! Try premium services.** Get FREE trials to premium AVIATION WEEK services



American Air Says 13 Planes Stranded for Four Hours (Update1)  
2007-04-30 19:36 (New York)

(Adds passenger's comment starting in 11th paragraph.)

By John Hughes

April 30 (Bloomberg) -- AMR Corp.'s American Airlines said 13 planes were stuck on runways for more than four hours on the same day last week, after the carrier said a policy change would "ensure" travelers wouldn't be stranded that long.

The delays, which American disclosed today, came four days after the world's largest airline said it took steps "to ensure passengers do not remain on aircraft more than four hours on the ground." One of the delays was as much as eight hours.

Keeping fliers on planes that long "violates what they promised," said Kate Hanni, who heads an advocacy group urging Congress to create a passenger bill of rights that would force airlines such as American to improve service.

American diverted 92 flights on April 24 due to thunderstorms, and the 13 stuck on runways more than four hours were at airports including Midland, San Antonio and Austin in Texas, said Tim Wagner, a spokesman for the Fort Worth, Texas-based carrier.

Four days earlier at a congressional hearing on airline customer service practices, American spokeswoman Mary Frances Fagan handed out a statement saying company policy had been changed to "ensure" passengers won't stay on grounded planes longer than four hours.

Wagner said American violated its policy for just one flight, in Midland, which was stuck for as long as eight hours. American lacked equipment to enable passengers to leave the plane, he said.

On the other 12 flights, the doors were opened and passengers were allowed to get off at some point, Wagner said. Food and water also were brought out to stranded planes, he said.

#### American's View

"We met the needs of our customers under our customer-service policy," Wagner said in an interview.

Hanni, of Napa, California, said she interpreted American's statement distributed at the congressional hearing to mean the carrier wouldn't have any tarmac delays of more than four hours. She is the founder of a group called Coalition for Airline Passengers' Bill of Rights.

"I had the impression that American was telling us that this wouldn't happen anymore," she said.

Virginia Head, 74, of Farmers Branch, Texas, said she was on American Flight 556 from Phoenix to Dallas, the plane that was diverted to Midland and stuck there for eight hours.

#### 'Take Us Back'

"After about five hours they were really getting irate," she said of the passengers. "I was afraid there was going to be

a riot.'" According to Head, they changed, ``Take us back to Phoenix.''

American brought 50 slices of pizza on board, not enough for all passengers, she said. ``Why they only had 50 pieces, I don't know,'" Head said. After eight hours, the plane flew to Dallas, she said.

More than 4,600 travelers on American were stuck on aircraft in Texas during Dec. 29 thunderstorms. The company said it diverted 121 flights that day, including Hanni's. The flights included 67 stuck for more than three hours on tarmacs.

Those incidents spurred consumers and some lawmakers to seek legislation requiring airlines to release stranded passengers three hours after aircraft doors close. House and Senate proposals also would require carriers to provide food, water and adequate restrooms during delays.

--Editor: Dufner

Story illustration: For a chart of U.S. airlines' on-time arrival performance, see {AIRATOTL <Index> HP <GO>}. For today's top transportation news, see {TRNT <GO>}.

To contact the reporter on this story:  
John Hughes in Washington +1-202-624-1819 or  
jhughes5@bloomberg.net

To contact the editor responsible for this story:  
Dave Versical at +1-248-827-2944 or  
dversical@bloomberg.net

[TAGINFO]

AMR US <Equity> CN

NI COS  
NI GEN  
NI TRN  
NI AIR  
NI LEI  
NI TRAVEL  
NI US  
NI DOT  
NI GOV  
NI TX  
NI CNG

#<783941.3874312.1.0.34.28824.25>#

-0- Apr/30/2007 23:36 GMT

□

**Simplicity is knowing your health  
and wellbeing are being cared for**

**PHILIPS**  
sense and simplicity

Back to Article

Click to Print



Thursday, Jul. 05, 2007

## Flight Delays: Worse than Reported?

By Tracy Samantha Schmidt/Washington

Even the airline industry is warning that this summer will be the busiest on record and asks passengers to prepare for flight delays. But are there more delays than airlines and federal agencies are officially disclosing? Incidents like JetBlue's meltdown last February may be more common than previously thought.

On Feb. 14, 10 JetBlue airplanes sat on the tarmac at New York's JFK Airport for more than nine hours. That incident came less than two months after over a hundred American Airlines and American Eagle planes sat on tarmacs throughout the South for up to 10 hours. Uproar by angry passengers ensued and lawmakers threatened legislation to prevent further "tarmac strandings."

In its defense, the airline industry pointed to the official data on tarmac delays as recorded by the Bureau of Transportation Statistics (BTS), the federal agency responsible for tracking delays on behalf of the Department of Transportation. According to that data, 36 planes sat on the tarmac for more than five hours in 2006. "We have 7.2 million flights in the United States each year. This kind of a thing happens a fraction of a fraction of the time," David Castelveter, a spokesman for the Air Transport Association (ATA), which represents 90% of consumer carriers in the U.S, said in May.

But it turns out that the BTS data on tarmac delays is inaccurate. Currently, the BTS does not record the total time a plane spends on the tarmac if the plane returns to the gate and then later takes off. It also does not include the tarmac delay times if the plane had been diverted from another airport or if the flight is ultimately cancelled, says David Smallen, a BTS spokesman. Those flights are just recorded as "diverted" or "cancelled," regardless if passengers have sat on the planes for hours, according to Smallen.

One such incident involved American Airlines flight 1348, which was supposed to fly from San Francisco to Dallas on Dec. 29. The flight was among the 69 that American diverted that day because of storms in Texas. Passengers aboard flight 1348 ended up landing in Austin and sitting on a tarmac there for almost nine hours before they were allowed to deplane because no gate was ready. But according to the BTS records, flight 1348 was simply "diverted." "It's like our flight didn't even exist," says Kate Hanni, a passenger onboard flight 1348, which she says had overflowing toilets and little food or water. She went on to found the Coalition for an Airline Passenger's Bill of Rights, a grassroots organization that is lobbying Congress to federally mandate that all tarmac delays be capped at four hours. When Mark Mogel, a member of Hanni's coalition, logged onto the BTS website to find data on Hanni's flight delay, he turned up empty-handed.

Mogel wasn't the only person to discover delay discrepancies. Rep. Jean Schmidt, a Republican from Ohio, did some digging of her own after being delayed on an airport tarmac for two hours in January. Schmidt, who sits on the House Infrastructure and Transportation Committee, was also shocked to find the loophole. In June, she introduced a bill that would require the BTS to record tarmac delays of all flights, regardless of returns to the gate, diversions or cancellations. "I think we need to know what the true picture is of these delays, because it could be underreported by as much as 50%," says Schmidt, who adds that she can only guess at the actual number of delays.

The BTS is hoping to make Schmidt's legislation unnecessary, however. In June, the Bureau launched its own review of data collection methods regarding tarmac delays. According to Smallen, BTS didn't realize its data was inaccurate until after it "was brought to our attention following JetBlue," he says, referring to the JetBlue tarmac delays at JFK in February. After the BTS completes the review, it may change how the data of tarmac delays is recorded. In a curious turn, the Air Transport Association — which originally used the BTS data to defend the airline industry's handling of tarmac delays — now supports the Bureau's improvement of its data collection and even issued a press release the day before the BTS began its review. "When it gets out that the airlines knew the flight data was inaccurate, there's going to be a backlash against them," Mogel says of the ATA. "Obviously they've been strategizing about how to handle this so that they're on the right side."

For now, it's almost impossible to determine how many flights are getting delayed on the tarmac. Smallen acknowledges that the available BTS data cannot accurately answer that question. To find data on Hanni's flight, Mogel — who runs a business developing software products — had to sift through FAA records to see when and where her flight actually landed. "That process of brute force takes about 30 minutes per flight," he says. "In 2006, there were 120,000 cancelled flights and 16,000 diverted flights. We're talking 136,000 flights to look at." Castelveter admitted that with new reporting procedures, the BTS data on flight delays would increase. But he stressed the importance of keeping it all in perspective. "Even if the numbers [of reported delays] double, quadruple or increase tenfold, relative to the 7.2 million departures each year in the United States, the numbers would still be

decimal," he says. But that decimal represents a lot of unhappy airline travelers.

 [Click to Print](#)

**Find this article at:**

<http://www.time.com/time/nation/article/0,8599,1640183,00.html>

Copyright ? 2007 Time Inc. All rights reserved. Reproduction in whole or in part without permission is prohibited.

[Privacy Policy](#) | [Add TIME Headlines to your Site](#) | [Contact Us](#) | [Customer Service](#)



# tion Statistics



Search: Bureau of Transportation Statistics Bookstore

Site Map | F db k

ome



**National  
Transportation  
Library**

**Bookstore**

**Press Room**

**About BTS**

**Contacts**

**Directions**

**Events**

**Jobs**

**Laws and  
Regulations**

**Organizational  
Chart**

**Performance  
Report**

**Strategic Plan**

**Upcoming Data  
Releases**

**External Links**

**News Feeds**

**Wireless**

## About BTS

... was established as a statistical agency in 1992. The Intermodal ... of 1991 created BTS to administer data collection, analysis, and reporting and to ensure the most cost-effective use of transportation-monitoring resources. BTS brings a greater degree of coordination, comparability, and quality standards to transportation data, and facilitates in the closing of important data gaps.

On February 20, 2005, BTS became a part of the Research and Innovative Technology Administration (RITA). RITA is composed of BTS, the former Research Office of the Research and Special Programs Administration (RSPA), Volpe National Transportation Systems Center (formerly with RSPA), Transportation Safety Institute (formerly with RSPA), and Office of Intermodalism (formerly with the Office of the Secretary). BTS is headed by a Director, appointed by the Secretary of Transportation, and the Director reports to the RITA Administrator.

BTS' basic authorizing legislation is the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which authorizes \$27 million each year for a five year period (2005-2009). This funding comes from the Highway Trust Fund, and is administered within the Research and Development account under the Federal Highway Administration.

BTS' data collection program for aviation is authorized under separate legislation enacted when the Civil Aeronautics Board (CAB) was terminated. This program is a mandatory data collection. The Wendell Ford Aviation Investment Reform Act (AIR-21) authorized funding for the airline information program from the Airport and Airways Trust Fund (AATF), but to date no funding has been appropriated.

As a statistical agency, BTS:

- is policy-neutral-an objective broker for the facts
- covers all of transportation; BTS is cross-modal in nearly everything we do
- does independent data collection and analysis, but BTS also serves all the other modes to help them be more effective and efficient
- sets standards for transportation data
- has special statutory protections (essentially the same as those for Census Bureau and Bureau of Labor Statistics) for the confidentiality of data we collect
- has unique competencies in statistics, economics, information technology, geographic information systems, and transportation

Over the years of its existence, BTS established itself with a focus in three key areas, each mandated by legislation: 1) compiling, analyzing, and publishing a comprehensive set of transportation statistics; 2) making statistics readily accessible; and 3) implementing a long term data collection program.. We serve:

- Congress
- DOT
- Other Federal agencies
- State governments
- Metropolitan Planning Organizations
- Local governments

- Universities
- Private sector
- General public

The main purpose of BTS' work is to help advance the [DOT Strategic Plan \(2003-2008\)](#) and [A Strategic Plan for Transportation Statistics \(2003-2008\)](#). But we also aim to anticipate future needs and policy issues. Our challenge is to develop data and analyses that are relevant, high quality, timely, comparable, complete, and accessible-our strategic goals for transportation statistics. The [BTS Performance Report \(2001-2005\)](#) provides a public accounting of performance of the previous [A Strategic Plan for Transportation Statistics \(2000-2005\)](#).

## Mission

Our mission is to lead in developing transportation data and information of high quality, and to advance their effective use in both public and private transportation decisionmaking.

## Vision

Data and information of high quality will support every significant transportation policy decision, thus advancing the quality of life and economic well being of all Americans.

## Strategic Goals

**Relevance** - We intend to anticipate the needs of stakeholders, provide the information that is most useful and responsive to them, and demonstrate a thorough understanding of major transportation issues and trends.

**Accuracy** - We will continue to provide data, analysis, and information of high quality for transportation decisionmaking that will be accurate, reliable, and objective.

**Timeliness** - We aim to reduce the lag in data reporting, so that decision-makers have more timely information on the transportation system and the factors that affect it. Timeliness, quality, and cost are related variables that must be balanced by the programmatic value that is associated with each.

**Cost** - We aim to provide data and analyses in a cost-effective manner. We will develop financial performance measures that determine the "true costs" of our programs.

**Dissemination** - We intend to provide data and analysis products that are readily available, easily accessible, and widely distributed.

**Mission Achievement** - We intend to provide data and analysis that meet the expectations of our stakeholders.

[Research and Innovative Technology Administration \(RITA\)](#) • [U.S. Department of Transportation \(US DOT\)](#)  
1200 New Jersey Avenue, SE • Washington, DC 20590 • 800-853-1351 • [answers@bts.gov](mailto:answers@bts.gov)

[Disclaimer](#) | [FedStats](#) | [Freedom of Information Act](#) | [No FEAR Act](#) | [Privacy Policy](#) | [USA.gov](#) | White House

[Accessibility Plug-ins: PDF Reader](#) | [Flash Player](#) | [Excel Viewer](#) | [PowerPoint Viewer](#) | [Word Viewer](#) | [WinZip](#)



## Bureau of Transportation Statistics

# Technical Directive #15 - Gate Departure Time

Research and Innovative Technology Administration  
Bureau of Transportation Statistics  
Office of Airline Information  
Title 14 Code of Federal Regulations Part 234  
Amended, Technical Directive #15  
Issue Date: April 4, 2007  
Effective Date: Immediately

The Office of Airline Information issues accounting and reporting directives to update the reporting air carrier and reportable airport lists, and to clarify the reporting regulations when the need arises.

This technical directive replaces Technical Directive #14. The purpose of the directive is to clarify the reporting of gate departure time when a flight returns to the gate. A survey of some reporting carriers revealed that there was not uniformity in reporting instances when departing flights returned to the gate and then departed the gate a second time. The gate departure time that should be reported is the time when the aircraft first left the departure gate.

### I. Introduction

### II. Applicability

### III. Definitions

### IV. Data Requirements for DOT On-Time Disclosure Reports

### V. Report Format and Instructions for On-Time Disclosure Reports and Mishandled-Baggage Reports

### VI. Submission of Reports

### VII. Record Retention

### VIII. Data Requirements and Instructions for CRS Disclosure

### IX. Reporting the Causes of Cancelled and Delayed Flights

### X. Security Screening

## I. Introduction

1. Part 234 of the Department of Transportation's (Department's) Regulations, "Airline Service Quality Performance Reports," requires certain U.S. air carriers to submit scheduled flight performance data and mishandled-baggage information to the Department, and to provide on-time performance codes to Computer Reservation System (CRS) vendors. These data are used to monitor each carrier's on-time performance and baggage handling, and to provide information to consumers. The scheduled flight performance data are filed electronically. The mishandled-baggage information is submitted as a one-page hardcopy report with the required certification and transmittal letter. The on-time performance codes are filed with the Department, and supplied to CRS vendors in accordance with the procedures set forth in §§ 234.8 and 234.9 and in this Technical Directive.

## II. Applicability

1. Each reporting air carrier providing scheduled domestic passenger operations at a reportable airport will file "On-Time Flight Performance Data," if its share of the industry's total domestic scheduled-service passenger revenues exceed one percent, based on Form 41 data for the 12 months ended June 30. Each year, the Office of Airline Information updates the list of reporting air carriers.

2. For calendar year 2007, 19 air carriers are required to report. Carriers that generated \$743 million or more in domestic schedule passenger revenues in the 12 month period ended June 30, 2006, are required to submit Airline Service Quality Performance Reports. The following is a list of the reporting carriers:

AirTran  
Alaska

America West  
 American  
 American Eagle  
 Atlantic Southeast  
 Comair  
 Continental  
 Delta  
 ExpressJet Airlines d/b/a Continental Express  
 Frontier  
 JetBlue  
 Mesa Airlines  
 Northwest  
 Pinnacle Airlines d/b/a Northwest Airlink  
 SkyWest  
 Southwest  
 United  
 US Airways

Also, Hawaiian and Aloha Airlines will report voluntarily. US Airways' and America West's reports are combined under the US Airways code.

3. The reportable airports with respect to which data must be submitted to the Department are those airports located in the 48 contiguous states enplaning 1 percent or more of the industry's domestic scheduled-service passengers, as reported on the Form 41 Schedule T-100. The Office of Airline Information updated T-100 enplanements for the 12 months ended June 30, 2006. For calendar year 2007, there are 32 reportable airports, which met the threshold of over 6.5 million passengers.

| AIRPORT                                 | CODE |
|---|------|
| Atlanta - Hartsfield – Jackson          | ATL  |
| Baltimore/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  |
| Fort Lauderdale Hollywood International | FLL  |
| Houston - George Bush International     | 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              | MCO |
| Orlando International              | OAK |
| Philadelphia International         | PHL |
| Phoenix - Sky Harbor International | PHX |
| Portland International             | PDX |
| Salt Lake City International       | SLC |
| St. Louis Lambert International    | STL |
| San Diego Intl. Lindbergh Field    | SAN |
| San Francisco International        | SFO |
| Seattle-Tacoma International       | SEA |
| Tampa International                | TPA |
| Washington - Reagan National       | DCA |
| Washington - Dulles International  | IAD |

4. The reportable flight operations for which data must be submitted to the Department are all scheduled nonstop domestic passenger operations by a reporting air carrier to or from any reportable airport.

5. In addition to the required data for each reportable flight which must be submitted to the Department, a reporting carrier may also submit the required data for every other nonstop domestic passenger flight it holds out to the public pursuant to a published schedule. In addition, any carrier not included in paragraph II. 2. of this Technical Directive may voluntarily become a reporting carrier and submit Form 234 for its reportable flights for every nonstop domestic passenger flight it holds out to the public pursuant to a published schedule, provided that the BTS Assistant Director, Airline Information (AI), is advised beforehand. Such voluntary data must be submitted for a minimum of 12 consecutive months. The voluntary submission must meet the exact reporting specifications set forth in this directive. Volunteering carriers that wish to discontinue reporting after one year must advise the Assistant Director, AI, a minimum of 30 days before discontinuance, so that the necessary changes can be made to the Department's data programs.

6. Changes in reporting air carriers and reportable airports will be made as necessary by the Assistant Director, AI, under authority delegated in § 385.19 of the Department's regulations.

### III. Definitions

Definitions used in this directive include those in § 234.2 as well as the following:

1. 'CRS' means a 'system' as defined in 14 CFR § 255.3 of the Department's regulations,
2. 'Domestic operation' means a flight operation within or between the 50 states of the United States, the District of Columbia, the Commonwealth of Puerto Rico and the U.S. Virgin Islands, and the territories and possessions of the United States. Transborder operations are not included.
3. 'Flight' for purposes of the data to be reported to the Department, means one or more scheduled nonstop operations identified by a specific flight number in conjunction with a specific origin-destination city-pair designation; e.g., flight 102 DCA-ATL-MIA includes two separate flights (DCA-ATL, ATL-MIA).
4. 'Flight' for the purposes of CRS disclosure, means nonstop operations as defined above, plus scheduled one-stop and multi-stop operations identified by a specific flight number in conjunction with a specific origin-destination city-pair designation; e.g., flight 102 DCA-ATL-MIA includes three separate flights for purposes of CRS disclosure (DCA-ATL, ATL-MIA, DCA-MIA).
5. 'Flight operation' means a specific operation of a given flight on a given day; e.g., if flight 102 DCA-ATL operated daily

during the month of July, then it had 31 flight operations in July.

6. 'Gate arrival time' is the instance when the pilot sets the aircraft parking brake after arriving at the airport gate or passenger unloading area. If the parking brake is not set, record the time for the opening of the passenger door.

7. 'Gate departure time' is the instance when the pilot releases the aircraft parking brake after passengers have loaded and aircraft doors have been closed. In cases where the flight returned to the departure gate and departed a second time, report the first gate departure time. If passengers were boarded without the parking brake being set, record the time that the passenger door was closed.

## IV. Data Requirements for DOT On-Time Disclosure Reports

1. Each reporting air carrier will file Form 234 for each calendar month. Each report will include all nonstop domestic passenger scheduled flight operations by the reporting carrier that serve one or more of the reportable airports.

2. For each nonstop flight operation serving a reportable airport, the following data elements will be reported:

- A. Carrier (Two Letter Code)
- B. Flight Number
- C. Departure Airport (Three Letter Code)
- D. Arrival Airport (Three Letter Code)
- E. Date of Flight Operation (Year/Month/Day)
- F. Day of Week of this Flight Operation (Monday = 1...Sunday = 7)
- G. Scheduled Departure Time as Shown in the Official Airline Guide (OAG) Pursuant to § 234.4(f)
- H. Scheduled Departure Time as Shown in CRS Selected by the Carrier as its Data Source Pursuant to § 234.4(f)
- I. Gate Departure Time (Actual) in Local Time
- J. Scheduled Arrival Time as Shown in the OAG
- K. Scheduled Arrival Time as Shown in CRS
- L. Gate Arrival Time (Actual) in Local Time
- M. Difference in Minutes Between OAG and Scheduled Departure Time: G minus H
- N. Difference in Minutes Between OAG and Scheduled Arrival Time: J minus K
- O. Scheduled Elapsed Time Per CRS in Minutes: K Minus H
- P. Actual Gate to Gate Time in Minutes: L Minus I
- Q. Departure Delay (Difference in Minutes Between Actual Departure Time and CRS Scheduled Departure Time): I Minus H
- R. Arrival Delay (Difference in Minutes Between Actual Arrival Time and CRS Scheduled Arrival Time): L Minus K
- S. Elapsed Time Difference (Difference in Minutes Between Actual Elapsed Time and CRS Scheduled Elapsed Time): P Minus O
- T. Wheels-Off Time (Actual) in Local Time
- U. Wheels-On Time (Actual) in Local Time
- V. Aircraft Tail Number
- W. Cancellation Code
- X. Minutes late for delay code E
- Y. Minutes late for delay code F
- Z. Minutes late for delay code G
- AA. Minutes late for delay code H
- AB. Minutes late for delay code I

### CANCELLATION CODES

- A-Carrier Caused
- B-Weather
- C-National Aviation System
- D-Security

### DELAY CODES

- E-Carrier Caused
- F-Weather
- G-National Aviation System
- H-Security
- I-Late Arriving Aircraft

3. The data format for the elements listed in paragraph 2 above will comply exactly with either **one of two** flight record field specifications set forth in section V. **Report Format and Instructions for On-Time Disclosure Reports and Mishandled-Baggage Reports.**

4. All scheduled and actual arrival and departure times will be reported in local time using a 24 hour clock; e.g. 3:15 p.m. will be 15:15, midnight is 24:00, and one minute after midnight is 00:01. In using local time, the reporting carrier must adjust for time zone differences in computing data elements O, P, and S.

5. Times should be reported in whole minutes; e.g. two hours equals 120 minutes.

6. Flight operations that begin and end in different months will be reported in the month in which they begin.

7. Extra-section, nonscheduled and charter flights will not be reported.

8. Flight cancellation information will be incorporated in the appropriate flight record for the canceled flight operations by entering zero in the data field I (Gate Departure Time), zero in data field L (Gate Arrival Time), zero in data field T (Wheels-Off Time), and zero in data field U (Wheels-On Time). Aircraft tail number must be reported for canceled flights; however, when a flight has been canceled before a specific aircraft has been assigned to that flight, you would leave field V (Aircraft Tail Number) blank.

9. Information on flights which operated but were diverted to an alternate destination will be incorporated in the appropriate flight record for the diverted flight operation by entering the actual departure time in data field I (Gate Departure Time), zero in data field L (Gate Arrival Time), and zero in data field U (Wheels-On Time (Actual)).

10. All numeric fields for which data are unavailable will be zero-filled.

11. Any data field resulting from calculations involving such zero-filled fields will also be zero-filled.

12. For data fields Q, R, and S use positive numbers to indicate time in minutes for departure/arrival/elapsed time delays. Use negative numbers to indicate time in minutes for departures, arrivals ahead of schedule and elapsed times less than scheduled.

13. Fields M, N, Q, R, and S have positive and negative values:

a. When reporting in the **ASCII** comma delimited format, as described in the specifications set forth in section V.3. **Email Attachment Reporting Requirements**, these fields will indicate this attribute as the actual numeric value, preceded by a "-" negative sign when the number is negative.

14. Reporting numeric data:

a. When reporting in the **ASCII** comma delimited format, leading zeros are NOT necessary for "Minutes" fields (M, N, O, P, Q, R, S, X, Y, Z, AA, and AB).

b. Leading zeros will be used for "Time" fields (G, H, I, J, K, L, T, and U). These fields use a 24 hour clock and will use a leading zero to show 0800 for 8:00 AM (2000 for 8:00 PM.)

## V. Report Format and Instructions for On-Time Disclosure Reports and Mishandled-Baggage Reports

1. Transmittal Letter.

An electronic version of the transmittal letter will accompany each carrier's data submission. The transmittal letter must identify the carrier and month and year for which the data are being submitted, and contain the following information:

a. A certification statement identifying an appropriate official of the reporting carrier. The certification statement will read:

I, (Name) and (Title), of the above-named air carrier, certify that the e-mail attachments having the BTS Form 234 "On-

Time Flight Performance Report" and the Mishandled-Baggage Report are to the best of my knowledge and belief, true, correct, and complete reports for the period stated.

Date:

Signature:

Name (Please Type or Print):

b. The name(s) and telephone number(s) of the carrier's staff who can be contacted to resolve problems regarding both carrier data and technical matters.

c. For control purposes, a statement indicating the total number of flight operations and unique flight numbers in the Form 234 submission.

d. For the initial submission, a description of the data submitted, specifying whether the email attachment includes data for only reportable airports or for all domestic scheduled nonstop flight operations.

e. For the initial submission and for subsequent changes, a statement identifying the source of the scheduled arrival and departure times used in the report: (1) Official Airline Guide in effect on (date) and (2) the name of the computer reservation system used for reporting purposes, pursuant to § 234.4(f).

f. When reporting by e-mail, the transmittal letter may be submitted as an email attachment, so long as the Reporting Carrier's Certifying Official's contact information is included.

## 2. Mishandled-Baggage Report.

The reporting carrier's Mishandled Baggage Report shall be made into an electronic document separate from the transmittal letter.

This report will show the mishandled-baggage information for the reporting month and include the following items:

Name of Carrier

Month and Year of the Data included in the Report

Number of Domestic Scheduled Passengers Enplaned

Number of Mishandled-Baggage Reports Filed with Carrier

## 3. E-mail Attachment Reporting Requirements

a. Form 234, "On-Time Flight Performance Report," shall be filed in the **ASCII** comma delimited format by e-mail attachment. The data will be reported without summarization, with a separate flight record for each reportable operation. Flight records will be sequenced by date of flight (field E) within market (fields C and D), within flight number (field B).

b. The format for ASCII submissions will be:

### (1) Comma Delimited:

Within each record, fields are to be separated with commas.

This is NOT a comma-separated-values (.csv) format. It does NOT have formulas, quotes around text fields, or other special embedded codes such as would be made by Microsoft Excel.

Note: When a flight has been canceled before a specific aircraft has been assigned to that flight, you would leave field V (Aircraft Tail Number) blank, resulting in adjacent commas (e.g. , , ).

### (2) File Naming Convention: (File Name is Case Sensitive)

The file will be named: CCyyyyymm.DD

Where uppercase CC is the two character IATA Carrier Code.

Where yyyy is the numeric century and year of the data reported.  
Where mm is the numeric month of the data reported.

The uppercase ".DD" is the literal file extension required for system identification at the Office of Airline Information.

Example: AA200301.DD = American Airlines, 2003, January

**(3) Field Specifications for Reporting on Diskette or by Email Attachment (ASCII)**

| Field | Description   | Type      | Length          | Comments                                  |
|-------|---|-----------|-----------------|---|
| A     | Carrier code  | Character | 2               | Two letter IATA code                      |
| B     | Flight number   | Character | Max length of 4 |   |
| C     | Origin airport code   | Character | 3               | Three letter Airport code                 |
| D     | Destination airport code  | Character | 3               | Three letter Airport code                 |
| E     | Date of flight operation  | Num       | 8               | Format ccyymmdd                           |
| F     | Day of the week of flight operation                               | Num       | 1               | Mon = 1, Sun = 7                          |
| G     | Scheduled departure time as shown in Official Airline Guide(OAG)  | Num       | 4               | Local time 24 hour clock                  |
| H     | Scheduled departure time as shown in CRS(selected by the Carrier) | Num       | 4               | Local time 24 hour clock                  |
| I     | Gate departure time (actual)                                      | Num       | 4               | Local time 24 hour clock                  |
| J     | Scheduled arrival time per OAG                                    | Num       | 4               | Local time 24 hour clock                  |
| K     | Scheduled arrival time per CRS                                    | Num       | 4               | Local time 24 hour clock                  |
| L     | Gate arrival time (actual)  | Num       | 4               | Local time 24 hour clock                  |
| M     | Difference between OAG and CRS scheduled departure times          | Num       | Max length of 4 | In minutes (2 hours=120 min)<br>G minus H |
| N     | Difference between OAG and CRS scheduled arrival times            | Num       | Max length of 4 | In minutes – J minus K                    |
| O     | Scheduled elapsed time per CRS                                    | Num       | Max length of 4 | In minutes – K minus H                    |
| P     | Actual gate-to-gate time  | Num       | Max length of 4 | In minutes – L minus I                    |
| Q     | Departure delay time (actual minutes CRS)                         | Num       | Max length of 4 | In minutes – I minus H                    |
| R     | Arrival delay time (actual minutes CRS)                           | Num       | Max length of 4 | In minutes – L minus K                    |
| S     | Elapsed time difference (actual minutes CRS)                      | Num       | Max length of 4 | In minutes – P minus O                    |
| T     | Wheels-off time (actual)  | Num       | 4               | Local time 24 hour clock                  |
| U     | Wheels-on time (actual)   | Num       | 4               | Local time 24 hour clock                  |
| V     | Aircraft tail number  | Character | 6               |   |
| W     | Cancellation code   | Character | 1               | Values are A, B, C, D                     |

|    |  |     |                 |            |
|----|--|-----|-----------------|------------|
| X  | Minutes late for Delay Code E – Carrier Caused                 | Num | Max length of 4 | In minutes |
| Y  | Minutes late for Delay Code F – Weather                        | Num | Max length of 4 | In minutes |
| Z  | Minutes late for Delay Code G – National Aviation System (NAS) | Num | Max length of 4 | In minutes |
| AA | Minutes late for Delay Code H – Security                       | Num | Max length of 4 | In minutes |
| AB | Minutes late for Delay Code I – Late Arriving Flight (Initial) | Num | Max length of 4 | In minutes |

**CANCELLATION CODES:**

- A – Air Carrier
- B – Weather
- C – National Aviation System (NAS)
- D – Security

**DELAY CODES:**

- E – Carrier Caused
- F – Weather
- G – National Aviation System (NAS)
- H – Security
- I – Late Arriving Flight (Initial)

## VI. Submission of Reports

1. Carriers shall send electronic copies of their reports to: [ontime.support@dot.gov](mailto:ontime.support@dot.gov)
2. Additional options for correspondence include:

**Address:** The address for the Form 234 data submission and the Mishandled-Baggage Report is:

U.S. Department of Transportation  
 Research and Innovative Technology Administration  
 Bureau of Transportation Statistics  
 Office of Airline Information, RTS-42, E34-433  
 1200 New Jersey Avenue, SE  
 Washington, DC 20590-0001

**Fax:** The fax number for the Office of Airline Information is (202) 366-3383.

For assistance, carriers should contact Mr. Bernie Stankus at 202-366-4387.

3. **Due Dates.** The due date for Form 234 and the Mishandled-Baggage Report is 15 days after the applicable reporting month, i.e., data for the month of March are due by April 15. If the 15th day falls on a weekend or Federal holiday, the due date will be the next workday.
4. **Enforcement.** Penalties for late filing or noncompliance with these reporting requirements will be assessed in accordance with 49 U.S.C. 46310.
5. **Missing or Incomplete Records.** Any carrier subject to this directive which does not file the required data for any period, or files incomplete data, will submit a sworn statement of an officer that the carrier was unable to provide the data because it did not have and could not obtain the necessary records. That statement, as well as the veracity of the information and the data submitted, will be subject to 18 U.S.C. 1001, regarding criminal penalties for false statements made to a government agency. The statement will be filed with the Director, Office of Airline Information, at the address in paragraph 1 above, three days prior to the due date.

6. **Special Circumstances.** Requests for waivers, exceptions, extensions, or other considerations will be submitted in writing to the Director, Office of Airline Information, at the address in paragraph 1 above.

## VII. Records Retention

Form 234 and the Mishandled-Baggage Report are statistical reports. The record retention requirements for statistical reports are governed by Part 249, "Preservation of Air Carrier Records" of the Department's Regulations. Specifically, § 249.20-6 requires the information supporting a statistical report to be maintained by the carrier for three years.

## VIII. Data Requirements and Instructions for CRS Disclosure

As required by § 234.8 of the Department's Regulations, each reporting carrier providing data pursuant to this directive will calculate an on-time performance code for each reportable (nonstop) flight included in its monthly data submission to the Department, and for each one-stop or multi-stop flight that includes a reportable flight segment as specified below. That calculation will be carried out as follows:

1. Each reporting carrier will compute the arrival delay in minutes for each reported (nonstop) flight operation in its monthly data submission by subtracting the scheduled arrival time for each flight operation per its CRS records (data field K) from the actual gate arrival time (data field L).
2. Using the data derived from the computation in paragraph 1 above, each reporting carrier will calculate, for each nonstop flight in its data submission, the percent of that flight's operations that were on-time during the month (i.e., arrived sooner than the CRS scheduled arrival time + 15 minutes). The calculation will be performed by dividing the number of reported operations of each flight that arrived less than 15 minutes after the scheduled arrival time, by the total number of reported operations of that flight during the month.
3. Each reporting carrier will convert the percentage derived from the computations in paragraph 2 into a one digit CRS on-time performance code for each reportable flight operated during the month as follows:

| Percent of operations of the flights that were on-time | CRS on-time performance code |
|--|------------------------------|
| 90 to 100  | 9                            |
| 80 to 89.9   | 8                            |
| 70 to 79.9   | 7                            |
| 60 to 69.9   | 6                            |
| 50 to 59.9   | 5                            |
| 40 to 49.9   | 4                            |
| 30 to 39.9   | 3                            |
| 20 to 29.9   | 2                            |
| 10 to 19.9   | 1                            |
| 0 to 9.9   | 0                            |

4. New flights as defined in § 234.2 for which no on-time percentage is available yet will be designated with the CRS data code "N" (no record).
5. Each reporting carrier will include the appropriate one digit CRS code (0 through 9 or "N") as a standard data element in each flight schedule it provides the OAG and/or any CRS vendor(s), for every reportable flight.
6. In addition, using the procedure illustrated in this paragraph, each reporting carrier will include the appropriate one digit CRS code (0 through 9 or "N") as a standard data element in each flight schedule it provides the OAG and/or any CRS vendor(s), for every one-stop or multi-stop flight, or portion thereof, that includes a reportable flight as a final flight segment.

**Examples:**

If flight 102 operates EWR-DCA-ATL-MIA, provide the on-time performance codes for:

102 EWR-DCA (calculated per paragraphs 1-4 above)  
102 DCA-ATL (calculated per paragraphs 1-4 above)  
102 ATL-MIA (calculated per paragraphs 1-4 above)  
102 EWR-ATL: assign 102 DCA-ATL performance code  
102 EWR-MIA: assign 102 ATL-MIA performance code  
102 DCA-MIA: assign 102 ATL-MIA performance code

If flight 103 operates BUF-SYR-EWR-DCA, provide on-time performance codes for:

103 SYR-EWR (calculated per paragraphs 1-4 above)  
103 EWR-DCA (calculated per paragraphs 1-4 above)  
103 BUF-EWR: assign 103 SYR-EWR performance code  
103 BUF-DCA: assign 103 EWR-DCA performance code  
103 SYR-DCA: assign 103 EWR-DCA performance code

If flight 104 operates MKE-DTW-CMH-LEX, provide on-time performance codes for:

104 MKE-DTW (calculated per paragraphs 1-4 above)  
104 DTW-CMH (calculated per paragraphs 1-4 above)  
104 MKE-CMH: assign 104 DTW-CMH performance code

7. A flight that is not a new flight will be assigned the on-time performance code calculated for the flight that it replaces, even if the two flights do not have the same flight number.

8. No later than the 15th day of each month, each reporting carrier will deliver or arrange to have delivered to its CRS vendor(s), updated on-time performance codes. If a carrier relies on a third party to supply such flight information to CRS vendor(s), the carrier will provide their flight information, including the appropriate CRS on-time performance codes, at the same time that the carrier submits its monthly flight data to the Department.

9. The calculation and assignment of on-time performance codes for flights other than reportable flights, as permitted in § 234.10, will follow the procedures set forth above. Carriers are required to perform those calculations only for reportable flights, and for one-stop or multi-stop flights, or portions thereof, that include a reportable flight as a final flight segment, but may do so for all flights at their option.

10. No carrier may provide on-time performance codes to the OAG or to any CRS vendor(s) for any flight during any month unless the carrier also provides the required flight data for the month to the Department as specified in Part 234 and in this Technical Directive.

## **IX. Reporting the Causes of Cancelled and Delayed Flights**

1. There are four categories for cancellation:

- A. Air Carrier
- B. Extreme Weather
- C. National Aviation System
- D. Security

2. There are five categories for delayed flights:

- E. Air Carrier
- F. Extreme Weather
- G. National Aviation System
- H. Security
- I. Late Arriving Aircraft

3. Causal data must be reported for cancelled and late arriving flights (flights that arrive at the destination airport 15 minutes or more after the scheduled arrival time. No causal data are required for flights that are considered on-time or for diverted flights.
4. For all late flights, you account for the cause and length of departure delays of 6 minutes or longer (with the exception of No. 5 below). Carriers may choose to report only the predominant departure delay but they must do it on a consistent basis. Also, carriers that report predominant cause of delay must abide by No. 8 below.
5. When there are multiple causes of delays that start at the same time, report the cause of delay having the longest duration.
6. Reported delay minutes must equal the arrival delay. When the arrival delay is greater than the departure delay, the difference is attributed to NAS.
7. When departure delay is greater than the arrival delay, report the arrival delay minutes. If there were multiple delay causes, prorate the time-savings to each cause of delay. Report in whole minutes and do not report a negative number for the length of delay.
8. Causal delay minutes assigned to late arriving aircraft can be equal to or less than but not more than the delay time of the previous flight operated with the same aircraft with one exception, i.e. a carrier swaps aircraft between routes to lessen delays.  
(At 2 p.m., aircraft N0011 arrived on time and its next flight segment is scheduled to depart at 5 p.m. Aircraft N0012 was scheduled to arrive at 1 p.m. and is still en-route. The next scheduled flight with this aircraft is at 2:10 p.m. The air carrier swapped aircraft and the 2:10 p.m. flight departed at 2:30 p.m. The carrier reported a 20 minute delay for late arriving aircraft even though the previous flight with this aircraft arrived on-time.) The flight scheduled to depart at 2:10 p.m. would have departed even later if the air carrier had not swapped aircraft.

## Causal Delays and Cancellations

The primary purpose for collecting causal data is to categorize delays and cancellations so that system problems can be identified and the appropriate parties can take corrective action.

## Air Carrier Delays or Cancellations

Below is a list of examples of causes for delays and cancellations that we believe are within the control of the air carrier. This list should be used as a guide for the type of occurrences that should be reported as an air carrier delay and/or cancellation. It should not be considered a complete list, and we welcome comments on additions or deletions.

### Air Carrier

- Aircraft cleaning
- Aircraft damage (except bird strikes, lightning/hail damage)
- Airport curfew
- Awaiting the arrival of connecting passengers or crew
- Awaiting alcohol test
- Awaiting gate space
- Baggage loading
- Cabin servicing
- Cargo loading
- Catering
- Computer outage - carrier equipment
- Crew legality (pilot or attendant rest)
- Damage by hazardous goods
- Engineering Inspection
- Public Health, etc.
- Flight paperwork
- Fueling
- Gate congestion
- Government forms not properly completed - INS, FAA, Agriculture
- Ground equipment out of service

Hot brakes restriction  
 Last minute passenger  
 Late mail from Post Office  
 Late crew  
 Lavatory servicing  
 Maintenance  
 Medical emergency  
 Out of service aircraft  
 Oversales  
 Positive passenger baggage match  
 Passenger services  
 Potable water servicing  
 Pre-flight check  
 Ramp congestion - blocked by another aircraft under carrier's control  
 Ramp service  
 Removal of unruly passenger  
 Revised weight sheet  
 Shortage of ramp equipment  
 Slow boarding or seating  
 Snow removal (when it is a carrier ramp service function)  
 Stowing carry-on baggage  
 Weight and balance delays

## Weather

Below is a list of examples of causes for delays and cancellations that we believe are the result of weather. This list should be used as a guide for the type of occurrences that should be reported as an air carrier delay and/or cancellation. It should not be considered a complete list, and we welcome comments on additions or deletions.

## Weather

Below minimum conditions  
 Clear ice inspection  
 Deicing aircraft  
 Earthquake  
 Extreme high or low temperatures  
 Hail Damage  
 Holding at gate for enroute weather  
 Hurricane  
 Lightning damage  
 Pre-planned cancellations that result from predicted weather  
 Snow Storm  
 Thunder Storm  
 Tomado

## National Aviation System (NAS)

Below is a list of examples of causes for delays and cancellations that we believe are in the control of the FAA, airport operators or State/local officials. This list should be used as a guide for the type of occurrences that should be reported as an air carrier delay and/or cancellation. It should not be considered a complete list; and we welcome comments on additions or deletions.

## National Aviation System (NAS)

Airport conditions  
 Airport construction  
 Air Traffic Control (ATC)  
 Awaiting ATC clearance while still at gate  
 Air Traffic Quota Flow Program - ATC  
 Closed Runways  
 Computer failure - ATC equipment

Equipment Outage - ATC  
 Gate hold - ATC  
 Ground delay program - ATC  
 Flow control program - FAA  
 Other disabled aircraft blocking runway  
 Ramp congestion - blocked by aircraft not under carrier's control  
 Ramp Traffic - Air Traffic Control  
 Restricted aircraft movement on runways  
 Volume Delays

## Security

Below is a list of examples of causes for delays and cancellations that we believe were the result of security measures outside the control of air carriers. This list should be used as a guide for the type of occurrences that should be reported as an air carrier delay and/or cancellation. It should not be considered a complete list; and we welcome comments on additions or deletions.

### Security

Bomb threat  
 Inoperative screening equipment - TSA  
 Evacuation of terminal or concourse resulting from security breach  
 Re-boarding aircraft because of security breach  
 Sky Marshal caused delay  
 Weapon confiscation

Lines at screening area that exceed standard time (see X. **Security Screening** below)

Note: Delays caused by routine passenger screening should not be assigned to "Security" when the wait at screening areas are less than 30 minutes. Also, air carriers should ensure that delays and cancellations assigned to "Security" were not attributable to their own actions or caused by their own employees who fail to follow security procedures.

## Late Arriving Aircraft

Late Arriving Aircraft means a previous flight with the **same aircraft** arrived late which caused the present flight to depart late. The minutes assigned to Late Arriving Aircraft can never be more than the delay time of the previous flight. When assigning a causal code for Late Arriving Aircraft, the carrier must consider the scheduled time between flights and the carrier's allotted turn time. (Exception from the same aircraft rule is allowed when carrier substitutes an aircraft for a delayed aircraft in order to decrease the delay of upcoming flights).

### Guidance for Calculating Delay Minutes Attributed to a Late Arriving Flight

Minutes attributed to a Late Arriving Flight = Arrival time of previous flight + Scheduled turn time – Scheduled Departure time.

Examples:

1. A Flight was 40 minutes late and arrived @ 2:15. There was a scheduled 20- minute turn-time and the next flight was schedule to depart at 1:55. (2:15 + 20 minutes – 1:55 = A 40 minute delay may be attributed to a late arriving aircraft.)
2. A flight was 60 minutes late and arrived @ 2:15. There was a scheduled 20-minute turn time and the next flight was scheduled to depart at 4:00. (2:15 + 20 minutes – 4:00 = no allowable time for late arriving aircraft.

## X. Security Screening

1. Long lines at the passenger screening area can cause carriers to delay flights, cause passenger inconvenience and anxiety, and create its own security risks. By the nature of the airline business, many screening areas have processing

peaks and valleys, which generally result from a large number of flights being scheduled in a short period of time. While the Department is not mandating how air carriers schedule flights, it may be in the carriers' self-interest to review scheduling practices to alleviate delays both inside the airport and on the tarmac.

2. While TSA is in control of passenger screening, the air carriers are responsible for managing the lines up to the screening lanes. Carriers can alleviate the need hold flights for passengers in screening queues by bringing those passengers to the front of the line. Managing the line becomes more problematical when the carrier has multiple flights scheduled to depart at the same time or multi carriers use the same screening areas.

3. Lines at some screening points amass early in the morning, after there were long lines at the carriers' check-in-counter. The check-in lines quickly disperse when air carriers add service agents. These passengers gather at the screening queue. The problem could be lessened or avoided by air carriers rescheduling service-agents assignments to encourage a more even flow of passengers to the screening areas.

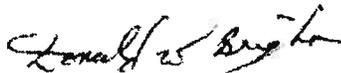
## Procedural Statement

Some carriers use ACARS to track flight times, other carriers have their pilots record the required times.

Carriers have the option of tracking all causes of delays from the moment the delay occurs or only those causes that persist for 6 minutes or longer. Whichever method the carrier elects to use, the carrier must consistently apply the method in its monthly report.

Carriers have the option of reporting multiple causes of departure delays or the predominant cause of departure delays with two exceptions: (1) Causal delay minutes assigned to late arriving aircraft can be equal to or less than but never more than the delay time of the previous flight operated with the same aircraft; and (2) Carriers cannot use minutes assigned to NAS (because arrival delay was greater than departure delay) to disguise another delay cause. For example, a carrier had an 8-minute weather delay at departure and the flight arrived 23 minutes late. The correct reporting would be 8 minutes for weather and 15 minutes for NAS. Whichever method the carrier elects to use, the carrier must consistently apply the method in its monthly report.

Before submitting the first causal report, carriers must submit a dated Procedural Statement for On-Time Reporting advising BTS whether it: (1) uses ACARS to track times; (2) tracks causes of delay beginning with the first minute of delay or only delay causes of 6 minutes or longer; and (3) reports all causes of delays or only the predominant cause of delay. Carrier must email the Procedural Statement to [ontime.support@dot.gov](mailto:ontime.support@dot.gov). If a carrier elects to change a reporting method, it must submit a revised Procedural Statement for On-Time Reporting before submitting its monthly 234 report.



Donald W. Bright  
Assistant Director  
Airline Information

Find this web page at:

[http://www.bts.gov/programs/airline\\_information/accounting\\_and\\_reporting\\_directives/technical\\_directive.html](http://www.bts.gov/programs/airline_information/accounting_and_reporting_directives/technical_directive.html)

### The Proposed Amendment

Accordingly, under the authority delegated to me by the Administrator, the FAA proposes to amend 14 CFR part 39 as follows:

#### PART 39—AIRWORTHINESS DIRECTIVES

1. The authority citation for part 39 continues to read as follows:

**Authority:** 49 U.S.C. 106(g), 40113, 44701.

##### § 39.13 [Amended]

2. The FAA amends § 39.13 by adding the following new AD:

**Diamond Aircraft Industries GmbH:** Docket No. FAA-2007-27974; Directorate Identifier 2007-CE-040-AD.

##### Comments Due Date

(a) We must receive comments by June 18, 2007.

##### Affected ADs

(b) None.

##### Applicability

(c) This AD applies to the following airplanes certificated in any category:

| Model       | Serial Nos.   |
|-------------|---|
| DA 40 ..... | All serial numbers beginning with 40.006.   |
| DA 40F ..   | All serial numbers beginning with 40.F001.<br>All serial numbers beginning with 40.FC001. |

##### Subject

(d) Air Transport Association of America (ATA) Code 32: Landing Gear.

##### Reason

(e) The mandatory continuing airworthiness information (MCAI) states:

"A nose landing gear leg failed in area of the nose gear leg pivot axle. This airplane was mostly operated on grass runways and training operations. This failure was based on a fatigue crack developed in the pivot axle. Material inspections figured out that this crack may also develop on other serial No. pending the type of operation."

The MCAI requires repetitively inspecting the nose landing gear leg for cracks and replacing the nose landing gear leg if cracks are found.

##### Actions and Compliance

(f) Unless already done, do the following actions:

(1) Within the next 100 hours time-in-service (TIS) after the effective date of this AD, inspect the nose landing gear leg for cracks. Repetitively inspect thereafter at intervals not to exceed 200 hours TIS.

(2) Before further flight after any inspection in which cracks are found, replace the nose landing gear leg. After replacement, continue with the repetitive inspection requirement specified in paragraph (f)(1) of this AD.

(3) Do the actions required in paragraphs (f)(1) and (f)(2) of this AD following Diamond Aircraft Industries GmbH Mandatory Service Bulletin No. MSB40-046/1, No. MSBD4-046/1, dated April 25, 2007, and the applicable maintenance manual.

##### FAA AD Differences

**Note:** This AD differs from the MCAI and/or service information as follows: No differences.

##### Other FAA AD Provisions

(g) The following provisions also apply to this AD:

(1) *Alternative Methods of Compliance (AMOCs):* The Manager, Standards Staff, FAA, has the authority to approve AMOCs for this AD, if requested using the procedures found in 14 CFR 39.19. *Send information to ATTN: Sarjapur Nagarajan, Aerospace Engineer, FAA, Small Airplane Directorate, 901 Locust, Room 301, Kansas City, Missouri 64106; telephone: (816) 329-4145; fax: (816) 329-4090.* Before using any approved AMOC on any airplane to which the AMOC applies, notify your appropriate principal inspector (PI) in the FAA Flight Standards District Office (FSDO), or lacking a PI, your local FSDO.

(2) *Airworthy Product:* For any requirement in this AD to obtain corrective actions from a manufacturer or other source, use these actions if they are FAA-approved. Corrective actions are considered FAA-approved if they are approved by the State of Design Authority (or their delegated agent). You are required to assure the product is airworthy before it is returned to service.

(3) *Reporting Requirements:* For any reporting requirement in this AD, under the provisions of the Paperwork Reduction Act (44 U.S.C. 3501 *et seq.*), the Office of Management and Budget (OMB) has approved the information collection requirements and has assigned OMB Control Number 2120-0056.

##### Related Information

(h) Refer to MCAI Austro Control AD No. A-2005-005, dated November 15, 2005; and Diamond Aircraft Industries GmbH Mandatory Service Bulletin No. MSB40-046/1, No. MSBD4-046/1, dated April 25, 2007, for related information.

Issued in Kansas City, Missouri, on May 10, 2007.

**Charles L. Smalley,**

*Acting Manager, Small Airplane Directorate, Aircraft Certification Service.*

[FR Doc. E7-9495 Filed 5-16-07; 8:45 am]

BILLING CODE 4910-13-P

### DEPARTMENT OF TRANSPORTATION

#### Office of the Secretary

**14 CFR Parts 217, 241, 248, 250, 291, 298 and 374a**

[Docket No. OST 2006-26053]

RIN 2139-AA11

#### Submitting Airline Data via the Internet

**AGENCY:** Office of the Secretary, DOT.

**ACTION:** Notice of public meeting.

**SUMMARY:** The U.S. Department of Transportation (DOT) is hosting a public meeting to discuss the submission of air carrier traffic, financial, and consumer reports via a secure internet connection. The public meeting was requested by the Air Transport Association. DOT staff will demonstrate e-filing procedures and be available to answer questions. During the meeting, the DOT will propose a pilot program for a limited number of air carriers to test the internet filing system prior to the system becoming operational. A cross section of major, national, regional, commuter and foreign air carriers will be invited to volunteer to participate in the pilot program.

**DATES:** The meeting will be held June 21, 2007, from 1 p.m. to 4 p.m.

**ADDRESSES:** The meeting will be held at the new DOT headquarters building at 1200 New Jersey Avenue, SE., Washington, DC 20590. The room number will be announced at a later date. Persons attending the public meeting must pass through the building security; therefore, we are requesting that you register for attendance by e-mailing or calling Ms. Sharon Herman at [Sharon.herman@dot.gov](mailto:Sharon.herman@dot.gov) or (202) 366-9059.

**FOR FURTHER INFORMATION CONTACT:** Bernie Stankus, Office of Airline Information, RTS-42, Research and Innovative Technology Administration, Bureau of Transportation Statistics (BTS), telephone number (202) 366-4387, fax number (202) 366-3383 or e-mail [bernard.stankus@dot.gov](mailto:bernard.stankus@dot.gov).

**SUPPLEMENTARY INFORMATION:** The notice of proposed rulemaking (NPRM) was published on December 20, 2006 (71 FR 76226). You may review comments to the NPRM at <http://www.dms.dot.gov>, Docket 26053.

#### Background

Receiving and processing aviation data is an essential business process for the DOT. To increase efficiency and reduce costs of the filing process to both the air carriers and the government,

DOT has proposed that all aviation data collected by the BTS be transmitted via the internet (e-filing). To the maximum extent practicable, the proposed e-filing system will be user friendly. Automated, built-in data edits would alert filers of incomplete information, thus reducing filing errors and the need for corrective re-processing. E-filing is more secure than attaching files to e-mails. E-filing does not have the size limit constraints encountered by attachments to e-mail submissions. E-filing provides the submitters with immediate confirmation that the filing has been received by BTS. E-filing should eliminate the need for BTS to key punch hard copy records into its various data bases.

During this public meeting, DOT representatives will answer questions about the proposed system, the pilot program and gather additional public comments. A summary of the public meeting will be placed in the rulemaking docket.

Issued in Washington, DC, on May 8, 2007.

**Donald W. Bright,**

*Assistant Director, Airline Information,  
Bureau of Transportation Statistics.*

[FR Doc. E7-9210 Filed 5-16-07; 8:45 am]

BILLING CODE 4910-HY-P

## DEPARTMENT OF TRANSPORTATION

### Office of the Secretary

#### 14 CFR Part 234

#### Reporting Requirements for Aircraft Gate Returns

**AGENCY:** Office of the Secretary, DOT.

**ACTION:** Notice of public meeting.

**SUMMARY:** The U.S. Department of Transportation (DOT) is hosting a public meeting to discuss the reporting of on-time aviation data, specifically the reporting of gate-departure time when an aircraft returns to the gate after an initial gate departure, but before the wheels-off time, and the need to report gate-departure time when the flight is ultimately cancelled.

**DATES:** The meeting will be held June 20, 2007, from 1 p.m. to 4 p.m.

**ADDRESSES:** The meeting will be held at the new DOT headquarters building at 1200 New Jersey Avenue, SW., Washington, DC 20590. The room number will be announced at a later date. Persons attending the public meeting must pass through the building security; therefore, we are requesting that you register for attendance by e-mailing or calling Ms. Sharon Herman at

*Sharon.herman@dot.gov* or (202) 366-9059.

#### FOR FURTHER INFORMATION CONTACT:

Bernie Stankus, Office of Airline Information, RTS-42, Research and Innovative Technology Administration, Bureau of Transportation Statistics, telephone number (202) 366-4387, fax number (202) 366-3383 or e-mail *bernard.stankus@dot.gov*.

#### SUPPLEMENTARY INFORMATION:

##### Background

The long tarmac delays that occurred in late 2006 and early 2007 focused public attention on the DOT's Part 234 Airline Service Quality Performance Reports. In reviewing taxi-out times, it was brought to our attention that the air carriers were inconsistent in reporting gate-departure times when an aircraft returned to the gate. Some carriers were reporting the initial gate departure time while others were reporting the "second" gate departure time. There are advantages and disadvantages with both methods.

By reporting the first gate-departure time, the DOT knows the time interval from when the aircraft was ready to depart and when the aircraft actually departed the airport (wheels-off time). However, many times the air carrier is credited with an on-time departure, when in reality the aircraft returned to the gate only to depart well after the scheduled departure time. Also, the taxi-out time is miscalculated, as the time that the aircraft was parked at the gate awaiting re-boarding is counted in the taxi out time.

Reporting the second gate-departure time disguises inconveniences that the passengers endured by making it appear that they were on the aircraft for a much shorter duration before wheels-off time. Some have indicated that the taxi-out time for carriers reporting the second gate departure time is a more accurate assessment of taxi-out times.

During recent snowstorms in the northeast, many flights departed the boarding gates only to spend many hours on the tarmac being de-iced and waiting for improved weather conditions. When the weather deteriorated, flights were cancelled. Historically, carriers have not reported gate-departure times when the flight is later cancelled. During this public meeting, the Department will attempt to clarify the reporting requirements for aircraft that return to departure gates.

Issued in Washington, DC, on May 8, 2007.

**Donald W. Bright,**

*Assistant Director, Airline Information,  
Bureau of Transportation Statistics.*

[FR Doc. E7-9209 Filed 5-16-07; 8:45 am]

BILLING CODE 4910-HY-P

## DEPARTMENT OF LABOR

### Occupational Safety and Health Administration

#### 29 CFR Parts 1910, 1915, 1917, and 1918

[Docket No. OSHA-2007-0044]

RIN 1218-AC08

#### Updating OSHA Standards Based on National Consensus Standards; Personal Protective Equipment

**AGENCY:** Occupational Safety and Health Administration (OSHA), Department of Labor.

**ACTION:** Notice of proposed rulemaking.

**SUMMARY:** OSHA is proposing to revise the personal protective equipment (PPE) sections of its general industry, shipyard employment, longshoring, and marine terminals standards regarding the use of eye and face protective devices, head protection, and foot protection. OSHA is proposing to replace the existing references to specific consensus standards with performance language requiring PPE to be constructed in accordance with good design standards. The proposed revision includes guidance for determining what is a good design standard. In addition, OSHA is proposing to add non-mandatory appendices that list standards that constitute good design standards as used in the requirement.

OSHA is also proposing to delete a paragraph in its ventilation standard that requires safety shoes to comply with a specific American National Standards Institute (ANSI) standard, and another paragraph in its welding, cutting and brazing standard that requires filter lenses and plates in eye protective equipment to meet a test for transmission of radiant energy prescribed in another specific ANSI standard. In proposing to delete these paragraphs, OSHA intends for this safety equipment to comply with the applicable PPE design provisions in Subpart I of the general industry standards.

These proposed revisions are a continuation of OSHA's effort to update or remove references to specific consensus and industry standards

CFR 71.1. The Class E airspace designation listed in this document would be published subsequently in the Order.

The FAA has determined that this proposed regulation only involves an established body of technical regulations for which frequent and routine amendments are necessary to keep them operationally current. It, therefore, (1) is not a "significant regulatory action" under Executive Order 12866; (2) is not a "significant rule" under DOT Regulatory Policies and Procedures (44 FR 11034; February 26, 1979); and (3) does not warrant preparation of a Regulatory Evaluation as the anticipated impact is so minimal. Since this is a routine matter that will only affect air traffic procedures and air navigation, it is certified that this rule, when promulgated, will not have a significant economic impact on a substantial number of small entities under the criteria of the Regulatory Flexibility Act.

#### List of Subjects in 14 CFR Part 71

Airspace, Incorporation by reference, Navigation (air).

#### The Proposed Amendment

In consideration of the foregoing, the Federal Aviation Administration proposes to amend 14 CFR Part 71 as follows:

#### PART 71—DESIGNATION OF CLASS A, CLASS B, CLASS C, CLASS D, AND CLASS E AIRSPACE AREAS; AIRWAYS; ROUTES; AND REPORTING POINTS

1. The authority citation for part 71 continues to read as follows:

**Authority:** 49 U.S.C. 106(g); 40103, 40113, 40120; E.O. 10854, 24 FR 9565, 3 CFR, 1959–1963 Comp., p. 389.

##### § 71.1 [Amended]

2. The incorporation by reference in 14 CFR 71.1 of Federal Aviation Administration Order 7400.9J, Airspace Designations and Reporting Points, dated August 31, 2001, and effective September 16, 2001, is amended as follows:

*Paragraph 6005 Class E Airspace Areas Extending Upward From 700 Feet or More Above the Surface of the Earth.*

\* \* \* \* \*

#### ASO SC E5 Andrews, SC [NEW]

Robert F. Swinnie Airport, SC  
(Lat. 33°27'06"N, long. 79°31'34"W)  
Andrews NDB

(Lat. 33°27'05"N, long. 79°31'38"W)

That airspace extending upward from 700 feet above the surface within a 6.3-mile

radius of Robert F. Swinnie Airport and within 4 miles east and 8 miles west of the 174° bearing from the Andrews NDB extending from the 6.3-mile radius to 16 miles south of the airport, excluding that airspace within the Georgetown, SC, Class E airspace area.

\* \* \* \* \*

Issued in College Park, Georgia, on December 18, 2001.

**Wade T. Carpenter,**

*Acting Manager, Air Traffic Division,  
Southern Region.*

[FR Doc. 01–31726 Filed 12–26–01; 8:45 am]

BILLING CODE 4910–13–M

## DEPARTMENT OF TRANSPORTATION

### Office of the Secretary

#### 14 CFR Part 234

[Docket No. OST 2000–8164]

RIN 2139–AA09

#### Reporting the Causes of Airline Delays and Cancellations

**AGENCY:** Office of Secretary, DOT.

**ACTION:** Notice of proposed rulemaking (NPRM).

**SUMMARY:** As required by Federal statute, the Department of Transportation is considering modifying the reporting requirements regarding air carriers' quality of services. We are proposing requiring air carriers that file airline service quality performance reports under the regulations to collect and report the causes of airline delays and cancellations. Currently, there is a lack of data on the specific causes of airline delays and cancellations. The proposed changes are designed to fill the data gaps for airline delays and cancellations and provide this information to the public and other interested parties.

**DATES:** Comment Deadline: February 25, 2002.

**ADDRESSES:** Written, signed comments containing the docket number that appears in the heading of this document can be sent to: Docket Clerk, US DOT Dockets, Room PL–401, 400 Seventh Street SW., Washington DC 20590–0001. All comments will be available for examination at the above address from 9 a.m. to 5 p.m., Monday through Friday, except Federal holidays. If you would like notification that we have received your comment, please include a self addressed stamped envelop or postcard.

**FOR FURTHER INFORMATION CONTACT:** Bernard Stankus or Clay Moritz, Office of Airline Information, K–25, Bureau of

Transportation Statistics, Department of Transportation, 400 Seventh Street, SW., Washington, DC, 20590–0001, (202) 366–4387 or 366–4385, respectively. You can also contact them by e-mail at [bernard.stankus@bts.gov](mailto:bernard.stankus@bts.gov) or [clay.moritz@bts.gov](mailto:clay.moritz@bts.gov) or by fax at (202) 366–3383.

#### SUPPLEMENTARY INFORMATION:

##### Electronic Access

An electronic copy of this document may be downloaded by using a computer, modem, and suitable communications software from the Government Printing Office's Electronic Bulletin Board Services at (202) 512–1661. Internet users may reach the Office of the Federal Register's home page at: <http://www.nara.gov/fedreg> and the Government Printing Office's database at: <http://www.access.gpo.gov/nara>. You can also view and download this document by going to the webpage of the Department's Docket Management System (<http://dms.dot.gov/>). On that page, click on "search." On the next page, type the last four digits of the docket number shown in the heading of this document. Then click on "search."

##### Background

Section 227 of the Wendell H. Ford Aviation Investment and Reform Act for the 21st Century (AIR–21) requires that we modify our airline data collection system, 14 CFR Part 234—Airline Service Quality Performance Reports, to explain more fully to the public the nature and source of airline delays and cancellations (See Pub. L. 106–181, 114 Stat. 61). AIR–21 also directed that DOT establish a Task Force to review airline delays and cancellations and develop recommendations for the associated reporting criteria. Since the passage of AIR–21, Congress has continued to express concern that DOT needs more accurate data to better understand gate, tarmac and airborne delays. The DOT Office of the Inspector General (OIG) also highlighted the need to examine airline delays and cancellations in its July 25, 2000 report on air carrier flight delays and cancellations. Our own consumer complaint statistics also support regulatory action in this area.

In August 2000, we formed the Air Carrier On-Time Reporting Advisory Committee (the Task Force). The Task Force members were chosen to reflect a balanced cross section of interests. In addition to government representatives, they included representatives from consumer airline groups, air carriers, labor unions and airport operators. On September 25, 2000, the Task Force was chartered as a Federal advisory committee. Its mission was to consider

changes to the current on-time reporting system so that the public would have clear information about the nature and sources of airline delays and cancellations.

In the Fall of 2000 (*i.e.*, October 25 and 26, November 1 and 2, and November 13), the Task Force held several meetings to identify the issues surrounding airline delays and cancellations and to develop reporting criteria. The meetings were announced in the *Federal Register* (65 FR 63285) and were open to the public. We opened a public docket for submission of comments, Docket OST-2000-8164. On November 29, 2000, the Task Force submitted its report to DOT. The Task Force made a number of recommendations, including that we establish a reporting framework for collecting information about the causes of airline delays and cancellations. The Task Force also recommended that, prior to rulemaking, we conduct a pilot program to test the proposed reporting categories. Following up on that recommendation, we contacted a number of air carriers; four air carriers agreed to participate in a voluntary pilot project. The four carriers were American Airlines, Delta Air Lines, Southwest Airlines and United Airlines. Over the past seven months, we met with the four carriers and discussed what causal delay and cancellation information should be collected and how best to report that delay and cancellation data. After the parties agreed on a reporting framework, the carriers began submitting delay and cancellation data to us.

We have used the recommendations from the Task Force, the results of our pilot project and our outreach efforts to form the proposals contained in this NPRM.

#### Scope of Proposed Rulemaking

We are proposing to amend 14 CFR Part 234 to require that air carriers report the causes of airline delays and cancellations. We are proposing that this new reporting requirement apply only to those air carriers that are already reporting under part 234. Under part 234, a reporting carrier is an air carrier that holds a certificate under 49 U.S.C. 41102 and that accounted for at least one percent of domestic scheduled passenger revenues in the 12 months ending March 31 of each year. We believe that this proposal will provide those air carriers in a position to quickly adopt the new reporting system, that opportunity, but it also would provide a transition period to those air carriers who may face technological obstacles. In taking this approach, we believe that

the proposal minimizes the regulatory burden on the industry and yet, provides valuable information to the public.

We are proposing this phased regulatory approach, based on a Task Force recommendation that, after an assessment of the reporting burdens, we consider applying the new reporting requirements to other major and national air carriers and the code-share partners of major carriers. In order to evaluate the Task Force's recommendation on expanding the part 234 reporting requirements to other major and national air carriers and the code-share partners of major carriers and to announce the results of the delay-reporting pilot project, we conducted several outreach efforts with industry representatives.

During an August 10, 2001 meeting with air carriers already reporting under Part 234, several airline representatives indicated that non-reporting airlines would face significant start-up costs, including software changes and computer hardware upgrades. Several representatives voiced the opinion that the non-reporting carriers would face a difficult and lengthy transition period and, from a technological standpoint, were not in a position to comply with the Part 234 reporting requirements in the near term.

During the previous Task Force meetings, the Air Carrier Association of America indicated that expanding the Part 234 reporting requirements to its members would result in each carrier facing additional annual costs of \$25,000 to \$100,000. The Regional Airline Association also indicated that expanding the reporting requirements to its members would have a significant impact on resources, personnel, and operations. It did not provide, however, an actual cost estimate for its members to report on-time data.

We have reviewed domestic enplanement data. Domestic enplanements include all enplanements for scheduled service operations between two U.S. points. For 2000, the data showed that the 12 air carriers currently reporting under Part 234 accounted for approximately 83% of the domestic passenger enplanements. We also examined the data for "code-sharing partners." Airlines use two-character designator codes to identify themselves in the computer reservation systems. Code-sharing is an arrangement whereby one carrier's designator code is used to identify a flight operated by another carrier. The 2000 data showed that the reporting carrier's code-share partners accounted for approximately 9% of the enplanements. There are also

other major and national air carriers that are not code-sharing partners and the enplanement data indicates they handled approximately 5% of the domestic enplanements.

We reviewed data for medium and large regional air carriers. We defined medium and large regional air carriers as those carriers that provide passenger service with aircraft having a passenger capacity of 61 seats or more. Medium regional air carriers have annual operating revenue of \$20 million or less. Large regional carriers have annual operating revenue of more than \$20 million but less than \$100 million. The 42 medium and regional air carriers handled approximately 2% of the domestic enplanements.

We also reviewed data for small air carriers. One definition of small carriers is those certificated or commuter air carriers that do not provide code-share service for a major air carrier, but do provide passenger service with aircraft having passenger capacity of 60 seats or fewer. For our regulatory purposes, the Small Business Administration defines an air carrier as a small business if it has 1500 or fewer employees. We estimate there are approximately 80-90 small air carriers. The 2000 data showed that small carriers accounted for only 1% of the enplanements.

Based on our review and the feedback we received concerning cost, resource considerations, and the time to implement a reporting system, we are limiting the scope of the NPRM. Based on the small number of enplanements handled by small air carriers, medium and large regional air carriers, and the potential burdens and costs faced by these carriers that are not now required to submit on-time flight performance reports, the NPRM excludes these carriers from the on-time reporting requirements. This decision is being made in recognition of the amount of time and expense required to implement a reporting system as well as the additional potential resource burdens associated with reporting. We are therefore not proposing, at this time, to include code-share partners and other major/national carriers in the Part 234 reporting system. We believe that based on the feedback gathered during the pilot project, we need additional time to examine and estimate the potential burdens. Instead, the inclusion of code-share partners and other major/national carriers in the Part 234 reporting system will be the subject of a future rulemaking.

We recognize that our proposal would not include approximately 17% of the enplanement data in the reporting system and thus, potentially affect the

utility of the information available to the public. Accordingly, we are inviting comments on what should be the proper time frame to include the remaining major carriers as well as the national carriers, and the reporting carriers' code-share partners in the part 234 reporting requirements. We are also seeking cost estimates from air carriers on our proposal and input from members of the public on whether they would benefit from expanding the part 234 reporting requirements. After reviewing all the comments, we will determine whether the proposed scope of the rulemaking is appropriate.

#### Causal Categories and Methodology

By requiring air carriers to report the causes of delays and cancellations, we hope to address two important air transportation issues: (1) identify the causes of flight delays and cancellations for future corrective action and (2) alleviate some of the frustration and anger that airline passengers have expressed concerning delayed and cancelled flights.

The primary purpose for collecting causal data is to categorize delays and cancellations so that system problems can be identified and the appropriate parties can take corrective action. Based on the Task Force's recommendations and our work in the pilot program, we are proposing four categories for reporting delays: (1) Air carrier, (2) extreme weather, (3) National Aviation System (NAS), and (4) late arriving aircraft; and three categories for reporting cancellations: (1) Air carrier, (2) extreme weather, and (3) the NAS.

#### Air Carrier Delays or Cancellations

Below is a list of examples of causes for delays and cancellations that we believe are within the control of the air carrier. This list should be used as a guide for the type of occurrences that should be reported as an air carrier delay and/or cancellation. It should not be considered a complete list and we welcome comments on additions or deletions.

Aircraft cleaning, Aircraft damage, Awaiting the arrival of connecting passengers or crew, Baggage, Bird strike, Cargo loading, Catering, Computer, outage—carrier equipment, Crew legality (pilot or attendant rest), Damage by hazardous goods, Engineering Inspection, Fueling, Handling disabled passengers, Late Crew, Lavatory Servicing, Maintenance, Oversales, Potable Water Servicing, Removal of unruly passenger, Slow boarding or seating, Stowing carry-on baggage, Weight and balance delays.

During the pilot program, bird strikes were coded as an air carrier caused delay and/or cancellation. Although air carriers generally cannot prevent bird strikes, they are in the best position to take corrective action by having spare aircraft or by repairing damaged parts. However, during our meetings with industry representatives, other carriers, who did not participate in the pilot program, questioned whether this coding designation is the appropriate way to report bird strikes. We request comments on the appropriate coding designation for bird strikes.

#### Extreme Weather

Extreme weather delays or cancellations are caused by weather conditions (e.g., significant meteorological conditions), actual or forecasted at the point of departure, en route, or point of arrival that, in accordance with applicable regulatory standards and/or in the judgment of the air carrier, prevents operation of that flight and/or prevents operations of subsequent flights due to the intended aircraft being out of position as a result of a prior delay or cancellation attributable to weather.

#### National Aviation System (NAS)

Delays and cancellations attributable to NAS refer to a broad set of conditions: weather-non extreme, airport security, airport operations, heavy traffic volume, air traffic control, etc. Recent Congressional legislation will transition passenger screening and other security responsibilities from the air carriers to the Department of Transportation.

Using the available internal data, the FAA will review the delays reported by the air carriers in the NAS category to identify the actual causes of the delays. As stated earlier, air carriers track delays up to the time the aircraft pushes away from the departure gate. Delays that occur after "push-back" are generally assigned to the NAS category. The FAA has various data sets, which would be used to identify delays after "push-back." One of these data sets is FAA's Air Traffic Operations Network (OPNET) information. This data set provides information on delays incurred by aircraft while under the control of the air traffic system.

In addition, the National Oceanic and Atmospheric Administration provides the FAA with weather information. Airport operators provide the FAA with information on runway closures and other airport incidents. With these data sets, the FAA has the capability to refine the NAS delays into weather-non

extreme, volume, equipment outages, runway closures, other or "no match."

Volume delays are those delays that occur because the amount of air traffic exceeds the airport's capacity. These delays or cancellations are assigned to NAS rather than to the air carriers because the heavy traffic volume generally consists of flights from a multitude of carriers. Consistent high volume delays are an indication to airport operators and to state and local governments that there is a need for infrastructure investments and improvements. Equipment outages are failures that involve FAA equipment and do not involve the air carrier's equipment. A "no match" means there was a NAS delay reported, but FAA found nothing in its tracking system that would account for a NAS delay.

#### Late Arriving Aircraft

Consumers have an interest in knowing if particular flights are consistently late due to late arriving aircraft. Delays reported under the "late arriving aircraft" category demonstrate the ripple effects of an earlier flight delay problem. The cause of the initial delay would have to be addressed to cure the delays associated with late arriving aircraft. Some carriers track the initial causes and use an internal code to identify the initial cause for downline late arriving aircraft. Other carriers do not track the downline effects of earlier delays and only code that the flight was late because of the previous flight's late "turn around." While we would like to collect data that identifies the initial causes of downline delays, we are not proposing that carriers alter their tracking systems to provide the data. Rather, we are proposing to give the carriers the flexibility of reporting a delay caused by previous late arriving aircraft under several reporting codes. Under our proposal, a carrier would use the code D for delays attributed to a previous late arriving aircraft and the initial cause is unknown. Also, carriers may use the codes DA for delays attributed to a previous late arriving aircraft where the initial delay was assigned to the air carrier; DB for delays attributed to a previous late arriving aircraft where the initial delay was caused by extreme weather; and DC for delays attributed to a previous late arriving aircraft where the initial delay was assigned to the NAS.

As a result of our delay reporting pilot program with American Airlines, Delta Air Lines, Southwest Airlines, and United Air Lines, we have discovered that most air carriers only track and code delays up to the time the aircraft pushes away from the gate at the origin

airport. After that time, the aircraft is generally under the command of the air traffic control system. Some carriers track delays for each minute of the delay and other carriers track delays only when the delay is five minutes or longer.

One of our aims in developing the causal reporting system is to require minimal change to the air carriers' internal tracking systems, while still collecting useful data. Thus, based on the results of our pilot project, we are proposing to collect the number of minutes for each flight delay category for every flight that arrives 15 minutes or more after the scheduled arrival time. As such, carriers would be required to:

1. Create a bridge or map to translate their internal codes to the BTS assigned categories.
2. Report delay categories when the arrival delay is 15 minutes or more. The proposal would not require carriers to report causal data for flights that are

considered Aon-time," meaning the flight arrived less than 15 minutes after its published arrival time.

3. Ensure that the total minutes of causal delays equal the actual minutes of arrival delay.

Since not all carriers track and code departure delays of less than 5 minutes, we are proposing that carriers code the total delay as a NAS delay when there is a departure delay of 4 minutes or less and an arrival delay of 15 minutes or more.

Air carriers track only departure delays. Therefore, whenever the arrival delay is greater than the departure delay, the air carriers will assign NAS minutes to make up the difference between the departure delay and the arrival delay (Departure delay + NAS delay = Arrival delay).

Whenever the departure delay is more than the arrival delay, the en route time savings would be prorated back to the departure delay categories. For example, if a 50 minute departure delay consists

of a 15 minute air carrier delay, a 10 minute NAS delay, and a 25 minute late arriving aircraft, then the departure delay would be 30% air carrier, 20% NAS and 50% late arriving aircraft. If the flight arrived 40 minutes late, this would be reported in minutes as 12 minutes air carrier, 8 minutes NAS and 20 minutes late arriving aircraft.

**Reporting of Delayed Flights**

Carriers use a fixed-length file format to report on-time data. We propose to add four-position numeric fields for each of the seven possible causes of delays. Instead of reporting delay codes, we propose that carriers report the number of minutes attributed to the cause of delay into the assigned fields for the appropriate cause of delay. There often are multiple reasons for delayed flights, and we propose that air carriers report each category of flight delay as applicable. The proposed fixed-length file format is as follows:

**FIELD SPECIFICATIONS FOR FORM 234, ON-TIME PERFORMANCE REPORTS**

| Field and description                                       | Type                                      | Location    | Length | Comments  |
|---|---|-------------|--------|---|
| A—Carrier code  | Alpha                                     | 1-2         | 2      |   |
| B—Flight number   | Num                                       | 3-6         | 4      |   |
| C—Origin airport code                                       | Alpha                                     | 7-9         | 3      |   |
| D—Destination airport code                                  | Alpha                                     | 10-12       | 3      |   |
| E—Date of flight operation                                  | Num                                       | 13-20       | 8      | Format yyyymmdd.                                  |
| F—Day of the week of flight operation                       | Num                                       | 21          | 1      | Mon = 1, Sun = 7.                                 |
| G—Scheduled departure time per OAG                          | Num                                       | 22-25       | 4      | Local time 24 hour clock.                         |
| H—Scheduled departure time per CRS                          | Num                                       | 26-29       | 4      | Local time 24 hour clock.                         |
| I—Gate departure time (actual)                              | Num                                       | 30-33       | 4      | Local time 24 hour clock.                         |
| J—Scheduled arrival time per OAG                            | Num                                       | 34-37       | 4      | Local time 24 hour clock.                         |
| K—Scheduled arrival time per CRS                            | Num                                       | 38-41       | 4      | Local time 24 hour clock.                         |
| L—Gate arrival time (actual)                                | Num                                       | 42-45       | 4      | Local time 24 hour clock.                         |
| M—Difference between OAG and CRS scheduled departure times. | Num                                       | 46-49       | 4      | In minutes (2 hrs = 120 min) Caused-In Minutes.   |
| N—Difference between OAG and CRS scheduled arrival times.   | Num                                       | 50-53       | 4      | In minutes.                                       |
| O—Scheduled elapsed time per CRS                            | Num                                       | 54-57       | 4      | In minutes.                                       |
| P—Actual gate-to-gate time                                  | Num                                       | 58-61       | 4      | In minutes.                                       |
| Q—Departure delay time (actual minutes CRS)                 | Num                                       | 62-65       | 4      | In minutes.                                       |
| R—Arrival delay time (actual minutes CRS)                   | Num                                       | 66-69       | 4      | In minutes.                                       |
| S—Elapsed time difference (actual minutes CRS).             | Num                                       | 70-73       | 4      | In minutes.                                       |
| T—Wheels-off time (actual)                                  | Num                                       | 74-77       | 4      | Local time 24 hour clock.                         |
| U—Wheels-on time (actual)                                   | Num                                       | 78-81       | 4      | Local time 24 hour clock.                         |
| V—Aircraft tail number                                      | Alpha/Num                                 | 82-87       | 6      | Left justified, trailing blanks.                  |
| W—Cancellation code   | Num                                       | 88          | 1      | (1, 2, or 3).                                     |
| X—Minutes late for delay code A                             | Num                                       | 89-92       | 4      | Carrier Caused Delays—In min.                     |
| Y—Minutes late for delay code B                             | Num                                       | 93-96       | 4      | Extreme Weather Delays—In minutes.                |
| Z—Minutes late for delay code C                             | Num                                       | 97-100      | 4      | NAS Delays—In minutes.                            |
| AA—Minutes late for delay code D                            | Num                                       | 101-104     | 4      | Late Arriving Aircraft Delays—In minutes.         |
| AB—Minutes late for delay code DA                           | Num                                       | 105-108     | 4      | Late Arriving Aircraft—Carrier Caused—In Minutes. |
| AC—Minutes late for delay code DB                           | Num                                       | 109-112     | 4      | Late Arriving Aircraft—Weather.                   |
| AD—Minutes late for delay code DC                           | Num                                       | 113-116     | 4      | Late Arriving Aircraft—NAS Caused—In Minutes.     |
| Cancellation codes  |   | Delay codes |        |   |
| 1—Carrier Caused  | A—Carrier Caused.                         |             |        |   |
| 2—Extreme Weather   | B—Extreme Weather.                        |             |        |   |
| 3—National Aviation System                                  | C—National Aviation System.               |             |        |   |
|   | D—Late Arriving Aircraft.                 |             |        |   |
|   | DA—Late Arriving Aircraft—Carrier Caused. |             |        |   |

| Cancellation codes | Delay codes  |
|--------------------|--|
|                    | DB—Late Arriving Aircraft—Weather Caused.<br>DC—Late Arriving Aircraft—NAS Caused. |

All numeric fields for which data are unavailable will be zero-filled.

All alpha fields for which data are unavailable will be left blank. The data fields in this document are Y2K compliant.

For delays that were caused by a previous late arriving aircraft, the carrier has two options for reporting this delay. Carriers that do not track the initial cause of the late arriving aircraft would report the minute for the late arriving aircraft in Delay Code D, and report zeros for delay codes DA, DB and DC. Carriers that track the initial cause, would assign the minutes to the applicable DA, DB and DC codes, and report a zero for delay code D.

#### Examples of Delayed Flight Coding

1. A flight received a 20 minute ground hold because of congestion at the destination airport, and the flight was 18 minutes late arriving at the destination airport gate. The delayed flight would be coded 18 minutes for NAS.

2. A flight was 4 minutes late pushing back from the gate and arrived 21 minutes late. The delayed flight would be coded 21 minutes for NAS. Please note in this example that the air carrier delay was less than 5 minutes, and thus, would not be attributed to the air carrier.

3. A flight was delayed 4 minutes to load a handicapped passenger and another 3 minutes to load late-arriving baggage. The flight arrived 15 minutes late. The delayed flight would be coded 7 minutes for air carrier and 8 minutes for NAS. Please note in this example that while no single air carrier caused delay was 5 minutes or more, the sum of the carrier delay was more than 5 minutes and the total delay was 15 minutes and thus, reportable.

4. A flight was delayed 20 minutes waiting for connecting passengers from another flight and arrived 28 minutes late. The delayed flight would be coded 20 minutes for air carrier and 8 minutes for NAS.

5. A flight had a 16 minute ground hold and arrived 14 minutes late. There is no delay coding as the flight is consider on-time.

6. A flight is 20 minutes late because of weather and is coded 20 minutes for weather. The next flight with that aircraft is 15 minutes late leaving the gate and arrives 20 minutes late. The delayed flight would be coded 15

minutes for late arriving aircraft—weather or 15 minutes for late arriving flight, if the carrier did not track the initial delay cause. Please note in this example that the air carrier made up 5 minutes of the initial late arriving aircraft delay, but then experienced a 5 minute en-route delay.

7. A flight was 30 minutes late pushing back from the gate. The 30 minute delay consisted of 10 minutes for a late arriving aircraft and 20 minutes for slow boarding process because of an oversales problem. The flight arrived 24 minutes late. The delayed flight would be coded 8 minutes for late arriving flight and 16 minutes for air carrier. Please note in this example that the 6 minutes gained after push back was prorated back to the two recorded delays. In this example, late arriving aircraft was 33.3% of the original delay and the air carrier delay was 66.6% of the delay. Therefore, late arriving aircraft was computed as 33.3% of 24 which equals 8; and air carrier was computed as 66.6% of 24 which equals 16.

8. A flight was 20 minutes late because of a thunderstorm and 6 minutes late because of a crew problem. The flight arrived 18 minutes late. The delayed flight would be coded 14 minutes for weather and 4 minutes for air carrier. In this example, the air carrier must round the prorated minutes to whole numbers. Carriers should not report fractions or decimals. Also, carriers would report an air carrier delay of less than 5 minutes because the carrier was required to track the crew delay because it was 5 minutes or more.

9. Flight number 234 was 20 minutes late departing the gate because the air carrier substituted a spare aircraft to reduce a known upcoming delay. The flight was scheduled to be operated with an aircraft that, at the time, was experiencing a 3 hour extreme weather delay. Flight number 234 arrived 16 minutes late, and was reported as a 16 minute late arriving aircraft—extreme weather.

#### Reporting of Cancelled Flights

Carriers use a fixed-length file format to report on-time data. We propose to add a one position numeric field for the cancellations code. The proposed codes are as follows: "1"—Air Carrier, "A2"—Extreme Weather, "3"—NAS (national aviation system).

#### Examples of Cancelled Flight Coding

1. A flight cancelled because of mechanical problems is code "1" for air carrier.

2. Flight 123, BOS—DCA was cancelled because, overnight, the airport had two feet of snow. The cancellation would be coded "2" for weather.

3. The next segment of Flight 123, DCA—MIA was cancelled because the aircraft that was to be used for this flight is stuck in two feet of snow in Boston. The weather in Washington and Miami is clear. The cancellation would be coded "2" for weather, because the intended aircraft was out of position as a result of a prior cancellation attributed to weather.

4. It's a clear day at O'Hare. However, there is a ground hold for flights to DFW because of severe thunderstorm around the DFW airport. After a 3 hour wait, the weather at DFW has not changed, and the carrier cancels the flight. The cancellation would be coded "2" for weather.

5. It's a rainy, misty day at O'Hare. Operations have been slow all morning. The air carrier receives a call from air traffic control asking that it cancel one of its next five flights to allow the airport to return normal operations. Other carriers receive similar calls. These cancellations would be coded "3" for NAS.

#### ADP Computer Tape

We are proposing to remove the requirement that carriers must submit on-time data on ADP computer tape. BTS is migrating from the mainframe computer to a mid-tier processing environment. Thus, BTS will be able to accommodate other types of reporting media.

#### Rulemaking Analyses and Notices

##### Executive Order 12866 and DOT Regulatory Policies and Procedures

This proposed rule is "significant" under Executive Order 12866 and the regulatory policies and procedures of the Department of Transportation (44 FR 11034), and was reviewed by the Office of Management and Budget. As discussed above, the purpose of the proposed rule is to disclose more fully to the public the nature and source of the delays and cancellations experienced by air travelers. This objective is achieved by amending 14 CFR 234 to require reporting air carriers

to identify and report causes of airline delays and cancellations. Based on information collected during the pilot project, we estimate that the proposed reporting requirements would require each reporting carrier to expend 10–20 hours to reconfigure its data system. Once these initial resources are expended, we estimate that there will be no additional costs or burdens for delay and cancellation reporting. We estimated reprogramming costs of \$100.00/hour. Thus, we estimate that for the 12 reporting air carriers, there would be an initial reprogramming costs of \$12,000–\$24,000. We estimate that the benefits to the traveling public, as well, more accurate information for the allocation of transportation resources outweigh the minimal costs that would be incurred by the reporting air carriers.

#### *Executive Order 12612*

This proposed rule has been analyzed in accordance with the principles and criteria contained in Executive Order 12612 (“Federalism”) and we have determined the rule does not have sufficient federalism implications to warrant the preparation of a Federalism Assessment.

#### *Initial Regulatory Flexibility Act Analysis*

The Regulatory Flexibility Act (5 U.S.C. 601 *et seq.*) requires an agency to review its regulations to assess their impact on small entities unless the agency determines that a rule is not expected to have a significant impact on a substantial number of small entities. Unless alternative definitions have been established by the agency in consultation with the Small Business Administration (SBA), the definition of ‘small business’ has the same meaning as under the Small Business Act (15 CFR parts 631–657c). For those companies providing scheduled passenger air transportation, the SBA defines a small business as an air carrier that has 1500 employees or fewer (See NAICS Number 48111).

The proposed rule would apply only to those air carriers that meet the part 234 reporting criteria (*i.e.*, carriers that hold a certificate under 49 U.S.C. 41102 and account for at least 1 percent of the domestic scheduled-passenger revenues in the past 12 months). We have reviewed our data base and find that none of the air carriers that report under part 234 have 1500 employees or fewer. In fact, our information indicates that all of these carriers employ more than 3,000 employees. Therefore, we believe that the proposed rule would not apply to any ‘small business’ as defined by the SBA.

Thus, based on the above discussion, I certify this proposed rule will not have a significant economic impact on a substantial number of small entities.

#### *Unfunded Mandates Reform Act*

This rulemaking would not impose unfunded mandates under the Unfunded Mandates Reform Act of 1995. It would not result in costs of \$100 million or more to either State, local, or tribal governments, in the aggregate, or to the private sector.

#### *Environmental Assessment*

We believe that the proposed changes to the part 234 reporting system would have no significant impact on the environment. The changes proposed in this NPRM should increase the quality of data collected on the causes of airline delays and cancellations, thus increasing our ability to evaluate potential air traffic problems and allocate the appropriate resources. Thus, the proposed revisions should produce a small net benefit to the environment by improving the data sources used in regulatory development. Therefore, we find that there are no significant environmental impacts associated with this proposed rule.

#### *Initial Paperwork Reduction Act Analysis*

The reporting and recordkeeping requirements associated with this proposed rule are being sent to the Office of Management and Budget in accordance with 44 U.S.C. Chapter 35 under OMB NO: 2138–0040.

*Administration:* Bureau of Transportation Statistics; *Title:* Airline Service Quality Performance Reports; *Need for Information:* Statistical information on the cause of airline delays and cancellations; *Proposed use of Information:* To disclose more fully to the public the nature and source of the delays and cancellations experienced by air travelers; *Frequency:* Monthly; *Burden Estimate:* 180 hours; Average Annual Burden Hours per Respondent After Final Rule is Issued—No burden. Based on information collected during the pilot project, we estimate that the proposed reporting requirements would require each reporting carrier to expend 10–20 hours to reconfigure its data system. We estimated reprogramming costs of \$100.00/hour. Thus, we estimate that for the 12 reporting air carriers, there would be an initial reprogramming costs of \$12,000–\$24,000. Once these initial resources are expended, we estimate that there would be no additional annual burden. We invite comments on our burden estimates. For further information or to

comment on the burden hour estimate contact: The Office of Information and Regulatory Affairs, Office of Management and Budget, Room 10235, New Executive Office Building, Washington, DC 20503, Attention Desk Office for the Department of Transportation or Bernie Stankus at the address listed under **FOR FURTHER INFORMATION CONTACT**.

#### **Regulation Identifier Number**

A regulation identifier number (RIN) is assigned to each regulatory action listed in the Unified Agenda of Federal Regulations. The Regulatory Information Service Center publishes the Unified Agenda in April and October of each year. The RIN number 2139–AA09 contained in the heading of this document can be used to cross reference this action with the Unified Agenda.

#### *Regulatory Text*

Accordingly, the Bureau of Transportation Statistics, under delegated authority pursuant to 49 CFR part 1, proposes to amend chapter II of 14 CFR, as follows:

#### **List of Subjects in 14 CFR Part 234**

Advertising, Air carriers, Consumer protection, Reporting requirements, Travel agents.

#### **PART 234—[AMENDED]**

1. The authority citation for Part 234 would be revised to read as follows:

**Authority:** 49 U.S.C. 329 and chapters 401, 413, 417.

2. Section 234.4 would be amended by adding paragraphs (a)(16) through (a)(23), revising paragraph (b), and adding paragraphs (g), (h) and (i) as follows:

#### **§ 234.4 Reporting of on-time performance.**

- (a) \* \* \*
- (16) Causal code for cancellation, if any.
- (17) Minutes of delay attributed to the air carrier, if any.
- (18) Minutes of delay attributed to extreme weather, if any.
- (19) Minutes of delay attributed to the national aviation system, if any.
- (20) Minutes of delay attributed to a previous late arriving aircraft, if any.
- (21) Minutes of delay attributed to a previous late arriving aircraft where the original delay was an air carrier delay, if any.
- (22) Minutes of delay attributed to a previous late arriving aircraft where the original delay was caused by extreme weather, if any.
- (23) Minutes of delay attributed to a previous late arriving aircraft where the

original cause was assigned to the national aviation system, if any.

(b) When reporting the information specified in paragraph (a) of this section for a diverted flight, a reporting carrier shall use the original scheduled flight number and the original scheduled origin and destination airport codes. Carriers are not required to report causal information for diverted flights.

\* \* \* \* \*

(g) Reporting carriers should use the following codes to identify causes for cancelled flights:

**CODE**

- 1—Air Carrier
- 2—Extreme Weather
- 3—National Aviation System (NAS).

(1) Air Carrier cancellations are due to circumstances that were within the control of the air carrier (e.g., lack of flight crew, maintenance, etc.).

(2) Extreme weather cancellations are caused by weather conditions (e.g., significant meteorological conditions), actual or forecasted at the point of departure, en route, or point of arrival that, in accordance with applicable regulatory standards and/or in the judgment of the air carrier, prevents operation of that flight and/or prevents operations of subsequent flights due to the intended aircraft being out of position as a result of a prior cancellation or delay attributable to weather.

(3) NAS cancellations are caused by circumstances within the National Aviation System. This term is used to refer to a broad set of condition: weather-non extreme, airport operations, heavy traffic volume, air traffic control, etc.

(h) Reporting carriers should use the following causes to identify the reasons for delayed flights:

**CAUSE**

- A—Air Carrier
- B—Extreme weather
- C—NAS
- D—Late arriving aircraft
- DA—Late arriving aircraft—air carrier
- DB—Late arriving aircraft—extreme weather
- DC—Late arriving aircraft—NAS.

(1) Air carrier delays are due to circumstances within the control of the air carrier.

(2) Extreme weather delays are caused by weather conditions (e.g., significant meteorological conditions, actual or forecasted at the point of departure, en route, or point of arrival that, in accordance with applicable regulatory standards and/or in the judgment of the air carrier, prevents operation of that flight and/or prevents operations of subsequent flights due to the intended

aircraft being out of position as a result of a prior cancellation or delay attributable to weather.

(3) NAS delays are caused by circumstances within the National Aviation System. This term is used to refer to a broad set of conditions: Weather—non extreme, airport operations, heavy traffic volume, air traffic control, etc.

(4) Late arriving aircraft delays are the result of a late incoming aircraft from the previous flights. Reporting carriers should use this code only when they are unable to identify the root cause of the initial delay.

(5) Late arriving aircraft—carrier caused delays are the result of a late incoming aircraft from the previous flight, in which the root cause of the late arriving aircraft was within the air carrier's control.

(6) Late arriving aircraft—extreme weather delays are the result of a late incoming aircraft from the previous flight, in which the root cause of the late arriving aircraft was extreme weather.

(7) Late arriving aircraft—NAS caused delays are the result of a late incoming aircraft from the previous flight, in which the root cause of the late arriving aircraft was a NAS problem.

(i) When reporting causal codes in paragraph (a), reporting carriers are required to code delays only when the arrival delay is 15 minutes or greater; and reporting carriers must report each causal component of the reportable delay when the causal component is 5 minutes or greater.

3. Section 234.5 would be revised to read as follows:

**§ 234.5 Form of reports.**

Except where otherwise noted, all reports required by this part shall be filed within 15 days of the end of the month for which data are reported. The reports must be submitted to the Office of Airline Information in a format specified in accounting and reporting directives issued by the Assistant Director for Airline Information.

**Ashish Sen,**

*Director, Bureau of Transportation Statistics.*  
[FR Doc. 01-31725 Filed 12-26-01; 8:45 am]

BILLING CODE 4910-62-P

**SECURITIES AND EXCHANGE COMMISSION**

**17 CFR Part 230**

[Release No. 33-8041; File No. S7-23-01]

RIN 3235-AI25

**Defining the Term "Qualified Purchaser" Under the Securities Act of 1933**

**AGENCY:** Securities and Exchange Commission.

**ACTION:** Proposed rule.

**SUMMARY:** The Securities and Exchange Commission today proposes a definition for the term "qualified purchaser" under the Securities Act of 1933 to implement a provision of the National Securities Markets Improvement Act of 1996. The proposed definition mirrors the definition of accredited investor under Regulation D of the Securities Act. Thus, the new qualified purchaser definition identifies well-established categories of persons we have previously determined to be financially sophisticated and therefore not in need of the protection of state registration when they are offered or sold securities. This proposal should facilitate capital formation, especially for small businesses. It will implement the Congressional intent, impose uniformity in the regulation of transactions to these financially sophisticated persons and reduce burdens on capital formation.

**DATES:** Public comments are due February 25, 2002.

**ADDRESSES:** Please send three copies of your comment letter to Jonathan G. Katz, Secretary, U.S. Securities and Exchange Commission, and 450 Fifth Street, NW, Washington DC 20549-0609. You may send comment letters electronically to the following e-mail address: Rule-comments@sec.gov. Comment letters should refer to File No. S7-23-01; if you use e-mail, please include the file number on the subject line. We will make all comments available for public inspection and copying in our public reference room at the same address. Comment letters (submitted electronically) will be posted on our Internet site (<http://www.sec.gov>).<sup>1</sup>

**FOR FURTHER INFORMATION CONTACT:** Marva Simpson, Office of Small Business Policy, at (202) 942-2950, Division of Corporation Finance, U.S. Securities and Exchange Commission,

<sup>1</sup> We do not edit personal, identifying information, such as names or electronic mail addresses, from electronic submissions. Submit only information you wish to make publicly available.

**e-CFR Data is current as of September 17, 2007**  
**Title 14: Aeronautics and Space**

**PART 234—AIRLINE SERVICE QUALITY PERFORMANCE REPORTS**

**Authority:** 49 U.S.C. 329 and chapters 401 and 417.

**Source:** Amdt. No. 234—1, 52 FR 34071, Sept. 9, 1987, unless otherwise noted.

**Note:** The reporting requirements contained in this part have been approved by the Office of Management and Budget under control number 2138—0041.

**§ 234.1 Purpose.**

The purpose of this part is to set forth required data that certain air carriers must submit to the Department and to computer reservations system vendors in computerized form, except as otherwise provided, so that information on air carriers' quality of service can be made available to consumers of air transportation. This part also requires that service quality data be disclosed directly to consumers.

**§ 234.2 Definitions.**

**For the purpose of this part:**

*Cancelled flight* means a flight operation that was not operated, but was listed in a carrier's computer reservation system within seven calendar days of the scheduled departure.

*Discontinued flight* means a flight dropped from a carrier's computer reservation system more than seven calendar days before its scheduled departure.

*Diverted flight* means 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. For example, a carrier has a published schedule for a flight from A to B to C. If the carrier were to actually fly an A to C operation, the A to B segment is a diverted flight, and the B to C segment is a cancelled flight.

*Extra-section flight* means a flight conducted as an integral part of scheduled passenger service, that has not been provided for in published schedules and is required for transportation of traffic that cannot be accommodated on the regularly scheduled flight.

*Flight* means any nonstop scheduled passenger flight segment with a specific flight number scheduled to be operated pursuant to a published schedule within a specific origin-destination city pair, other than transborder or foreign air transportation. In the case of reporting to computer reservations system vendors, *flight* also means one-stop or multi-stop single plane scheduled operations that include any flight segments for which performance is reported pursuant to this part.

*Late or late flight* means a flight that arrives at the gate 15 minutes or more after its published arrival time.

*Mishandled-baggage report* means a report filed with a carrier by or on behalf of a passenger that claims loss, delay, damage or pilferage of baggage.

*New flight* means a flight added to a carrier's schedule to operate in a specific origin-destination city pair and not scheduled to depart within 30 minutes of any discontinued flight that was contained in the carrier's published schedules for the same city pair during the previous month.

*On-time* means a flight that arrives less than 15 minutes after its published arrival time.

*On-time performance* means the percentage of scheduled operations of a specific flight that an air carrier operates on-time during a month.

*On-time performance code* means a single character determined in accordance with the provisions of this part that reflects the monthly on-time performance of certain nonstop flights and single plane one-stop or multi-stop flights, the schedule and availability of which are listed in a computer reservation system ( *CRS* ) regulated by 14 CFR part 255.

*Reportable flight* means any nonstop flight, including a mechanically delayed flight, to or from any airport within the contiguous 48 states that accounts for at least 1 percent of domestic scheduled-passenger enplanements in the previous calendar year, as reported to the Department pursuant to part 241 of this title. Qualifying airports will be specified periodically in accounting and reporting directives issued by the Office of Airline Information.

*Reporting carrier* means an air carrier certificated under 49 U.S.C. 41102 that accounted for at least 1 percent of domestic scheduled-passenger revenues in the 12 months ending March 31 of each year, as reported to the Department pursuant to part 241 of this title. Reporting carriers will be identified periodically in accounting and reporting directives issued by the Office of Airline Information.

*Wet-leased flight* means a flight operated with a leased aircraft and crew.

[Amdt. 234-1, 52 FR 34071, Sept. 9, 1987, as amended by Docket No. 48524, 59 FR 49797, Sept. 30, 1994; 60 FR 66722, Dec. 26, 1995]

### **§ 234.3 Applicability.**

This part applies to certain domestic scheduled passenger flights that are held out to the public by certificated air carriers that account for at least 1 percent of domestic scheduled passenger revenues. Certain provisions also apply to voluntary reporting to on-time performance by carriers.

### **§ 234.4 Reporting of on-time performance.**

(a) Each reporting carrier shall file BTS Form 234 "On-Time Flight Performance Report" with the Office of Airline Information on a monthly basis, setting forth the information for each of its reportable flights held out in the *Official Airline Guide* (OAG), in the computer reservations systems (CRS), or in other schedule publications. The reportable flights include, but are not limited to, cancelled flights, mechanically cancelled flights, diverted flights, new flights and wet-leased flights. The report shall be made in the form and manner set forth in accounting and reporting directives issued by the Director, Office of Airline Statistics, and shall contain the following information:

- (1) Carrier and flight number.
- (2) Aircraft tail number.
- (3) Origin and Destination airport codes.
- (4) Published OAG departure and arrival times for each scheduled operation of the flight.
- (5) CRS scheduled arrival and departure time for each scheduled operation of the flight.
- (6) Actual departure and arrival time for each operation of the flight.
- (7) Difference in minutes between OAG and CRS scheduled arrival times.
- (8) Difference in minutes between OAG and CRS scheduled departure times.

(9) Actual wheels-off and wheels-on times for each operation of the flight.

(10) Date and day of week of scheduled flight operation.

(11) Scheduled elapsed time, according to CRS schedule.

(12) Actual elapsed time.

(13) Amount of departure delay, if any.

(14) Amount of arrival delay, if any.

(15) Amount of elapsed time difference, if any.

(16) Causal code for cancellation, if any.

(17) Minutes of delay attributed to the air carrier, if any.

(18) Minutes of delay attributed to extreme weather, if any.

(19) Minutes of delay attributed to the national aviation system, if any.

(20) Minutes of delay attributed to security, if any.

(21) Minutes of delay attributed to a previous late arriving aircraft, if any.

(b) When reporting the information specified in paragraph (a) of this section for a diverted flight, a reporting carrier shall use the original scheduled flight number and the original scheduled origin and destination airport codes. Carriers are not required to report causal information for diverted flights.

(c) A reporting carrier shall report the information specified in paragraph (a) of this section for a new flight beginning with the first day of the new scheduled operation.

(d) A reporting carrier shall not report the information specified in paragraph (a) of this section for any discontinued or extra-section flight.

(e) Actual arrival, departure and elapsed times shall be measured by the times at which the aircraft arrived at and departed from the gate or passenger loading area.

(f) The published arrival time and departure time of a flight shall be, respectively, the scheduled arrival and departure times in effect on the date of the scheduled operation of the flight, as shown in the most recent *Official Airline Guide*, and in computer reservations systems. Each carrier shall designate a single computer reservations system in addition to the *Official Airline Guide* as the sources of scheduled arrival time and departure time data in its reports to the Department and shall report the scheduled arrival times and departure times listed in those sources for each flight. Scheduled elapsed times, amount of departure and/or arrival delay, and elapsed time difference shall be calculated using the scheduled times shown in the designated CRS source.

(g) Reporting carriers should use the following codes to identify causes for cancelled flights:

Code

A—Air Carrier

B—Extreme Weather

## C—National Aviation System (NAS).

### D-Security

(1) Air Carrier cancellations are due to circumstances that were within the control of the air carrier ( e.g., lack of flight crew, maintenance, etc.).

(2) Extreme weather cancellations are caused by weather conditions ( e.g., significant meteorological conditions), actual or forecasted at the point of departure, en route, or point of arrival that, in accordance with applicable regulatory standards and/or in the judgment of the air carrier, prevents operation of that flight and/or prevents operations of subsequent flights due to the intended aircraft being out of position as a result of a prior cancellation or delay attributable to weather.

(3) NAS cancellations are caused by circumstances within the National Aviation System. This term is used to refer to a broad set of conditions: weather-non-extreme, airport operations, heavy traffic volume, air traffic control, etc.

(4) Security cancellations may be the result of malfunctioning screening or other security equipment or a breach of security that causes the evacuation of the airport or individual concourses, or the need to re-screen passengers.

(h) Reporting carriers should use the following causes to identify the reasons for delayed flights:

#### CAUSE

##### Air Carrier

##### Extreme weather

##### NAS

##### Security

##### Late arriving aircraft

(1) Air carrier delays are due to circumstances within the control of the air carrier.

(2) Extreme weather delays are caused by weather conditions ( e.g., significant meteorological conditions, actual or forecasted at the point of departure, en route, or point of arrival that, in accordance with applicable regulatory standards and/or in the judgment of the air carrier, prevents operation of that flight and/or prevents operations of subsequent flights due to the intended aircraft being out of position as a result of a prior cancellation or delay attributable to weather.

(3) NAS delays are caused by circumstances within the National Aviation System. This term is used to refer to a broad set of conditions: weather-non-extreme, airport operations, heavy traffic volume, air traffic control, etc.

(4) Security delays may be the result of malfunctioning screening or other security equipment or a breach of security that causes the evacuation of the airport or individual concourses or the need to re-screen passengers.

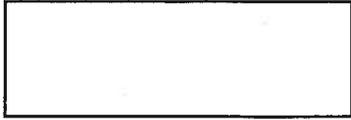
(5) Late arriving aircraft delays are the result of a late incoming aircraft from the previous flight.

(i) When reporting causal codes in paragraph (a) of this section, reporting carriers are required to code delays only when the arrival delay is 15 minutes or greater; and reporting carriers must report each causal component of the reportable delay when the causal component is 5 minutes or greater.

**§ 234.5 Form of reports.**

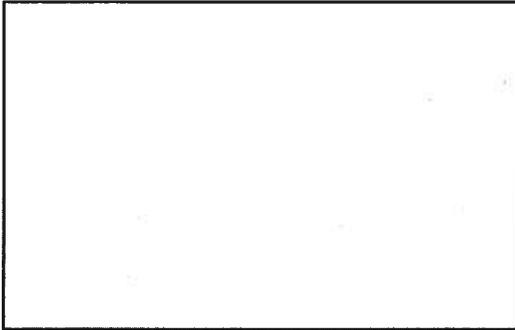
Except where otherwise noted, all reports required by this part shall be filed within 15 days of the end of the month for which data are reported. The reports must be submitted to the Office of Airline Information in a format specified in accounting and reporting directives issued by the Bureau of Transportation Statistics' Assistant Director for Airline Information.

[Docket No. OST-2000-8164, 67 FR 70545, Nov. 25, 2002]



Sunday, March 25, 2007 - 12:00 AM

*Permission to reprint or copy this article or photo, other than personal use, must be obtained from The Seattle Times. Call 206-464-3113 or e-mail [resale@seattletimes.com](mailto:resale@seattletimes.com) with your request.*



FRANK FRANKLIN II / AP

A blue deicing truck works amid snow plows as a winter storm pelts aircraft at LaGuardia airport in New York earlier this month.

## **De-icing dispute between airlines, FAA added to storm woes**

**By David B. Caruso**

*The Associated Press*

NEW YORK -- As driving sleet beat down on John F. Kennedy International Airport during a late-winter storm March 16, a cluster of pilots waited late into the night to see if ground crews could make their ice-covered jets safe enough to fly.

For many, it was a losing battle. In five hours, one terminal exhausted its entire 30,000-gallon supply of the chemical sprayed on airplane wings to protect them from ice and snow.

"That's more than we normally use in half a winter," said Edward Paquette, a manager at the company that operates the terminal.

Hundreds of passengers remained aboard the grounded jets for six, nine and even 14 hours as the de-icing operations ground to a halt. Furious travelers castigated the airlines for not letting them off

planes. On the East Coast alone, airlines canceled 3,600 flights.

## **A complication**

Unbeknownst to travelers, the fiasco may have been complicated by disagreement over whether the airlines should fly at all in such weather.

The Federal Aviation Administration (FAA) and the airlines have been at odds for two years about new rules for taking off in storms that produce light ice pellets, a term for the sleet that occurs when snow melts and then refreezes as it falls.

The dispute began in October 2005, when the FAA temporarily barred flights in these ice storms after a Canadian study indicated anti-icing fluids might not work in such conditions. The worry, as with most wintry weather, is that the ice pellets will stick to a plane's wings and throw off its aerodynamics with potentially catastrophic consequences.

Air carriers protested the new rules and the FAA in August began allowing flights again, but only if pilots can take off within 25 minutes of de-icing.

Planes that don't beat that deadline have to be de-iced again, creating headaches for airlines because departing flights routinely exceed the 25-minute threshold at major airports. That means some planes that are de-iced have to leave the takeoff queue and go back to be de-iced again.

Airlines argue that the FAA overreacted to an inconclusive study.

The Air Transport Association, a group representing most U.S. cargo and passenger airlines, calls the new rules "unnecessary and overly restrictive."

"The FAA's de-icing policy has had an enormous impact on flight operations during recent winter weather, contributing to extensive delays and cancellations," the group said last week in a written response to an inquiry. "The FAA has provided us with no corroborating data to support these changes."

JetBlue Chief Executive David Neeleman also complained about the regulation after a Valentine's Day ice storm disrupted JetBlue operations at JFK.

During that Feb. 14 storm, JetBlue held some planes on the tarmac for up to 10 ½ hours while waiting for a break in the weather that never came.

Neeleman said more planes might have been able to get in the air if FAA rules didn't deter takeoffs when the forecast calls for ice pellets.

With proper de-icing, "it's not a dangerous condition," he said.

## **Expense noted**

Besides antagonizing travelers, flying during pellet storms is expensive. Completely de-icing a Boeing 747 can cost more than \$30,000 in chemicals, not counting the extra fuel burned while waiting. Repeated de-icing can deplete airports' chemical stocks, as happened at JFK during the March 16 storm.

FAA spokeswoman Alison Duquette acknowledged that the decision to limit operations in light ice pellets was prompted by an abundance of caution.

Additional research is under way in partnership with Transport Canada, the FAA's equivalent north of the border.

It is possible, Duquette said, that regulators will modify their policies again if studies yield better information about how long anti-icing fluids guard against this particular type of ice buildup.

"We know that the industry has concerns," she said.

That would include airline claims that the 25-minute window can lead to a ban on flights at some congested airports.

At overcrowded JFK, the average taxi-out time for planes taking off last year was 33 minutes, according to the U.S. Bureau of Transportation Statistics. The average flight taxied for 30 minutes at Newark Liberty International, 27 minutes at LaGuardia and 20 minutes each at Hartsfield-Jackson Atlanta International and O'Hare International in Chicago.

The United Parcel Service said its research indicated anti-icing fluids protect planes from ice-pellet buildup for much longer than the 25 minutes suggested by the FAA.

"Obviously, everyone wants to be conservative," UPS spokesman Mark Giuffre said. "But, there are some forms of ice pellets and precipitation where we think there are operative conditions ... We still feel like there's more opportunity [to fly]."

*Material from The Wall Street Journal is included in this report.*

Copyright © 2007 The Seattle Times Company

**AirConsumer <DOT>**

**From:** (b)(6)  
**Sent:** Thursday, February 15, 2007 5:16 PM  
**To:** AirConsumer <DOT>  
**Cc:** (b)(6)  
**Subject:** Problems with Jet Blue on 2/14/07

Hello,

I would like to briefly share with you what I went through yesterday on Jet Blue Flight 80 at JFK (A member of the FAA Safety investigations hotline suggested I contact you).

We arrived at 9:30am at JFK and the plane was told to hold on the tarmac until a gate is opened for our arrival. We ended up waiting for 6 hours until we arrived at the gate at 3:30pm. During this time, we were not given any E.T.A. information; we only knew we were ready to go when the captain told us to buckle our seat belts. Some time in the middle of our wait, the Port Authority had our airplane taxi to a different location so they could plow the taxiway. (I am thankful for that or our airplane would have likely frozen to the tarmac like the other airplanes).

The biggest frustration with this scenario was that our flight was complete, and we were 100 yards away from "arriving" and yet nobody was able to bring a set of stairs to the plane and allow us to leave. We watched other planes arrive and leave and yet we just sat there.

I am sure that the Captain was following all the rules set forth by his employer Jet Blue, the Port Authority, the FAA and whatever other authority he is under... But the question remains: where is the fine line between following these regulations and kidnapping?

Common sense would show that there are other ways to get people safely off of a plane, and yet nobody came to help us. The only food we had were the snacks and soda that were available on the plane, and they did not offer us additional food until we were sitting for a number of hours (I hear there is a regulation about that too).

With all the "disaster-readiness" that the airport has for crashes and terrorist attacks, why doesn't the JFK Airport or JetBlue have a set of stairs available that could be pulled out when a plane is detained for more than an hour? What contingency plans do the airlines have for meteorological events like yesterday's ice storm? Is the FAA or DOT checking up on the plans? What kind of fines could be levied to the air carriers when they "kidnap" their passengers like this.

There must be some basic "rights" that should be given to air passengers. We are already crammed in tightly with little room at our seats, how much additional time must we be confined for the sake of profit and government regulations. During the bulk of our detainment, Jet Blue had their 800 number offline saying "because we have so many calls, please visit our web page at [www.jetblue.com](http://www.jetblue.com). Goodbye". This clearly showed that the airline had no interest in keeping their passengers (or their loved ones) informed on what is going on. The Port Authority of NY/NJ had a hotline, but it was hard to find.

4/24/2007

My preference in the matter is this. If a plane lands and it can not get to a gate in an hour, the air carrier must be responsible for getting all the people off the plane within that hour.

I think that would be more than enough time for a carrier to shift planes or get a set of rolling stairs out to the plane. I believe that each seat in a plane should have a list of phone numbers to call in the event of being detained in an airplane (both the airline and a government agency that would do something about it).

As for me, the result of the 6 hour detainment was that I ended up paying an additional \$125 for my car service to wait for me. I spent the bulk of the day sitting, which did not do much for my back pain, and I missed a day off (on a day that is usually spent with loved ones).

I would appreciate anything that you could do to improve the air carrier's performance in the area of traveler's rights.

(b)(6)

Best Regards,

(b)(6)



*Enterprise Mobility Products  
Mobile Computing Division  
One Motorola Plaza, MS B-13  
Holtsville, NY 11742*

(b)(6)

---

This email has been scanned by the MessageLabs Email Security System.  
For more information please visit <http://www.messagelabs.com/email>

---

**AirConsumer <DOT>**

**From:** (b)(6)  
**Sent:** Monday, February 19, 2007 2:07 AM  
**To:** AirConsumer <DOT>  
**Subject:** RE: Jet Blue Flight #221 on 2/14

Hello,

I am writing you to tell about my experience flying Jet Blue with my girlfriend on Wednesday, February 14, 2007 on Flight #221 scheduled to depart JFK airport at 8:45am bound for Long Beach, CA.

They boarded our flight on time and we sat there for hours while they told us we had to wait in line for our plane to be de-iced. We never even lined up. They de-boarded us hours later, JFK airport was closed down, and our flight was never cancelled. Others were. We were reassured by the Pilot and other Jet Blue representatives that we were one of the lucky few flights who would definitely be flying out at some point later on. 5-6 hours later we were informed the airport was re-opened and we would be leaving shortly.

Keep in mind there were no informed Jet Blue representatives around to speak to the entire time this was going on. Nobody knew anything. Misinformation was rampant and people who did try to answer questions disappeared quickly as they ran out of answers. Nobody brought us blankets or ordered us food or gave us vouchers or offered even an apology. While all of this was going on, our Pilot 'timed out,' meaning he can only work a certain number of hours by law, and he was approaching the end of that time, so he would have to leave and go home. So we had to wait for a new Pilot. A new Pilot finally comes and the rest of the crew timed out by then. Then their replacements finally come, and the new Pilot timed out. Welcome to Jet Blue, whose slogan is "Jet Blue isn't the only way to fly, but it should be."

The terminal we're kept in (and 'kept in' is a nice way of putting it since our luggage is being held prisoner and we were told we wouldn't get a refund if we left the airport) was freezing. You could see your breath everytime you exhaled. They had the air conditioning on for the first half of our time there. They kept opening the exit doors for prolonged periods of time for whatever reason. A lady in a wheelchair was wheeled past us in the coldest wing of this terminal by airline personnel. She was in pain and was wheeled over quickly and told an ambulance would be called for her. Two hours later, someone was yelling for an ambulance and we looked over and saw that lady on the floor shaking and pale. Nobody had ever called an ambulance for her. Personnel denied ever saying they would. The lady who yelled for help on that poor woman's behalf made the call herself.

As the grueling uncomfortable time went on, we were left to our own devices paying excessive prices for very mediocre food or more accurately, mediocre snack foods.

Meanwhile, another set of Pilots arrived and started to board our flight. My girlfriend spoke to them briefly on their way in the gate and found out that they were under the impression that they were boarding a flight headed for Fort Lauderdale. She corrected them and let them know that they were boarding a plane filled with our luggage and it was destined for Long Beach, CA. They told her she was wrong and they boarded the flight. A half an hour later, they de-boarded the plane and told her she was right. She said she knew she was right and asked why it was that the passengers were telling them about their flights. They had no answer for that and walked away.

Another Pilot standing off to the side waiting to fly out a different plane informed us that our flight was listed as already having flown out earlier that day with a full crew and Captain. He surmised that we had been forgotten about altogether in reality. He shook his head in disbelief at what he saw and he even offered to volunteer to fly our flight rather than the one he was scheduled for later. He made a phonecall to request that. We never heard back about that again and never saw him again either.

We waited hour after hour to board as we'd been promised. A representative dressed in a ski cap and heavy jacket and gloves announced: "Flight #221 will definitely fly out tonight." Everyone rejoiced.

4/24/2007

Finally we're told a Pilot is on his way. An hour and a half -2 hours later, at 9:30pm, we're told we're boarding the flight again.

But hey, at least we're still boarding our flight and leaving is what you try to think. We sat there almost an hour on the plane when finally a Pilot makes an announcement that we will be waiting an hour or so to pre-heat the engines and standing in line to be de-iced before taking off. Two hours later, we still hadn't moved and nobody had updated us, so my girlfriend asked a Pilot what was going on. He makes a new announcement that we were now apparently waiting for a plane behind us to be broken free from ice it was stuck in. This relatively minor storm had stopped at least 8 hours ago, and here we were sitting and waiting like hostages. Now we're also told that the engine has frozen over.

We finally move to get in line to de-ice. We all wonder at this point, why are we in line in the first place? Shouldn't we be prioritized and put at the front of that line by now? After two more hours, we are told that the Pilot and crew are going to time out before being able to get us to our destination. We're told a Jet Blue representative will meet us at the gate as we de-board. We go over to the gate, and lo and behold, there's a plane already sitting parked at our gate. So we sit waiting a half an hour or so more while they figure out where to go next. Then they move us, which takes another 20-30 minutes and as we pull in, a new voice now announces that we will need to pick up our luggage and call 1-800-Jet-Blue to re-book our flights. What happened to the representative we were told to expect?

About 30 of us decided to wait on the luggage and go straight to the Jet Blue help desk. When we got there, we were told that there was nothing they could do for us. They told us to call 1-800-Jet-Blue. You couldn't even get through to 1-800-Jet-Blue even if you did want to. Their outgoing message said to call back another time. We demanded a representative come down and speak to us right then and there. They called the police over instead. But we weren't doing anything wrong, so we continued to protest. Finally we were told someone had been called and was coming.

Well, the person who showed up ended up being a culmination of all the things we already felt were awful about Jet Blue, except this time it came in a face-to-face human form. He was intolerant and unyielding. He said it wasn't the fault of the customer service department, and so he wasn't going to listen to any blame. Some customer service, huh?

He said there was nothing they could do. There were no available flights and we should all just call 1-800-Jet-Blue, he said. He told us we could wait on the already long line to ask for a refund if we wanted. Very matter-of-factly and uninterested, he would have sent us on our way after this nearly 24-hour ordeal.

We demanded he set up a special kiosk just to deal with us, the 30 or so of us here in front of him from flight #221. He reluctantly agreed and acted as though he were doing us a favor. We waited another hour on that line and we got up to him, he asked us what we wanted to do. We asked about standby flights (hoping we could still get over to our destination). He said there was no point as every flight was already over-booked and there were about 50 standby's on each of those flights already. I asked if we could be given priority over the other standby's on the other flights given our situation and he said to me that because our flight hadn't been cancelled, all other cancelled flights from later that day were given that priority status, and so even though they came after us and went through less than us, they were given priority over us. He said there was no way to change that or to offer us the same status as them. He also said that no refunds would be given if you changed your flight, only if you weren't flying (contrary to the press release on the Jet Blue website at that very moment).

We couldn't believe this. We didn't want to hold up the line full of other under-slept, under-fed, irate 'passengers,' so we agreed to go standby for the next outgoing flight to our destination. Then we stepped aside to let the next person in line sort out their ticket situation, and we discussed what else we could do besides resign ourselves to this most likely useless standby situation. We pulled out our calendars and compared other possible dates we could fly together to California. We came up with a window of time 3 weeks later when we would be able to fly out again possibly. We thought we ought to book that now instead and figure out if we could make that work later.

After the next passenger had finished booking his new flight out, we told the representative (Jet Blue Representative #24994) that we decided to change our standby flight to an actual flight on a different date. He said "I just gave you 18 minutes of my time." Imagine that? I responded "18 minutes? We've given you 24 hours of ours." He sneered "Well I don't think I want to change your flight, no." My girlfriend started crying and she said "I can't take this anymore." He yelled at her "There's no reason for you to cry!" I yelled back "We've

given you 24 hours of our time and you don't want to change our flight?" He said "Calm down or I'll have the police escort you out." My voice had been raised, but I was hardly out of control and I think it's perfectly understandable to expect someone to be at least upset by this treatment which kept getting considerably worse. I said "Are you threatening me now?" He said "I'm not threatening you, that's a promise." I said "Okay, I'm calm." He stared me aggressively in the eyes and said "That's a promise." I said "Okay, I'm calm. Now you need to calm down." He cut me off staring at me intently and said "That's a promise." I said "Now you're talking over the top of me." He said again "That's a promise." I felt like I was being taunted in a highschool yard by a bully, only this bully was using his position of power over your trip's outcome over you, and throwing his influence with the police in the situation against you as well. He reluctantly changed the flight and read back to us the changes he was making as he did so.

Only the next day did we realize that he didn't make those changes he read back to us at all, but instead made what we feel were deliberate 'mistakes' on both of our flights. It's especially odd that he made different 'mistakes' on each of our flights and it took hours of straightening out on the phone today to figure out exactly what he did.

Anyway, the cap-off to our unbelievable situation with this awful airline was when we then went down to the baggage carousel to collect our suitcases. Every carousel was at a stand-still and all of the luggage was laid out all over every carousel and all over the floor in no particular order and with no particular care. There was no sign of what luggage went to what flight and there was no representative there to ask. We saw a baggage handler and asked him and he said he had no idea and didn't remember seeing Flight #221 anywhere on any of the baggage tickets. Other passengers had been there for 7 hours already trying to find their luggage. They were convinced that their luggage went out on a plane to some destination by mistake, but they had been told that that wasn't possible because no plane had left that day. That was wrong information because actually at least one plane had left that day.

After an hour of searching through these third-world airport conditions, we located our luggage and we yelled to whoever else we recognized from our flight to tell them where they might find theirs. Many of them never found theirs. We took photos and video of this to add to the already-mounting media notoriety over this airline's incompetence. We even interviewed other passengers who were traumatized by this experience.

We paid for a taxi home (yet one more expense for a fruitless trip) and slept the entire day away, having been deprived of sleep for over 24 hours by then. We were groggy, dehydrated, malnourished, constipated, our sleeping schedule was upset and we're still emotionally upset. We lost our deposit on our accommodations as well as the ability to book that place again for our upcoming trip, the rental car which was locked in at a one-time price through priceline.com, and a week's worth of wages each since we had to request that time off from work and be replaced. This was our anniversary trip. We spent Valentine's Day at the airport going through hell.

I wanted to register this complaint, or series of complaints in the appropriate place. Please let me know what the next step is, if any. Thank you.

Warmly,

(b)(6)

**§ 121.629 Operation in icing conditions.**

(a) No person may dispatch or release an aircraft, continue to operate an aircraft en route, or land an aircraft when in the opinion of the pilot in command or aircraft dispatcher (domestic and flag operations only), icing conditions are expected or met that might adversely affect the safety of the flight.

(b) No person may take off an aircraft when frost, ice, or snow is adhering to the wings, control surfaces, propellers, engine inlets, or other critical surfaces of the aircraft or when the takeoff would not be in compliance with paragraph (c) of this section. Takeoffs with frost under the wing in the area of the fuel tanks may be authorized by the Administrator.

(c) Except as provided in paragraph (d) of this section, no person may dispatch, release, or take off an aircraft any time conditions are such that frost, ice, or snow may reasonably be expected to adhere to the aircraft, unless the certificate holder has an approved ground deicing/anti-icing program in its operations specifications and unless the dispatch, release, and takeoff comply with that program. The approved ground deicing/anti-icing program must include at least the following items:

(1) A detailed description of—

(i) How the certificate holder determines that conditions are such that frost, ice, or snow may reasonably be expected to adhere to the aircraft and that ground deicing/anti-icing operational procedures must be in effect;

(ii) Who is responsible for deciding that ground deicing/anti-icing operational procedures must be in effect;

(iii) The procedures for implementing ground deicing/anti-icing operational procedures;

(iv) The specific duties and responsibilities of each operational position or group responsible for getting the aircraft safely airborne while ground deicing/anti-icing operational procedures are in effect.

(2) Initial and annual recurrent ground training and testing for flight crewmembers and qualification for all other affected personnel (e.g., aircraft dispatchers, ground crews, contract personnel) concerning the specific requirements of the approved program and each person's responsibilities and duties under the approved program, specifically covering the following areas:

(i) The use of holdover times.

(ii) Aircraft deicing/anti-icing procedures, including inspection and check procedures and responsibilities.

(iii) Communications procedures.

(iv) Aircraft surface contamination (i.e., adherence of frost, ice, or snow) and critical area identification, and how contamination adversely affects aircraft performance and flight characteristics.

(v) Types and characteristics of deicing/anti-icing fluids.

(vi) Cold weather preflight inspection procedures:

(vii) Techniques for recognizing contamination on the aircraft.

(3) The certificate holder's holdover timetables and the procedures for the use of these tables by the certificate holder's personnel. Holdover time is the estimated time deicing/anti-icing fluid will prevent the formation of frost or ice and the accumulation of snow on the protected surfaces of an aircraft. Holdover time begins when the final application of deicing/anti-icing fluid commences and expires when the deicing/anti-icing fluid applied to the aircraft loses its effectiveness. The holdover times must be

supported by data acceptable to the Administrator. The certificate holder's program must include procedures for flight crewmembers to increase or decrease the determined holdover time in changing conditions. The program must provide that takeoff after exceeding any maximum holdover time in the certificate holder's holdover timetable is permitted only when at least one of the following conditions exists:

(i) A pretakeoff contamination check, as defined in paragraph (c)(4) of this section, determines that the wings, control surfaces, and other critical surfaces, as defined in the certificate holder's program, are free of frost, ice, or snow.

(ii) It is otherwise determined by an alternate procedure approved by the Administrator in accordance with the certificate holder's approved program that the wings, control surfaces, and other critical surfaces, as defined in the certificate holder's program, are free of frost, ice, or snow.

(iii) The wings, control surfaces, and other critical surfaces are rechecked and a new holdover time is determined.

(4) Aircraft deicing/anti-icing procedures and responsibilities, pretakeoff check procedures and responsibilities, and pretakeoff contamination check procedures and responsibilities. A pretakeoff check is a check of the aircraft's wings or representative aircraft surfaces for frost, ice, or snow within the aircraft's holdover time. A pretakeoff contamination check is a check to make sure the wings, control surfaces, and other critical surfaces, as defined in the certificate holder's program, are free of frost, ice, and snow. It must be conducted within five minutes prior to beginning take off. This check must be accomplished from outside the aircraft unless the program specifies otherwise.

(d) A certificate holder may continue to operate under this section without a program as required in paragraph (c) of this section, if it includes in its operations specifications a requirement that, any time conditions are such that frost, ice, or snow may reasonably be expected to adhere to the aircraft, no aircraft will take off unless it has been checked to ensure that the wings, control surfaces, and other critical surfaces are free of frost, ice, and snow. The check must occur within five minutes prior to beginning takeoff. This check must be accomplished from outside the aircraft.

[Doc. No. 6258, 29 FR 19222, Dec. 31, 1964, as amended by Amdt. 121-231, 57 FR 44942, Sept. 29, 1992; Amdt. 121-253, 61 FR 2615, Jan. 26, 1996]



(b)(5)

**Testimony of Kate Hanni, Executive Director**  
**Coalition for an Airline Passengers Bill of Rights**  
**159 Silverado Springs Drive, Napa, CA 94558**  
**(707) 337-0328**

HR 1303-- Airline Passengers Bill of Rights  
April 20<sup>th</sup>, 2007  
Aviation Subcommittee

Mr. Chairman, Members of the Committee, my name is Kate Hanni and I want to thank you for the opportunity to testify on behalf of the 15,000 Coalition members for an Airline Passenger's Bill of Rights.

I am here because of the inhumane manner in which my family, I, my (b)(6) and 5000 other passengers were treated on 121 diverted American Airlines flights on December 29, 2006. We believe that the horrific conditions and treatment we suffered that night should be illegal and should never happen again.

On December 29, 2006, we departed San Francisco aboard American Airlines Flight 1348, en-route to Point Clear, Alabama, by way of Dallas-Fort Worth, for a much needed holiday vacation. Still recovering from a violent assault, this was my first trip away with family. After 3 gate changes, we finally boarded at the third gate at 6:30 a.m. There had been a mechanical problem so we were subject to a short delay. The flight was uneventful until we got into DFW airspace. The pilot came on and said that there were some "Fingers of weather" rolling rough Dallas and that we would be able to get there, but would have to divert to Austin briefly to wait out the "Wave/Finger of weather currently hitting DFW." We put down in Austin sometime around 12:00 p.m. We pulled into a parking lot type situation and were first in line and closest to the terminal so we could see the gates and traffic as it came and went.

It was a sunny landing, the weather was clear in Austin. ✱

**Hour one:** Pilot says still awaiting clearing of weather. Passengers restless and nervous about connecting flights, but still o.k.

**Hour two:** Pilot still giving us 15 minute updates and telling us he's sure we'll take off, but weather still not clear and heavy traffic in the sky preventing take off. People becoming more restless. Several people who live in Austin and have weddings, funerals, parents' deaths to attend to are now upset and want off the plane. Pilot says he'll ask for a bus to come get some folks off, but accompanies that with a threat "if you deplane you are on your own, you cannot get back on, you have no guarantee of when you will get your luggage." ✱

(b)(5)

(b)(5)

**Two and 1/2 hours:** He gets clearance to take off, but he decides it's not safe, he can see an impending thunder head and says we must wait 5-10 minutes for it to clear. It blows through, but he loses clearance to take off. People are getting angry and calling AA Customer Service to find out about their connecting flights. AA states they will surely make their connections, just stay put and that all flights have been delayed out of DFW, not cancelled. ~

(b)(5)

**Three hours:** Pilot says a bus is coming for some passengers if would we be so kind as to allow the passengers who are disabled, elderly and folks with small children to deplane first. Again he accompanies it with a threat of losing your luggage, etc. We don't try to deplane at this point as my kids are older and the bus only holds 15 people. People storm the back of the plane. We see the people with the kids, the elderly ar ible return to their seats but there are a few less people on board. That is the last bus.. — ?

**Three and 1/2 hours:** Flight isn't going to fly. Pilot informs us he is waiting now for a gate and has made a request. Many planes have gathered next to us in the parking lot. All of them originated in California - all American Airlines. None get gates. The pilot opens the cockpit door and invites us to speak to him in the front if we want to.

(b)(5)

**Hour 4:** People are very frustrated, hungry, angry, restless and needing their medications.

**5:** The toilets begin to stink a little, the pilot is still telling us he has requested busses to take off, requested a gate, requested food and beverages be brought to the plane. None arrives.

**6:** The stewardess passes out a bag of pretzels and water from the bathroom sinks in plastic cups. A woman has run out of diapers and is making one out of a t-shirt. We have kids crying and running up and down the aisles and people are fed up.

*Water from  
bat  
si  
?*

**7:** The toilets really stink, the pilot lets us know he is still requesting and being promised busses, to deplane us, bring food and beverages and to empty the toilets. He is angry they aren't giving us a gate and tells us so. He is also angry they aren't bringing us food.

**Hour 8:** There is another onset of thunder and lightning and suddenly a transformer is hit and all the lights go out around us. I can see a man flashing SOS signs out the window of his plane, I see people out on the tarmac walking their dogs, I see an ambulance and police car circling a plane. At this point I'm totally freaked out. I go to the front of the plane. The pilot is exiting the bathroom and I want to enter it. He holds the door shut and says enter at your own risk. I was already aware the rear toilets weren't usable so I entered at my own risk. The smell was intoxicating in a bad way. I could hardly stand it. I exit the bathroom and there is a crowd around the cockpit. I overhear a pilot from an adjacent aircraft state that a dog has "defecated" all over some passengers and that a woman is now throwing up and the air quality on board has deteriorated to an inexplicable extreme. He was summarily told to stop asking for a gate. We could see available gates, but we weren't being allowed to go to them. I then see Hazmat going to a plane and the police entering another plane. An ambulance and paramedics have entered another aircraft. All were denied gates. Feeling so much anxiety that I was having chest tightness, I asked the pilot whether if I were to have a medical emergency would they allow him a gate. He said no, they will send out an ambulance to get you like they are doing over there. I now know that flight 534 on our tarmac had a diabetic paraplegic who was going into shock. They tried to treat him on board but couldn't, but when they tried to remove him on the tarmac, the passengers began to revolt. At that point they asked his brother to declare an entire on board

(b)(5)

emergency. He did and they were allowed a gate. They were the only plane that evening allowed to a gate prior to the restaurants closing in the terminal.

**9 Hours:** Our Pilot again says he is not being allowed a gate. He says he's talking to the number one and number two managers at the airport and the number one and number two managers at the airlines and being rejected. The rear of our plane was beginning to get very noisy. People were angry and trying very hard not to yell, they walked to the front of the plane and talked to the pilot. There was one particular gentleman that wasn't going to take it any more. He went to the front of the plane and had a heart to heart with the pilot. Voices were raised. At that point the pilot came on and said that he felt that it was no longer safe to hold the plane and that he may lose his job, but was taking the plane in anyway. He turned out the lights in the cabin, we applauded, he shut the cockpit door and began to move at a snails pace since he didn't have the appropriate guidance and clearance to pull in. It appeared he was pulling toward the path of an incoming jet. It was very scary. He made a series of U-Turns and pulled up behind another jet and waited until they backed away from the jet way. They did and he pulled forward. It was another 15 minutes or so before the jet way moved into position for us to deplane.

The pilot, (b)(6) told us they will get our bags off for us, so we should go to Baggage Claim 3 and wait there for our bags. As we deplaned it was like aliens coming off of a spacecraft on a different planet. We were shell shocked. You could see it in everyone's face. The restaurants had closed 30 minutes earlier so we couldn't even buy a meal. We went down to baggage claim and there were the media. The Dallas Morning News, CBS Channel 42 and others. I was interviewed by CBS and pointed out that the arrivals board didn't have our flight mentioned. My kids were tired, hungry and angry. My youngest went to sleep on the tile floor in baggage claim. My oldest bought Doritos and sodas for sustenance. We waited 2.5 hours for our bags and they never arrived. There were now a sea of bags and an even larger sea of people. We asked a security guard who was standing next to the baggage claim about the bags. She said, "Oh, they decided 2 hours ago not to remove the bags, just come back in the morning and "resume" your flight." "Resume?"\* You mean the flight isn't over? How do we get back in the airport without boarding documents?

**\*Resuming the flight is Scandalous. Resuming meant that we couldn't make our own arrangements. Resuming was all part of an effort on the part of American Airlines to keep revenues received and not allow us to make our own arrangements. Resuming meant that instead of us being told the truth, we were "baited and switched" to continue on, even being told by American Airlines Customer Service that we had confirmed seats the next day from DFW to Mobile. Resuming meant that they kept our bags, kept us with them in their planes, in their airports, for 2 more days. THE ONLY BENEFIT WAS TO THEM. The losses we experienced in terms of our vacation, my husbands consulting fees, being relegated to lesser rooms and 2 extra days of our trip down the drain, all so they could RESUME the flight. Resuming instead of canceling should be illegal.**

We went in the middle of the night to Waffle House and got a hotel room. We returned the next day to 700 of our new best friends at the airport trying to get in and couldn't. I bought a copy of the Dallas Morning News which had our flight on the front page. Good thing. I was able to tip the curbside guy and get a dummied up boarding pass, both of which had different times on them. We made it to the gate and our crew was there. They said our flight wasn't going to fly, so we went standby on another flight. They gave no explanation for why it didn't fly. We took off from Austin and headed for Dallas, our baggage still in Austin. We were upset about that.

Being in the same clothes for 2 days and counting, I wanted my bags. We got to Dallas and as we landed the pilots said if there is a flight at a gate going to where you are going, then get to it. We had called the night before and had confirmed that we "should" be on the flight since we didn't make the night before. We got clear across the DFW airport and the gate agent said, "I have good news Mrs. Hanni, your bags are on the plane. But I have bad news, Mrs. Hanni, you are not." I looked at the pilot armed with the Dallas Morning News and said, "You have no idea what we've been through here." He said, "Unless you are the Queen of England, you aren't getting on this plane." I asked him repeatedly to remove our bags and they declined. When we complained, they said "don't blame us for the weather." They said that they were even removing people from the plane with "confirmed" seats against their will due to a baggage overage. We asked for a voucher for the hotel and the gate agent said, "Don't blame us for the weather."

We spent the second night in Dallas, and contacted AA again. They said we had confirmed seats to get to Mobile the next day. We returned and did make our flight to Mobile. Our bags were there waiting for us. When we did get to our hotel, they had given our rooms to someone else, thinking we weren't going to arrive. My (b)(6) had lost the vacation portion of the trip for (b)(6) but had to complete the work over the next 4 days as committed.

57 hours in total. Enough is enough!

Not ones to stay angry very long, we turned anger into advocacy.

My (b)(6) and I started a blog and a petition, and then the Coalition for Airline Passengers' Bill of Rights. Since coalescing, there has have been an epidemic of strandings, different airlines; different airports, but with the same level of frustration and anger against an Airline Industry that treats passengers like cargo. However, these events are not new it's just that we tend not to notice until it happens to us or until the media happens to notice.

2/14 Jet Blue Valentine's Day strandings. (b)(6) one guy, two jets, 17.5 hours on Jet Blue...

3/5 United Airlines stranded people at Chicago O'Hare for 8 hours.

3/17 Philly and JFK. USAir (b)(6) was a third-time victim having previously been on the Northwest Airlines strandings in '99 and United in '06. The Department of Transportation Inspector General Calvin Scovel had several members of his staff stuck on jets this fateful night.

Just when you thought it couldn't get more absurd... Cheyenne, Wyoming and Scotts Bluff, Nebraska. Abandonment by the airlines. 4 plane-loads of diverted passengers were dropped off at an airport, not their destination, and left there with no resources. (b)(6) was trying to get to his wedding when he was dropped in Cheyenne by United Express, and the planes later flew away empty. It ended up costing him \$3000.00 to get home.

Members of the Committee - this is simply unacceptable!!

The airlines say all these events are statistically improbable. Evidently not! What I will talk about next is simply Scandalous on the part of our Government.

## DOT Testimony

- **“Excluding flights that were diverted or ultimately canceled (our reporting requirements do not capture data on delays associated with such flights)”**

We found this phrase<sup>1</sup> in the DOT’s *written* testimony. Know what it means? It means that in their oral testimonies the DOT and ATA are attempting to bamboozle this committee with statistics that have nothing to do with the incidents in Austin last year, or any of the cancelled flights in February and March of this year. I’ll cover a couple of examples here, but please refer to my written testimony for more details.

## Time on the Tarmac

Number of Flights by Minutes of Taxi-Out Time

| Year                   | 3-4       | 4-6       | >6        | Total      | Passengers  | Passengers  | Passengers | Total       |
|------------------------|-----------|-----------|-----------|------------|-------------|-------------|------------|-------------|
| 2000                   | 5,000,007 | 3,415,791 | 1,071,383 | 9,487,181  | 1,240       | 1,387       | 157        | 2,784       |
| 2001                   | 5,000,700 | 3,220,000 | 1,700,000 | 9,920,700  | 820         | 1,100       | 0          | 1,920       |
| 2002                   | 5,200,000 | 3,400,000 | 1,500,000 | 10,100,000 | 710         | 1,200       | 0          | 1,910       |
| 2003                   | 5,400,000 | 3,200,000 | 1,300,000 | 9,900,000  | 650         | 1,100       | 0          | 1,750       |
| 2004                   | 7,000,000 | 4,500,000 | 2,000,000 | 13,500,000 | 1,000       | 1,500       | 0          | 2,500       |
| 2005                   | 7,000,000 | 4,500,000 | 2,000,000 | 13,500,000 | 800         | 1,300       | 0          | 2,100       |
| 2006                   | 7,000,000 | 4,500,000 | 2,000,000 | 13,500,000 | 1,000       | 1,500       | 0          | 2,500       |
| Jan-Feb 2007           | 1,100,000 | 375,000   | 200,000   | 1,675,000  | 170         | 170         | 0          | 340         |
| <b>Total 2000-2007</b> |           |           |           |            | <b>5600</b> | <b>1348</b> | <b>394</b> | <b>7342</b> |

3-4 hours = 660,000 passengers  
 4-6 hours = 134,800 passengers  
 >6 hours = 39,400 passengers

The DOT and ATA tell us that tarmac delays have improved and complaints are down<sup>2</sup> since the airlines promised to self-regulate in 1999. By this they must mean that an increase of 19,000

<sup>1</sup> STATEMENT OF MICHAEL W. REYNOLDS, DEPUTY ASSISTANT SECRETARY FOR AVIATION and INTERNATIONAL AFFAIRS, U.S. DEPARTMENT OF TRANSPORTATION before the SUBCOMMITTEE ON AVIATION U.S. SENATE COMMITTEE ON COMMERCE, SCIENCE, AND TRANSPORTATION on Airline Service Improvements, April 11, 2007, page 6

<sup>2</sup> STATEMENT OF MICHAEL W. REYNOLDS, DEPUTY ASSISTANT SECRETARY FOR AVIATION and INTERNATIONAL AFFAIRS, U.S. DEPARTMENT OF TRANSPORTATION before the SUBCOMMITTEE ON

tarmac delays<sup>3</sup> (of two hours or more) last year over the year 2000 is a good thing. But the rest of us want these numbers to decrease, not increase. By the way, if we extrapolate these rare occurrences to 100 passengers per flight, then *only* 800,000 passengers have been affected by tarmac delays of over three hours over the last five years.

## 2006 Diverted Flights

www.bts.gov/HomeDrillChart.asp?URL\_SelectMonth=12&URL\_SelectYear=2006

Bureau of Transportation Statistics  
Department of Transportation Friday, April 11, 2008

| Year        | Diverted Flights | Passengers    | Percentage of Total Scheduled Service | Passengers Affected | Percentage of Total Scheduled Service |              |
|-------------|------------------|---------------|---------------------------------------|---------------------|---------------------------------------|--------------|
| 2000        | 4,211            | 1,725,000     | 20.68%                                | 164,322             | 2.78%                                 |              |
| 2001        | 4,311            | 1,860,000     | 20.96%                                | 167,700             | 2.80%                                 |              |
| 2002        | 4,419,534        | 77.40%        | 1,104,899                             | 16.81%              | 221,178                               | 3.07%        |
| 2003        | 4,377,810        | 82.44%        | 440,823                               | 16.67%              | 60,442                                | 1.00%        |
| 2004        | 5,317,888        | 81.94%        | 1,017,884                             | 16.30%              | 122,449                               | 1.85%        |
| 2005        | 5,608,100        | 78.00%        | 1,421,291                             | 18.04%              | 127,287                               | 1.73%        |
| 2006        | 5,685,773        | 75.40%        | 1,418,045                             | 20.09%              | 139,730                               | 1.87%        |
| <b>2006</b> | <b>16,186</b>    | <b>75.40%</b> | <b>1,618,045</b>                      | <b>20.09%</b>       | <b>161,806</b>                        | <b>2.11%</b> |

**16,186 x 100 passengers = 1,618,600 passengers**

This slide<sup>4</sup> simply shows the 16,186 diverted flights that I mentioned earlier. If we extrapolate to 100 passengers per flight, over 1.6 million passengers may have experienced tarmac delays like ours in Austin. Isn't it convenient that there are no tarmac statistics for any of those flights that are available to the public?

### Is that the full extent of the problem? Not even close!

- No tarmac data is kept for carriers with less than 1% of domestic scheduled service passenger revenue (i.e. including five of the seven United Express carriers).
- In the aggregate, those smaller carriers are responsible for approximately 25% of all airline passenger travel in the U.S.
- The DOT and airline advocates are using data that represent only 75% of air travel, and within that subset they are using statistics that represent only a fraction of affected flights.

<sup>3</sup> [http://www.bts.gov/programs/airline\\_information/taxi\\_out\\_times/html/all\\_airports.html](http://www.bts.gov/programs/airline_information/taxi_out_times/html/all_airports.html)

<sup>4</sup> [http://www.transtats.bts.gov/HomeDrillChart.asp?URL\\_SelectMonth=12&URL\\_SelectYear=2006](http://www.transtats.bts.gov/HomeDrillChart.asp?URL_SelectMonth=12&URL_SelectYear=2006)

This slide<sup>5</sup> simply shows that the statistics the DOT and ATA are using account for only 75% of all domestic passenger travel.

For this and the other reasons I've outlined today, we urge Congress to enact legislation to curb these outrageous practices, and require the airlines to report all tarmac delays.

As I conclude my testimony, let's watch a clip of the United Express flights leaving passengers in Cheyenne, Wyoming.

Congress must now step up and use the current FAA reauthorization legislation to ensure that airlines make passengers' rights a top priority once and for all. The last thing that we should do is provide more giveaways to the airlines and less accountability to consumers and Congress while airlines continue to strand passengers in communities all across the country. Thank you committee members for giving me the honor of speaking here today. And a special thank you (b)(6) for taking the first step and proposing this life saving legislation.

In addition to my testimony, several prominent individuals and organizations have expressed their support for a Passenger Bill of Rights through testimony to the Senate Committee on Commerce, Science and Transportation and through letters of support. I have included these addendums for the record:

- Addendum #1 Quotes from the Nov. 2006 DOT Review
- Addendum #2 Member Letter ACAP PIRG APBOR dated April 17, 2007
- Addendum #3 Testimony of (b)(6) (Senate Hearings 4-11-2007)
- Addendum #4 Testimony of (b)(6) (Senate Hearings 4-11-2007)

---

<sup>5</sup> 2006 total flights all domestic flights from Table 7 (9,698,800)  
[http://www.bts.gov/press\\_releases/2007/bts012\\_07/html/bts012\\_07.html#table\\_01](http://www.bts.gov/press_releases/2007/bts012_07/html/bts012_07.html#table_01) as compared to total 2006 ATA domestic flights (7,141,922) reported at  
[http://www.bts.gov/programs/airline\\_information/taxi\\_out\\_times/html/all\\_airports.html](http://www.bts.gov/programs/airline_information/taxi_out_times/html/all_airports.html)

Addendum: #1

Following are some valuable excerpts and quotes that pertain to the failure of the Government to oversee or implement any meaningful penalties against the airlines for breaking their "Voluntary Commitments".

Title:

Follow-up Review: Performance of U.S. Airlines in Implementing Selected Provisions of the Airline Customer Service Commitment

Date:

November 21, 2006

"...airlines have not set targets to reduce delays and cancellations as they promised in June 2001 congressional testimony,15 and consumers lose \$9.4 billion a year from airline delays alone." [p.14]

"The Department Should Continue To Implement Actions To Curb Congestion and Delays Because Airlines Have Not Set Targets To Reduce Delays and Cancellations as They Promised" [p.16]

"For 2005, we identified 15,640 unique flight numbers (215,016 individual flights) that were chronically delayed or canceled, affecting an estimated 16 million passengers." [p.18]

"...the frequent flyer complaint subcategory "Not Able To Redeem Miles" grew from 17 percent in 2001 to 38 percent in 2004" [p.25 sellers of air services, with penalties totaling \$21.8 million. We reviewed 121 of the consent orders signed between 1996 and 2005 relating to advertising (78), civil rights (30), and "other" consumer matters (13). The penalties assessed in these orders totaled \$14.9 million, of which OAEP actually collected \$2.1 million after offsets or forgiveness provisions." [p.33]

"For example, one air carrier was assessed a fine of \$100,000 for non-compliance with disability requirements. Of that, \$90,000 was offset because the air carrier established a consumer advisory group and provided information on their web site about the DOT toll-free hotline." [p.34]

**Aviation Consumer Action Project  
Coalition for an Airline Passengers' Bill of Rights (PBOR)  
Consumer Federation of America  
Consumers Union  
Public Citizen  
U.S. PIRG**

16 April 2007

**Support Airline Passenger Bill of Rights (HR 1303 (M. Thompson-Cubin) }**

Dear Representative,

We, the undersigned consumer organizations, are writing on behalf of our members and other airline passengers to urge your support and co-sponsorship of bi-partisan legislation (M. Thompson-Cubin) to improve airline passenger rights, HR 1303, The Airline Passenger Bill of Rights Act of 2007.

The bill takes a variety of needed steps to provide airline passengers with new rights, including rights to potable food and water and sanitary facilities and a right to de-plane when they are stranded on runways for more than three hours at a time. It would also require airlines to make timely and truthful disclosures of diversions, delays and cancellations to customers at airports and on delayed planes. It would establish requirements that airlines post to the Internet the airline's lowest fares, schedules and itineraries and the status of any chronically delayed flights. In addition, the bill would require timely return of lost baggage, the inclusion of all of these rights in contracts of carriage and additional reports and actions by the Department of Transportation to improve the current situation.

These are all very important improvements to the rights of airline passengers. In addition, we urge the Congress to ensure that any final legislation guarantees that these are enforceable consumer rights, includes legally-enforceable and inflation-adjusted compensation for lost or damaged baggage or bumping and reinstates the rights of states to enforce their consumer protection laws against airlines.

Sincerely,

Paul Hudson  
Executive Director  
Aviation Consumer Action Project

Sally Greenberg  
Senior Legislative Counsel  
Consumers Union

Kate Hanni  
Executive Director  
Coalition for an Airline Passengers' Bill of  
Rights (PBOR)

Laura MacCleery  
Director  
Public Citizen's Congress Watch

Travis Plunkett  
Legislative Director  
Consumer Federation of America

Edmund Mierzwinski  
Consumer Program Director  
U.S. PIRG

Addendum #3

**Testimony to the U.S. Senate Committee on Commerce, Science and Transportation**

Rahul Chandran

April 11, 2007.

Chairman Inouye, Vice-Chairman Stevens, Honourable Committee Members,  
It is an honor to testify today, and I thank you for the opportunity to discuss the need for improvements to airline services.

Over eight years have passed since I was first stranded on a tarmac in Detroit, courtesy of Northwest airlines during the now infamous incident of January 1999. I have not thought about the incident for many years, and I am sure that the honorable members of the Committee are familiar with the incident; I simply recall many hours of miserable monotony, unpunctuated by water or food, the frequent refusal to allow customers to use the 'facilities', and a complete lack of information or communication.

In the furore that surrounded this incident, the airlines promised greater self-regulation, arguing that there was no need for legislative protection of passengers as the airlines had their best interest at heart. The free round-trip ticket I received from Northwest as 'compensation' for the ordeal, I returned to Northwest.

Shortly thereafter, in early 2000, I was on a United flight at Washington Dulles, during a sweltering summer day, for a short-hop up to New Haven, CT. We left the gate, sometime around 1 p.m. Approximately four hours later, having sat in a tiny turbo-prop, with neither water, nor access to the bathrooms – and certainly no clear information, we returned to a position near a gate, and the door was opened as the passengers were near rioting. There were, I believe, no more than eight people on board this flight. Eight people, trapped in a metal tube designed to retain heat, on the tarmac in the hot summer sun, without air-conditioning or refreshment for four hours, are still eight people on the boundaries of reasonable tolerance.

On the 16<sup>th</sup> of March, less than one month ago, and just one month after the series of incidents that affected Jet Blue, I arrived at JFK airport at 8 p.m. Although there had been some snow, and earlier flight cancellations at other airports, the website for Cathay Pacific – the airline that was slated to carry me to Vancouver – suggested that flight 889 would take off as scheduled. I came prepared, as several hundred thousand miles of flying have left me convinced that airline websites are rarely up-front about delays.

After about two hours of waiting, we boarded the plane at midnight. I exited the same plane at 9:43 a.m, nine hours and forty-three minutes after had left the gate. The intervening period had been passed on the runway, waiting for de-icing fluid, waiting for gates to become available, waiting for taxi space – in short, waiting. Waiting, that is, with our seat-belts securely fastened, our seat-backs upright and tray-tables stowed, and no ability to enjoy even the little – but important – comfort of the three-inch recline that economy class offers.

Now in certain respects, this was the best delay I have ever encountered. The captain was reasonably communicative about the delays, although his promises of a forty-five minute resolution were only reported as having failed after about an hour and a half. The crew allowed

passengers to use the restrooms, and offered us water. Twice that is – once after about one hour, and once after six and a half hours. Eventually, when the flight was cancelled – and prior to the last two hour wait for a gate – they fed us what was supposed to be our dinner. Given that almost all the dining establishments in the terminal had stopped serving food around 10 p.m, this was a good ten and a half hours after most people had last had any food, during which they had been kept awake.

So we were watered twice, fed once, and sent about our way. Upon disembarking, we received a \$15 voucher for food available at the terminal. I chose not to wait any further, and went home.

Honorable Senators, as I am sure you are all aware from your experiences, there comes a point when the consequences of a series of poor decisions accrete, and you have an intolerable outcome. Plane delays happen – I continue to fly, and have been delayed in over 30 countries, for reasons that range from the real to the incredible. Pilots need to respond to the profit-motive of their masters, and to make a good-faith effort to get their passengers off the ground, and airborne, safely.

It is, however, clear to me through all of these experiences that the companies that run airlines have failed to implement management procedures that prevent the intolerable outcome – passengers trapped on airplanes for more than six hours.

We continue to fly because air-travel is part of the engine of economic growth that has made America the success story that it remains today. A simple bill of rights that provides passengers with confidence that airlines will take care of their basic needs, prevents them from being confined in intolerable conditions, and ensures that airlines are responsible and held accountable for their actions will help to ensure that this remains the case.

Thank you for your time.

## Addendum #4

### TESTIMONY OF AVIATION CONSUMER ACTION PROJECT (ACAP) BEFORE THE SENATE COMMERCE, SCIENCE AND TRANSPORTATION COMMITTEE, HEARING ON AIRLINE SERVICE, APRIL 11, 2007, WASHINGTON, D.C.

#### Introduction

Good Afternoon Chairman Inouye, Vice Chairman Stevens and members of the Committee. My name is Paul Hudson. I am executive director of the Aviation Consumer Action Project (ACAP) which has acted as a voice for air travelers on national aviation issues of safety, security, and airline passenger rights and interests since 1971. Thank you for inviting me to testify today. I would like to make some brief summary comments and would request that my full written testimony be submitted for the record.

#### The Situation, How Bad Is It?

The situation today can best be described as "déjà vu all over again", as the problems that nearly brought the national air transportation to its knees in 1999-2000 have now re-emerged. With one of three flights now delayed, one of twenty flights being cancelled, one of 100 checked bags being mishandled, and most recently passengers on JetBlue and some other airlines being involuntarily detained in aircraft for up to 11 hours on the tarmac at Kennedy Airport, the situation requires prompt government and congressional action to prevent a new crisis, one that will not only cause hardship for airline passengers, but could negatively impact safety and the US economy.

The root cause of the current movement toward chronic air transportation congestion and periodic gridlock is record high air traffic that strains the air transportation infrastructure. The inadequate number of airports around Chicago, New York and a few other cities which are major choke-points in the system, the lack of reserve capacity of aircraft and flight crews, the lack of government oversight of airline scheduling practices and contingency planning for disruptions, has resulted in an air transportation system that is both vulnerable and deteriorating. It now takes longer to travel by air than it did 30 years ago, and the situation is much worse in high traffic areas and at peak travel times. In the past year alone, flight delays are up nearly 20%, denied boarding or bumping is up 20%, mishandled baggage is up 32%, and formal passenger complaints are up 50%. (Source: April 2007 Air Travel Consumer Report, US DOT and statistics at US DOT web site).

#### **What Should Congress Do?**

In 1978, Congress enacted legislation that deregulated the airline industry, abolished the federal agency that had regulated air fares and terms of service, the Civil Aeronautics Board (CAB). The remaining federal agency, the Federal Aviation Administration (FAA), regulates air safety, operates the air traffic control system and provides subsidies and grants to airports. There is also a small aviation consumer office in the US DOT that receives airline service complaints, collects data from the airlines and publishes monthly statistical reports. And of course since 9/11, the Transportation Security Administration has operated the aviation security system. US airports are still owned and operated by local government authorities, who control the access to major airports by airlines.

Airlines are now free to set fares as they see fit, and can compete on price, service and amenities. Barriers to entry of new airlines are now lower than they have ever been. This has brought benefits to the traveling public, but also has resulted in new problems that now demand your attention.

Congress must, in our view, not only address the problems that have caused national headlines in February and are the top passenger complaints (i.e. flight delays and cancellations and mishandled baggage), but are only the tip of the iceberg. It must also address the underlying problems of the national air transportation system.

#### Stranding and Involuntary Detention in Grounded Aircraft

Passengers should be given the opportunity to deplane when a flight is delayed more than 2 hours, and airlines should also be required to compensate passengers for more than a 2 hour delay on a per hour basis. In many cases passengers can get alternate transportation or may want to cancel their trip, if they can escape the wrongful imprisonment that airlines now increasingly impose on passengers.

There is a little known financial incentive that flight crews have to pull away from the gate (and not go back) even if they know the flight is not taking off for a long time, if at all. Most airlines only pay flight attendants and sometimes pilots from the time that the cabin door closes. This work rule goes a long way to explaining some of the more ridiculous stranding situations.

This reform would also remove another financial incentive airlines now have to overschedule flights that they know are going to be delayed or canceled due to overcrowding or weather conditions. By lying to and fooling the passengers, then involuntarily detaining them on aircraft, they avoid the massive cancellations, defections to other airlines, and financial losses that would occur if they provided honest disclosure and scheduling. Instead airlines usually blame the weather, FAA air traffic control or mechanical problems rather than their own practices.

#### Delay & Cancellation Abuses

Reducing stranding and delay abuses also requires **enhanced disclosure of the on-time statistic for each flight**. This figure is now available, but the passenger must ask for it. All persons providing reservations services should be required to disclose the percentage that a particular flight is on time, and have available the average delay and cancellation rate. Chronically delayed flights should be posted on the carrier's and a DOT web site, as well as frequently cancelled flights.

It is unlikely that many passengers will want to book flights that are delayed or cancelled more than 50% of the time, thereby causing the airlines to discontinue such flights and rationalize their schedules, based on reality and truth in scheduling rather than deceptive scheduling.

While the number one cause of delays is air traffic congestion, the **number two cause of delays and cancellations is the airlines' lack of reserve capacity of aircraft and flight crews** which now runs at 1% or less. Extreme weather causes less than 5% of delays. No system can operate reliably without an adequate reserve capacity, sick pilots or mechanical problems now invariably cause daily avoidable delays and cancellations. Accordingly, **mandating a minimum reserve capacity**

**would be the fastest and cheapest way to improve reliability of the national air transportation system.**

However, there also needs to be **a requirement that deceptively scheduled flights be canceled.** These are flights that are delayed over 80% of the time or are frequently cancelled (eg. Over 8-10% of the time). As of February 2007 there were 175 flights that are regularly late over 80% of the time, typically for 30-120 minutes. The worst examples of this Schedule Lying include Mesa Air Flight 7174 from Birmingham to Chicago late 100% of the time an average of over 2 hours, US Airways flight 154 from Philadelphia to San Francisco late 100% of time averaging over an hour, and Comair flight 1435 from Reagan National to JFK (actual flight time less than 25 minutes) late 93% of the time an average of 79 minutes.

For economic reasons, some airlines engage in the practice of deceptive scheduling. Since airline deregulation the FAA and airports exercise little if any control over airline flight scheduling. As a result, some busy airports now have many more flights scheduled to depart or land than the airport capacity will allow during certain time periods.

Airlines have an incentive to schedule flights at the most popular times even if they know that the scheduled times cannot be met due to airport capacity and overcrowding. Such practices should be banned as they amount to a fraud on the public and may give airlines willing to engage in such dishonest practices an unfair competitive advantage. (cf. JetBlue, Express Jet, Mesa and Comair have 8-10% of their flights regularly late over 70% of the time, while Southwest, Delta, Alaska, Hawaiian, and Aloha are at only 0.0 to 0.2% of their flights).

The FAA also should be required to ensure that airlines do not chronically over schedule, particularly at choke point airports, as such practices have a negative affect on the national air traffic as well as flights originating or terminating at such airports. These airports include Chicago O'Hare, Atlanta Hartsfield, New York LaGuardia, Kennedy and Newark Airports, Los Angeles International, and San Francisco. The current non-system is analogous to having no traffic lights or traffic control rules to control congestion on our nation's roadways.

The next reform needed is to **provide compensation for passengers for flights canceled by the airline for economic reasons less than two hours before flight time.** While the airlines will not admit it, such cancellations are common and amount to breach of contract and fraud. If a flight has so few passengers that the airline wants to cancel it, it should do so at least two hours before, so that passengers do not come to the airport unnecessarily, and provide passengers with alternate transportation within an hour of the canceled flight time plus a ticket refund.

Otherwise, the airlines should provide passengers with compensation that is equivalent to normal breach of contract compensation (normally the cost of the covering the service defaulted upon with another provider and sometimes consequential damages) or at least equivalent to bumping compensation, perhaps capped at several thousand dollars. In case of any dispute, it should be presumed that a flight was canceled for economic reasons if there was no ground hold by air traffic control and the flight was less than 30% booked.

Passengers, who are **stranded by airline delays and cancellations overnight, away from their home city, should receive ground transportation and over night accommodations.** Airlines use to provide this a matter of course, but now many do not or do so only for certain favored passengers. This has led to chronic choke-point airports like O'Hare in Chicago being dubbed "Camp O'Hare" with over 50,000 passengers per year being stranded and cots being set up in the baggage claim areas after midnight during the last high air traffic years (1998-2000).

#### Inflation Adjustment for Bumping and Lost Baggage

Legislation is also needed for **automatic inflation increases in compensation for bumping** (involuntary denied of boarding of passengers with confirmed reservations due to airline overbooking). The present rule caps cash compensation at \$400 or \$200 and has not been changed or updated for inflation for over 25 years.

The compensation cap for lost or damaged luggage on international flights to or from the US is about \$1,500 (this cap is based on an arcane treaty which provides for a compensation cap based on IMF special drawing rights or SDRs, this compensation cap is now badly outdated.) Under the common law of bailment, airlines would have unlimited liability. While legislation cannot change this treaty, it could mandate excess liability insurance be offered to passengers by airlines flying to or from the United States.

On domestic flights, the US DOT has recently increased lost baggage compensation limit to \$3,000 from \$2,800 under an inflation adjustment rule.

#### Enforcement

Finally, a **bill of rights for airline passengers needs to include a way for passengers to enforce their rights in a timely and inexpensive way.** This is something totally lacking in the present system. Complaints to airlines or the US DOT are regularly blown off (ACAP gets copies of some of these and a study can easily be done of the thousands of complaints to the US DOT consumer affairs office that are simply logged for statistical purposes).

ACAP suggests mandating a small claims arbitration process (which could be a private alternate dispute resolution service that uses retired judges, consumer affairs, or experienced arbitrators), as is typical in insurance and securities industry contracts with consumers, with the option for the customer going into local small claims court if the dispute is over a certain amount, like \$1,000. For disputes involving many passengers, and millions of dollars of claims, class actions in state or federal courts should be authorized, as well as through arbitration. There also needs to be a provision that would require the airline to pay the litigation expenses of the passenger if the resulting decision exceeds a rejected settlement offer. Now, there is no arbitration process, and airlines who are sued in state courts try to get the cases dismissed on jurisdictional grounds.

#### Conclusion

The above provisions would cover the largest number of complaints of airline passengers, which are Flight Delays and Cancellations and Lost or Mishandled Luggage, as well as their most egregious complaints and abuses of

Stranding and Wrongful Imprisonment. These reforms would also enhance and reward honest competition among the airlines and US economic productivity by discouraging abusive scheduling and service practices now causing unnecessary air transportation delays by reducing flight delays and cancellations that now impose unnecessary costs on the overall economy as well as individual passenger inconvenience and hardship.

Specific comments on the legislation recently introduced by Senators Boxer and Snowe, and by Congressperson Thompson of California are contained in Appendix A to this testimony. Thank you for holding this important and timely hearing. I look forward to responding to any questions of the Committee.

Paul Hudson, Executive Director  
Aviation Consumer Action Project (ACAP)  
PO Box 19029, Washington, DC 20036

#### Organizational Statement

The Aviation Consumer Action Project (ACAP) is a nonprofit corporation founded in 1971 which acts as voice for air travelers on national issues of aviation safety, security, and consumer rights. Its publications include Facts & Advice for Airline Passengers (a pocket handbook for airline passengers). ACAP has been involved in rulemaking before the FAA and most particularly bumping, baggage compensation, medical kits on airliners, airline security, and air quality.

Paul Hudson is a New York attorney and has been executive director since 1997. He represents ACAP as a member of the FAA Advisory Rulemaking Committee (ARAC), Executive Committee and the Transportation Security Administration (TSA) Aviation Security Advisory Committee (ASAC). ACAP is also an active member of the ASHRAE Advisory Committee on Aviation Air Quality Standards.

ACAP intervened in a class action case on behalf of Northwest Airline passengers who were stranded in a snow storm in Detroit for many hours in 1999, the last major case involving stranded passengers; and was successful in achieving more thorough notices and robust compensation payments for several thousand passengers involved.

ACAP receives no funding from the federal government or airlines and has no contracts or business relationships with airlines or their organizations.

Appendix A. Comments on S. 678 and H.R. 1303 – Airline Passengers Bill of Rights Act of 2007

by Aviation Consumer Action Project (ACAP)  
April 5, 2007

Overall Comment: Such legislation is necessary and long overdue. It should be comprehensive and address the major complaints of airline passengers which are flight delays and cancellations, mishandled baggage, and the lack of any enforceable rights re for service complaints. Finally, there should be consideration of rights of passengers concerning aviation security measures which have become a major concern since 9/11.

Specific Comments:

S. 678 (by Senators Boxer and Snowe) as introduced February 17, 2007

Sec. 41781 ( a) (2) Right to Deplane

The right to deplane should be triggered after 2 hours or less, not three. Most flights are under 2 hours duration. Many passengers can obtain alternate transportation if they are permitted to deplane. Wrongful imprisonment lawsuits have resulted in recovery for unreasonable detention as short as 2 hours. This provision could be used by the airlines to legitimize involuntarily detaining passengers for 3 hours or more, and therefore could be a step backwards for passenger rights and could potentially lead to an increase in stranded and involuntarily detained passengers.

H.R. 1303 (Mr. Thompson of California, et al) as introduced March 1, 2007

Sec. 41782 Standards for air carrier passenger services

( a) This provision would allow for no change in existing procedures for handling passenger complaints, which give air carriers the near absolute power to reject complaints with no effective recourse or remedy for the complaints. Airline procedures generally provide that any pro-consumer policies and practices are not part of the contract for carriage and legally unenforceable, and there is no neutral third party mediation or arbitration for unresolved complaints.

(2) METHODS OF NOTIFICATION Should also provide for include direct notification of passengers by telephone or email of flight delays. Airlines now have phone numbers for all passengers and often email for passengers and should be required to directly notify them of delays or cancellations that are known more than two hours before flight time. This will prevent unnecessary or untimely travel to, congestion at airports, and general cost and aggravation for all concerned.

(1) RIGHT OF PASSENGERS TO EXIT AN AIRCRAFT Same comment as under Right to Deplane above.

After section on Chronically Delayed Flights there should be a section for Frequently Cancelled Flights (cancelled more than 5-10% of the time) that requires such to be discontinued and compensation paid to passengers as in bumping regulations.

Sec. 41783 Procedures for Departure Delays (a ) Should also include permitting deplaning passengers without returning to gate which is often feasible especially where passengers are transported to aircraft by bus.

(2) MEETING This provision should include representatives of passengers, not just government and industry representatives.

Goal of contingency plans should be "graceful degradation" of national air traffic in weather related, natural, or man made disasters and emergencies, using diversion to pre-designated alternative and secondary airports and enhanced ground transportation. The current system effectively causes national air traffic brownouts and blackouts that take as long as a week to recover from, whenever a major airport is unavailable.

Paul Hudson, Executive Director  
Aviation Consumer Action Project (ACAP)  
PO Box 19029, Washington, DC 20036

(b)(6)

American Airlines  
Literature Informally  
distributed @ House  
hearing

~~Severe thunderstorms and poor weather throughout Texas on Friday, December 29, forced American Airlines and our regional airline partner, American Eagle, to divert 121 planes for safety reasons.~~

Although the conditions were generally forecasted by the National Weather Service ~~— and AA was ready for it — the storms cropped up hours before they were predicted and the lingering effects (one storm on top of another) forced a 9-hour shutdown of DFW Airport and thousands of passengers who were trying to reach their destinations for the New Year holiday were inconvenienced.~~

"In a sense, this was the perfect storm," said Bob Cordes, vice president — Operations, Planning and Performance with responsibility for SOC. "You had one of the heaviest holiday weekends of the year and a storm system that arrived early and did not dissipate."

~~Although our best intentions were to get our passengers to their destinations as quickly and safely as possible during this busy holiday travel period, we truly regret the extended ground delays our passengers endured that day and we have identified steps to help prevent such situations from happening again.~~

~~Of the 121 diverted flights that day, 67 were delayed on airport ramps for more than three hours. Between Jan. 10 and Jan. 15, American sent more than 4,600 letters of apology to customers on those 67 flights, each of which included \$250 or \$500 vouchers (depending on the time spent waiting). Customers who had not given us addresses or contact information received letters and vouchers as soon as we were able to acquire their addresses.~~

~~Our San Francisco-to-DFW flight (Flight 1348) was diverted to Austin and remained on the ground for about 8 hours, 6 minutes before its passengers finally deplaned. According to our on-board staff and passenger accounts:~~

- ~~• 10 passengers, whose destinations were San Antonio, Houston and Austin, were taken off the plane by bus.~~
- ~~• Remaining passengers were provided status reports by our pilots, on average, every 30 minutes.~~
- ~~• Passengers received snacks and were offered beverages. The plane also was serviced a second time with drinks/snacks/ice.~~
- ~~• The plane never was without water for passengers.~~
- ~~• None of the three restroom toilets ever overflowed. In fact, the toilets were serviced at the earliest opportunity by ground crews.~~
- ~~• Pets were taken off the plane and walked.~~

~~We were trying to do the right thing by getting passengers onto their destination (versus being stranded at the airport during the holidays), and we've adjusted our procedures to insure it doesn't ever happen again.~~

American Airlines' senior management has reviewed the regrettable events surrounding Flight 1348 and other flights on that day, and has set into motion plans so that our passengers' needs are taken care of should we ever find ourselves again in such challenging conditions.

While we recognize that aircraft delays of such long duration are extremely rare, one of our first courses of action was to revise our policy to ensure passengers do not remain on aircraft more than 4 hours on the ground (but we will begin monitoring diversions and adjusting as needed well before this timeframe). Because no similar situation has occurred in the 80-plus years of American's history, it is a rule that may never be used again.

Additionally, we are:

- Developing additional automation tools so that our Systems Operation Control (SOC) center in Fort Worth and Customer Relations at Headquarters can identify and head off excessive "passenger on aircraft" times and react accordingly.
- Creating even greater centralized control by creating a Diversion Coordinator position at our SOC center to prioritize diversion handling at airports and sequence flights for return to our hubs.
- Reviewing all procedures related to customer handling and make appropriate changes as needed.
- We have cooperated with the Inspector General who looked into the Dec. 29. We are confident that the best analysis will be done by the IG and that legislation is not necessary. We have taken action to fix the problem.

(Internal Operational Guideline)  
No pledge - no agreement

## Hurdles to wide acceptance of AMOS will eventually be surmounted

*Before automatic meteorological observing systems can enter common operational use, sensor and system manufacturers will need to work with meteorological service providers to improve their performance*

PEKKA UTELA  
VAISALA OYJ  
(FINLAND)

**A**LTHOUGH the potential for cost savings is driving the development of automatic meteorological observing systems (AMOS), fully automatic observations have not yet come into widespread use. ICAO has taken the position that current requirements, as stated in ICAO Annex 3,\* cannot be fully met with automatic systems. A 2004 amendment to Annex 3 introduced provisions which allow for automatic observations during non-operational hours, but human input or quality control is still required during active operations. It is anticipated that future ICAO Annex 3 amendments will allow the use of fully automatic systems during an aerodrome's operational hours, subject to local agreements between weather providers, regulators and aircraft operators.

Pioneering efforts to replace human observations with completely automatic systems were poorly received by user communities, causing delays in implementation and modifications to the original goals. Complete replacement of human observations has rarely been successful, and early systems have often had to be modified to allow for human review and modification of the meteorological reports.

Such systems have been better accepted once users have become more experienced with automatic observations, and after they have been trained to better

understand their limitations. One of the lessons learned by the pioneers is that automatic observations should not be seen as a direct replacement of human observation. They have different characteristics, but without education, users tend to expect equivalent data that cannot be provided.

Part of the resistance to the implementation of AMOS has been the limitations, and the fact that some meteorological

difficult meteorological conditions are not acceptable.

It is generally accepted that temperature and barometric pressure can be reliably measured with automatic systems. Possible problems with these measurements are related to other factors, such as poor siting of the measuring equipment, and would apply equally to instruments read by human observers. The main deficiencies lie in the reports of weather parameters which are based on visual observations, i.e. visibility, present weather and clouds.

*Reports of visibility.* The theory of visibility measurement is reasonably well developed, and the relationships between subjective observations and measurable physical quantities have been long established. ICAO, in cooperation with the World Meteorological Organization (WMO), has defined the methods to be used for measuring and calculating visibility and runway visual range (RVR). The remaining problems are related to the accuracy and spatial coverage of measurement.

The essential factor determining visibility and runway visual range is the attenuation of light in the atmosphere, which can be measured with sensors. The reported visibility variables are derived from this basic measurement, in combination with other information (e.g. ambient light, runway light setting). The accuracy of visibility measurements is mainly determined by the accuracy of the visibility sensor.

Currently there are two different sensor technologies being used for visibility



Despite fundamental limitations, automatic meteorological observing systems are generally better accepted once users have gained some experience with using them.

phenomena are currently not well observed. Errors made by automatic systems may appear ridiculous to users familiar with human observations and the types of errors humans make. Sensors used in the fully automatic systems must also be more reliable than at present. Inaccurate measurements or failures in

measurement: transmissometers and (forward) scatter sensors. Transmissometers measure attenuation directly by projecting a beam through the atmosphere and measuring the light arriving at a separate receiver unit. This method provides correct results independent of the type of weather. However, traditionally transmissometers have had very limited measurement ranges, and their accuracy is significantly affected by any contamination of the optical surfaces.

Scatter sensors project a beam of light into the atmosphere and attempt to measure the amount of light scattered away from the beam. Because scattering is the dominant cause of attenuation, in theory this method should provide accurate results. Scatter sensors can have wide measurement ranges and are typically compact in construction. Moreover, they are less sensitive to contamination of lenses, permitting longer intervals between cleaning.

Unfortunately, practical scatter sensors cannot capture and measure all scattered light; they can only sample a selected portion. Moreover, the distribution of the scattered light varies significantly depending on the agent causing the scattering. Thus scatter sensors may have widely varying responses depending on the type of weather.

Careful development and testing against reference transmissometers is required to produce scatter sensors which remain accurate in a range of weather. The best sensors available today have been shown to measure visibility quite accurately in fog, rain, snow and haze. Performance in other types of weather, such as sandstorms or smoke, has not been fully established, and the use of scatter sensors is not advisable if these phenomena are expected to occur regularly.

Both types of visibility sensors sample only a limited volume of air. The measurement volume of a transmissometer is significantly larger, but is still only a small fraction of the total volume within the line of sight of a pilot. Measured results and observed visibility may have

large discrepancies in non-homogenous conditions, for example, in fog patches or when a bank of fog approaches from one side of an aerodrome. Such situations probably give rise to the main complaints against automatic visibility measurement.

Unfortunately there are no simple ways of improving the spatial representativeness of visibility measurement. Some experiments have been carried out with new types of instruments scanning a wide area, but no new technical breakthroughs have been introduced commercially.

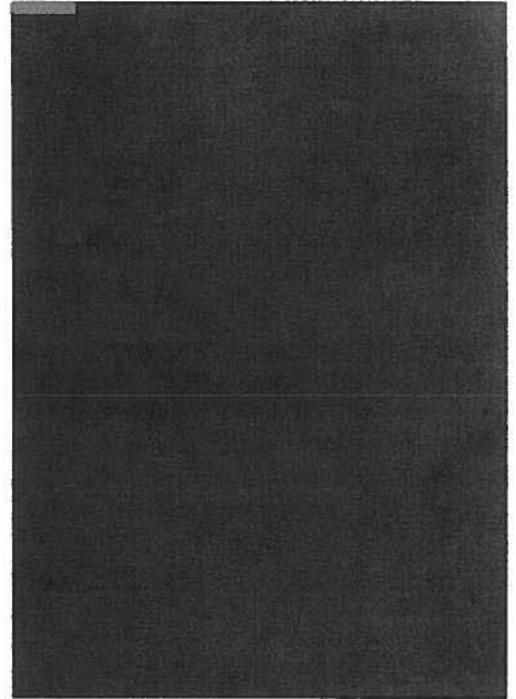
Currently the use of multiple sensors seems to offer the best approach. The recently introduced concept of prevailing visibility was specifically formulated to allow the use of many measurement points. Siting extra sensors based on the local climatology may improve the results significantly, if, for example, fog-prone areas can be suitably covered.

Modern RVR sensors can also be used to provide information for prevailing visibility. Typically they already span major runways, the most critical areas of the aerodrome. With a few well-placed additional sensors, the whole aerodrome area can be monitored to a high degree of accuracy. The total number of sensors may be varied depending on local meteorological conditions and the level of representativeness required.

Latest developments in the technology of visibility sensors have concentrated on improving the reliability and accuracy of measurement. Vaisala, a manufacturer of such sensors, has recently introduced a new transmissometer which includes a forward scatter sensor in the same instrument. The new sensor combines the advantages of both measurement technologies, offering a wide measurement range and stable measurement performance in all meteorological conditions.

*Reports of present weather.* Probably the most difficult parameter to assess automatically is present weather. The current table of METAR/SPECI present weather codes includes a number of different physical phenomena (precipitation, obscurations such as smoke, etc.) as well

as different spatial characteristics of these phenomena (shallow, patches, partial, etc.). The definition of present weather clearly has its roots in human observations, and consequently an automatic present weather observing system must attempt to emulate human observations.



This task is complex because of the lack of exact physical definitions for the various weather types. Current automatic systems also suffer from the lack of a priori information; they are at a disadvantage compared to human observers because they have no knowledge of local climate, seasons, the time of day — or a weather forecast.

Meteorological sensors available today are limited to a subset of the present weather table. Typically they are able to determine the intensity of precipitation and to identify a limited number of different forms of precipitation, such as rain, drizzle and snow. The sensors may also be capable of identifying some common obscurations. These may be the most prevalent meteorological conditions at many locations, but some critical phenomena are left out. For example, additional measurements are required to identify thunderstorms.

Most advanced current systems are based on combining measurements from several sensors at the system level. This can be done at the aerodrome, or at a national or regional centre. Modern systems may be able to combine information concerning precipitation type, ice ac-

Finally, it would appear the manner in which requirements for present weather reporting are presented may need to be changed. The current collection of meteorological information is heavily influenced by the capabilities of human observers, and trying to achieve all of the

LIDAR ceilometers can provide an accurate measurement of the distance to the cloud base (i.e. cloud base altitude). The distance is computed from the time it takes short pulses of light to be scattered back by the clouds. Because time can be measured with high precision, the dis-

**Sensors used in automatic meteorological observing systems need to be improved. Errors still occur too often, and some important forms of precipitation, such as hail and ice pellets, may be poorly or incorrectly identified.**

tance measurement can be highly accurate in ideal conditions.

Cloud bases are not always well defined, however, and precipitation may disturb the atmosphere below them. Ceilometers have to use quite sophisticated algorithms to find the cloud base reliably in conditions with precipitation or with ground-based obscurations. The quality of the algorithms and the inherent measurement performance of the ceilometer will make significant differences to the performance in marginal conditions.

The performance in cloud-base detection is not as critical if the sensor is used as an observer's aid. The observer can judge the sensor readings and extract correct information, even from unreliable measurements. The requirements become much more stringent if the sensor has to operate fully automatically. Only a minimal amount of erroneous cloud base readings can be tolerated, and leading sensors today have achieved a level of performance which seems to meet the needs of most users.

A LIDAR ceilometer takes a measurement at a single point in the sky, and

*continued on page 31*

\* Annex 3 to the *Convention on International Civil Aviation* (also known as the Chicago Convention) contains provisions, including standards and recommended practices, for meteorological services required for international air navigation. In all, 18 annexes to the Chicago Convention contain provisions for the safe, secure, orderly and efficient development of international civil aviation.

Pekka Utela is the Product Line Manager (Optical Sensors) for Vaisala Instruments, of Vaisala Oyj, and serves as an advisor to the Finnish member of the ICAO Aerodrome Meteorological Observing Systems Study Group. A supplier of meteorological instruments including automatic meteorological observing equipment, Vaisala is based in Helsinki, Finland ([www.vaisala.com](http://www.vaisala.com)).



Photodisc

tion, thunderstorms, visibility, cloud height, wind, temperature and dew point.

Nevertheless, some fundamental limitations remain. One key limitation is the performance of precipitation type detectors. Current sensors still make more errors than many users are willing to accept, and some important forms of precipitation, such as hail and ice pellets, are either poorly or incorrectly identified.

Steps are required to reach a fully satisfactory level of performance in automatic present weather observations. Sensor technology needs to be developed further to minimize the number of incorrect identifications, and sensors also have to be enhanced to detect all critical types of weather (e.g. hail) reliably. Yet another necessary step is the further development of system-level algorithms. Data from several sensors, and even lightning location networks, can be combined for better results.

same capabilities with automatic systems is not a realistic goal. Instead, the aim should be to identify the essential present weather parameters and then develop systems capable of detecting these parameters, an ongoing task before the ICAO Aerodrome Meteorological Observing Systems Study Group (AMOSSG).

*Reports of clouds.* Cloud reporting requirements include cloud height, cloud amount and identification of two cloud types: cumulonimbus (CB) and towering cumulus (TCU).

Traditionally, human observers have used some measuring instrument or other observing aid such as pilot balloons to estimate cloud height, while relying on eyesight to estimate the cloud amount and types. Currently the most common instrument used for cloud height measurement is a ceilometer based on the light detection and ranging (LIDAR) principle.

- c) when more than one present weather type is occurring at the same time then all types should be reported;
- d) the rate of snowfall should be reported;
- e) snowfall accumulations should be reported on at least an hourly basis;
- f) ice pellets should remain as a reportable phenomena; and
- g) it is not necessary to report recent weather if the relevant weather was included in the most recent report.

*Note:— This list is based upon preliminary feedback from LATA only.*

2.7.2 It is noted that the proposed new criteria shown in Appendix C address all of these concerns except they would:

- a) not differentiate between drizzle and rain;
- b) not provide reports of snowfall accumulations; and
- c) not report ice pellets.

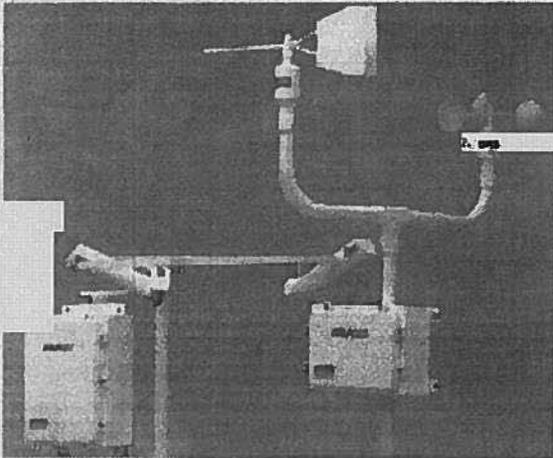
2.7.3 More information should be sought to explain the reasons for the stated requirement to differentiate between drizzle and rain, however, due to a lack of a requirement for this in the current ICAO Annex 6 flight planning standards or Annex 3 TAF amendment criteria requirements, it was not included in this paper.

2.7.4 Furthermore, the results of tests to evaluate the ability of instrumentation to differentiate between drizzle and rain, as documented in World Meteorological Organization Technical Document No. 887 (WMO Intercomparison of Present Weather Sensors/Systems: Canada and France, 1993-1995) show serious limitations to several sensors and at best mixed results. It may be better to focus on detecting the liquid or supercooled phases and less on trying to measure the droplet size and fall speeds.

2.7.5 Further, it is proposed that Annex 3 should respond to changes in the Annex 6 standards related to flight planning rather than be the originator of new flight planning requirements.

2.7.6 Snowfall accumulations are of interest to pilots due to the association with runway conditions. Based on Annex 3, Appendix 3, 4.8.1.4 (b), the provision of information on the state of the runway is the responsibility of the appropriate airport authority. A [redacted] can be appended to the METAR/SPECI as supplementary information it is not the responsibility of the meteorological service to provide this information.

2.7.7 This paper argues for consistency with the current ICAO TAF amendment criteria as the measure of the need to include ice pellets as a mandatory element of present weather reporting. However, it should be noted that the existence of ice pellets at the surface is indicative of freezing rain aloft. The existence of freezing rain aloft may limit flight operation in accordance with Annex 6 standards for flight planning (see Appendix B). It is assumed that most automated systems will tend to report ice pellets as rain (similar size and fall speeds) which, as a result, would then be reported as freezing rain in below freezing temperatures thereby ensuring an equivalent level of safety.



# KEY TO DECODING THE U.S. METAR OBSERVATION REPORT

## Example METAR Report

METAR KABC 121755Z AUTO 21016G24KT 180V240 1SM R11/P6000FT -RA BR BKN015 0VC025 06/04 A2990 RMK A02 PK WND 20032/25 WSHFT 1715 VIS 3/4V1 1/2 VIS 3/4 RWY11 RAB07 CIG 013V017 CIG 017 RWY11 PRESFR SLP125 POOO3 60009 T00640036 10066 21012 58033 TSNO \$

| KEY TO DECODING A METAR REPORT |   |   |
|--------------------------------|---|---|
| <b>METAR</b>                   | <b>TYPE OF REPORT</b>                     | METAR: hourly (scheduled) report; SPECI: special (unscheduled) report.  |
| <b>KABC</b>                    | <b>ICAO STATION (location) IDENTIFIER</b> | Four character ICAO location identifier.  |
| <b>121755Z</b>                 | <b>DATE/TIME group</b>                    | All dates and times in UTC using a 24-hour clock; two-digit date and four-digit time; always appended with <b>Z</b> to indicate UTC.  |
| <b>AUTO</b>                    | <b>REPORT MODIFIER</b>                    | <b>AUTO</b> : Indicates a fully automated report with no human intervention. It is removed when an observer logs on to the system. <b>COR</b> : Indicates a corrected observation. No modifier indicates human observer or automated system with human logged on for oversight functions.   |
| <b>21016G24KT<br/>180V240</b>  | <b>WIND DIRECTION AND SPEED</b>           | Direction in tens of degrees from true north (first three digits); next two digits: speed in whole knots; if needed, include character as: <b>G</b> usts (character) followed by maximum observed speed; always appended with <b>KT</b> to indicate knots; 00000KT for calm; if direction varies by 60° or more and speed greater than 6 knots, a <b>V</b> ariable wind direction group is reported, otherwise omitted. If wind direction is variable and speed 6 knots or less, replace wind direction with <b>VRB</b> followed by wind speed in knots. See <i>Observing and Coding Wind</i> for additional information. |
| <b>1SM</b>                     | <b>VISIBILITY</b>                         | Prevailing visibility in statute miles and fractions with space between whole miles and fractions; always appended with <b>SM</b> to indicate statute miles; values <1/4SM reported as *M1/4SM. See <i>Observing and Coding Visibility</i> for additional information.  |
| <b>R11/P6000FT</b>             | <b>RUNWAY VISUAL RANGE</b>                | A 10-minute RVR evaluation value in hundreds of feet is reported if <b>prevailing visibility is &lt; or = 1 mile or RVR &lt; or = 6000 feet</b> ; always appended with <b>FT</b> to indicate feet; value prefixed with <b>M</b> or <b>P</b> to indicate value is lower or higher than the reportable RVR value. See <i>Observing</i>  |

|  |                              |   |
|--|------------------------------|---|
|  |                              | and Coding Runway Visual Range for additional information.  |
| <b>-RA BR</b>  | <b>WEATHER PHENOMENA</b>     | Present weather:  |
|  |                              | <b>QUALIFIER</b>  |
|  |                              | Intensity or Proximity  |
|  |                              | - Light      "no sign" Moderate      + Heavy  |
|  |                              | VC Vicinity: but not at aerodrome; in U.S. METAR, between 5SM and 10SM of the point(s) of observation.  |
|  |                              | Descriptor  |
|  |                              | MI Shallow      BC Patches      PR Partial      TS Thunderstorm<br>BL Blowing      SH showers      DR Drifting      FZ Freezing   |
|  |                              | <b>WEATHER PHENOMENA</b>  |
|  |                              | Precipitation   |
|  |                              | DZ Drizzle      RA Rain      SN Snow      SG Snow grains<br>IC Ice Crystals      PL Ice pellets      GR Hail      GS Small hail/<br>UP Unknown      in automated      snow pellets<br>observations  |
| Obscuration  |                              |   |
| BR Mist (< or = 5/8SM)      FU Smoke      VA Volcanic      DU Widespread<br>SA Sand      HZ Haze      Ash      Dust<br>PY Spray                  |                              |   |
| Other  |                              |   |
| SQ Squall      SS Sandstorm      DS Duststorm      PO Well<br>FC Funnel Cloud      +FC Tornado/<br>Waterspout      developed<br>dust/sand whirls |                              |   |
|  |                              | See <u>Observing and Coding Present Weather Group</u> for additional information.   |
| <b>BKN015 OVC025</b>   | <b>SKY CONDITION</b>         | Cloud amount and height: CLR (In automated METAR reports only, no clouds detected below 12000 feet.); <b>SKY</b> Clear 0/8; <b>FEW</b> 1/8-2/8; <b>SC</b> attered 3/8-4/8; <b>BoKeN</b> 5/8-7/8; <b>OV</b> erCast 8/8; 3-digit height of base in hundreds of feet; followed by <b>T</b> owering <b>CUM</b> ulus or <b>CumulonimBus</b> if present. For an observed sky: <b>V</b> ertical <b>V</b> isibility followed by vertical veisibility in hundreds of feet into the obscuration, example: <b>VV004</b> . More than 1 layer may be reported.<br>See <u>Observing and Coding Sky Conditions</u> for additional information. |
| <b>06/04 OVC025</b>  | <b>TEMPERATURE/DEW POINT</b> | Each is reported in whole degrees Celsius using two digits; values are separated by a solidus (/); sub-zero values are prefixed with an <b>M</b> (minus).<br>See <u>Observing and Coding Temperature and Dew Point</u> for additional information.  |
| <b>A2990 OVC025</b>  | <b>ALTIMETER</b>             | Altimeter setting (in U.S. reports) is always prefixed with an <b>A</b> indicating inches of mercury; reported using four digits: tens, units, tenths, and  |



(b)(6)

03/09/2007 12:58 PM

To (b)(6)

cc

bcc

Subject FAA CWO JFK Observation Scan

History:

 This message has been replied to.

(b)(6)

Here is the data. Since this was an "event" day ... I included the scan from the start of precipitation to the end.

(b)(6) JFK Weather

**KJFK Scan ... Feb 13, 2007 @ 2351z .... Feb 15, 2007 @ 0451z**

METAR KJFK 132351Z 06012KT 10SM -SN SCT055 OVC080 M03/M21 A3025 RMK AO2  
SNB47 SLP244 931000 P0000 60000 T10331211 11028 21033 58022  
METAR KJFK 140051Z 06012KT 8SM -SN SCT028 OVC050 M04/M17 A3024 RMK AO2  
SLP241 SCT V BKN P0000 T10391167  
METAR KJFK 140151Z 07013KT 6SM -SN FEW036 OVC050 M05/M12 A3023 RMK AO2  
SLP235 P0000 T10501122  
METAR KJFK 140251Z 04011KT 10SM -FZRASN FEW036 OVC048 M05/M11 A3018 RMK  
AO2 FZTAB47 SLP219 P0000 60000 T10501111 58025  
SPECI KJFK 140320Z 05011KT 10SM -FZRAPLSN OVC036 M05/M11 A3018 RMK AO2  
PLB16 P0000  
SPECI KJFK 140330Z 05013KT 10SM -SN OVC036 M05/M11 A3017 RMK AO2  
FZRAE29PLB16E29 P0000  
METAR KJFK 140351Z 05013KT 10SM -SN OVC036 M05/M11 A3015 RMK AO2  
FZRAE29PLB16E29 SLP210 P0000 T10501106  
METAR KJFK 140451Z 05012KT 10SM OVC031 M05/M10 A3009 RMK AO2 SNE13  
SLP190 P0000 T10501100 400061056  
METAR KJFK 140551Z 05015KT 9SM -SN OVC027 M04/M10 A3003 RMK AO2 SNB50  
SLP167 931001 P0000 60000 T10441100 11033 21056 58052  
SPECI KJFK 140629Z 05016G23KT 5SM -FZRASN OVC020 M04/M09 A3001 RMK AO2  
FZTAB29 P0000  
METAR KJFK 140651Z 04016KT 5SM -FZRASN OVC020 M04/M08 A2997 RMK AO2  
FZTAB29 PRESFR SLP148 P0000 T10441078  
SPECI KJFK 140735Z 04019G24KT 5SM -PL OVC019 M04/M07 A2992 RMK AO2  
FZRAE35SNE35PLB35 PRESFR P0000  
METAR KJFK 140751Z 05018G27KT 6SM -PL OVC018 M04/M07 A2991 RMK AO2 PK  
WND 04027/0743 FZRAE35SNE35PLB35 SLP128 P0002 T10391067  
SPECI KJFK 140808Z 05015G24KT 1SM -SNPL OVC012 M04/M07 A2991 RMK AO2 PK  
WND 06026/0758 SFC VIS 2 1/2 SNB06 P0002

METAR KJFK 140851Z 04016G23KT 1SM -SNPL BR BKN014 OVC032 M04/M06 A2987  
RMK AO2 PK WND 06026/0758 SFC VIS 2 1/2 SLP115 SNB06 P0003 60005 T10391061  
56052

METAR KJFK 140951Z 04020G25KT 3SM -SN BR FEW009 OVC020 M04/M06 A2982 RMK  
AO2 PK WND 06026/0912 SFC VIS 4 PLE47 SLP099 P0002 T10391061

METAR KJFK 141051Z 03021G30KT 3SM -SNPL BR OVC014 M04/M06 A2973 RMK AO2  
PK WND 04030/1047 SFC VIS 4 PRESFR SLP066 P0000 T10391061

METAR KJFK 141151Z 03022G27KT 3SM -PLSN BR OVC011 M03/M05 A2964 RMK AO2  
PK WND 03031/1137 SFC VIS 4 PRESFR SLP037 931002 P0001 60008 70008 T10281050  
11028 21044 58078 PNO \$

SPECI KJFK 141212Z 03022G30KT 2SM -PLSN BR OVC011 M03/M06 A2961 RMK AO2  
PK WND 02030/1204 PRESFR P0001 \$

SPECI KJFK 141230Z 03020G27KT 2 1/2SM -FZRAPL BR OVC013 M03/M06 A2960 RMK  
AO2 PK WND 02030/1204 FZRAB30SNE30 P0001 \$

METAR KJFK 141251Z 03021G27KT 2SM -FZRAPL BR OVC013 M03/M05 A2957 RMK  
AO2 PK WND 02030/1204 TWR VIS 2 1/2 FZRAB30SNE47 PRESFR SLP014 P0004  
T10281050 \$

SPECI KJFK 141321Z 03020KT 1 1/2SM PL BR OVC013 M02/M04 A2952 RMK AO2 PK  
WND 03031/1252 FZRAE21 PRESFR P0002 \$

METAR KJFK 141351Z 03023G33KT 1 1/2SM -FZRAPL BR OVC013 M02/M04 A2945  
RMK AO2 PK WND 03033/1348 SFC VIS 1 3/4 FZRAE21B48 PRESFR SLP973 P0006  
T10221044 \$

SPECI KJFK 141441Z 03025G33KT 1SM FZRAPL BR FEW008 OVC013 M02/M04 A2933  
RMK AO2 PK WND 03033/1437 PRESFR P0007 \$

METAR KJFK 141451Z 03026G33KT 1SM FZRAPL BR FEW008 OVC013 M02/M04 A2930  
RMK AO2 PK WND 03033/1449 PRESFR SLP920 P0008 60018 T10221044 58117 \$

SPECI KJFK 141520Z 04024G37KT 1 1/2SM -FZRAPL BR FEW008 BKN013 OVC021  
M02/M04 A2925 RMK AO2 PK WND 03037/1514 P0003 \$

METAR KJFK 141551Z 02022G35KT 1 1/2SM -FZRAPL BR FEW006 OVC013 M02/M04  
A2925 RMK AO2 PK WND 03038/1528 SLP904 P0005 T10171039 \$

SPECI KJFK 141618Z 02021G26KT 2SM -FZRAPL BR FEW006 OVC011 M01/M03 A2921  
RMK AO2 PK WND 02026/1617 P0002

METAR KJFK 141651Z 02018G24KT 2SM -FZRAPL BR FEW006 BKN011 OVC018  
M01/M03 A2916 RMK AO2 PK WND 35026/1622 SFC VIS 2 1/2 PRESFR SLP876 P0009  
T10061028

METAR KJFK 141651Z 02018G24KT 2SM -FZRAPL BR FEW006 BKN011 OVC018  
M01/M03 A2916

SPECI KJFK 141711Z 02016KT 1 1/2SM -FZRAPL BR FEW006 OVC011 00/M02 A2913  
RMK AO2 PRESFR P0011

SPECI KJFK 141729Z 05023KT 2 1/2SM -FZRA BR FEW006 OVC011 00/M02 A2910 RMK  
AO2 PLE28 PRESFR P0012 \$

METAR KJFK 141751Z 02017KT 2 1/2SM -FZRA BR FEW008 OVC011 00/M02 A2908  
RMK AO2 PLE28 SLP848 931010 4/001 P0013 60045 T00001022 10000 21033 58072

SPECI KJFK 141819Z 35014KT 1 1/2SM -FZRAPL BR OVC011 M01/M02 A2912 RMK AO2  
PLB18 CIG 008V014 P0003

SPECI KJFK 141826Z 34011G20KT 1 1/2SM -FZRAPLSN BR OVC009 M01/M03 A2911  
RMK AO2 PLB18SNB26 P0005  
SPECI KJFK 141849Z 34014KT 1 1/2SM -SNPL BR SCT009 BKN014 OVC022 M03/M06  
A2912 RMK AO2 FZRAE48PLB18SNB26 P0006 \$  
METAR KJFK 141851Z 34014KT 1 1/2SM -SNPL BR SCT009 BKN014 OVC022 M03/M06  
A2912 RMK AO2 FZRAE48PLB18SNB26 SLP861 P0006 T10331056 \$  
SPECI KJFK 141916Z 35020KT 1 1/2SM -SN BR BKN012 BKN019 OVC025 M05/M07  
A2912 RMK AO2 SFC VIS 1 3/4 PLE15 BKN012 V SCT P0000 PNO \$  
SPECI KJFK 141929Z 35020KT 1 1/2SM -SN BR FEW012 OVC022 M05/M07 A2913 RMK  
AO2 SFC VIS 2 PLE15 P0000 PNO \$  
METAR KJFK 141951Z 34017KT 3SM -SN FEW015 OVC024 M05/M08 A2915 RMK AO2  
SFC VIS 4 PLE15 SLP871 P0000 T10501078 PNO \$  
METAR KJFK 142051Z 35018KT 3SM -SN OVC028 M04/M07 A2921 RMK AO2 SFC VIS 5  
PRESRR SLP891 6//// T10391072 53042 PNO \$  
SPECI KJFK 142108Z 35016KT 3SM R04R/5000VP6000FT -SN SCT015 OVC035 M03/M07  
A2923 RMK AO2 SFC VIS 4 SCT V BKN PNO \$  
SPECI KJFK 142128Z 35017KT 6SM R04R/5500VP6000FT -SN BKN017 OVC035 M03/M06  
A2924 RMK AO2 PNO \$  
SPECI KJFK 142141Z 35016KT 10SM SCT017 SCT035 BKN050 M02/M06 A2925 RMK  
AO2 SNE39 PNO \$  
METAR KJFK 142151Z 35014KT 9SM SCT021 BKN055 M02/M06 A2926 RMK AO2  
SLP907 SNE39 T10221056 PNO \$  
SPECI KJFK 142239Z 30016KT 10SM BKN027 M02/M06 A2931 RMK AO2 CIG 022 W PNO  
\$  
METAR KJFK 142251Z 31020KT 10SM BKN025 M03/M07 A2933 RMK AO2 PRESRR  
SLP930 T10281072 PNO \$  
METAR KJFK 142351Z 33013KT 10SM OVC025 M04/M10 A2939 RMK AO2 SLP951  
931001 4/001 6//// T10441100 10000 21050 53061 PNO \$  
METAR KJFK 150051Z 31015KT 9SM -SN OVC028 M03/M10 A2942 RMK AO2 SNB46  
SLP963 T10331100 PNO \$  
SPECI KJFK 150123Z 33013KT 10SM -SN FEW028 OVC040 M04/M10 A2945 RMK AO2  
PRESRR PNO \$  
METAR KJFK 150151Z 31023KT 9SM -SN FEW028 BKN049 OVC095 M05/M11 A2947  
RMK AO2 SLP980 T10501111 PNO \$  
SPECI KJFK 150209Z 29016G21KT 4SM R04R/5000VP6000FT -SN BKN020 OVC049  
M07/M12 A2949 RMK AO2 PNO \$  
METAR KJFK 150251Z 29015KT 8SM -SN FEW022 OVC030 M07/M13 A2952 RMK AO2  
SLP994 6//// T10671128 53043 PNO \$  
SPECI KJFK 150323Z 29016G23KT 4SM R04R/5500VP6000FT -SN BKN024 OVC085  
M08/M13 A2955 RMK AO2 PNO \$  
METAR KJFK 150351Z 29016G22KT 9SM -SN FEW024 OVC043 M07/M13 A2955 RMK  
AO2 PK WND 29026/0333 SLP004 T10721133 PNO \$  
METAR KJFK 150451Z 30020G24KT 10SM OVC090 M08/M15 A2960 RMK AO2 PK WND  
30027/0413 SNE13 SLP024 T10781150 400001078 PNO \$

# Departure Efficiency Benefits of Terminal RNAV Operations at Dallas-Fort Worth International Airport

Dr. Ralf H. Mayer\*

Center for Advanced Aviation System Development, The MITRE Corporation, McLean, Virginia 22102

On September 6, 2005 the Federal Aviation Administration (FAA) implemented revised Standard Instrument Departure (SID) procedures at Dallas-Fort Worth International Airport (DFW). The procedures leverage Area Navigation (RNAV) capabilities that enable greater flexibility and accuracy in point-to-point navigation. Implementation of the procedures relies on flight automation systems currently available on the majority of commercial and corporate aircraft and promises more efficient utilization of available runways and constrained airspace surrounding the airport. This paper outlines the design of DFW's RNAV departure procedures and reviews the mechanism that enables operational benefits. It describes the Monte Carlo modeling approach taken to evaluate operational changes, the methodology used to validate model performance with radar data, and presents potential departure capacity and delay reduction benefits of RNAV departure operations at DFW. It shows that delay reduction benefits to users and operators of close to \$10 million annually are possible for DFW when conducting RNAV departure operations. Key performance metrics of the model are compared to performance metrics obtained from extensive pre- and post-implementation evaluations. They confirm that the required operational changes that enable delay reduction benefits were largely realized within the first 2 months after implementation of the procedures.

## I. Introduction

Conventional navigation concepts that currently apply in terminal operations in the vicinity of most major U.S. airports largely rely on Air Traffic Control (ATC) providing routine navigational guidance. On September 6, 2005 the FAA implemented departure procedures at DFW that leverage greater flexibility and navigation accuracy of RNAV procedures for navigational guidance in terminal airspace. The implementation of RNAV procedures at DFW and other airports represents an enhancement from conventional navigation concepts. It aims to leverage on-board navigation capabilities of advanced flight automation systems in terminal operations. Such RNAV procedures are key building blocks in the FAA's plan to integrate advanced navigation methods in the U.S. National Airspace System (NAS).<sup>1</sup> Implementation of RNAV procedures represents a significant milestone toward realization of a performance-based navigation concept as outlined in the FAA's Operational Evolution Plan (OEP).<sup>2</sup> The plan calls for the development of standards for Required Navigation Performance procedures (RNP) as part of worldwide efforts to develop and implement the next generation of communication, navigation, and surveillance systems in air traffic management (ATM). The accuracy of RNP and its integrity monitoring capability are expected to further enhance the navigational precision of RNAV and define aircraft flight paths within tightly specified airspace corridors.

### A. Conventional Departure Operations

Conventional departure operations rely exclusively on course guidance instructions provided by ATC. In terminal airspace, these control instructions typically comprise sequential assignments of aircraft headings that are issued to departing flights via voice communications. Timely issuance of successive clearances instructing flight crews to fly assigned headings commonly referred to as *vectoring* serves as a key control mechanism to continually ensure aircraft separation and to provide navigational guidance to points typically located about 40 nautical miles (NM) from the airport. These navigational points are often referred to as *departure fixes*. In conventional departure operations at DFW, aircraft reliance on on-board navigational course guidance is generally delayed until aircraft approach or cross a departure fix approximately located at the lateral boundary between terminal and en-route

---

\* Project Team Manager, Center for Advanced Aviation System Development, member AIAA.

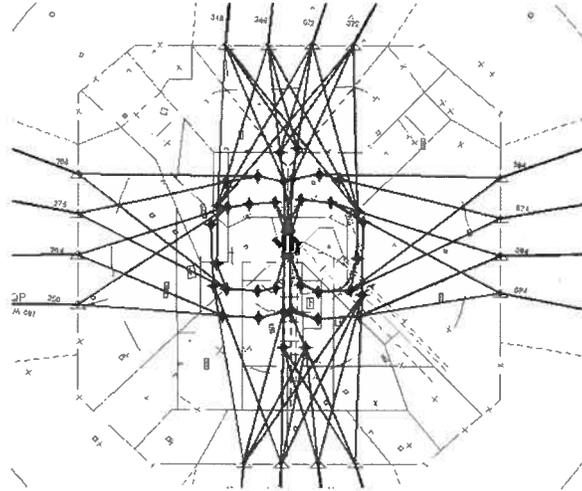
airspace. Figure 1 illustrates the octagonal shape of DFW's terminal airspace boundary and the locations of 16 departure fixes that are indicated by triangles.

### B. RNAV Departure Operations

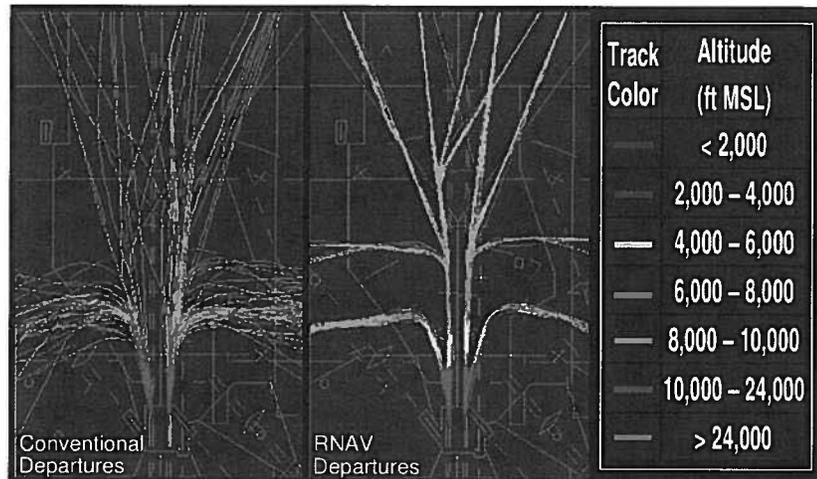
RNAV departure operations now in use at DFW represent a significant enhancement to conventional operations. Reliance on on-board navigational equipment begins soon after takeoff. A series of waypoints that define each RNAV route – commencing close to the departure end of each runway and comprising a departure fix at the airspace boundary – is the basis for aircraft course guidance of RNAV operations in the terminal area. The lateral paths of DFW's RNAV departure routes are illustrated in Fig. 1.

For a given route and aircraft operating conditions, the on-board Flight Management Systems (FMS) of departing aircraft that utilize RNAV procedures derive and execute automated navigation solutions guiding aircraft along the various path segments defined by the procedures. The procedures feature two initial segments with diverging courses from each primary runway. A sub-set of the procedures that serves a certain group of departure fixes initially follows courses along the extended runway centerlines, effectively mirroring straight-out conventional departure operations. Other procedures feature courses that initially diverge from the extended centerlines by an angle of 15 degrees or more. Figure 2 illustrates the course divergence which is a key design feature that spreads departure traffic flows across the terminal airspace and enables ATC to make more efficient use of DFW's constrained airspace and runway capacity. Implementation of the procedures and ATC sequencing of successive flights to make alternating use of diverging RNAV routes have promised increased airport departure capacity, improved throughput, and reduced delay.

The research reported in this paper was carried in support of the FAA's RNAV/RNP Program Office during design and implementation of RNAV departure procedures at DFW. Key procedure design considerations are reviewed in Section II and the mechanism that enables operational benefits of DFW's RNAV departure operations is outlined in Section III. Section IV presents the results of a Monte Carlo model simulation analysis quantifying potential capacity gains and delay reduction benefits, and the results of post-implementation operational evaluations are



**Figure 1. Key features of DFW terminal airspace (green) and route structure of RNAV departure procedures (red).**



**Figure 2. Radar tracks recorded during times of peak departure demand of aircraft departing DFW before and after implementation of RNAV procedures.**

discussed in Section V.

## II. Procedure Design and Implementation

A key objective in the design of DFW's RNAV departure procedures was to increase airport departure capacity. For this reason, the RNAV route design was chosen to feature course divergence of initial route segments which effectively results in departure flows that are more spread-out across the terminal airspace (see Fig. 2). Key design specifications resulted from the requirement that terminal traffic patterns conform to previously established environmental constraints and the need to accommodate local traffic flows serving satellite airports. In the past, these constraints in conjunction with larger operational uncertainties typically associated with vectored operations precluded conducting fanned departure operations, i.e. operations that routinely employ application of diverging departure headings. The reduced operational uncertainty generally associated with RNAV operations was found to support the design of two diverging RNAV route segments from each runway that meet established noise-footprint requirements. At the time of procedure implementation, about 84 percent of all aircraft were anticipated to be appropriately equipped and participating in RNAV operations. The resulting need of the airport to conduct mixed-equipage operations was expected to represent the most significant ATC operational issue associated with the implementation. Addressing this issue involved identification of non-RNAV aircraft based on available flight planning information and application of conventional ATC services to non-participating aircraft. Conventional traffic flows especially of East- and West-bound departures effectively represent additional third departure flows typically located within the bounds of the two RNAV routes defined by the procedures (see Fig. 2). In order to address the ATC operational issues resulting from RNAV and non-RNAV aircraft sharing the same departure corridors and the greater operational uncertainties associated with vectored operations, DFW Air Traffic Control Tower (ATCT) anticipated the need to apply additional spacing when clearing successive RNAV and non-RNAV aircraft for departure. This need for additional spacing in mixed-equipage operations arises only if a leading or trailing RNAV departure involves certain routes. The frequency of application of additional spacing can be expected to decrease in the future as RNAV equipage increases and more aircraft are authorized to participate in terminal RNAV operations.

## III. Benefit Mechanism

Key operational changes that result from the design and implementation of RNAV departure procedures at DFW are illustrated in Fig. 3. These operational changes are associated with the diverging initial route segments the procedures provide for navigation soon after takeoff. The figure compares a typical initial flight pattern of conventional operations involving single flows of aircraft from parallel departure runway to the pattern of RNAV departure operations on two initially diverging route segments. If aircraft that are lining up for departure at a runway can be queued in separate line-up queues (serving initially diverging RNAV routes), the separate queues enable ATC to efficiently sequence aircraft for diverging departures, i.e. departure operations that make alternating use of initially diverging routes.

The mechanism that enables operational benefit of diverging departure operations is based on differences in ATC minimum separation standards that apply to straight-out and diverging departure operations.<sup>3,4</sup> The minimum ATC separation standard that applies most frequently to consecutively departing aircraft operating at large U.S. airports, i.e. *Radar Separation*, calls for an initial application of 3-nautical mile (NM) spacing between straight-out departures.<sup>3</sup> If the same aircraft can be sequenced for diverging operations and *Same Runway Separation* standards can be applied, a subsequent departure start the takeoff roll if the preceding departure has gained a distance of 6,000 feet and has become airborne.<sup>4</sup> Thus, applicable ATC minimum standards for diverging departure operations generally impose a less

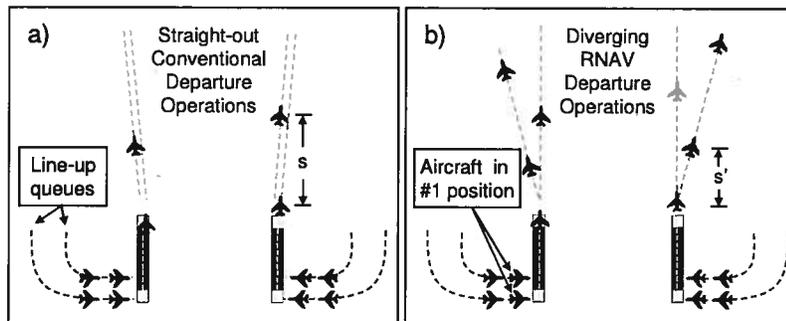


Figure 3. Illustration of (a) conventional and (b) RNAV departure operations at DFW.



inter-departure times (or *departure intervals*) were extracted for each pair of departing aircraft. For each day of operations, the measured inter-departure times were counted in bins of 6-second width to obtain distributions of inter-departure times. Thus, the distributions illustrate how often inter-departure times fell within six-second time intervals extending over the whole range of measured values. Figure 5 presents inter-departure time distributions extracted from radar track data of actual operations. Each observed distribution comprises nearly 1000 separation measurements of actual departure operations. It is interesting to note common features as well as the appreciable day-to-day variability displayed in the various distributions. This observation can be viewed as evidence of the presence of operational constraints in addition to the constraints associated with ATC's implementation of applicable separation standards including limited voice communications capacity, air crew procedural requirements that result in actuation delays, controller/flight crew style, workload, and performance (see Ref. 5). A key feature shared by all distributions is that the mode (or peak) of the distributions can be seen at about 60 to 70 seconds of inter-departure time. This most frequently observed inter-departure time is consistent with applicable ATC Radar Separation standards requiring an initial 3-nautical mile (NM) spacing between straight-out departures. Other features of the distributions starting at about 70 to 80 seconds of inter-departure time can be associated with operations requiring application of wake turbulence separation standards (involving initial 4 and 5 NM spacing between departures), runway crossing operations (arriving aircraft routinely cross departure runways when taxiing to the gates), and operations during time periods of low departure demand.

The model of conventional departure operations employed aircraft flight plan and push-back information derived from Enhanced Traffic Management System (ETMS) data. The departure demand data of one day of DFW operations was selected to represent an average-day demand scenario. In order to extend the validity of the model beyond the single day represented in the departure demand data, the Monte Carlo model introduced stochastic variations in the times aircraft were scheduled to push back from their gates. Multiple replicates of Monte Carlo runs were executed and mean values of model metrics were obtained representing the statistics of 50 days of operations totaling about 50,000 simulated operations per simulated scenario.

Figure 5 compares the distributions associated with operations observed during six days of actual operations and the average distribution of inter-departure times obtained from the validated model of conventional departure operations. The comparison indicates generally good agreement between actual and modeled operations suggesting that significant constraints intrinsic to actual operations are sufficiently accounted for in the model. The performance of the validated model served as a performance baseline for comparing RNAV operational alternatives and estimating potential benefits of RNAV departure operations.

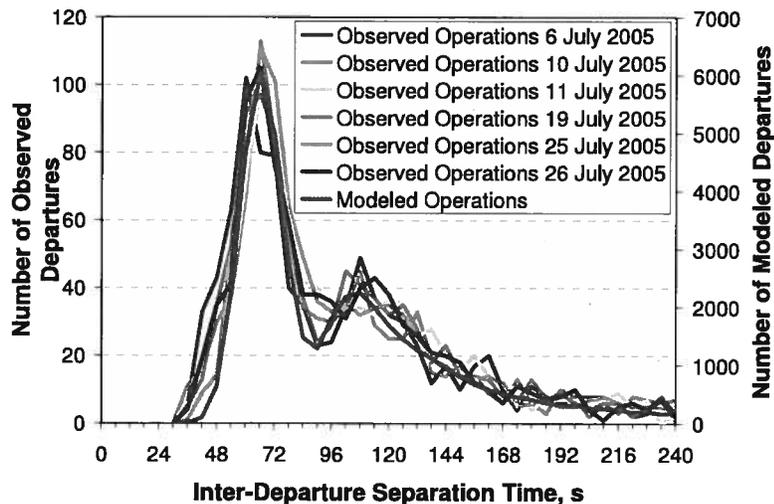


Figure 5. Comparison of observed and modeled inter-departure time distributions.

### B. Model Evaluation of RNAV Operations

When evaluating potential benefits of RNAV departure procedures, the alternative model of proposed operations differs from the model of conventional operations insofar as it employs procedural constraints that are adapted to reflect operational changes associated with implementation of the proposed procedures. These constraints include the leveraging of opportunities to sequence aircraft for diverging departures (see Section III) as well as applying applicable separation standards between all combinations of departures that make sequential or alternating use of straight-out or initially diverging RNAV departure routes (see Fig. 3).

As stated above, the distribution of separation times that are effectively applied between departures (inter-departure times) was identified as a key metric quantifying changes in departure efficiency. Figure 6 presents the inter-departure time distribution of the validated model of straight-out conventional departure operations (red) and post-implementation operations (blue) that include diverging RNAV departure operations. These distributions of inter-departure separation times illustrate the impact of operational changes that can be expected to be associated with the implementation of DFW's RNAV departure procedures. The pronounced mode or peak of the distribution representing conventional operations that are separated according to *Radar Separation* standards resulting in 60 to 70 seconds of inter-departure time is seen to be essentially split in two components indicating a sizable number of diverging departures that is separated according to *Same Runway Separation* standards and spaced more closely at about 40 to 50 seconds.

It is interesting to note that the distribution associated with post-implementation operations also features an increased number of departures spaced about 100 to 110 seconds apart. This operational change reflects the impact of mixed-equipage operations that required application of additional spacing in some cases involving consecutive RNAV and non-RNAV departures departing via certain combinations of departure fixes (see Section II).

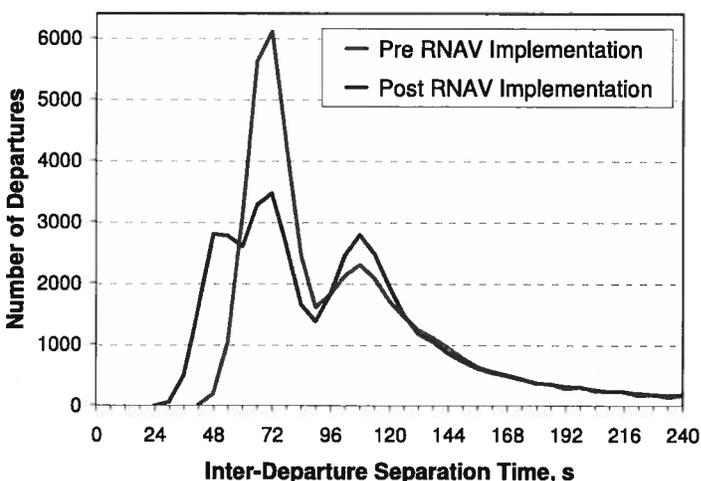


Figure 6. Inter-departure time distributions of the validated baseline model of conventional operations and of the model of post-implementation operations including diverging RNAV departures.

### 1. Departure Capacity Benefits

Capacity is commonly used as metric estimating the average number of operations an airport can conduct in a given time interval that is largely independent of the temporal distribution of demand. Thus, capacity modeling generally evaluates a scenario involving continuous departure demand. It provides an estimate of maximum sustainable throughput, on a long-term basis, given sustained demand.<sup>6</sup> Adopting the modeling capability to provide sustained departure demand, the gain in departure capacity due to – when possible – conducting diverging departure operations can be used to characterize the capacity impact of operational changes associated with implementation of RNAV departure procedures.

The results of the Monte Carlo simulation model analysis suggest a potential for significant departure capacity benefits at DFW. A capacity benefit of 11 additional departure operations per hour was found for DFW's fleet mix and RNAV equipage currently enabling about 84 percent of departures to participate in RNAV operations. The modeling also allowed estimating potential future capacity gains that could result if RNAV equipment levels were to rise and RNAV participation rates were to increase to full participation. Eliminating all mixed-equipage operations at DFW and assuming a RNAV participation rate of 100 percent, the results of the capacity model analysis were found to suggest that capacity gains of up to 20 additional departure operations would be possible for the airport.

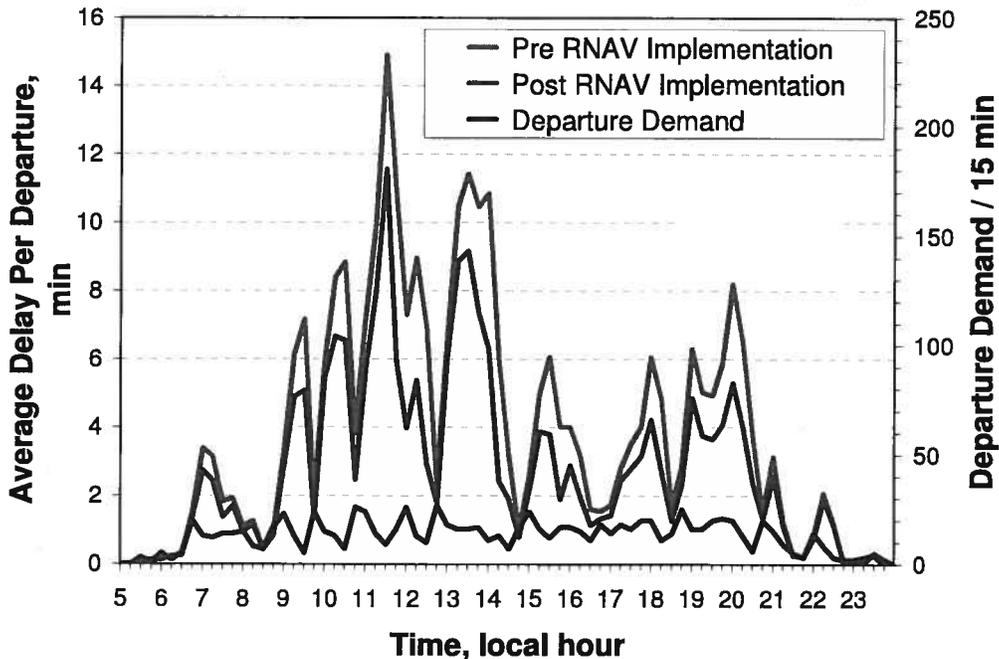
### 2. Departure Delay Benefits

Gains in departure capacity can be expected to give rise to improvements in departure efficiency enabling more operations during time periods with sustained departure demand. During these time periods, the ability to conduct more operations entails that aircraft that are lined up for departure at the runway often need to wait less time to obtain takeoff clearance. This is because of ATC's ability to sequence aircraft for departure to make alternating use of diverging RNAV routes which results in reduced inter-departure times when compared to conventional operations comprising sequential straight-out departures (see Section III).

The Monte Carlo simulation model was used to estimate potential reductions in departure delay associated with the implementation of RNAV departure procedures at DFW. In the model, departure delay was defined as any time an aircraft remained in a line-up queue at a runway (see Fig. 3). In other words, an aircraft accrued departure delay starting the moment it completed taxiing to the runway or when joining the line-up queue that has formed there and until it started to roll for takeoff. Multiple replicates of Monte Carlo runs were executed and mean values of departure delay were obtained representing the statistics of 50 days of operations totaling about 50,000 simulated operations per simulated scenario.

Figure 7 presents average departure delays of modeled operations. The average delays are based on 15-minute time intervals and the histogram shown represents results for all 15-minute time periods between the times of 0500 and 2400 local time. The figure also shows departure demand (per 15-minute time interval and at the time aircraft were modeled to push back from their gates) that was input to the model. Sustained departure demand is seen to have existed in two consecutive 15-minute time periods from about 19:45 to 11:15 local time which is seen to result in the greatest modeled departure delays in a half-hour period starting at about 11:15 local time. Comparisons of pre- and post-implementation departure delays were used to estimate potential reductions in departure delay associated with the implementation of RNAV departure procedures. For instance, the 15-minute time period starting at 11:30 local time is seen to yield the greatest reduction in average departure delay. During this time interval, the modeling results suggest an average delay reduction of 4.8 minutes per departure. Considering all flights during the entire day of modeled departure operations, the average departure delay was found to decrease from 4.8 minutes in conventional operations to 3.5 minutes in post-RNAV implementation operations. These results of the delay model analysis suggest an average delay reduction benefit of 1.3 minutes per departure.

Figure 8 presents average delay estimates obtained from the Monte Carlo simulation model of pre- and post-implementation operations at various levels of departure demand. The differences between pre- and post-implementation departure delays may serve to estimate the benefit potential associated with the implementation of RNAV departure procedures. As stated above, the modeling results were found to suggest a difference between average pre- and post-implementation delays of 1.3 minutes per departure at the 2005 level of departure demand. The figure also illustrates model estimates of the impact of increased departure demand on departure delay. A 13-percent increase in departure demand is seen to result in significant increases in departure delay, especially if the airport continues to conduct conventional departure operations. On the other hand, these results also suggest that delay can be expected to increase more slowly if post-implementation operations involving diverging departures can



7. Modeled airport departure delay per 15-minute time interval and departure demand (2005 level).

be employed. It is noted that average departure delays per aircraft, particularly at the 2005+36% demand level, may exceed values that would likely trigger adaptive actions by users and passengers and limit traffic growth rates.<sup>7</sup> The model presented here does not attempt to anticipate possible adaptive actions. Consequently, delay benefits should be considered progressively less reliable as departure delays increase and adaptive actions become more likely.

### 3. Cost Savings to Operators

Estimates of potential cost savings to airline operators that are associated with the implementation of RNAV departure procedures at DFW presented here are based on the differences between modeled pre- and post-implementation departure delays. As stated above, modeled post-implementation departure operations were found to accrue – on average – 1.3 minutes less delay per departure at the 2005 level of departure demand (see Fig. 8). This reduction in departure delay can be expected to result in reduced airline operating costs as aircraft would spend less time during ground operations while awaiting ATC takeoff clearance.

Cost benefits were derived from delay reduction benefits illustrated in Fig. 8 and Aircraft Direct Operating Cost (ADOC) values. An ADOC estimate for taxi operations of \$22.24 per minute was adopted. This CAASD estimate is based on FAA APO guidance for estimating aircraft operating costs and 2005 fleet mix data for DFW.<sup>8</sup> Annual cost benefits were conservatively estimated by assuming that diverging departure operations can be conducted during 80 percent of 365 days. Furthermore, the annual impact of mixed-equipment operations was estimated by evaluating various levels of modeled RNAV participation rates. In addition to the current RNAV participation rate of 84 percent, the model allowed estimating annual cost benefits associated with varying RNAV participation rates. Figure 9 illustrates the annual cost benefit estimates associated with the implementation of RNAV departure procedures at DFW. At the 2005 level of departure demand, the results of the benefit model analysis were found to suggest annual cost benefits of \$8.5 million for operators at the airport. A summary of the results is presented in Table 1.

The results of the model analysis also enable estimating the cost impact associated with partial RNAV equipage of the aircraft fleet operating at DFW. Assuming a RNAV participation rate of 84 percent, the cost benefit results summarized in Table 1 suggest an annual impact of over \$4 million associated with conducting mixed RNAV/non-RNAV operations at the 2005 level of departure demand. This cost impact was found to increase significantly to over \$10 million annually if departure demand is assumed to increase 13 percent above the 2005 demand level as shown in Table 1.

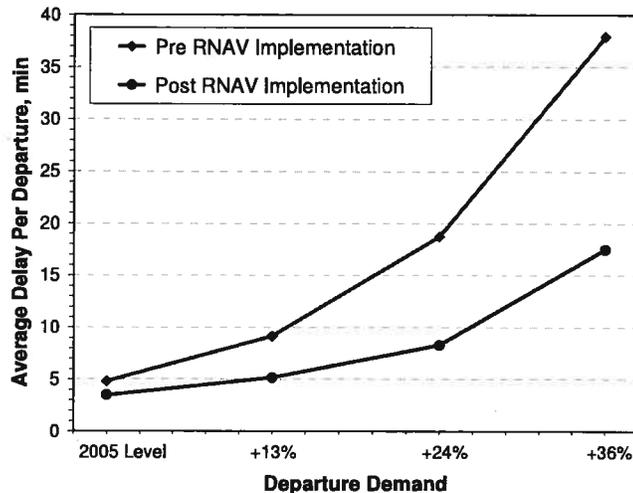


Figure 8. Modeled average departure delay associated with pre-RNAV implementation (red) and post-RNAV implementation (blue) operations (84 percent RNAV participation rate).

Figure 9 illustrates the annual cost benefit estimates associated with the implementation of RNAV departure procedures at DFW. At the 2005 level of departure demand, the results of the benefit model analysis were found to suggest annual cost benefits of \$8.5 million for operators at the airport. A summary of the results is presented in Table 1.

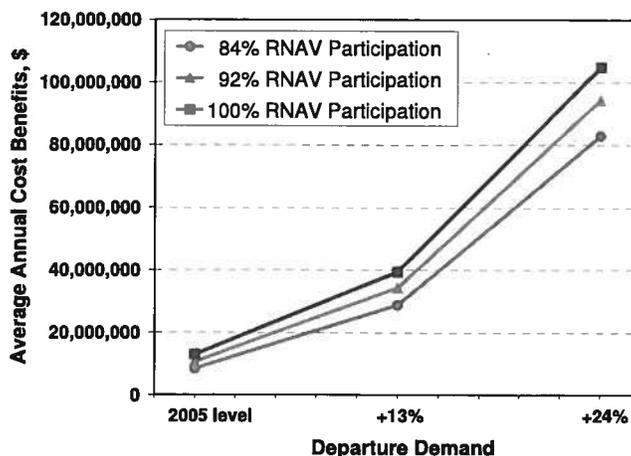


Figure 9. Annual cost benefit estimates of post-RNAV implementation operations at DFW.

**Table 1. Annual cost benefit estimates of post-RNAV implementation operations at DFW.**

| RNAV Participation Rate (%) | Delay Reduction Benefit (Million \$) |                  |                 |
|-----------------------------|--------------------------------------|------------------|-----------------|
|                             | 2005 Level of Departure Demand       | 2005 Level + 13% | 2005 Level +24% |
| 84                          | 8.5                                  | 28.7             | 82.8            |
| 92                          | 10.6                                 | 34.2             | 94.3            |
| 100                         | 12.9                                 | 39.3             | 104.8           |

### V. Post-Implementation Evaluation

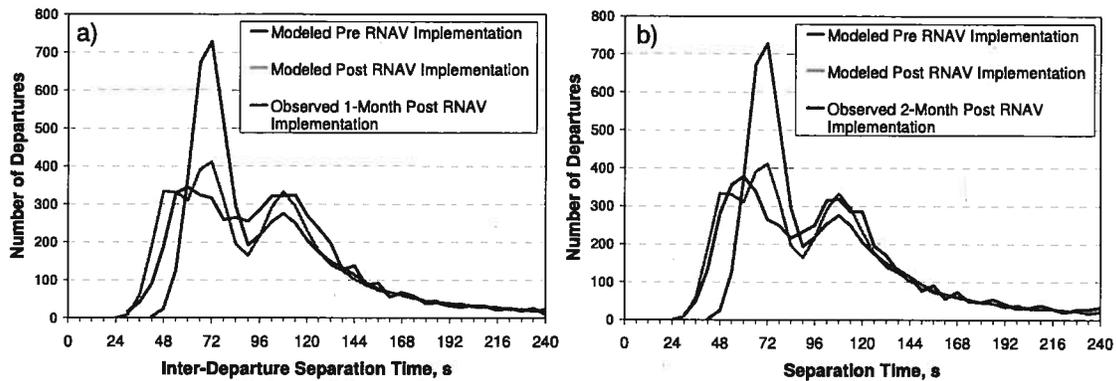
Post-implementation evaluations were carried out in order to validate model estimates of operational changes associated with the implementation of the procedures. As discussed above, a key operational change that resulted from the design and implementation of RNAV departure procedures is associated with diverging initial route segments the procedures provide for navigation soon after takeoff. If aircraft that are lining up for departure at a runway can be queued for diverging departures (see Section III), applicable ATC minimum separation standards often enable application of effectively reduced inter-operation times between such aircraft. The metric that was introduced to characterize the resulting gain in departure efficiency is the distribution of inter-departure times (see Section IV).

The Monte Carlo model evaluation of the efficiency of DFW departure operations was found to suggest the potential for significant gains in departure efficiency (see Fig. 6). The model predictions of these gains were based on two key assumptions: (1) the departure sequence of two aircraft that have lined up at a runway and have advanced to *#1-Position* in their line-up queues (see Fig. 3) can be optimized at an 80-percent rate and (2) ATC workload considerations have no impact on the expediency of issuing takeoff clearances with an operational variability that is similar to that observed in conventional departure operations. The objective of the post-implementation evaluation was to validate these assumptions and the gains in departure efficiency predicted by the Monte Carlo model of post-implementation operations.

Post-implementation evaluations were carried out approximately one month and two months after implementation of the RNAV procedures at DFW.<sup>9</sup> The two-month time frame was considered sufficient to allow controllers working the Local Control positions in DFW's air traffic control towers to become familiar with the procedures and proficient in implementing the required operational changes. For each evaluation, radar track data recorded during six days of operations conducted in visual meteorological conditions (VMC) were analyzed and inter-departure times were extracted.

Figure 10 presents inter-departure time distributions extracted from radar track data of actual operations recorded about 1 month and 2 months after implementation of RNAV departure procedures. Each observed distribution comprises nearly 6000 separation measurements of actual departure operations. Figure 10 also shows the validated pre-implementation distribution of modeled conventional departure operations (red) as well as the distribution predicted by the Monte Carlo simulation model of post-RNAV implementation operations (green) previously presented in Fig. 6.

The results of the 1-month post-implementation evaluations (Fig. 10a) demonstrate the significance of the operational changes associated with the implementation of RNAV departure operations at DFW. The mode of the pre-implementation distribution that mainly characterizes the application of Radar Separation standards between consecutive departures (see Section IV B) is observed to be represented by a wider post-implementation distribution. The post-implementation distribution includes a significant number of smaller departure intervals (in the 40 to 60 second time frame) characteristic of application of Same Runway Separation standards. This number is seen to increase in operations recorded 2 months after implementation of the RNAV procedures shown in Fig. 10b) resulting in improved agreement between the shapes of the observed post-implementation distribution and the distribution predicted by the model. As this part of the distribution mainly represents ATC's application of *Same Runway Separation* standards to qualifying departures utilizing diverging RNAV route segments, the generally good



**Figure 10. Comparison of inter-departure time distributions. The validated pre-implementation distribution of modeled conventional departure operations (red) is compared to post-implementation distributions of actual operations recorded 1 month (a) and 2 months (b) after implementation of RNAV departure procedures at DFW (blue). Monte Carlo model predictions are shown in green.**

agreement between the performance predicted by the Monte Carlo model and evidenced in the data of actual operations suggests that benefit-enabling operational changes were largely realized within the first 2 months after implementation of the RNAV departure procedures. It is interesting to note that the some discrepancies between model performance and observed performance seem to exist at departure intervals ranging from 60 to about 75 seconds of inter-departure time. This observation is consistent with additional operational changes affecting ATC's application of *Radar Separation* standards. These additional operational changes, while identified as coinciding with RNAV procedure implementation, occurred independently and were not otherwise associated with the implementation of RNAV departure procedures at DFW.

## VI. Conclusions

Incremental implementation of RNAV procedures increasingly leverages on-board navigation capabilities of advanced flight automation systems in terminal airspace surrounding DFW and other large U.S. airports. These flight automation systems are currently available on the majority of commercial and corporate aircraft and implementation of the procedures promises more efficient utilization of available runways and constrained terminal airspace. At DFW, the implementation of RNAV departure procedures on September 6, 2005 promised increased airport departure capacity, improved throughput, and reduced delay.

The research reported in this paper identified key elements of the mechanism that yields operational benefits and results in increased departure efficiency including (1) the design of the RNAV procedures featuring diverging route segments from each primary runway and (2) efficient ATC sequencing of successive departures enabling alternating use of initially diverging routes.

Potential benefits associated with the implementation of the procedures were evaluated using a model analysis approach that employs an integrated evaluation platform comprising both an agent-based Monte Carlo modeling environment and a data-driven model validation capability. The analysis results suggest potential departure capacity gains of 11 additional departure operations per hour based on DFW's current RNAV participation rate of about 84 percent. This capacity gain was found to increase to 20 additional departure operations per hour if RNAV participation was assumed to increase to full participation.

Delay model analyses were carried out to evaluate delay reduction benefits associated with the increased departure efficiency of post-implementation operations. The analysis results suggest annual delay reduction benefits to users and operators of \$8.5 million for DFW. This benefit was found to increase to about \$13 million annually if departure demand was assumed to increase about 13 percent above the 2005 level of departure demand. The modeling also supported estimating the cost impact of conducting mixed RNAV/non-RNAV operations. The results indicate that additional benefit of over \$4 million annually could be realized if the RNAV equipment level were to

increase enabling 100 percent RNAV participation. These results support cost/benefit analyses to further increase RNAV equipage of aircraft operating at DFW.

Key performance metrics of the validated Monte Carlo model were compared to performance metrics obtained from extensive post-implementation evaluations. The evaluations were found to confirm that the required operational changes that enable delay reduction benefits at DFW were largely realized within the first 2 months after implementation of the procedures.

The results of the study presented here demonstrate that incremental implementation of RNAV departure procedures can provide significant benefits to users and operators and firmly support further terminal RNAV procedure design optimization and implementation at DFW and other airports.

### **Disclaimer**

The contents of this material reflect the views of the author and/or the Director of the Center for Advanced Aviation System Development. Neither the Federal Aviation Administration nor the Department of Transportation makes any warranty or guarantee, or promise, expressed or implied, concerning the content or accuracy of the views expressed herein.

### **Acknowledgments**

The analysis of departure efficiency benefits of terminal RNAV operations at DFW was a collaborative effort between the FAA and MITRE. The author is indebted to Mr. Greg Juro of DFW Tower/TRACON/Metroplex HUB Traffic Management for his active involvement throughout the course of the study and thorough review of this report. The author would like to thank Mr. Jeff Williams and Mr. Bruce Tarbert of the FAA RNAV/RNP Program Office for their support of the research. The author would also like to thank Mr. Tyler Smith of MITRE/CAASD for providing procedure design information and Mr. Thang Phung for preparing the traffic files used in the simulation analysis. Many thanks to Mr. Felipe Moreno-Hines of MITRE/CAASD for providing aircraft direct operating cost estimates.

### **References**

- <sup>1</sup>Federal Aviation Administration, "Roadmap for Performance-Based Navigation – Evolution for Area Navigation (RNAV) and Required Navigation Performance (RNP) Capabilities 2003-2020," Washington, DC, July 2003.
- <sup>2</sup>Federal Aviation Administration, "Federal Aviation Administration National Airspace System Operational Evolution Plan," Version 7.1, Washington, DC, 2006.
- <sup>3</sup>Federal Aviation Administration, "Federal Aviation Administration Order 7110.65R Air Traffic Control," Washington, DC, 2006, Chapter 5.
- <sup>4</sup>Federal Aviation Administration, "Federal Aviation Administration Order 7110.65R Air Traffic Control," Washington, DC, 2006, Chapter 3-9-6.
- <sup>5</sup>Mayer, Ralf H., "Estimating Operational Benefits of Aircraft Navigation and Air Traffic Control Procedures Using an Integrated Aviation Modeling and Evaluation Platform," *Winter Simulation Conference* (to be published).
- <sup>6</sup>Lisker-Melmar, Dr. Bernardo et al., "Future Airport Development for Mexico City, Studies of Technical Feasibility," MTR 00W000090, The MITRE Corporation, McLean, VA, 2000.
- <sup>7</sup>Federal Aviation Administration Office of Aviation Policy and Plans, "FAA Airport Benefit-Cost Analysis Guidance," Washington, DC, 1999.
- <sup>8</sup>Federal Aviation Administration Office of Aviation Policy and Plans, "Economic Values for Evaluation of Federal Aviation Administration Investment and Regulatory Decisions," Washington, DC, 1998.
- <sup>9</sup>Mayer, Ralf H., Haltili, B. M., and Klein, K. A., "Evaluation of RNAV Departure Operations at Dallas Fort-Worth International Airport," *Digital Avionics Systems Conference* (to be published).

I was on Flight 534 from Fresno

My experience that horrible day:

Left Fresno at 7:30am (PST), and the ride got really bumpy entering Texas. "Well folks, this is the Captain. We've been diverted to Austin due to the weather"... Oh no.

Landed at Austin, and lined up next to 5 other AA planes. After about 2 hours they announced "A bus is coming to the plane to take the passengers who have Austin as their final destination". A lucky few deplaned, and the weather looked like it was clearing up (sun came out, etc.).

Then the promises began. "Well, they're going to make a decision in about 30 minutes". This mantra was repeated about every 60 minutes. Thirty would go by, nothing at all was said, then another half hour the captain would repeat it again.

My Palm TX helped me pass the time, and I was able to go online and look at weather reports for the area. Everything kept horribly dangling a happy ending in front of us - the captain's promises, the weather clearing up then storming over again, etc.

After about 4 hours, we were really beginning to get upset. The stewards announced "We're passing out what we have left - if you're not allergic to peanuts, please take them as we have more peanuts than pretzels!" The passenger behind me (who kept repeating over and OVER - "We're never going to go to Dallas!") accurately observed "GREAT! They're giving us peanuts, and now we're all going to be thirsty as HELL!".

The liquids began to run out. "Diet Sierra Mist? Diet Sierra Mist sir?" That's all they had left. People began to grab whatever they were offering, whether they liked it or not. More empty promises came over the speakers.

Now things started getting serious. The lady next to me announced she had Diabetes, and began to beg the stewardesses for something to eat. She was shaking uncontrollably, and her husband looked really concerned. Her meds were in her luggage. The stewardesses found an old crusty bagel, and a milk (which she spit out instantly as "spoiled!"). Three babies were screaming at the top of their lungs for the same lack of food.

I had been suffering from claustrophobic nightmares for 3 weeks prior to this ordeal. I continually had to talk myself down from the feelings of being trapped in my window seat by staring out the window at the storm...

I began to flash S.O.S. out the window from my cell phone (it has the function built into it) in hopes to attract attention, or possibly cheer up the other passengers in the plane also held hostage next to us.

BAM! Lightning. All the floodlights go dead that were lighting the area around us. Now all the planes are in total darkness outside. I'm still flashing the SOS and suddenly, there

are Fire trucks and cops outside our plane. Turns out we have a disabled man on board who needs to deplane. Fire crew personnel board our plane and discuss ways to help him exit the plane. After a long discussion (during which I'm yelling "WE'RE BEING HELD HOSTAGE!!") they leave, and finally we hear "Well, we finally have a gate to go to!"

Cheers finally ring out from our bedraggled bunch. We begin to move, leaving the other AA planes on the tarmac. I'm just guessing 1348 was one of them.

As we taxi toward the terminal, we start to notice "HEY! There's an open gate! There's another one! AND ANOTHER ONE!" I counted about 5 in a row with no planes attached. WTF??!!

As we deplane, the flight crew tells us, "Don't go far, we might just take off!!" Another stewardess informs us, "You might want to rent a car..." I ran for a restaurant, with two other co-workers as we were starving. (Umm, chopped brisket sandwich...!) We decide to cut our losses, and rent a car for the 3-4 hour ride to Dallas. We turn in our boarding passes, and they immediately sell our seats to other stranded passengers! (The plane never left Austin that night).

No compensation was ever mentioned to us, or offered. "You're on your own if you leave!" was our warning.

Made it to Dallas at around 12pm CST.

Tried to get our luggage at DFW the next day, after speaking with AA on the 800 line. Informed our luggage would be flying into DFW at 8:45am. At 8:30am we arrived and asked the nearby AA luggage agent where the flight would arrive.

"Um, that flight was canceled!"

"Yes, we know, we were on it!"

"Oh. Well, there ain't no flight comin' in till about 6pm."

"We were told by AA it's coming in this morning at 8:45!"

He then had me fill out a lost luggage form. Had me tell him 3 items in my bag. Finally said, "well your bags are probably back in Fresno" and I reiterated FIRMLY that 1. I was on the flight, and so were my bags. 2. The flight overnighted in Austin. 3. Where the hell is the plane and my bags?!

He finally found the flight on the phone. "Gate C15, it's just arriving!". We thanked him and went to C terminal.

Found C15. Spoke with the baggage clerk there. "Nope, that plane's not coming in here!".

Oh God, here we go again. Continued to speak/tell/argue with the agent that we were directed here. Suddenly the carousel starts up. My buddy says, "Hey! That looks like my wife's bag!". He goes over to check, and then whistle's for me. "They're all here!".

The agent has the nerve to continue to ARGUE WITH ME!!! "That can't be your plane!!!". I was ready to blow, but was just glad to find my bags and was happy about the thought of being able to brush my teeth, shave, and take my meds!

If there is any legal action contemplated, I welcome someone contacting me. This whole affair was inhuman. I've emailed AA customer service with no reply as of today.

(b)(6)

Flight 534 from Fresno

Flight 534, American Airlines December 29<sup>th</sup>, 2006.

My story like so many other passengers that day is unbelievable. I have always thought that the airlines had my best interest in mind, I WAS WRONG. We boarded American Airlines flight 534 Dec. 29<sup>th</sup> 2006 @ 7:00am (PST), excited about my New Years corporate party in Dallas, TX. The flight was rather uneventful until we made it into Texas, and then the flight got a little bumpy, but that was expected. The pilot told us there was a long wait for the Dallas, TX airport and we didn't have enough fuel to circle the airport for an hour, so we would fill up in Austin and then get back in line to circle. We landed in Austin, TX at about 12:30 Texas time, which was about 10:30 (PST). This is when the nightmare started, we now knew we were going to be delayed do to weather. Bummed about missing my opening ceremony in Dallas, but understood that it had to be done. The pilot broadcasted that we would be leaving Austin, TX shortly and everyone got ready for take off, engines on, flight attendants taking their seats. And then engines went off, the captain apologized and said, "Well they won't let us leave yet," so we sat and waited. This happened over and over again, in a period of 3 hours. We would have an answer in 20 minutes, 30 minutes, and hour, so on and so on. Time passed and we wouldn't hear anything. We are now very hungry people, and asking the flight attendants if there is anything to eat, they gave us all two .5 ounce bag of peanuts and pretzels. At that point I kept assuring the people on the flight around me that they can't do this, they are going to shuttle food or something out to us. The Airlines have to let us eat, they have to have our best interest in mind. I was talking to this family with a baby and she got very worried at about this time, she said she brought enough formula for about 6 hours for her baby, more than enough for a three hour flight, none of us prepared for this. American Airlines shuttled milk out to the plane, too bad babies don't drink MILK, we were then a little more furious than expected, if they can shuttle milk out to us, they can shuttle us off or bring us food. By this time I had missed out on my companies awards and prizes. If we would have gotten off the plane when we landed I wouldn't have missed out on so much. Meanwhile we started talking about faking a medical emergency and calling 911, or the police. We talked about starting riots and fights, yelling like we were all trapped, because we were, TRAPPED in an airplane for 9 hours with no food.

We saw ambulances and sirens going to one of the planes, the flight attendants came over to us and said what is going on? Someone said they probably have a riot or a fight going on. Meanwhile those sirens came to our plane, flight 534 – Fire Crew boarded our plane and made there way to the front where there really was medical problems, and we became animals, there were people coming to us boarding our plane, and yet they couldn't shuttle us off or bring us food. We started yelling and screaming, "Get us off the plane, We are hungry, Feed us, We are being held hostage," The fire crew just looked at us like we were animals. That is when we realized we all had hunger headaches and were tired of sitting and being patient. At about 7:30pm we were shuttled to a gate do to the medical emergencies on the plane, we were all so happy to finally get off this nightmare flight. We left many other planes that were still sitting on the tarmac some planes were there even before we landed on the tarmac. Luckily two or three restaurants were still open for us to all scarf some food down, some of the other flights weren't so lucky. By the time others got off their flights the restaurants were closed. After nearly 10 hours being STUCK in a plane with no food, we were forced to rent a car and drive to Dallas, TX three and half hours away without our luggage. I can't imagine a business doing this too so many people and blaming it on weather, it was the weather that diverted the planes, It was the Airline that held us hostage on the plane on the tarmac for nearly 10 hours. American Airlines has not contacted me, I did get an automatic response for my complaint, but I am not happy with the outcome of this ordeal.

D. 10.



**THE WALL STREET JOURNAL**  
ONLINE

FORMAT FOR  
PRINTING  
sponsored by



March 23, 2007

PAGE ONE

**ICE CAPADES**

**Behind Travel Mess:  
New Rules for Sleet**

**Airlines, FAA Battle  
Over Safety Standards;  
Defining Heavy Pellets**

By **SUSAN CAREY** and **ANDY PASZTOR**  
*March 23, 2007; Page A1*

**DOW JONES REPRINTS**

◀R This copy is for your personal, non-commercial use only. To order presentation-ready copies for distribution to your colleagues, clients or customers, use the Order Reprints tool at the bottom of any article or visit: [www.djreprints.com](http://www.djreprints.com).

- See a sample reprint in PDF format.
- Order a reprint of this article now.

Most of the usual suspects figured in this winter's air-travel fiascoes: wicked storms, jam-packed planes and missteps by airlines. But this year, the problems were exacerbated by an obscure meteorological condition: ice pellets.

**'DIRECT THREAT TO THE SAFETY OF FLIGHT'**

In October 2005, the Federal Aviation Authority unilaterally prohibited all takeoffs if ice pellets were falling. Last fall, it issued revised guidelines based on its own tests. Read excerpts from the two sets of guidelines.<sup>1</sup>

Concerned that ice pellets -- also known as sleet -- were a larger hazard than previously thought, the Federal Aviation Administration in late 2005 adopted strict limits on planes taking off in such icy conditions.

This year, the number of sleety storms leapt sharply. The ice-pellet rule, loosened somewhat last fall, allowed planes to land, but in some cases barred them

from departing. The result was a crowd of jets on the tarmac with insufficient gates to handle them, a situation that wrecked carriers' schedules. During the March 16 storm on the East Coast alone, airlines canceled 3,600 flights.

The FAA's restrictions have set off a blistering battle between airlines and the agency, as well as between individual carriers. The result has been two years of instability as the FAA revised its guidance and airlines grappled with differing interpretations of the various rules. The confusion is one reason behind the recent misery experienced by airline passengers.

Airlines, which want to keep their planes in the air as much as possible, say the pellet rule is based on poor research and gives them too little flexibility in deciding when it's safe to take off. In other weather conditions, they operate under more flexible guidelines. This winter, the policy contributed to "extreme delays and cancellations," says the Air Transport Association, the industry's trade group.

The FAA, which is charged with keeping the skies as safe as possible, defends the rule and the research behind it. "Obviously, we think it was adequate to do what we did," says Margaret Gilligan, a senior FAA safety official. She says the agency will conduct more research and might modify or clarify parts of the rule.

Ice pellets are tiny chunks of frozen water that often start as snow, descend through a band of warmer air, melt, then freeze again as they hit colder air before landing as miniature bits of hail. Meteorologists referred to this type of precipitation as sleet until a few years ago when a United Nations agency renamed it to avoid confusion between nations' varying definitions of the term.

The worry, as with most wintry weather, is that ice pellets will stick to a plane's wings and throw off its aerodynamics with potentially catastrophic consequences. For years, however, sleet was of little concern to airlines and regulators because it was thought to occur infrequently and rarely last long. A thorough de-icing with chemicals and a treatment of anti-icing fluid was deemed sufficient to prepare a plane for takeoff, especially when coupled with a visual inspection of the wing just before departure.

The visual check -- subjective by nature -- was interpreted differently by pilots, airlines and regional FAA offices. About three years ago, the FAA's Pittsburgh office, which oversees US Airways' operations base there, decided planes couldn't take off in pellet conditions even if the wings were clear.

**Continental Airlines'** FAA inspectors in Houston decided the opposite, saying it was acceptable to take off precisely because there were no rules to the contrary. Cargo airlines such as UPS Airline and FedEx Express can't fly in pellet conditions at all because most of their planes don't have windows that would allow pilots to see the wings.

Pilots grouched about the lack of clarity while cockpit crews felt under pressure to stay on schedule. Some airlines were allowed to use pilots' observations instead of official weather reports. The airlines asked the FAA for guidance, but without presenting a united front. As a result, FAA officials set about creating new rules.

The FAA and its Canadian counterpart, Transport Canada, conducted tests in 2001 and 2002 that showed how pellets could become embedded in anti-icing fluid and remain frozen. In 2004 and 2005, FAA research concluded that the human eye was "very poor" at detecting ice formation and human touch "was only marginally better." The FAA also believed weather patterns had changed in a way that made pellets more prevalent.

In October 2005, the FAA stunned the industry by issuing a formal notice banning takeoffs amid falling ice pellets. The airlines had predicted the rules would be more lenient. After all, pellets haven't been blamed for a crash of a big, modern passenger jet.

"Ground operations in ice pellets and other icing conditions...are a very serious concern to the Flight Standards Service," the notice said. Continuing to fly in these conditions "must be considered a direct threat to the safety of flight."

The industry howled, all the more so because Transport Canada didn't change its rules -- the Canadian agency typically focuses on ice and snow on the plane, rather than what's falling from the sky. FAA officials relented a bit, permitting airlines, in conjunction with individual inspectors, to establish procedures allowing pilots to sometimes make their own calls.

Airlines started to complain that the standards weren't enforced uniformly. Some, for example, thought they could operate in sleety conditions as long as they didn't use a de-icing agent, or if they had determined there was no ice on the wings.

"A number of carriers kept operating while we were sitting there telling passengers we couldn't fly," says Ron Thomas, a US Airways pilot and director of flight technical operations. "I told the FAA: 'This is ridiculous. Research should be done before something this drastic comes up.'"

In December 2005, the FAA reiterated that all carriers had to comply. "It has come to the attention of the Air Transport Division that a number of air carrier operators are continuing to dispatch in ice-pellet conditions," it said. The FAA "does not have sufficient data at this time to approve such operations," the notice continued, calling such takeoffs "potentially hazardous."

In February 2006, the Air Line Pilots Association, the U.S.'s biggest pilots' union, weighed in with its own alert. It urged pilots to use "extreme caution" because "even momentary exposures to ice pellets may result in a layer of clear ice" on wings that could be hard to detect.

To fight back, **United Parcel Service Inc.** commissioned a study from Anti-icing Materials International Laboratory, a body affiliated with the Université du Québec à Chicoutimi. UPS's Louisville, Ky., operations had been badly hampered by an ice-pellet storm in 2004. The study concluded that a plane could safely take off up to 40 minutes after anti-icing chemicals had been applied.

Ms. Gilligan, the FAA safety official, says the agency was sensitive to complaints that it had chosen "a heavy-handed or more severe reaction" than was necessary. Early in 2006, it decided to see for itself if airlines could take off safely in ice-pellet conditions.

The FAA, Transport Canada and the Quebec lab performed another series of studies. They looked at the interaction of ice pellets and anti-icing fluids in a freezing environment. They flew a business jet with lab-created pellets sprinkled on its wings. During limited testing, the pellets slid off as the plane became airborne.

In October, after months of debate, the FAA amended the ice-pellet ban and gave the airlines 25 minutes from the start of anti-icing to get their planes into the air, but only in "light" pellets showers. Anti-icing alone takes 10 minutes or more. The agency barred departures altogether if pellet showers were heavy or mixed with other forms of precipitation, although it didn't define what constituted a "heavy" shower.

The revised ban left open the possibility that airlines could check a plane's condition from the outside, with a ground worker stationed on a lift-truck at the end of a runway. Until last week, Continental used that approach at its Newark, N.J., and Cleveland hubs, where a pilot actually touched the wings to detect the presence of pellets. The FAA recently told the airline it could no longer do that, even though inspectors in Houston had approved the arrangement.

Pilot groups and some carriers didn't like the revised rule, either, arguing that it was also based on inadequate research. "They threw some ice cubes at an aluminum tray and said, 'Oh, look, they stick,'" complains one airline operations chief.

Most carriers would like to return to the pre-2005 procedures. The amended rule "is kind of unrealistic because pellets typically are mixed with something else," says David Fuller, director of flight operations for **JetBlue Airways**. Many airlines now must take the most conservative approach and cancel flights to avoid violating FAA rules, he says.

Roy Rasmussen, an atmospheric scientist working with the FAA, says that 70% of the time, ice

pellets are mixed with other forms of precipitation, such as rain or snow. That suggests that the new rule would only help the airlines a third of the time.

Moreover, says Mr. Rasmussen, a senior scientist for the National Center for Atmospheric Research, a federally funded Boulder, Colo., research center, it isn't even certain that ice pellets have become more common. He's currently researching the question for the FAA.

The theoretical argument turned into a giant operational headache during a Valentine's Day storm in the Northeast, according to pilots and airline officials. FAA officials at New York's John F. Kennedy International Airport barred airlines from taking off because of the kind of pellets falling that day. American Airlines opted early in the morning to cancel flights and delay boarding planes.

But it was too late for JetBlue. The airline had already committed to loading up planes based on its long-standing reluctance to cancel flights, and on a faulty assumption that conditions would improve.

JetBlue has admitted to blundering in several ways, but says the pellet rule exacerbated its mistakes. "We had airplanes arriving in pellets that couldn't depart," says John Ross, JetBlue's vice president of system operations, adding that ice-pellet conditions are "very difficult to predict." By the time flights on the ground were canceled, JetBlue had no gates available, so planes sat on the tarmac for hours.

The problems cascaded for the next several days due to breakdowns in crew scheduling, understaffing and a dearth of workers to handle the crowds at JFK. The airline ultimately scratched about 1,200 flights in a six-day period.

Besides antagonizing travelers, flying during pellet storms is expensive. Completely de-icing and anti-icing a Boeing 747 jumbo jet can cost more than \$30,000 in chemicals, not counting the extra fuel burned while waiting. Repeated de-icing can deplete airports' chemical stocks, as happened at JFK during the March 16 storm.

That nor'easter, which pummeled the East Coast from Boston to Philadelphia, underscored the industry's dilemma. If the pre-2005 rules had been in place, "we would not have had to cancel operations," because planes could have been de-iced, leaving pilots to rely on a visual check, says Capt. Thomas of US Airways. Instead, the airline shut off departures from its Philadelphia hub from 10 in the morning to 11:30 p.m. "It paralyzed us," he says.

Having learned its lesson, JetBlue canceled 400 of its 550 flights well in advance of the storm. Ice pellets fell from noon to 9 p.m. that day, making departures impossible at certain times. To avoid tarmac gridlock, the airline erred on the side of caution, spoiling thousands of consumers' travel plans.

Midwest storms in late February and on March 1 caused one big carrier to "spend various amounts of time not moving," says one operations manager. "You get into a never-ending cycle," he says. "De-ice, cancel, back to the gate."

Additional research could provide a breakthrough. Dan Sicchio, a US Airways captain who heads a de-icing study group for ALPA, the pilots' union, thinks "the FAA wants the whole issue to go away." Agency managers are "looking to get this off their plate," he says, because whatever they

do, "it's going to make some powerful people very unhappy."



Write to Susan Carey at [susan.carey@wsj.com](mailto:susan.carey@wsj.com)<sup>2</sup> and Andy Pasztor at [andy.pasztor@wsj.com](mailto:andy.pasztor@wsj.com)<sup>3</sup>

**URL for this article:**

<http://online.wsj.com/article/SB117459352656045856.html>

**Hyperlinks in this Article:**

(1) <http://online.wsj.com/article/SB117459630782945907.html>

(2) <mailto:susan.carey@wsj.com>

(3) <mailto:andy.pasztor@wsj.com>

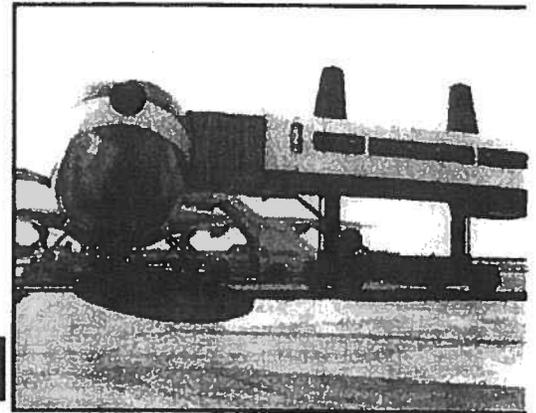
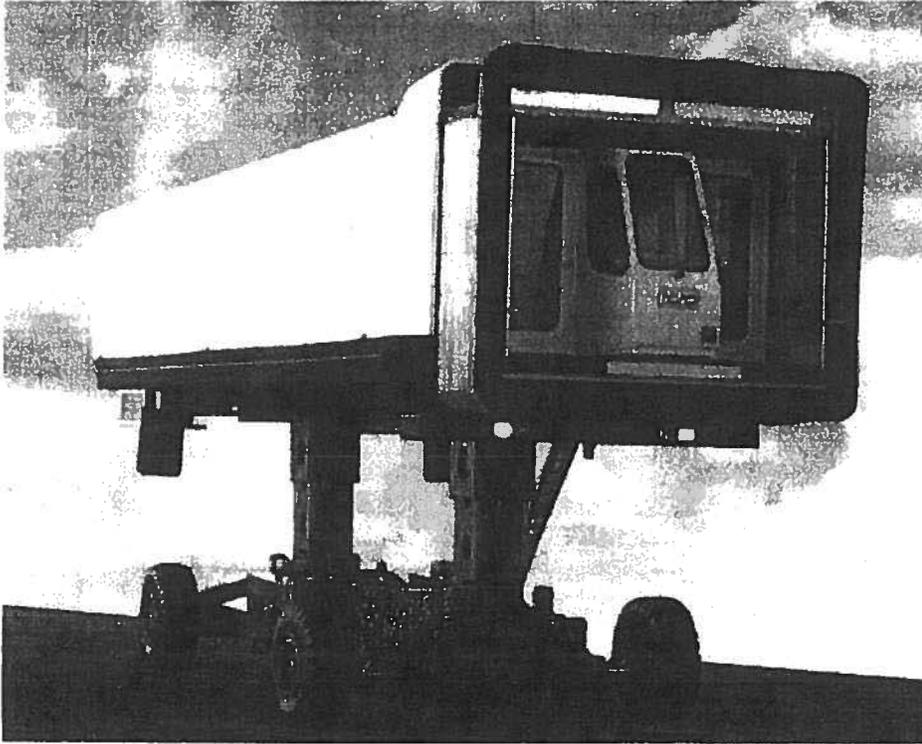
**Copyright 2007 Dow Jones & Company, Inc. All Rights Reserved**

This copy is for your personal, non-commercial use only. Distribution and use of this material are governed by our **Subscriber Agreement** and by copyright law. For non-personal use or to order multiple copies, please contact Dow Jones Reprints at 1-800-843-0008 or visit [www.djreprints.com](http://www.djreprints.com).

[HOME](#) [ABOUT US](#) [CONTACT](#)

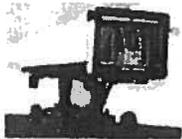
**Plane-Mate**

## PLANE-MATE MODEL 2150



Built to go where the action is, the newly re-engineered PLANE-MATE passenger shuttle from ACCESSAIR Systems Inc. Streamlines airport passenger transfer to remote parking positions with its unique **"Technology on the Move"**. The remarkable new PLANE-MATE offers the flexible and reliable cost-cutting solution to passenger transfer operations which can help your airport to meet the increasing challenge of efficient passenger flow management.

### The PLANE-MATE™:



[To view video in real format, please click here.](#)

- Reduces parking congestion at the terminal
- Reduces transfer and aircraft turnaround time
- Lowers fuel cost and aircraft taxi time
- Increases comfort and security for all passengers
- Provides easy-on, easy-off wheelchair access
- Reduces walking distances for elder or physically-challenged Passengers

ACCESSAIR staff will be pleased to answer all of your questions regarding the operation and maintenance of Passenger Transfer Vehicles.

**The Seattle Times**

seattletimes.com

Sunday, March 25, 2007 - 12:00 AM

D. 10.1

*Permission to reprint or copy this article or photo, other than personal use, must be obtained from The Seattle Times. Call 206-464-3113 or e-mail [resale@seattletimes.com](mailto:resale@seattletimes.com) with your request.*

## De-icing dispute between airlines, FAA added to storm woes

By David B. Caruso  
The Associated Press

NEW YORK -- As driving sleet beat down on John F. Kennedy International Airport during a late-winter storm March 16, a cluster of pilots waited late into the night to see if ground crews could make their ice-covered jets safe enough to fly.



FRANK FRANKLIN II / AP

A blue deicing truck works amid snow plows as a winter storm pelts aircraft at LaGuardia airport in New York earlier this month.

For many, it was a losing battle. In five hours, one terminal exhausted its entire 30,000-gallon supply of the chemical sprayed on airplane wings to protect them from ice and snow.

"That's more than we normally use in half a winter," said Edward Paquette, a manager at the company that operates the terminal.

Hundreds of passengers remained aboard the grounded jets for six, nine and even 14 hours as the de-icing operations ground to a halt. Furious travelers castigated the airlines for not letting them off planes. On the East Coast alone, airlines canceled 3,600 flights.

### A complication

Unbeknownst to travelers, the fiasco may have been complicated by disagreement over whether the airlines should fly at all in such weather.

The Federal Aviation Administration (FAA) and the airlines have been at odds for two years about new rules for taking off in storms that produce light ice pellets, a term for the sleet that occurs when snow melts and then refreezes as it falls.

The dispute began in October 2005, when the FAA temporarily barred flights in these ice storms after a Canadian study indicated anti-icing fluids might not work in such conditions. The worry, as with most wintry weather, is that the ice pellets will stick to a plane's wings and throw off its aerodynamics with potentially catastrophic consequences.

Air carriers protested the new rules and the FAA in August began allowing flights again, but only if pilots can take off within 25 minutes of de-icing.

Planes that don't beat that deadline have to be de-iced again, creating headaches for airlines because

departing flights routinely exceed the 25-minute threshold at major airports. That means some planes that are de-iced have to leave the takeoff queue and go back to be de-iced again.

Airlines argue that the FAA overreacted to an inconclusive study.

The Air Transport Association, a group representing most U.S. cargo and passenger airlines, calls the new rules "unnecessary and overly restrictive."

"The FAA's de-icing policy has had an enormous impact on flight operations during recent winter weather, contributing to extensive delays and cancellations," the group said last week in a written response to an inquiry. "The FAA has provided us with no corroborating data to support these changes."

JetBlue Chief Executive David Neeleman also complained about the regulation after a Valentine's Day ice storm disrupted JetBlue operations at JFK.

During that Feb. 14 storm, JetBlue held some planes on the tarmac for up to 10 ½ hours while waiting for a break in the weather that never came.

Neeleman said more planes might have been able to get in the air if FAA rules didn't deter takeoffs when the forecast calls for ice pellets.

With proper de-icing, "it's not a dangerous condition," he said.

#### **Expense noted**

Besides antagonizing travelers, flying during pellet storms is expensive. Completely de-icing a Boeing 747 can cost more than \$30,000 in chemicals, not counting the extra fuel burned while waiting. Repeated de-icing can deplete airports' chemical stocks, as happened at JFK during the March 16 storm.

FAA spokeswoman Alison Duquette acknowledged that the decision to limit operations in light ice pellets was prompted by an abundance of caution.

Additional research is under way in partnership with Transport Canada, the FAA's equivalent north of the border.

It is possible, Duquette said, that regulators will modify their policies again if studies yield better information about how long anti-icing fluids guard against this particular type of ice buildup.

"We know that the industry has concerns," she said.

That would include airline claims that the 25-minute window can lead to a ban on flights at some congested airports.

At overcrowded JFK, the average taxi-out time for planes taking off last year was 33 minutes, according to the U.S. Bureau of Transportation Statistics. The average flight taxied for 30 minutes at Newark Liberty International, 27 minutes at LaGuardia and 20 minutes each at Hartsfield-Jackson Atlanta International and O'Hare International in Chicago.

The United Parcel Service said its research indicated anti-icing fluids protect planes from ice-pellet buildup for much longer than the 25 minutes suggested by the FAA.

"Obviously, everyone wants to be conservative," UPS spokesman Mark Giuffre said. "But, there are some forms of ice pellets and precipitation where we think there are operative conditions ... We still feel like there's more opportunity [to fly]."

*Material from The Wall Street Journal is included in this report.*

Copyright © 2007 The Seattle Times Company

Flight 534, Originating in Fresno, CA. to Dallas, TX. December 29, 2006.

Left Fresno at 7:30am (PST), and the ride got really bumpy entering Texas. "Well folks, this is the Captain. We've been diverted to Austin due to the weather"... Oh no.

Landed at Austin about 12:30pm (CST), and lined up next to 5 other AA planes. After about 2 hours they announced "A bus is coming to the plane to take the passengers who have Austin as their final destination. If anyone else chooses to deplane, you are on your own. You will not get your luggage, as it will continue to Dallas." A lucky few deplaned, and the weather looked like it was clearing up (sun came out, etc.). I discussed options with the couple traveling with me (b)(6) and we felt like takeoff was imminent.

Then the promises began. "Well, they're going to make a decision in about 30 minutes". This mantra was repeated about every 60 minutes. Thirty would go by, nothing at all was said, and then in another half hour the captain would repeat it again. We began to hear the frustration in his voice. "They won't let us back to the gates - there are none available, all are full". This struck us all as strange as we could see flights leaving (especially SouthWest Airlines red and blue colored planes!) How could there be no gates with all these planes leaving the terminal?

I was in contact with my wife in Dallas, who confirmed the weather was terrible there - even blacking out the hotel she was staying at! My Palm PDA helped me pass the time, and I was able to go online and look at weather reports for the area. They did not look good.

After about 4 hours, we were really beginning to get upset. The stewardesses announced, "We're passing out what we have left - if you're not allergic to peanuts, please take them as we have more peanuts than pretzels!" This was a half-ounce, tiny package of nuts or pretzels. (Only 4 mini-pretzels in a bag). The liquids began to run out, and they rationed out some diet sodas. More empty promises came over the speakers. Around 6 hours into the ordeal, babies ran out of formula and started to cry loudly. The weather grew steadily worse - storm after storm came through.

Now things started getting serious. The lady next to me announced she had Diabetes, and began to beg the stewardesses for something to eat. She was shaking uncontrollably, and her husband looked really concerned. Her meds were in her luggage. The stewardesses found an old crusty bagel, and a half-pint of milk (which she spit out instantly as "spoiled!"). I had been suffering from claustrophobic nightmares for 3 weeks prior to this ordeal. I continually had to talk myself down from the feelings of being trapped in my window seat by staring out the window at the storm...

I began to flash S.O.S. out the window from my cell phone (it has the function built into it) in hopes to attract attention, or possibly cheer up the other passengers in the plane also held hostage next to us. BAM! Lightning. All the floodlights go dead that were lighting the area around us. Now all the planes are in total darkness outside. I'm still flashing the SOS and suddenly, there are Fire trucks and cops outside our plane. Turns out we have an elderly disabled man on board who needs to deplane. Fire crew personnel board our plane and discuss ways to help him exit the plane. After a long discussion (during which I'm yelling "WE'RE BEING HELD HOSTAGE!!") they leave, and finally we hear "Well, we finally have a gate to go to!"

We begin to move, leaving 1348, 1008, 2012, and others on the tarmac. As we taxi toward the terminal, we spot MANY open gates. Were they simply lying to us?? No compensation was ever mentioned to us, or offered. "You're on your own if you leave!" was our (less than helpful) warning. Made it to Dallas at around 12pm CST, with no luggage, meds, or personal grooming supplies. 10 hours on the plane - 3 in transit, 7 on the tarmac!

Flight 534 from Fresno

Signed:

(b)(6)



Search Law School Search Cornell

LII / Legal Information Institute

## U.S. Code collection

TITLE 49 > SUBTITLE VII > PART B > CHAPTER 471 > SUBCHAPTER I > § 47101

### § 47101. Policies

**(a) General.—** It is the policy of the United

States—

- (1)** that the safe operation of the airport and airway system is the highest aviation priority;
- (2)** that aviation facilities be constructed and operated to minimize current and projected noise impact on nearby communities;
- (3)** to give special emphasis to developing reliever airports;
- (4)** that appropriate provisions should be made to make the development and enhancement of cargo hub airports easier;
- (5)** to encourage the development of intermodal connections on airport property between aeronautical and other transportation modes and systems to serve air transportation passengers and cargo efficiently and effectively and promote economic development;
- (6)** that airport development projects under this subchapter provide for the protection and enhancement of natural resources and the quality of the environment of the United States;
- (7)** that airport construction and improvement projects that increase the capacity of facilities to accommodate passenger and cargo traffic be undertaken to the maximum feasible extent so that safety and efficiency increase and delays decrease;
- (8)** to ensure that nonaviation usage of the navigable airspace be accommodated but not allowed to decrease the safety and capacity of the airspace and airport system;
- (9)** that artificial restrictions on airport capacity—
  - (A)** are not in the public interest;
  - (B)** should be imposed to alleviate air traffic delays only after other reasonably available and less burdensome alternatives have been tried; and
  - (C)** should not discriminate unjustly between categories and classes of aircraft;
- (10)** that special emphasis should be placed on converting appropriate former military air bases to civil use and identifying and improving additional joint-use facilities;
- (11)** that the airport improvement program should be administered to encourage projects that employ innovative technology (including integrated in-pavement lighting systems for runways and taxiways and other runway and taxiway incursion prevention devices), concepts, and approaches that will promote safety, capacity, and efficiency improvements in the construction of airports and in the air transportation system (including the development and use of innovative concrete and other materials in the construction of airport facilities to minimize initial laydown costs, minimize time out of service, and maximize lifecycle durability) and to encourage and solicit innovative technology proposals and activities in the expenditure of funding pursuant to this

subchapter;

**(12)** that airport fees, rates, and charges must be reasonable and may only be used for purposes not prohibited by this subchapter; and

**(13)** that airports should be as self-sustaining as possible under the circumstances existing at each particular airport and in establishing new fees, rates, and charges, and generating revenues from all sources, airport owners and operators should not seek to create revenue surpluses that exceed the amounts to be used for airport system purposes and for other purposes for which airport revenues may be spent under section 47107 (b)(1) of this title, including reasonable reserves and other funds to facilitate financing and cover contingencies.

**(b) National Transportation Policy.—**

**(1)** It is a goal of the United States to develop a national intermodal transportation system that transports passengers and property in an efficient manner. The future economic direction of the United States depends on its ability to confront directly the enormous challenges of the global economy, declining productivity growth, energy vulnerability, air pollution, and the need to rebuild the infrastructure of the United States.

**(2)** United States leadership in the world economy, the expanding wealth of the United States, the competitiveness of the industry of the United States, the standard of living, and the quality of life are at stake.

**(3)** A national intermodal transportation system is a coordinated, flexible network of diverse but complementary forms of transportation that transports passengers and property in the most efficient manner. By reducing transportation costs, these intermodal systems will enhance the ability of the industry of the United States to compete in the global marketplace.

**(4)** All forms of transportation, including aviation and other transportation systems of the future, will be full partners in the effort to reduce energy consumption and air pollution while promoting economic development.

**(5)** An intermodal transportation system consists of transportation hubs that connect different forms of appropriate transportation and provides users with the most efficient means of transportation and with access to commercial centers, business locations, population centers, and the vast rural areas of the United States, as well as providing links to other forms of transportation and to intercity connections.

**(6)** Intermodality and flexibility are paramount issues in the process of developing an integrated system that will obtain the optimum yield of United States resources.

**(7)** The United States transportation infrastructure must be reshaped to provide the economic underpinnings for the United States to compete in the 21st century global economy. The United States can no longer rely on the sheer size of its economy to dominate international economic rivals and must recognize fully that its economy is no longer a separate entity but is part of the global marketplace. The future economic prosperity of the United States depends on its ability to compete in an international marketplace that is teeming with competitors but in which a full one-quarter of the economic activity of the United States takes place.

**(8)** The United States must make a national commitment to rebuild its infrastructure through development of a national intermodal transportation system. The United States must provide the foundation for its industries to improve productivity and their ability to compete in the global economy with a system that will transport passengers and property in an efficient manner.

**(c) Capacity Expansion and Noise Abatement.—** It is in the public interest to recognize the effects of airport capacity expansion projects on aircraft noise. Efforts to increase capacity through any means can have an impact on surrounding communities. Noncompatible land uses

around airports must be reduced and efforts to mitigate noise must be given a high priority.

**(d) Consistency With Air Commerce and Safety Policies.**— Each airport and airway program should be carried out consistently with section 40101 (a), (b), (d), and (f) of this title to foster competition, prevent unfair methods of competition in air transportation, maintain essential air transportation, and prevent unjust and discriminatory practices, including as the practices may be applied between categories and classes of aircraft.

**(e) Adequacy of Navigation Aids and Airport Facilities.**— This subchapter should be carried out to provide adequate navigation aids and airport facilities for places at which scheduled commercial air service is provided. The facilities provided may include—

- (1) reliever airports; and
- (2) heliports designated by the Secretary of Transportation to relieve congestion at commercial service airports by diverting aircraft passengers from fixed-wing aircraft to helicopter carriers.

**(f) Maximum Use of Safety Facilities.**— This subchapter should be carried out consistently with a comprehensive airspace system plan, giving highest priority to commercial service airports, to maximize the use of safety facilities, including installing, operating, and maintaining, to the extent possible with available money and considering other safety needs—

- (1) electronic or visual vertical guidance on each runway;
- (2) grooving or friction treatment of each primary and secondary runway;
- (3) distance-to-go signs for each primary and secondary runway;
- (4) a precision approach system, a vertical visual guidance system, and a full approach light system for each primary runway;
- (5) a nonprecision instrument approach for each secondary runway;
- (6) runway end identifier lights on each runway that does not have an approach light system;
- (7) a surface movement radar system at each category III airport;
- (8) a taxiway lighting and sign system;
- (9) runway edge lighting and marking;
- (10) radar approach coverage for each airport terminal area; and
- (11) runway and taxiway incursion prevention devices, including integrated in-pavement lighting systems for runways and taxiways.

**(g) Intermodal Planning.**— To carry out the policy of subsection (a)(5) of this section, the Secretary of Transportation shall take each of the following actions:

**(1) Coordination in development of airport plans and programs.**— Cooperate with State and local officials in developing airport plans and programs that are based on overall transportation needs. The airport plans and programs shall be developed in coordination with other transportation planning and considering comprehensive long-range land-use plans and overall social, economic, environmental, system performance, and energy conservation objectives. The process of developing airport plans and programs shall be continuing, cooperative, and comprehensive to the degree appropriate to the complexity of the transportation problems.

**(2) Goals for airport master and system plans.**— Encourage airport sponsors and State and local officials to develop airport master plans and airport system plans that—

- (A) foster effective coordination between aviation planning and metropolitan planning;

**(B)** include an evaluation of aviation needs within the context of multimodal planning; and

**(C)** are integrated with metropolitan plans to ensure that airport development proposals include adequate consideration of land use and ground transportation access.

**(3) Representation of airport operators on mpo's.—** Encourage metropolitan planning organizations, particularly in areas with populations greater than 200,000, to establish membership positions for airport operators.

**(h) Consultation.—** To carry out the policy of subsection (a)(6) of this section, the Secretary of Transportation shall consult with the Secretary of the Interior and the Administrator of the Environmental Protection Agency about any project included in a project grant application involving the location of an airport or runway, or a major runway extension, that may have a significant effect on—

- (1)** natural resources, including fish and wildlife;
- (2)** natural, scenic, and recreation assets;
- (3)** water and air quality; or
- (4)** another factor affecting the environment.

*LII has no control over and does not endorse any external Internet site that contains links to or references LII.*



**CONVERTING ZULU TIME TO LOCAL TIME**

NOAA satellites use Zulu Time or Coordinated Universal Time (UTC) as their time reference. The satellite images that appear on NOAA's Web sites are stamped in Zulu time.

To make the conversion to your local time, see the chart below. Find your local time in the first column. If you are on Eastern Daylight Saving Time (EDT), you would use the second column to find your Zulu Time/UTC. For instance, if it's 11 a.m. Eastern Daylight Saving Time in Washington, D.C., it's 1500 hours in Zulu time/UTC. See legend below. **(Back to [Hurricanes Page.](#))**

| LOCAL    | EDT  | EST  | CDT  | CST  | MDT  | MST  | PDT  | PST  |
|----------|------|------|------|------|------|------|------|------|
| Midnight | 0400 | 0500 | 0500 | 0600 | 0600 | 0700 | 0700 | 0800 |
| 1 a.m.   | 0500 | 0600 | 0600 | 0700 | 0700 | 0800 | 0800 | 0900 |
| 2 a.m.   | 0600 | 0700 | 0700 | 0800 | 0800 | 0900 | 0900 | 1000 |
| 3 a.m.   | 0700 | 0800 | 0800 | 0900 | 0900 | 1000 | 1000 | 1100 |
| 4 a.m.   | 0800 | 0900 | 0900 | 1000 | 1000 | 1100 | 1100 | 1200 |
| 5 a.m.   | 0900 | 1000 | 1000 | 1100 | 1100 | 1200 | 1200 | 1300 |
| 6 a.m.   | 1000 | 1100 | 1100 | 1200 | 1200 | 1300 | 1300 | 1400 |
| 7 a.m.   | 1100 | 1200 | 1200 | 1300 | 1300 | 1400 | 1400 | 1500 |
| 8 a.m.   | 1200 | 1300 | 1300 | 1400 | 1400 | 1500 | 1500 | 1600 |
| 9 a.m.   | 1300 | 1400 | 1400 | 1500 | 1500 | 1600 | 1600 | 1700 |
| 10 a.m.  | 1400 | 1500 | 1500 | 1600 | 1600 | 1700 | 1700 | 1800 |
| 11 a.m.  | 1500 | 1600 | 1600 | 1700 | 1700 | 1800 | 1800 | 1900 |
| NOON     | 1600 | 1700 | 1700 | 1800 | 1800 | 1900 | 1900 | 2000 |
| 1 p.m.   | 1700 | 1800 | 1800 | 1900 | 1900 | 2000 | 2000 | 2100 |
| 2 p.m.   | 1800 | 1900 | 1900 | 2000 | 2000 | 2100 | 2100 | 2200 |
| 3 p.m.   | 1900 | 2000 | 2000 | 2100 | 2100 | 2200 | 2200 | 2300 |
| 4 p.m.   | 2000 | 2100 | 2100 | 2200 | 2200 | 2300 | 2300 | 2400 |
| 5 p.m.   | 2100 | 2200 | 2200 | 2300 | 2300 | 2400 | 2400 | 0100 |
| 6 p.m.   | 2200 | 2300 | 2300 | 2400 | 2400 | 0100 | 0100 | 0200 |
| 7 p.m.   | 2300 | 2400 | 2400 | 0100 | 0100 | 0200 | 0200 | 0300 |
| 8 p.m.   | 2400 | 0100 | 0100 | 0200 | 0200 | 0300 | 0300 | 0400 |

|                |             |             |             |             |             |             |             |             |
|----------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| <b>9 p.m.</b>  | <b>0100</b> | <b>0200</b> | <b>0200</b> | <b>0300</b> | <b>0300</b> | <b>0400</b> | <b>0400</b> | <b>0500</b> |
| <b>10 p.m.</b> | <b>0200</b> | <b>0300</b> | <b>0300</b> | <b>0400</b> | <b>0400</b> | <b>0500</b> | <b>0500</b> | <b>0600</b> |
| <b>11 p.m.</b> | <b>0300</b> | <b>0400</b> | <b>0400</b> | <b>0500</b> | <b>0500</b> | <b>0600</b> | <b>0600</b> | <b>0700</b> |
| <b>LOCAL</b>   | <b>EDT</b>  | <b>EST</b>  | <b>CDT</b>  | <b>CST</b>  | <b>MDT</b>  | <b>MST</b>  | <b>PDT</b>  | <b>PST</b>  |

**LEGEND:**

- EDT = Eastern Daylight Saving Time
- EST = Eastern Standard Time
- CDT = Central Daylight Saving Time
- CST = Central Standard Time
- MDT = Mountain Daylight Saving Time
- MST = Mountain Standard Time
- PDT = Pacific Daylight Saving Time
- PST = Pacific Standard Time