

4-1-2007

Airline Quality Rating 2007

Brent D. Bowen
University of Nebraska at Omaha

Dean E. Headley
Wichita State University, dean.headley@wichita.edu

Follow this and additional works at: <http://docs.lib.purdue.edu/aqrr>

Bowen, Brent D. and Headley, Dean E., "Airline Quality Rating 2007" (2007). *Airline Quality Rating Report*. Paper 20.
<http://docs.lib.purdue.edu/aqrr/20>

This document has been made available through Purdue e-Pubs, a service of the Purdue University Libraries. Please contact epubs@purdue.edu for additional information.



2007

Airline Quality

Rating

Brent D. Bowen
University of Nebraska at Omaha
Aviation Institute

Dean E. Headley
Wichita State University
W. Frank Barton School of Business

April, 2007

Airline Quality Rating 2007

Brent D. Bowen
University of Nebraska at Omaha
Aviation Institute

Dean E. Headley
Wichita State University
W. Frank Barton School of Business

April, 2007

ABOUT THE AUTHORS

Dr. Brent Bowen holds the University of Nebraska Foundation Distinguished Professorship in Aviation and serves as Director of the Aviation Institute, University of Nebraska at Omaha (UNO). Bowen also serves in the capacity of Director, Division of Aviation and Transportation Policy and Research, for the School of Public Administration at UNO. Bowen attained his Doctorate in Higher Education and Aviation from Oklahoma State University and a Master of Business Administration degree from Oklahoma City University. His Federal Aviation Administration certifications include Airline Transport Pilot, Certified Flight Instructor (Gold Seal), Advanced-Instrument Ground Instructor, Aviation Safety Counselor, and Aerospace Education Counselor. Dr. Bowen's research interests focus on aviation applications of public productivity enhancement and marketing in the areas of service quality evaluation, safety, and student recruitment and retention in collegiate aviation programs. He is also well published in areas related to effective teaching and gender issues in aviation education. Dr. Bowen is an active industry consultant, pilot, and former fixed-base operator and air carrier operator. His professional affiliations include the University Aviation Association (recent Board Member), Council on Aviation Accreditation (Committee Chair), World Aerospace Education Organization (Past-President), International Air Transportation Research Society (Proceedings Editor and Network Committee Member), Aerospace States Association (Governor's Delegate), Alpha Eta Rho International Aviation Fraternity, and the Nebraska Academy of Sciences. Additionally, Dr. Bowen has authored/co-authored numerous successful funding proposals totaling awards exceeding \$25 million. He also serves as program director and principal investigator for the National Aeronautics and Space Administration funded Nebraska Space Grant Consortium and EPSCoR Program.

Dr. Dean E. Headley is Associate Professor of Marketing and Chair of the Department of Marketing and Entrepreneurship in the W. Frank Barton School of Business and Faculty Associate of the National Institute for Aviation Research at Wichita State University. He holds a Doctorate in Marketing and Statistics from Oklahoma State University, a Master of Business Administration Degree from Wichita State University, and a Master of Public Health Degree from the University of Oklahoma. Dr. Headley's research interests include methodology development for measurement of service quality, the connection between service quality and consumer behavior, consumer choice processes in service settings, and the effects of marketing activities on consumers and providers of services.

Dr. Bowen's and Dr. Headley's research on the Airline Quality Rating (AQR) has met with national and international acceptance and acknowledgment. The Airline Quality Rating has been featured on *ABC's Good Morning America*, *The Cable News Network*, *The Today Show*, *C-Span*, network news, in *USA Today*, in *Aviation Week and Space Technology*, and in numerous other national and international media. Bowen and Headley have served as invited expert witnesses before the U.S. House of Representatives Committee on Government Operations and have served as invited speakers and panelists for such groups as the National Academy of Sciences/Transportation Research Board. The work of Bowen and Headley has been recognized with awards from the American Marketing Association, the American Institute of Aeronautics and Astronautics, Embry-Riddle Aeronautical University, the Travel and Transportation Research Association, and others. The AQR research has been published in the *Journal of Aviation/Aerospace Education and Research*, *Journal of Air Transportation*, as well as other journals, proceedings, textbooks, and research monographs.

AIRLINE QUALITY RATING 2007

**Brent D. Bowen, University of Nebraska at Omaha
Dean E. Headley, Wichita State University**

Abstract

The Airline Quality Rating (AQR) was developed and first announced in early 1991 as an objective method for assessing airline quality on combined multiple performance criteria. This current report, the Airline Quality Rating 2007, reflects monthly Airline Quality Rating scores for calendar year 2006. AQR scores for 2006 are based on 15 elements in four major areas that focus on airline performance aspects important to air travel consumers.

The Airline Quality Rating 2007 is a summary of month-by-month quality ratings for U.S. airlines that have at least 1% of domestic scheduled-service passenger revenue during 2006. Using the Airline Quality Rating system of weighted averages and monthly performance data in the areas of on-time arrivals, involuntary denied boardings, mishandled baggage, and a combination of 12 customer complaint categories, airlines' comparative performance for the calendar year of 2006 is reported. This research monograph contains a brief summary of the AQR methodology, detailed data and charts that track comparative quality for domestic airline operations for the 12-month period of 2006, and industry results. Also, comparative Airline Quality Rating data for 2005 are included, where available, to provide historical perspective regarding performance quality in the industry.

The Airline Quality Rating (AQR) System

The majority of quality ratings available in the past have relied on subjective surveys of consumer opinion that were infrequently collected. This subjective approach yields a quality rating that is essentially non-comparable from survey to survey for any specific airline. Timeliness of survey-based results can be a problem in the fast-paced airline industry as well. Before the Airline Quality Rating, there was effectively no consistent method for monitoring the quality of airlines on a timely, objective, and comparable basis. With the introduction of the AQR, a multi-factor, weighted average approach became available that had not been used before in the airline industry. The method relies on utilizing published, publicly available data that reports actual airline performance on critical quality criteria important to consumers and combines them into a rating system. The final result is a rating for individual airlines with interval scale properties that is comparable across airlines and across time periods.

The Airline Quality Rating (AQR) is a weighted average of multiple elements (see Table 1) important to consumers when judging the quality of airline services. Elements considered for inclusion in the rating scale were screened to meet two basic criteria; 1) an element must be obtainable from published data sources for each airline; and 2) an element must have relevance to consumer concerns regarding airline quality. Data for the elements used in calculating the ratings represent performance aspects (on-time

arrival, mishandled baggage, involuntary denied boardings, and 12 customer complaint areas) of airlines that are important to consumers. All of the elements are reported in the *Air Travel Consumer Report* maintained by the U.S. Department of Transportation.

Weights were originally established by surveying 65 airline industry experts regarding their opinion as to what consumers would rate as important (on a scale of 0 to 10) in judging airline quality. Each weight and element was assigned a plus or minus sign to reflect the nature of impact for that criterion on a consumer's perception of quality. For instance, the criteria of on-time arrival performance are included as a positive element because it is reported in terms of on-time successes, suggesting that a higher number is favorable to consumers. The weight for this criterion is high due to the importance most consumers place on this aspect of airline service. Conversely, the criteria that includes mishandled baggage is included as a negative element, and is reported in terms of mishandled bags per 1000 passengers served, suggesting that a higher number is unfavorable to consumers. Because having baggage arrive with passengers is important to consumers the weight for this criterion is also high. Weights and positive/negative signs are independent of each other.

Weights reflect importance of the criteria in consumer decision-making, while signs reflect the direction of impact that the criteria should have on the consumer's rating of airline quality. When all criteria, weights and impacts are combined for an airline over the year, a single interval scaled value is obtained. This value is comparable across airlines and across time periods. In the spring of 2002, a nationwide survey of frequent flyers was conducted that allowed a revisiting of the weighting for the AQR elements. Analysis of the sample of 766 opinions showed no appreciable difference in the relative weights for the AQR elements. To maintain comparability across the years, the weights have been held constant.

The Airline Quality Rating criteria and the weighted average methodology allow a focused comparison of domestic airline performance. Unlike other consumer opinion approaches that have relied on consumer surveys and subjective opinion, the AQR continues to use a mathematical formula that considers multiple weighted objective criteria to arrive at a single, fully comparable rating for airline industry performance. The Airline Quality Rating provides both consumers and industry watchers a means for monitoring comparative quality for each airline on a timely basis, using objective, performance-based data. Over the years, the Airline Quality Rating has often been cited as an industry standard for comparing airline performance. Currently the AQR stands as the only regularly published rating available for airline performance. With the continued global trend in airline operations alliances, the argument becomes even stronger for the Airline Quality Rating to be used as a standard method for comparing the quality of airline performance for international operations as well.

Table 1

AIRLINE QUALITY RATING CRITERIA, WEIGHTS AND IMPACT

	CRITERIA	WEIGHT	IMPACT (+/-)
OT	On-Time	8.63	+
DB	Denied Boardings	8.03	--
MB	Mishandled Baggage	7.92	--
CC	Customer Complaints	7.17	--
	Flight Problems		
	Oversales		
	Reservations, Ticketing, and Boarding		
	Fares		
	Refunds		
	Baggage		
	Customer Service		
	Disability		
	Advertising		
	Discrimination		
	Animals		
	Other		

Data for all criteria is drawn from the U.S. Department of Transportation's monthly *Air Travel Consumer Report*. (<http://dot.gov/airconsumer/>)

The formula for calculating the AQR score is:

$$\text{AQR} = \frac{(+8.63 \times \text{OT}) + (-8.03 \times \text{DB}) + (-7.92 \times \text{MB}) + (-7.17 \times \text{CC})}{(8.63 + 8.03 + 7.92 + 7.17)}$$

What the Airline Quality Rating Tells Us About 2006

The Airline Quality Rating industry score shows an industry that has declined in quality relative to customer performance criteria over the course of 2006. Of the 15 carriers rated in both 2005 and 2006, only Northwest and US Air show improvement in their overall AQR score for 2006. The 2006 AQR scores for Alaska and Delta were virtually unchanged from their 2005 level. US Air had the largest gain in overall score, while American Eagle had the largest decline in AQR score for 2006. Three new carriers (Frontier, Hawaiian, and Mesa) are included in the AQR and two (America West and Independence Air) were dropped for a total of 18 airlines rated for 2006.

The **overall industry** AQR score was lower in 2006 than in 2005, with decreased industry performance in three of the four areas tracked. As an industry, the AQR criteria shows that on-time arrival percentage was down (75.5% in 2006 compared to 77.3% in 2005), involuntary denied boardings per passenger served increased from 0.89 per 10,000 passengers in 2005 to 1.01 per 10,000 passengers in 2006, mishandled baggage rates increased from 6.06 per 1,000 passengers in 2005 to 6.50 per 1,000 passengers in 2006. Consumer complaint rates decreased slightly from 0.89 per 100,000 passengers in 2005 to 0.88 per 100,000 passengers in 2006. Of the 8,321 complaints registered with DOT, 71% were for either flight problems, baggage handling problems, or customer service issues. Taking all airlines together, the AQR score for the industry declined from a level of -1.73 in 2005 to -1.87 in 2006. With the rating categories (On-Time, Denied Boardings, Mishandled Baggage, and Customer Complaints) having either poorer or similar performance in 2006 as in 2005, the decline can be viewed as multi-faceted. Also, with 13 of 18 airlines showing year to year AQR score declines, performance declines can be viewed as characteristic of the overall industry trend for 2006. This decline in performance in three of four criteria and a decline in the overall AQR score for the industry from 2005 to 2006 are similar to the performance outcomes seen between 2004 and 2005.

AirTran Airlines (FL) was included in the AQR for the first time in 2003. On-time performance improved in 2006 (74.6% in 2006 compared to 71.3% in 2005). AirTran's denied boardings performance (0.08 per 10,000 passengers in 2006 compared to 0.37 in 2005) was among the lowest of the airlines rated. A customer complaint rate of 0.62 complaints per 100,000 passengers in 2006 was better than the 2005 rate of 1.00. The mishandled baggage rate of 4.72 per 1,000 passengers in 2006 is worse than their 2005 rate of 3.45 mishandled bags per 1,000 passengers.

Alaska Airlines (AS) had performance improvement in the areas of on-time arrivals (73.3% in 2006 compared to 69.7% in 2005), involuntary denied boardings (1.26 per 10,000 passengers in 2006 compared to 1.58 in 2005), and customer complaints (0.52 per 100,000 passengers in 2006 compared to 0.77 in 2005). An increase in mishandled baggage rate (5.71 mishandled bags per 1,000 passengers in 2006 compared to 5.03 in 2005) combined with the other improved areas to produce only a slight decline in AQR score for Alaska Airlines for 2006.

American Airlines' (AA) AQR score for 2006 declined for the fourth year in a row. The drop in AQR score reflects reduced performance for on-time arrivals (75.5% in 2006 compared to 76.9% in 2005). This below industry average on-time performance was coupled with poorer performance in the areas of mishandled baggage (6.33 in 2006 compared to 5.92 in 2005), denied boardings (0.84 in 2006 compared to 0.63 in 2005), and customer complaints (1.09 in 2006 and 1.02 in 2005). The combination of performance outcomes produced a more negative AQR score for 2006.

American Eagle Airlines (MQ) had a denied boarding rate of 1.31 for 2006, up from 0.61 per 10,000 passengers in 2005. The airline had an increase in the rate of customer complaints (1.03 in 2006 compared to 0.70 per 100,000 passengers in 2005). On-time performance was 71.5% in 2006 compared to 76.2% for 2005. Their mishandled baggage rate was again well above the industry rate (14.42 per 1,000 passengers in 2006 compared to 10.45 in 2005). This combination of decreased performance in all of the criteria produced the largest drop in AQR score of any airline rated for 2006.

ATA Airlines (TZ) was included in the AQR for the first time in 2003. On-time performance for 2006, 69.4%, was worse than their 81.3% level for 2005. ATA's denied boarding performance, 2.19 per 10,000 passengers in 2006, was better than their rate of 2.75 in 2005, but third highest of all airlines rated. A customer complaint rate of 1.12 complaints per 100,000 passengers in 2006 was also higher than their 0.99 rate in 2005. Their mishandled baggage rate of 6.11 per 1,000 passengers in 2006 is worse than their rate of 4.07 in 2005, but better than the industry level of 6.50 in 2006. Overall, ATA's performance in 2006 combined to yield a third year of decline in overall AQR score.

Atlantic Southeast Airlines (EV) was included in the AQR for the first time in 2003. On-time performance was 66.0% (lowest of all carriers rated) in 2006, compared to 70.9% in 2005. Atlantic Southeast's denied boarding performance was worse for 2006 (4.47 per 10,000 passengers in 2006 compared to 1.57 in 2005). Their mishandled baggage rate of 17.37 per 1,000 passengers is nearly three times the industry average rate of 6.50 bags per 1,000 passengers, and is similar to their 17.41 rate in 2005. Atlantic Southeast's customer complaint rate of 0.74 complaints per 100,000 passengers was also worse than their 2005 rate of 0.58. Atlantic Southeast continues in 2006 (as in 2005 and 2004) to have the worst AQR score of any airline rated.

Comair (OH) was included in the AQR for the first time in 2004. On-time performance dropped from 80.1% in 2005 to 73.8% in 2006. Comair's denied boarding performance worsened from 0.61 in 2005 to 2.47 per 10,000 passengers in 2006. A decrease in the rate of customer complaints from 1.53 complaints per 100,000 passengers in 2005 to 0.63 in 2006 was better than the industry average of 0.88 for 2006. Their mishandled baggage rate of 11.98 per 1,000 passengers in 2006 is higher than the industry rate of 6.50 bags per 1,000 passengers and higher than their 2005 rate of 10.75. Overall, Comair had the third worst AQR score (-3.55) of the eighteen airlines rated.

Continental Airlines (CO) posted declines in performance for two of the four AQR criteria. Customer complaint rate (0.88 in 2006 versus 0.92 in 2005) and denied boarding rate (1.74 in 2006 compared to 1.92 in 2005) were the areas of improvement. Mishandled baggage rate per 1,000 passengers (4.76 in 2006 compared to 4.12 in 2005) hurt Continental's AQR score. Poorer on-time performance (73.4% in 2006 compared to 76.9% in 2005) lowered their AQR score for 2006.

Delta Airlines (DL) The on-time percentage for 2006 reflects identical performance to last year in on-time arrival percentage (76.3% in 2006 and 2005). Their rate of mishandled baggage (6.88 in 2006 compared to 7.09 in 2005) was above the industry average, but showed improvement. An increase in denied boardings (2006 rate of 1.70 per 10,000 passengers compared to 2005 rate of 1.31) and a decrease in the rate of customer complaints (1.03 in 2006 from 1.09 in 2005) combined to keep Delta's AQR score stable. With only two of four criteria showing a decrease in performance, Delta's overall AQR score was virtually unchanged for 2006.

Frontier (F9) is included in the AQR for the first time in 2006. On-time performance (80.7%) compares well to industry average of 75.5% in 2006 and is second best of all airlines rated. Frontier's denied boarding performance (0.47 per 10,000 passengers) was the third best of the airlines rated and can be compared to the industry average of 1.01. A customer complaint rate of 0.49 complaints per 100,000 passengers also compares favorably to the industry average of 0.88 in 2006. Their mishandled baggage rate of 5.18 per 1,000 passengers is below the industry rate of 6.50 bags per 1,000 passengers. Overall, Frontier entered the AQR ratings with a score (-1.30) better than the industry performance score (-1.87).

Hawaiian (HA) is included in the AQR for the first time in 2006. On-time performance (93.8%) is the best of all airlines rated for 2006. Hawaiian's denied boarding performance (0.13 per 10,000 passengers) was the third best of the airlines rated and compares very favorably to the industry average of 1.01. A customer complaint rate of 0.64 complaints per 100,000 passengers also compares well to the industry average of 0.88 in 2006. Their mishandled baggage rate of 3.14 per 1,000 passengers (best of all rated) is well below the industry rate of 6.50 bags per 1,000 passengers. Overall, Hawaiian entered the AQR ratings with the best AQR score of any airline rated this year.

Jet Blue Airlines (B6) was included in the AQR for the first time in 2003. On-time performance in 2006 improved (72.9% in 2006 compared to 71.4% in 2005) and was the second lowest of the 18 airlines rated. Jet Blue's denied boarding performance (0.07 per 10,000 passengers in 2006) is the lowest of the airlines rated. A customer complaint rate of 0.40 complaints per 100,000 passengers in 2006 (compared to 0.29 in 2005) was third best (to Southwest and Frontier) of all airlines rated. Their mishandled baggage rate of 4.09 per 1,000 passengers in 2006 was virtually unchanged from their 2005 rate (4.06) and was second best of all airlines rated in 2006.

Mesa (YV) is included in the AQR for the first time in 2006. On-time performance (73.3%) is lower than the industry average of 75.5% for 2006. Mesa's denied boarding performance (1.59 per 10,000 passengers) was worse than the industry average of 1.01. A customer complaint rate of 1.26 complaints per 100,000 passengers (third worst of all airlines) does not compare favorably to the industry average of 0.88 for 2006. Their mishandled baggage rate of 10.55 per 1,000 passengers is well above the industry rate of 6.50 mishandled bags per 1,000 passengers. Overall, Mesa entered the AQR ratings with a score (-3.12) below the industry AQR score of -1.87 for 2006.

Northwest Airlines' (NW) improved in all four areas of the AQR for 2006. The rate of customer complaints decreased from 0.94 per 100,000 passengers in 2005 to 0.88 per 100,000 passengers in 2006. On-time arrival performance increased from 75.0% in 2005 to 75.8% in 2006, and the mishandled baggage rate decreased from 4.86 per 1,000 passengers in 2005 to 4.60 in 2006. Northwest's denied boarding rate decreased from 0.96 per 10,000 passengers in 2005 to 0.81 in 2006. Northwest was one of only two airlines to improve their AQR score in 2006.

SkyWest (OO) was included in the AQR for the first time in 2004. On-time performance, 82.5% in 2005, was down to 76.8% in 2006. SkyWest's denied boarding performance (1.12 per 10,000 passengers in 2006 compared to 0.35 in 2005) was higher than the industry average for 2006. A customer complaint rate of 0.68 complaints per 100,000 passengers in 2006 compared to the 2005 rate of 0.48 had a negative impact on the AQR score. Their mishandled baggage rate of 10.16 per 1,000 passengers in 2006 is very similar to a 2005 rate of 10.06 bags per 1,000 passengers.

Southwest Airlines (WN) recorded a slight decrease in on-time arrival percentage (80.2% in 2006 from 80.7% in 2005) and an identical customer complaint rate of 0.18 per 100,000 passengers in both 2006 and 2005. Southwest Airlines is consistently the airline with the lowest customer complaint rate in the industry. An involuntary denied boarding rate of 0.91 per 10,000 passengers in 2006, worsened from 0.69 per 10,000 passengers in 2005. The mishandled baggage rate of 5.34 per 1,000 passengers in 2006 increased from 4.25 per 1,000 passengers for 2005.

United Airlines (UA) slipped in on-time arrival performance (from 77.6% in 2005 to 73.9% in 2006) and in mishandled baggage (5.68 per 1,000 passengers in 2006 compared to 4.28 in 2005). Performance regarding denied boarding rate (0.51 per 10,000 passengers in 2006 and 0.48 in 2005) was their most consistent performance area. Their higher customer complaint rate (1.36 in 2006 compared to 1.02 per 100,000 passengers in 2005) went against a general downward trend for the industry.

US Airways (US) showed improvement in three of the four AQR criteria tracked for 2006. A closer look reveals that US Airways performed better in on-time performance (76.9% in 2006 compared to 76.2% in 2005), mishandled baggage (7.82 per 1,000 passengers in 2006 compared to 9.68 in 2005), and customer complaint rate (1.36 per 100,000 passengers in 2006 compared to 1.86 in 2005). A denied boarding rate of 1.08 per 10,000 passengers in 2006 was higher than their 2005 rate of 0.64 per 10,000 passengers. Their overall AQR score (-2.32) was the most improved of the 15 airlines with comparison data from 2005.

Previous Airline Quality Reports

Bowen, Brent D., Dean E. Headley and Jacqueline R. Luedtke (1991), [Airline Quality Rating](#), National Institute for Aviation Research Report 91-11, Wichita, Kansas.

Bowen, Brent D., and Dean E. Headley (1992, 1993, 1994, 1995), [Airline Quality Rating Report](#), National Institute for Aviation Research Report Series, Wichita, Kansas.

Bowen, Brent D., and Dean E. Headley (1996), [Airline Quality Rating 1996](#), W. Frank Barton School of Business, Wichita, Kansas.

Bowen, Brent D., and Dean E. Headley (1997), [Airline Quality Rating 1997](#), W. Frank Barton School of Business, Wichita, Kansas.

Bowen, Brent D., and Dean E. Headley (1998), [Airline Quality Rating 1998](#), W. Frank Barton School of Business, Wichita, Kansas.

Bowen, Brent D., and Dean E. Headley (1999), [Airline Quality Rating 1999](#), W. Frank Barton School of Business, Wichita, Kansas.

Bowen, Brent D., and Dean E. Headley (2000), [Airline Quality Rating 2000](#), W. Frank Barton School of Business, Wichita, Kansas.

Bowen, Brent D., and Dean E. Headley (2001), [Airline Quality Rating 2001](#), W. Frank Barton School of Business, Wichita, Kansas.

Bowen, Brent D., and Dean E. Headley (2002), [Airline Quality Rating 2002](#), W. Frank Barton School of Business, Wichita, Kansas.

Bowen, Brent D., and Dean E. Headley (2003), [Airline Quality Rating 2003](#), W. Frank Barton School of Business, Wichita, Kansas.

Bowen, Brent D., and Dean E. Headley (2004), [Airline Quality Rating 2004](#), W. Frank Barton School of Business, Wichita, Kansas.

Bowen, Brent D., and Dean E. Headley (2005), [Airline Quality Rating 2005](#), W. Frank Barton School of Business, Wichita, Kansas.

Bowen, Brent D., and Dean E. Headley (2006), [Airline Quality Rating 2006](#), W. Frank Barton School of Business, Wichita, Kansas.

Bowen, Brent D., and Dean E. Headley (2007), [Airline Quality Rating 2007](#), W. Frank Barton School of Business, Wichita, Kansas.

For more information contact either:
Dr. Dean E. Headley, Associate Professor
W. Frank Barton School of Business
Wichita State University
301 Clinton Hall
Wichita, KS 67260-0084

Dr. Brent D. Bowen, Director
Aviation Institute
University of Nebraska at Omaha
Allwine Hall 422
Omaha, NE 68182-0508

Office: (316) 978-3367
E-mail: headley@aqr.aero

Office: (402) 554-3424
Email: bowen@aqr.aero

Detail of Airline Performance

Since the Airline Quality Rating is comparable across airlines and across time, monthly rating results can be examined both individually and collectively. The following pages outline the AQR scores for the industry and for each airline rated by month for 2006. For comparison purposes, results are also displayed for 2005 where available. A composite industry chart that combines the airlines tracked is shown at first, with individual airline performance charts following in alphabetical order.

Airline Quality Rating Scores

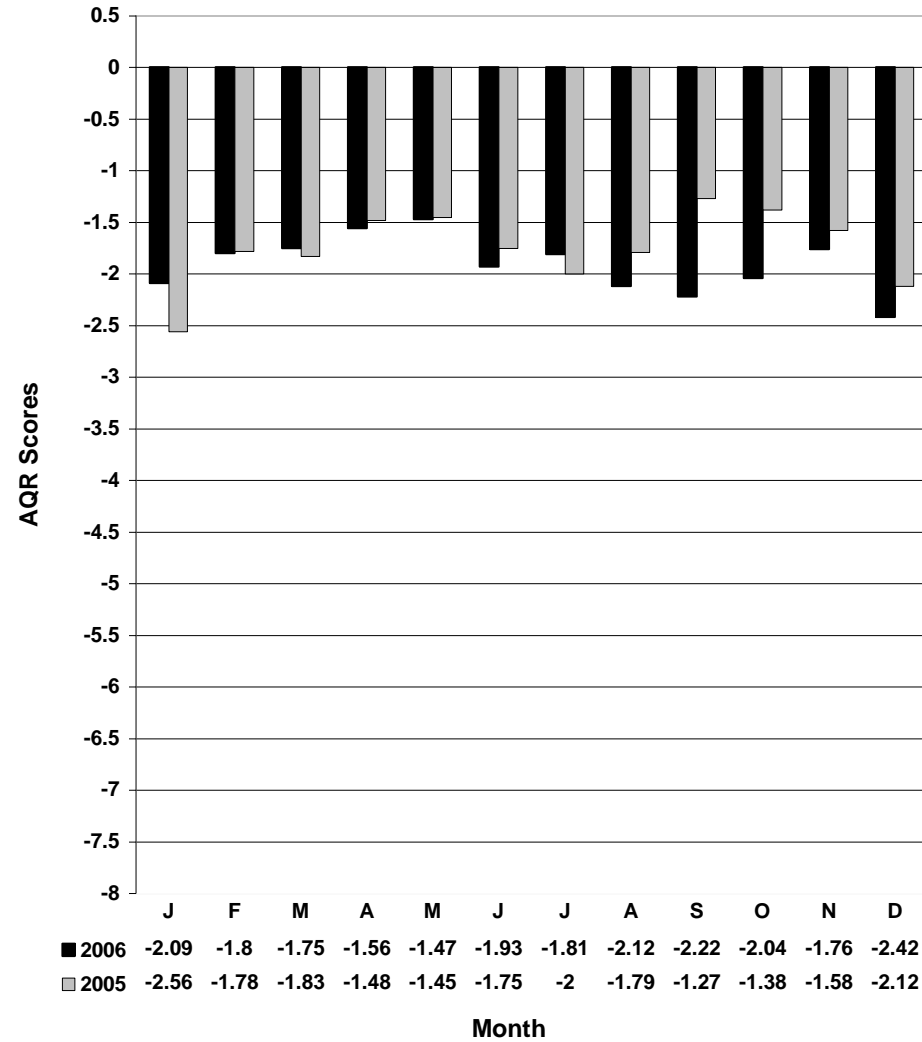
	2006 AQR		2005 AQR		2004 AQR		2003 AQR		2002 AQR	
	Score	Rank	Score	Rank	Score	Rank	Score	Rank	Score	Rank
Air Tran	-1.13	3	-0.99	2	-0.76	2	-1.05	8	N/A	-
Alaska	-1.66	9	-1.64	9	-1.11	5	-0.74	2	-0.95	2
American	-1.83	10	-1.66	10	-1.30	8	-1.24	11	-1.21	6
American Eagle	-3.97	17	-2.66	14	-2.26	13	-2.10	13	-2.42	10
ATA	-2.14	11	-1.71	11	-1.50	10	-1.17	10	N/A	-
Atlantic Southeast	-5.45	18	-4.68	17	-4.10	16	-5.76	14	N/A	-
Comair	-3.55	16	-2.96	16	-3.27	15	N/A	-	N/A	-
Continental	-1.63	7	-1.51	8	-1.31	9	-1.04	7	-1.10	5
Delta	-2.17	12	-2.14	12	-1.54	11	-1.24	12	-1.26	7
Frontier	-1.30	4	N/A	-	N/A	-	N/A	-	N/A	-
Hawaiian	-0.71	1	N/A	-	N/A	-	N/A	-	N/A	-
Jet Blue	-0.93	2	-0.88	1	-0.59	1	-0.64	1	N/A	-
Mesa	-3.12	15	N/A	-	N/A	-	N/A	-	N/A	-
Northwest	-1.35	5	-1.46	7	-1.24	7	-1.02	6	-1.39	9
SkyWest	-2.76	14	-2.48	13	-2.46	14	N/A	-	N/A	-
Southwest	-1.38	6	-1.06	4	-0.90	3	-0.89	3	-1.00	3
United	-1.65	8	-1.21	5	-1.09	4	-1.11	9	-1.27	8
U.S. Air	-2.32	13	-2.77	15	-1.55	12	-0.96	5	-0.85	1
Industry	-1.87		-1.73		-1.38		-1.14		-1.19	

NOTES:

- Scores and Rankings for 2006 reflect the addition of Frontier, Hawaiian, and Mesa to the airlines tracked.
- As of January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Air data.
- Rankings for 2005 reflect the removal of Independence Air from the airlines tracked.
- Scores and Rankings for 2004 reflect the addition of Comair and SkyWest to the group tracked.
- Scores and Rankings for 2003 reflect the addition of Air Tran, ATA, Atlantic Southeast, and Jet Blue to the group tracked.
- Rankings for 2002 reflect the removal of TWA from the airlines tracked.

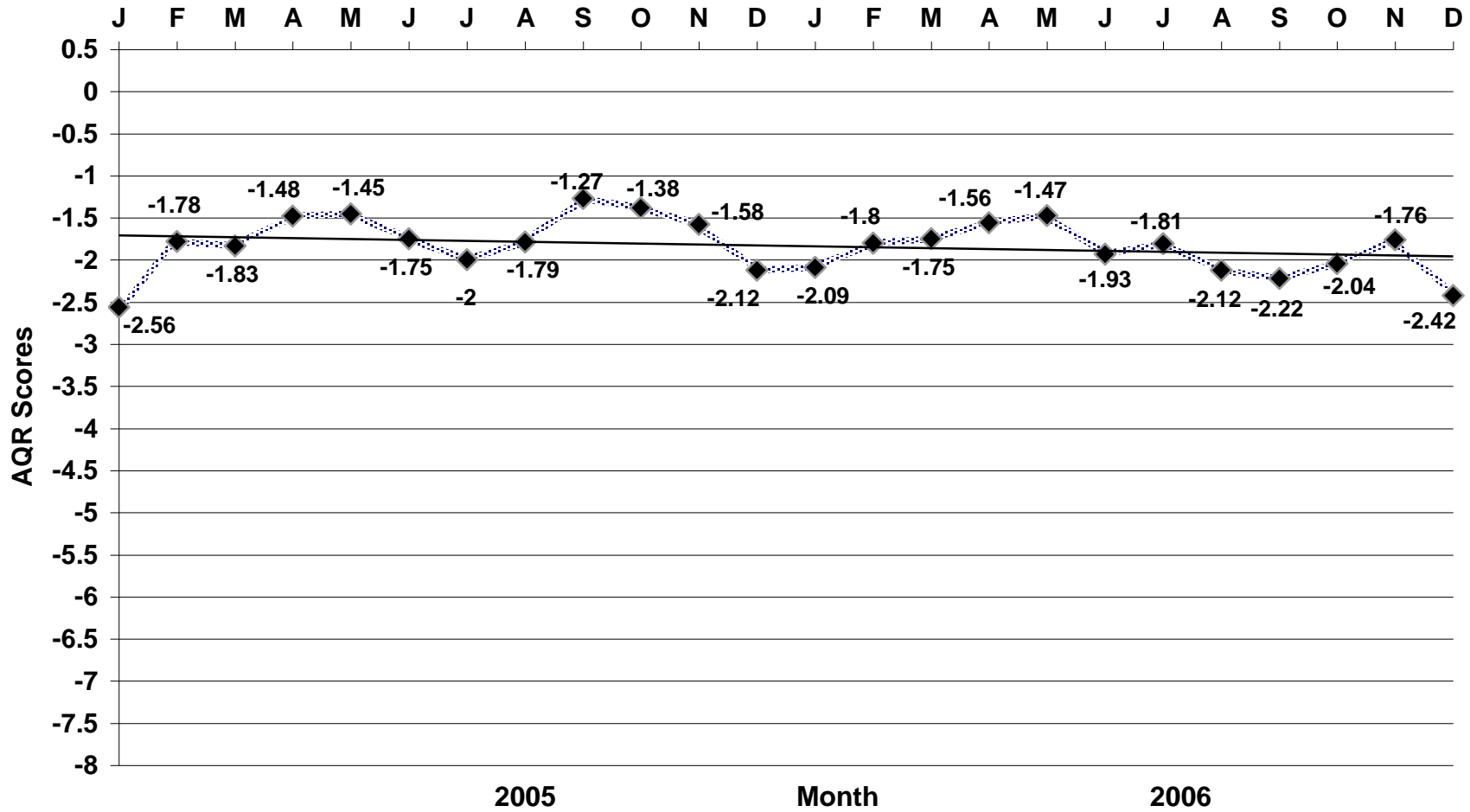
Airline Quality Rating

U.S. Airline Industry by Month



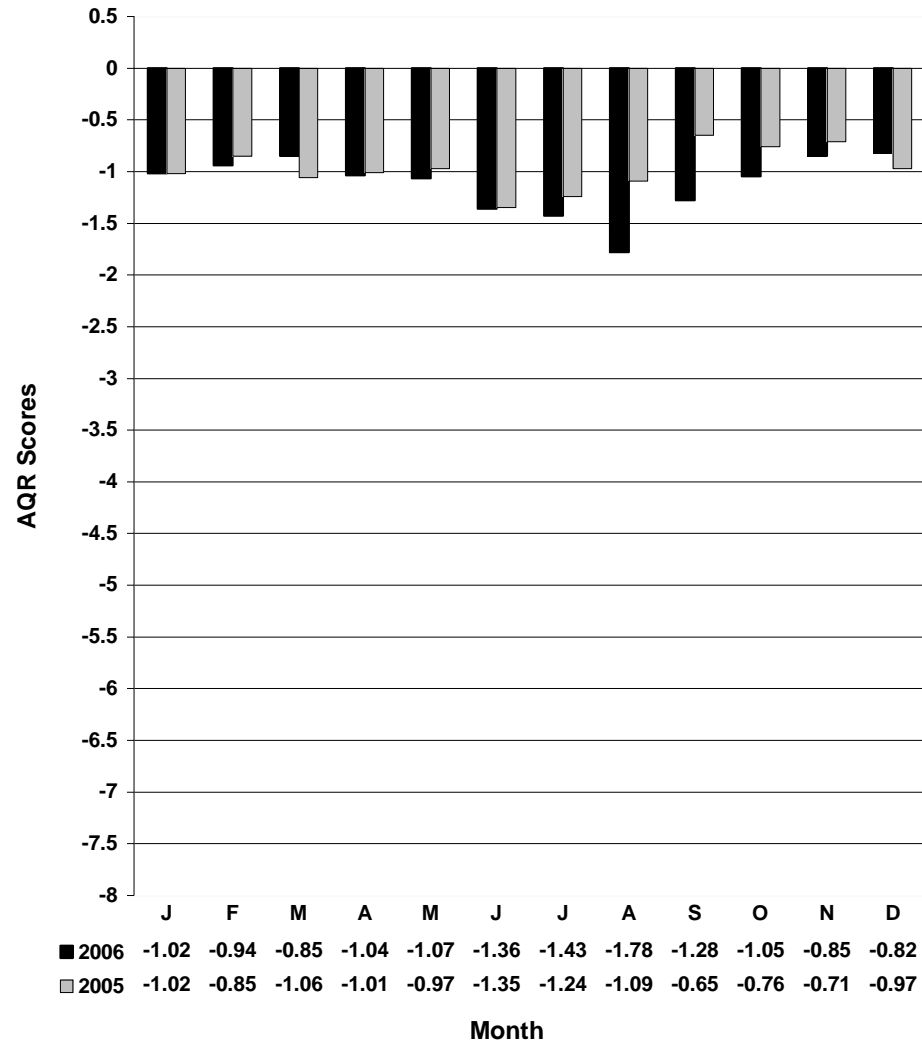
Airline Quality Rating

U.S. Airline Industry 2005 - 2006



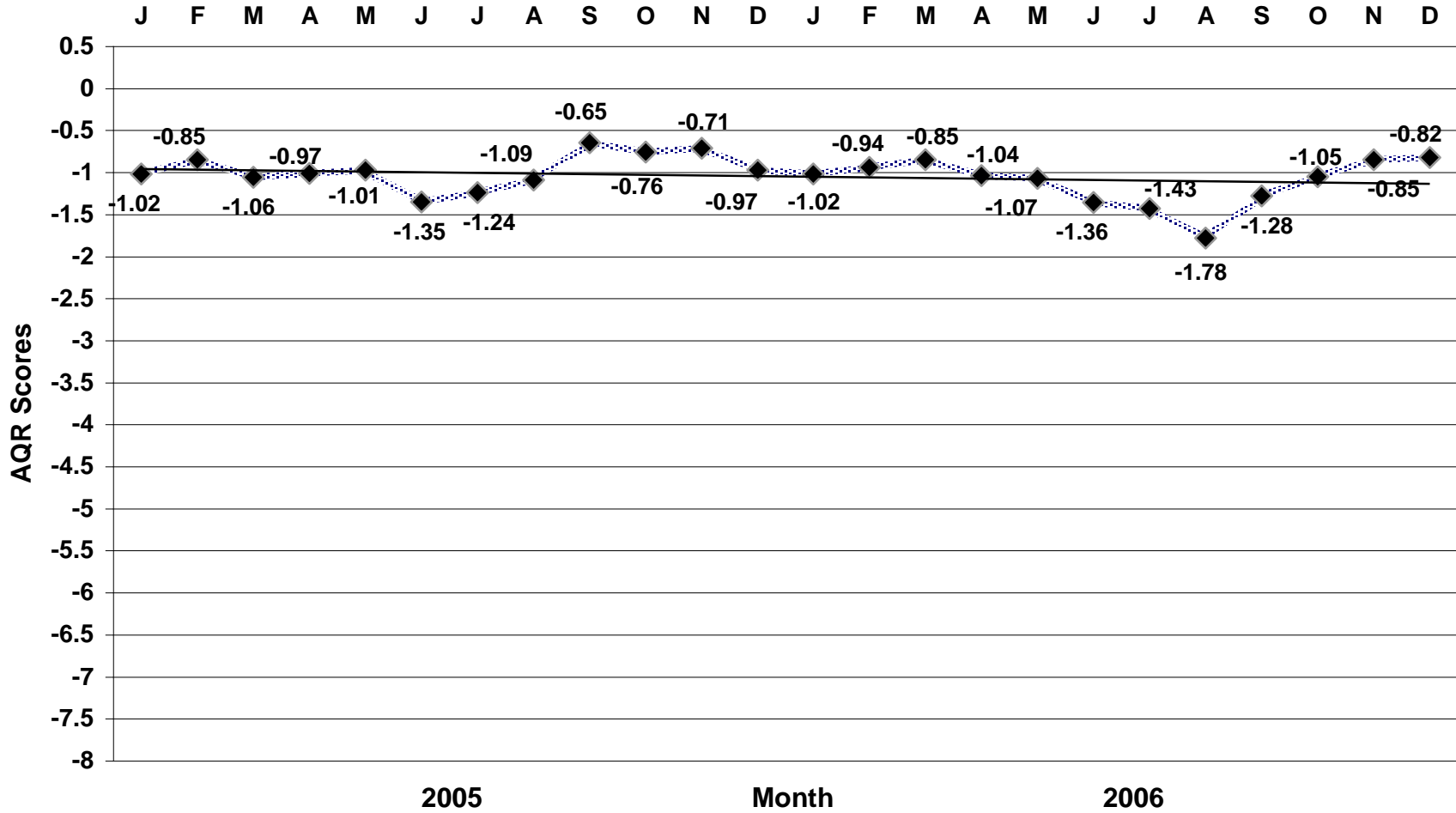
Airline Quality Rating

AirTran Airlines by Month



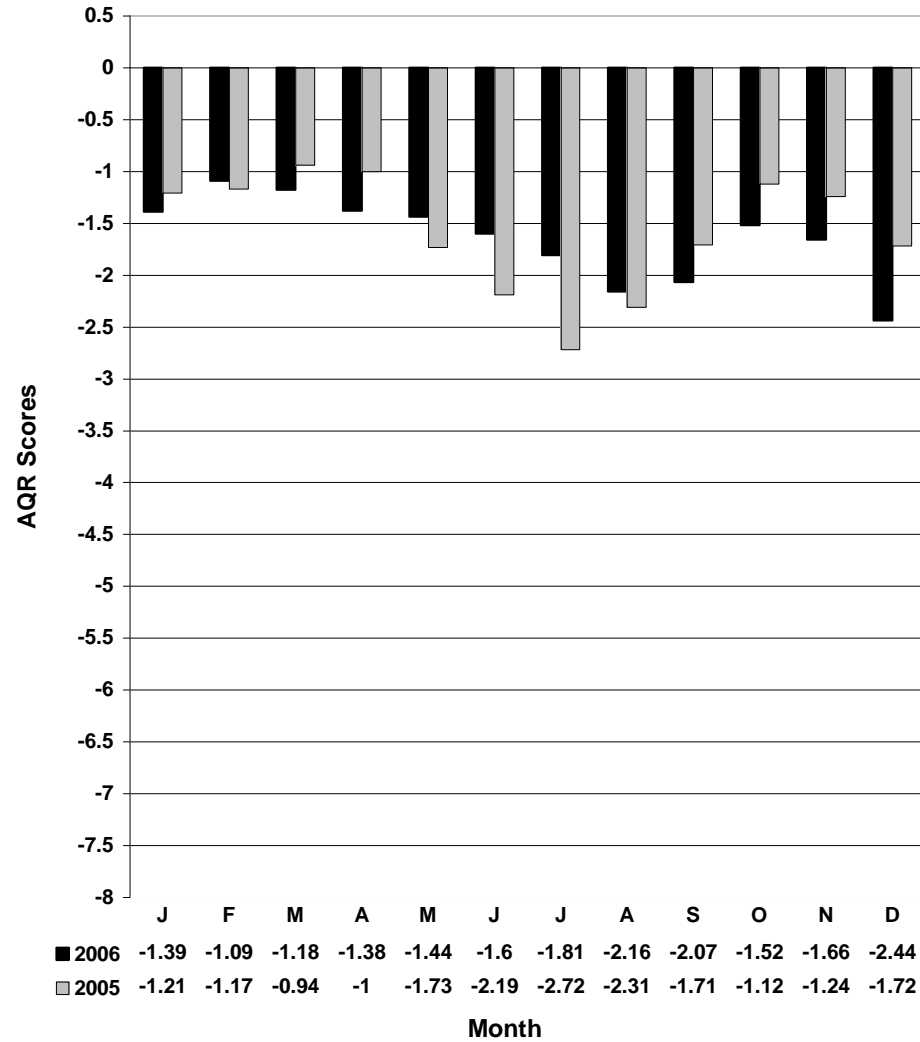
Airline Quality Rating

AirTran Airlines 2005 - 2006



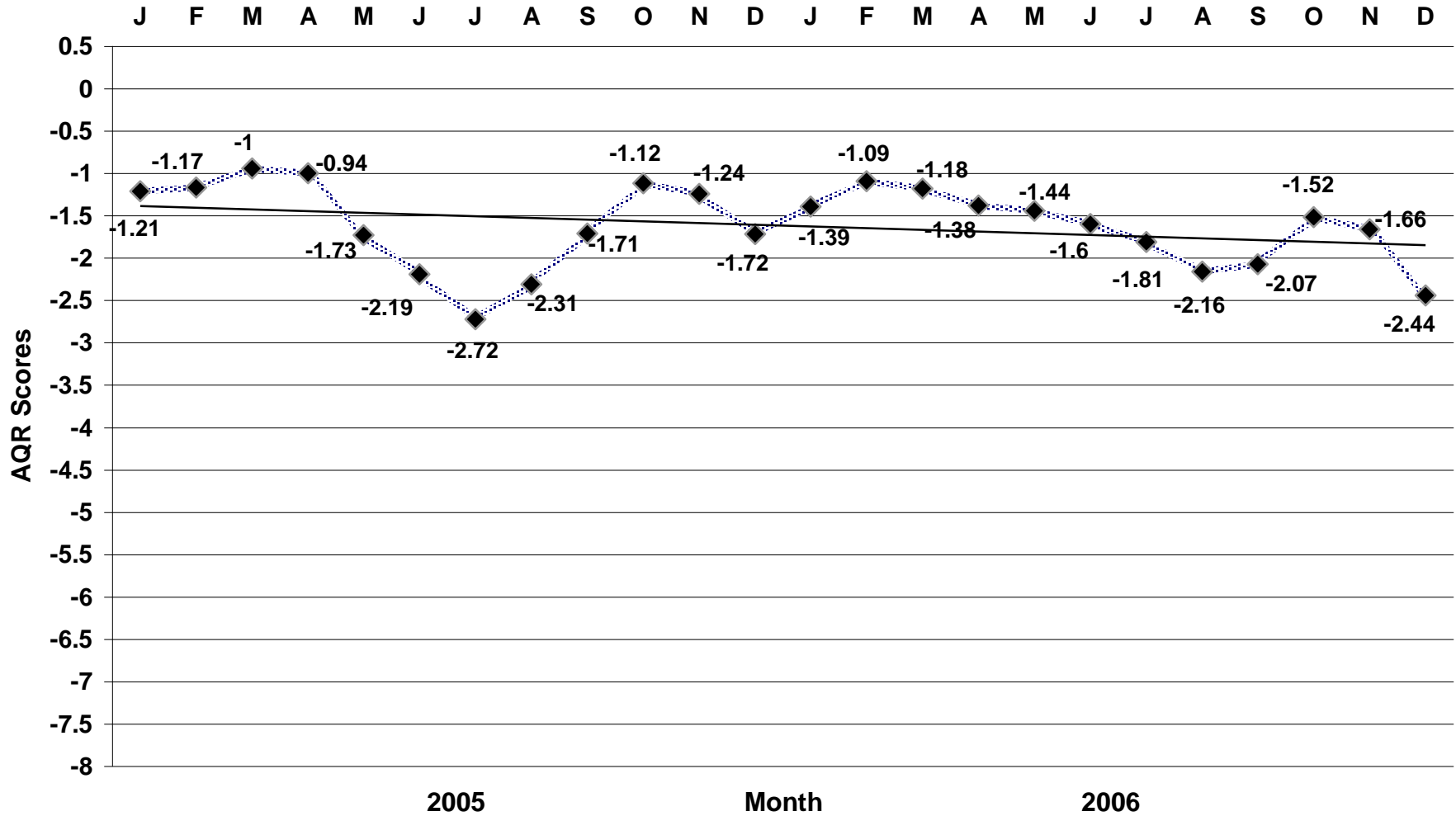
Airline Quality Rating

Alaska Airlines by Month



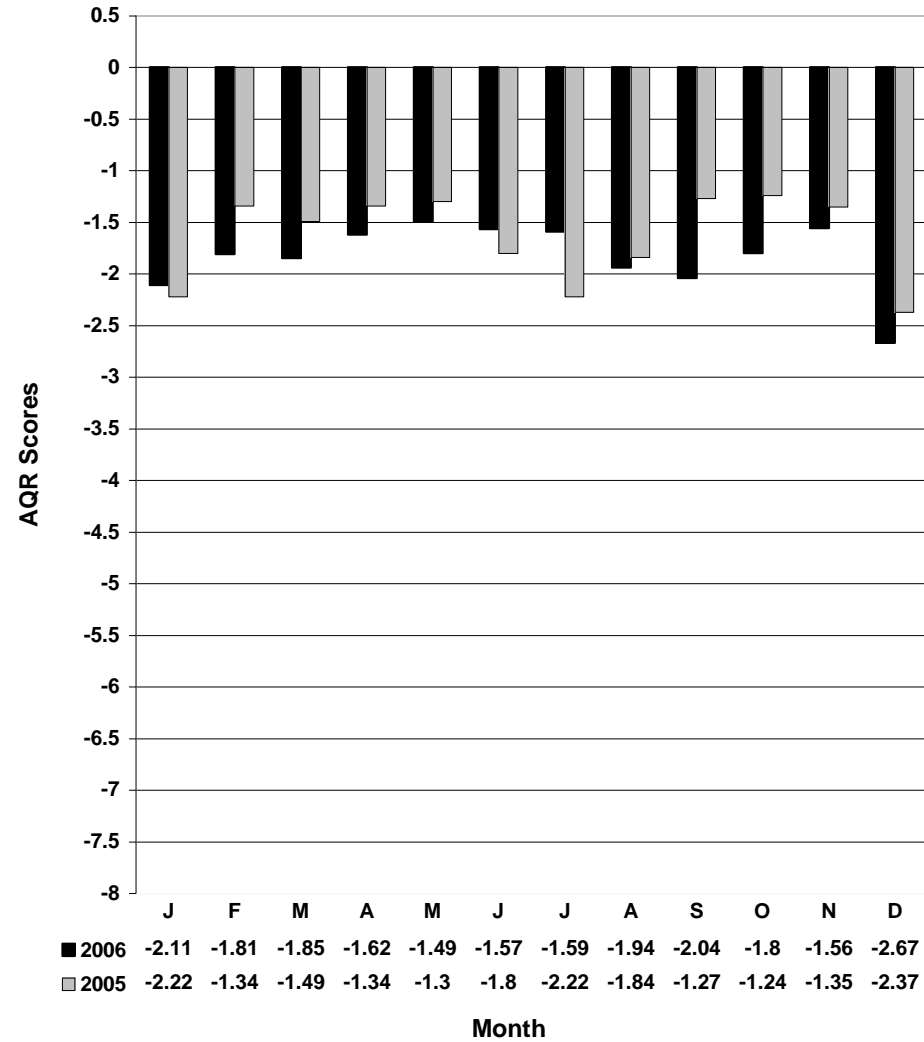
Airline Quality Rating

Alaska Airlines 2005 - 2006



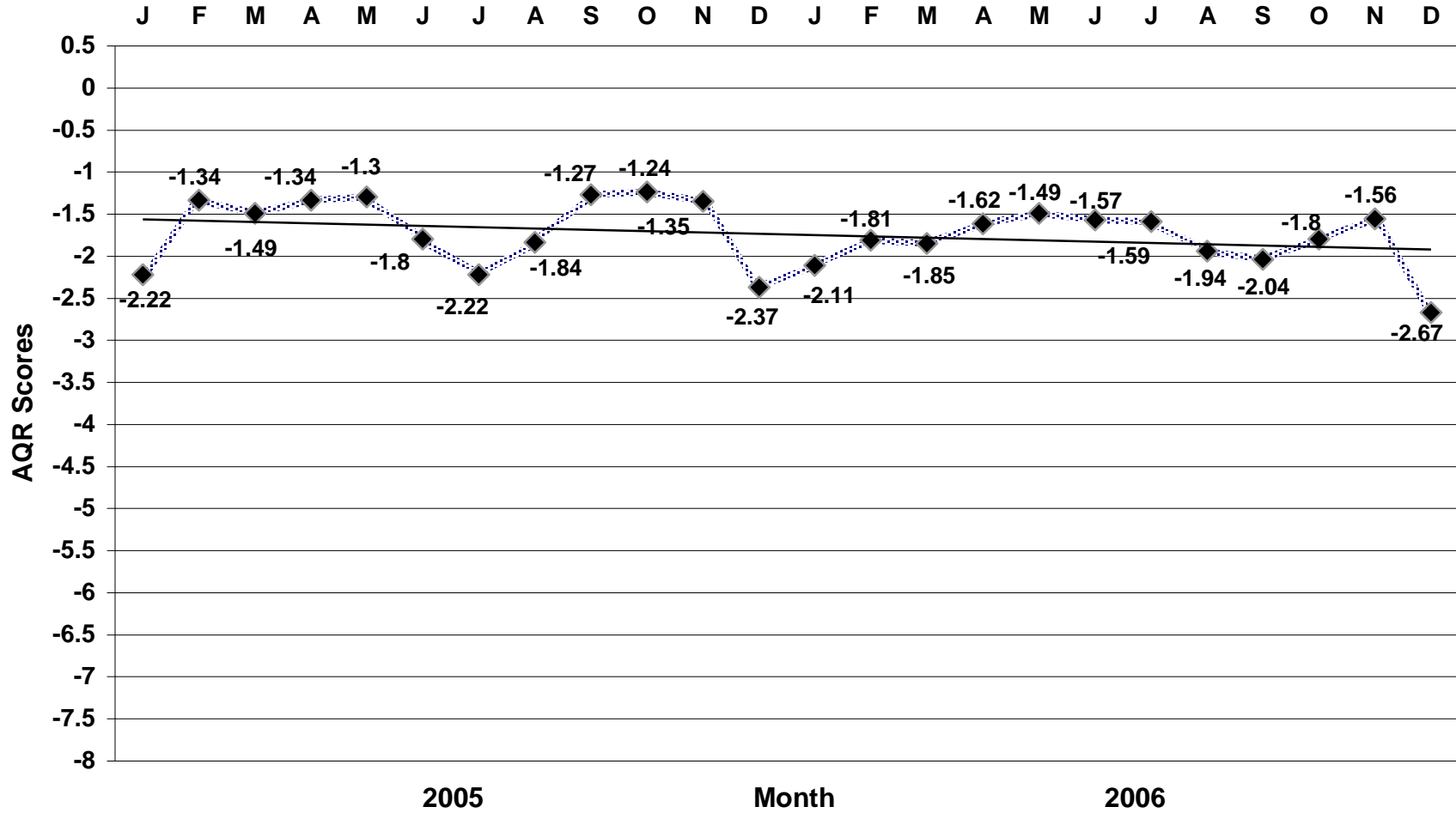
Airline Quality Rating

American Airlines by Month



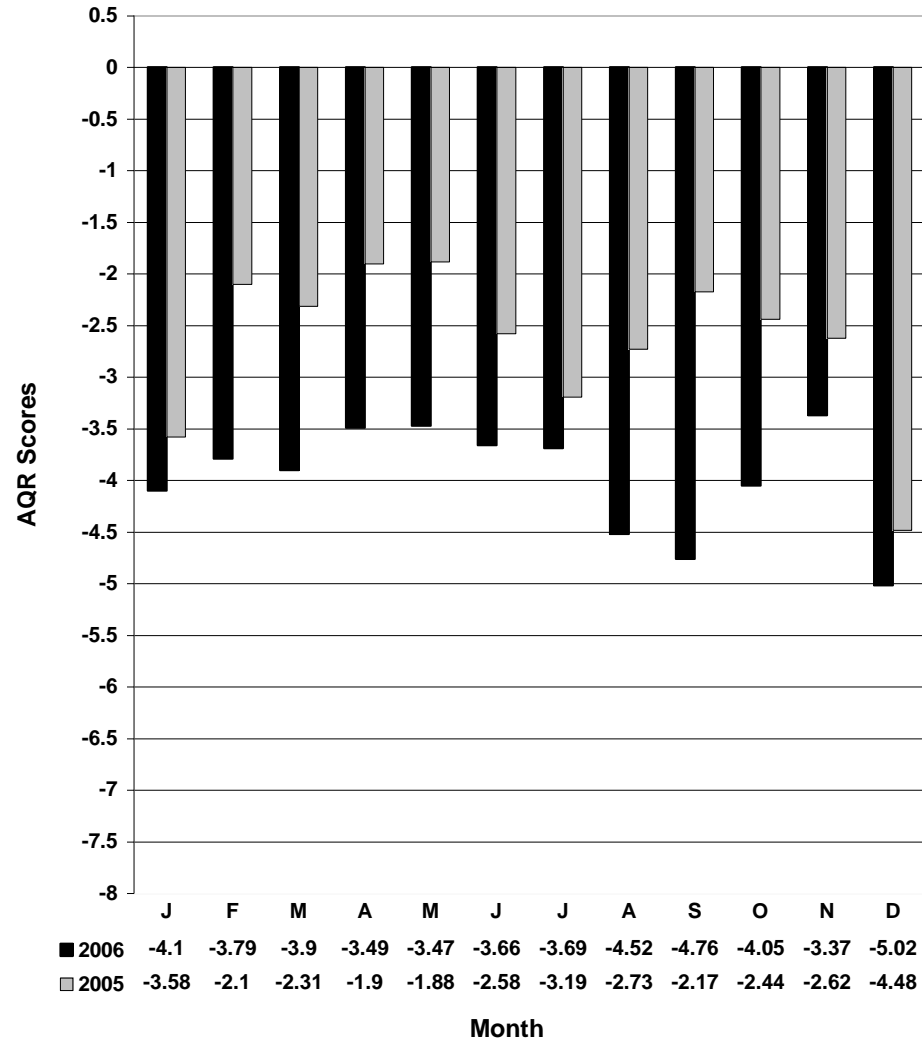
Airline Quality Rating

American Airlines 2005 - 2006



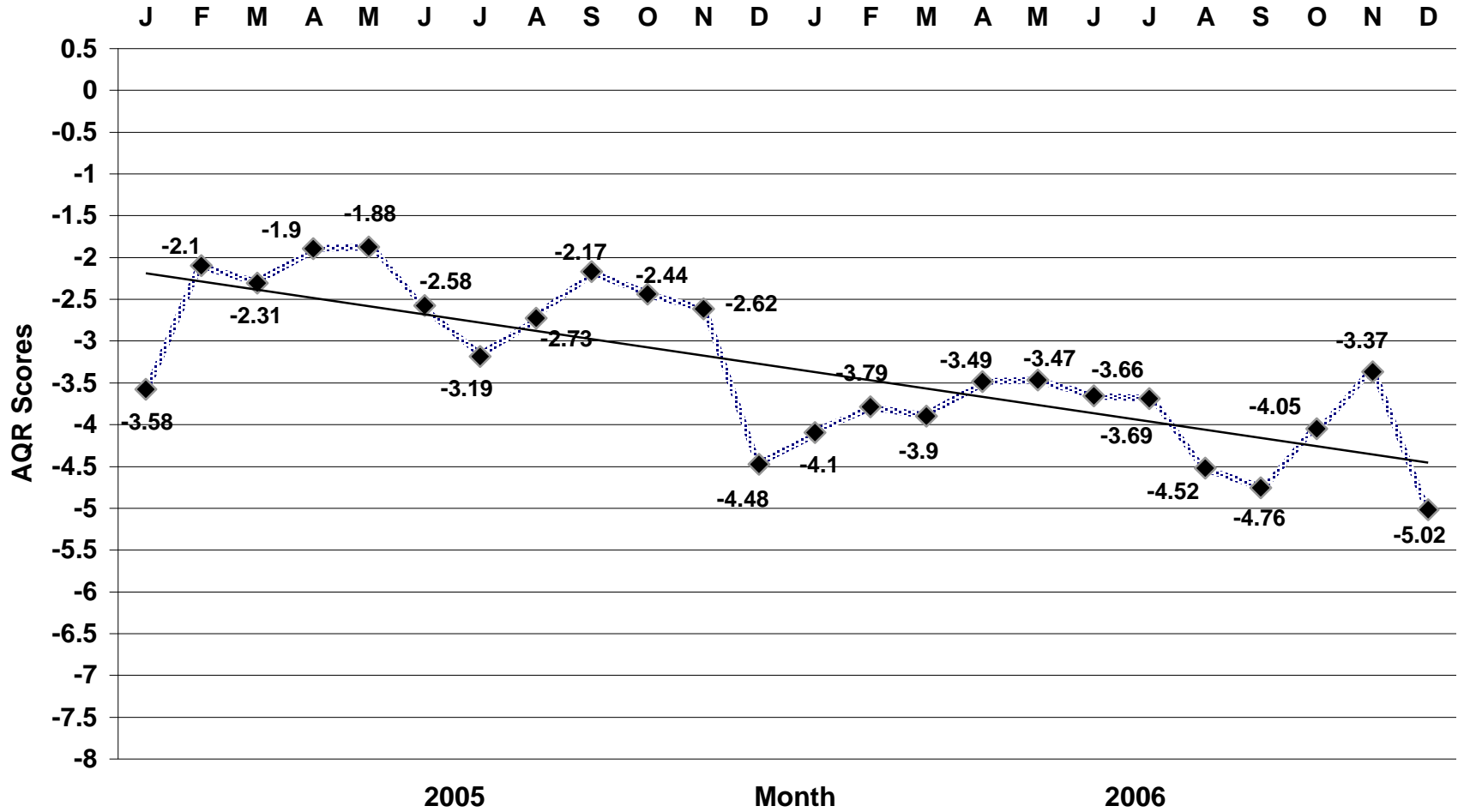
Airline Quality Rating

American Eagle Airlines by Month



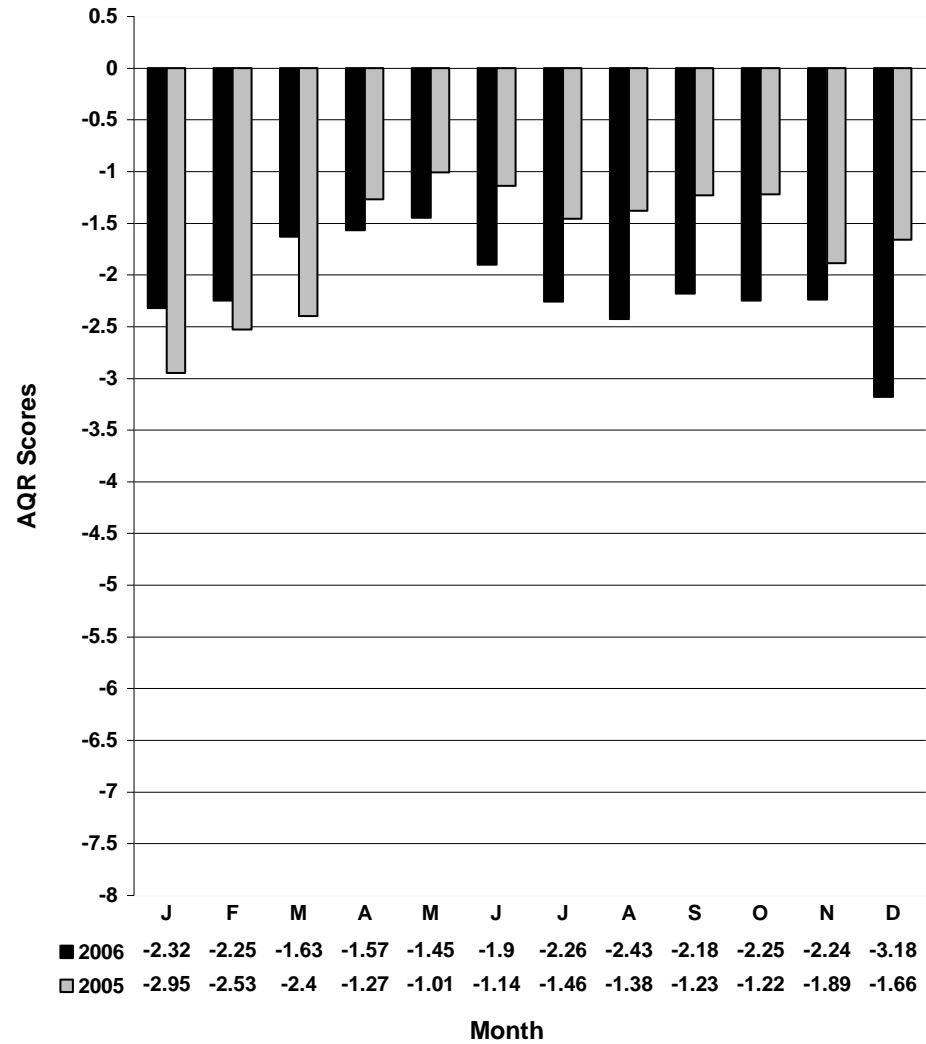
Airline Quality Rating

American Eagle Airlines 2005 - 2006



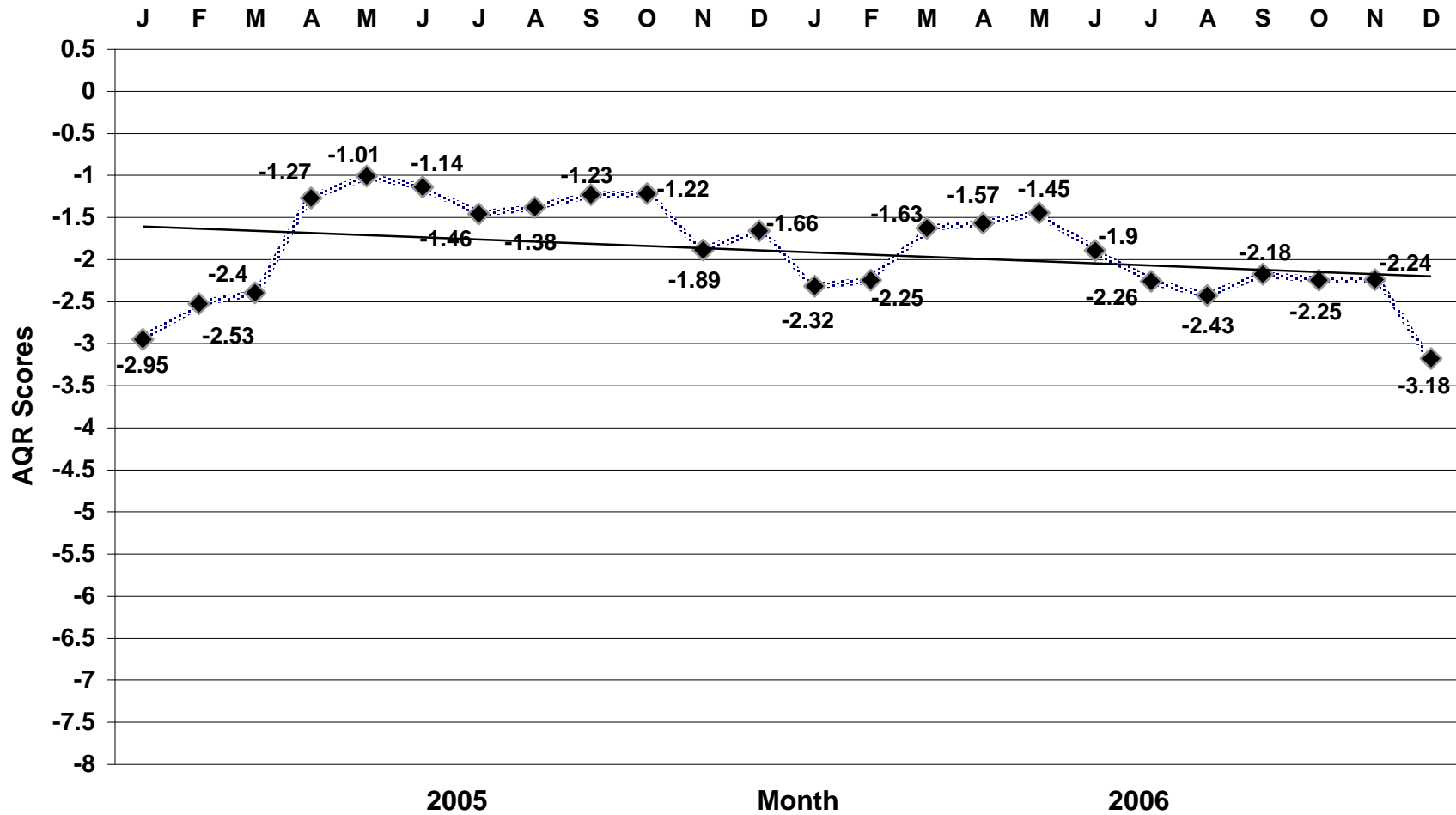
Airline Quality Rating

ATA Airlines by Month



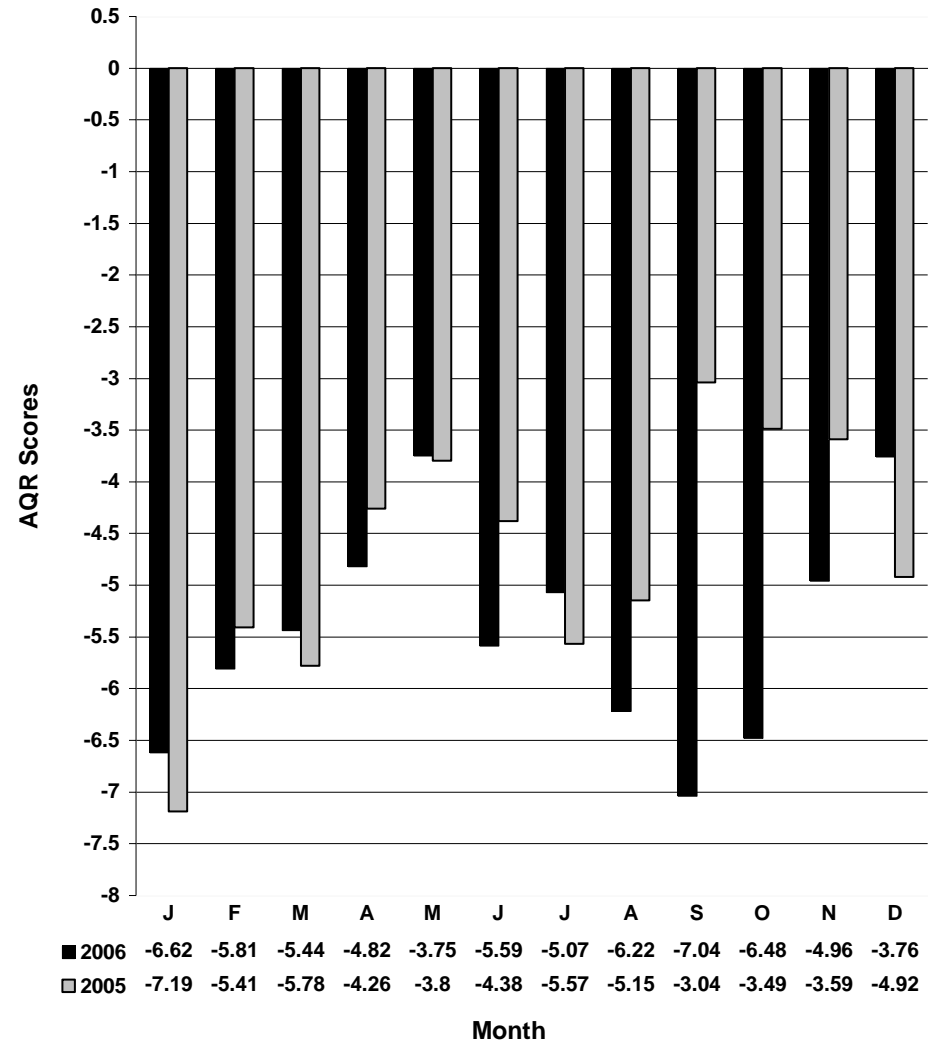
Airline Quality Rating

ATA Airlines 2005 - 2006



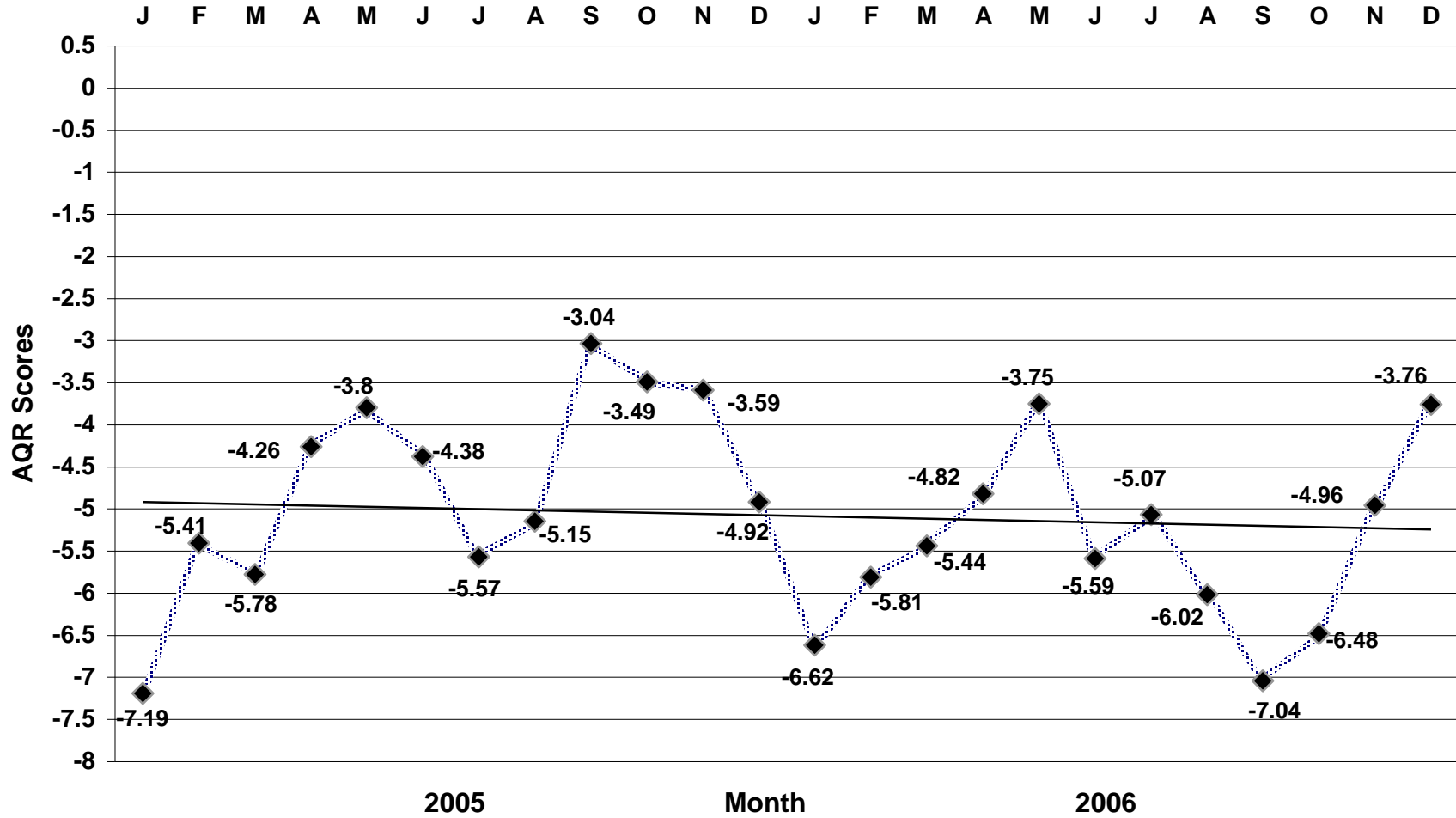
Airline Quality Rating

Atlantic Southeast Airlines by Month



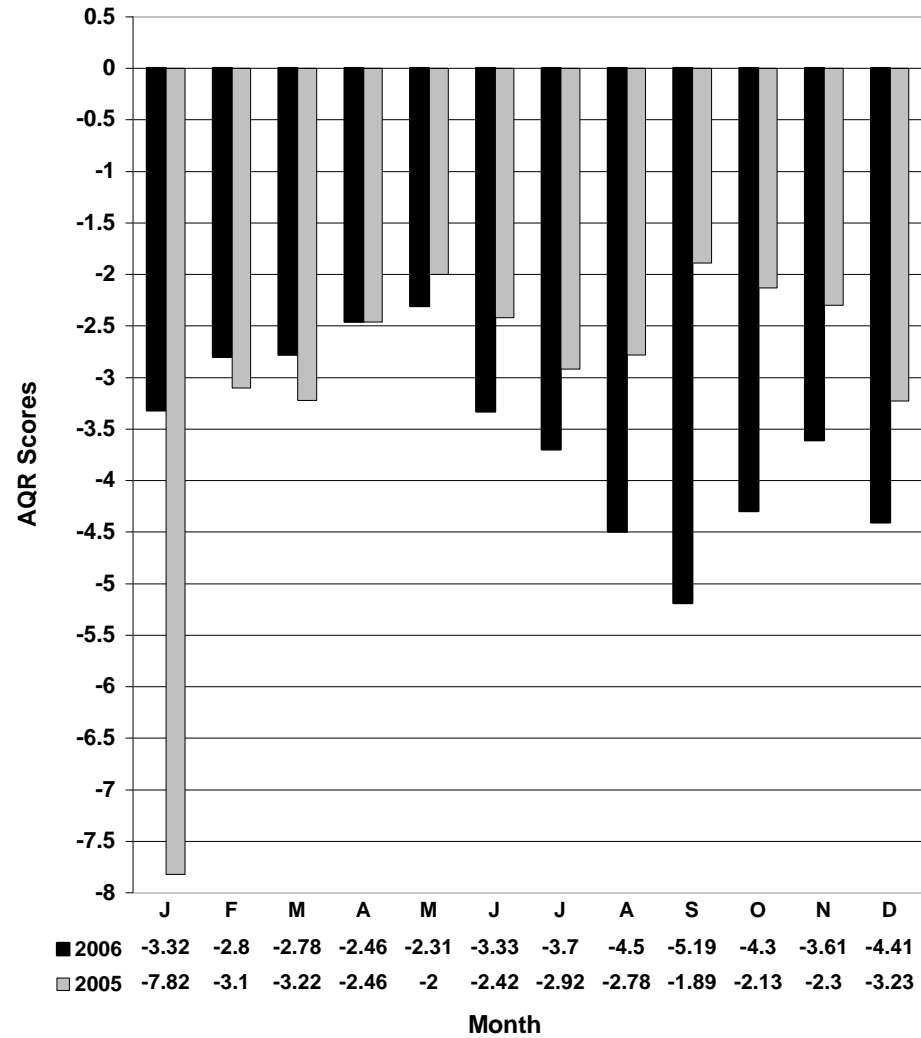
Airline Quality Rating

Atlantic Southeast Airlines 2005 - 2006



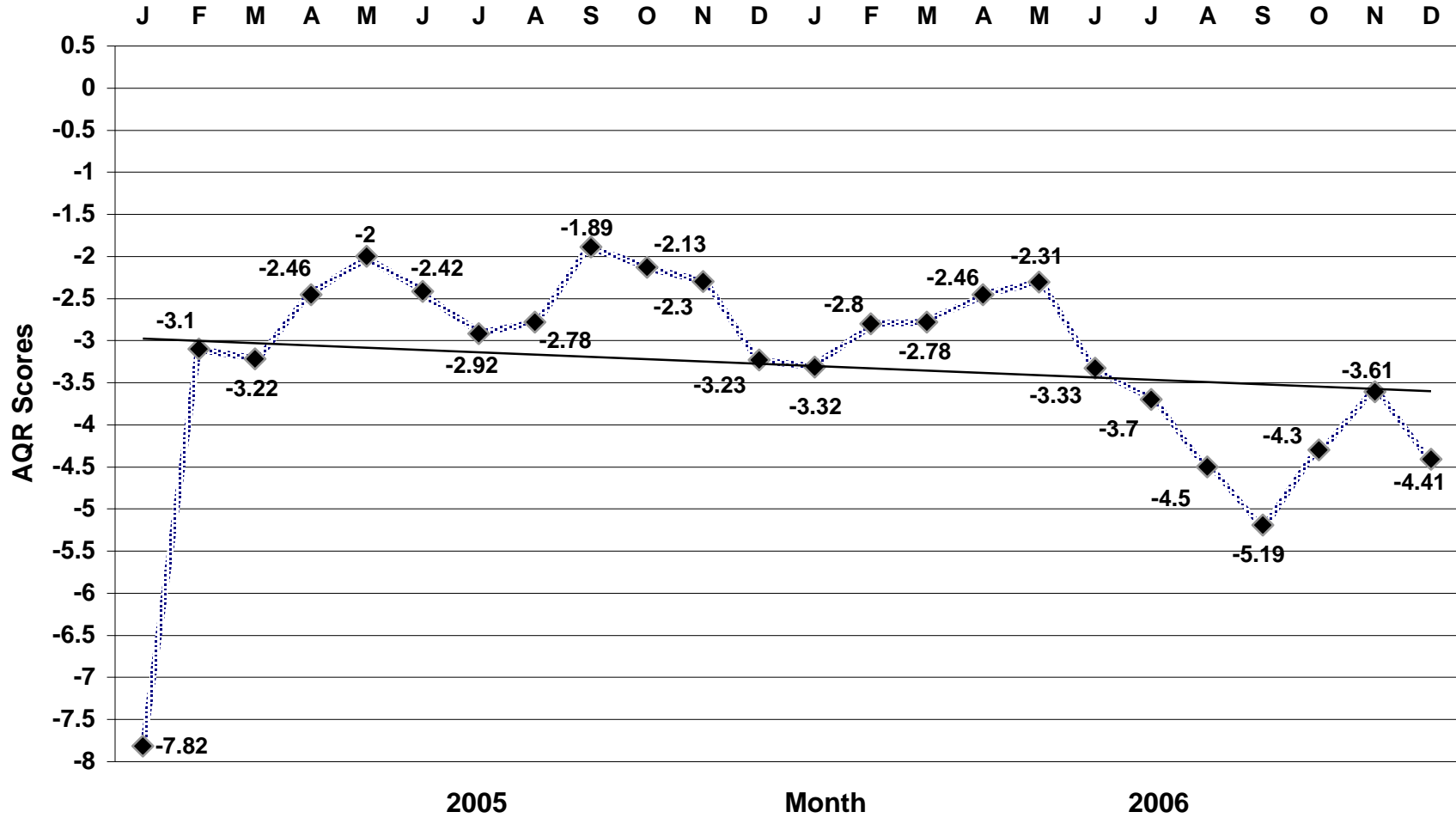
Airline Quality Rating

Comair by Month



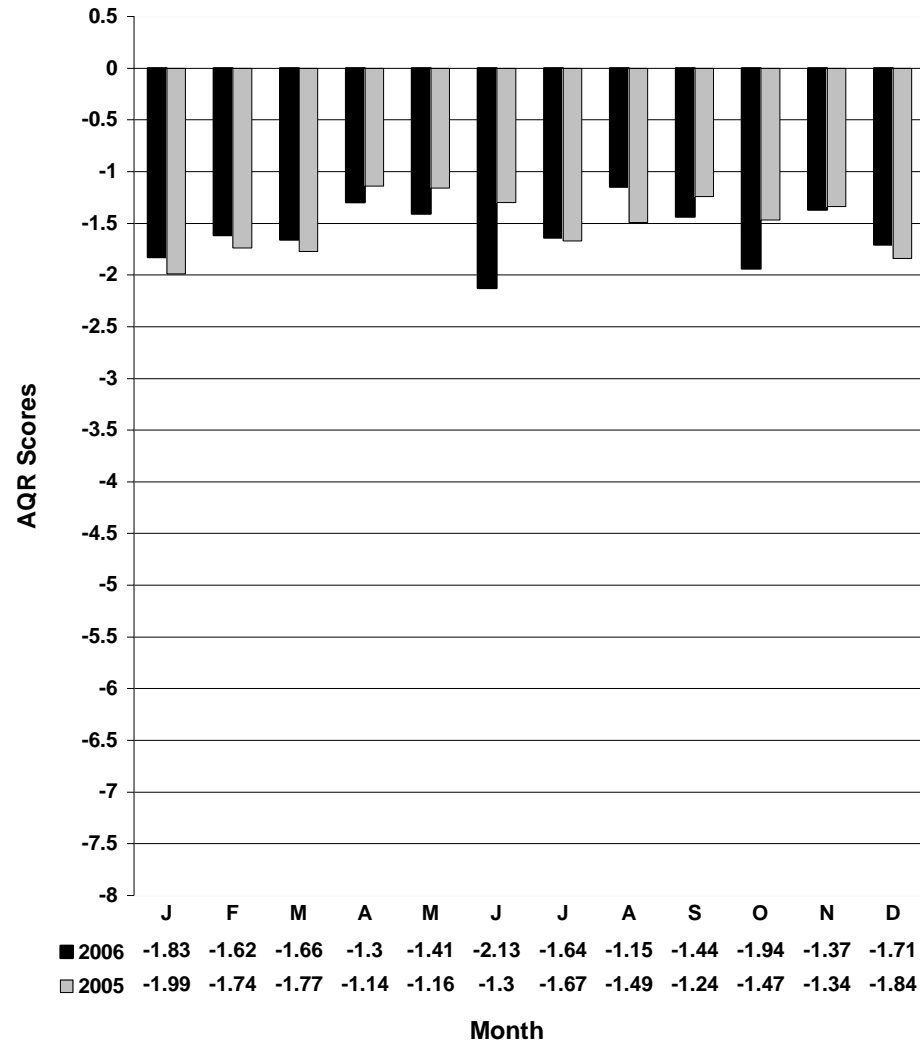
Airline Quality Rating

Comair Airlines 2005 - 2006



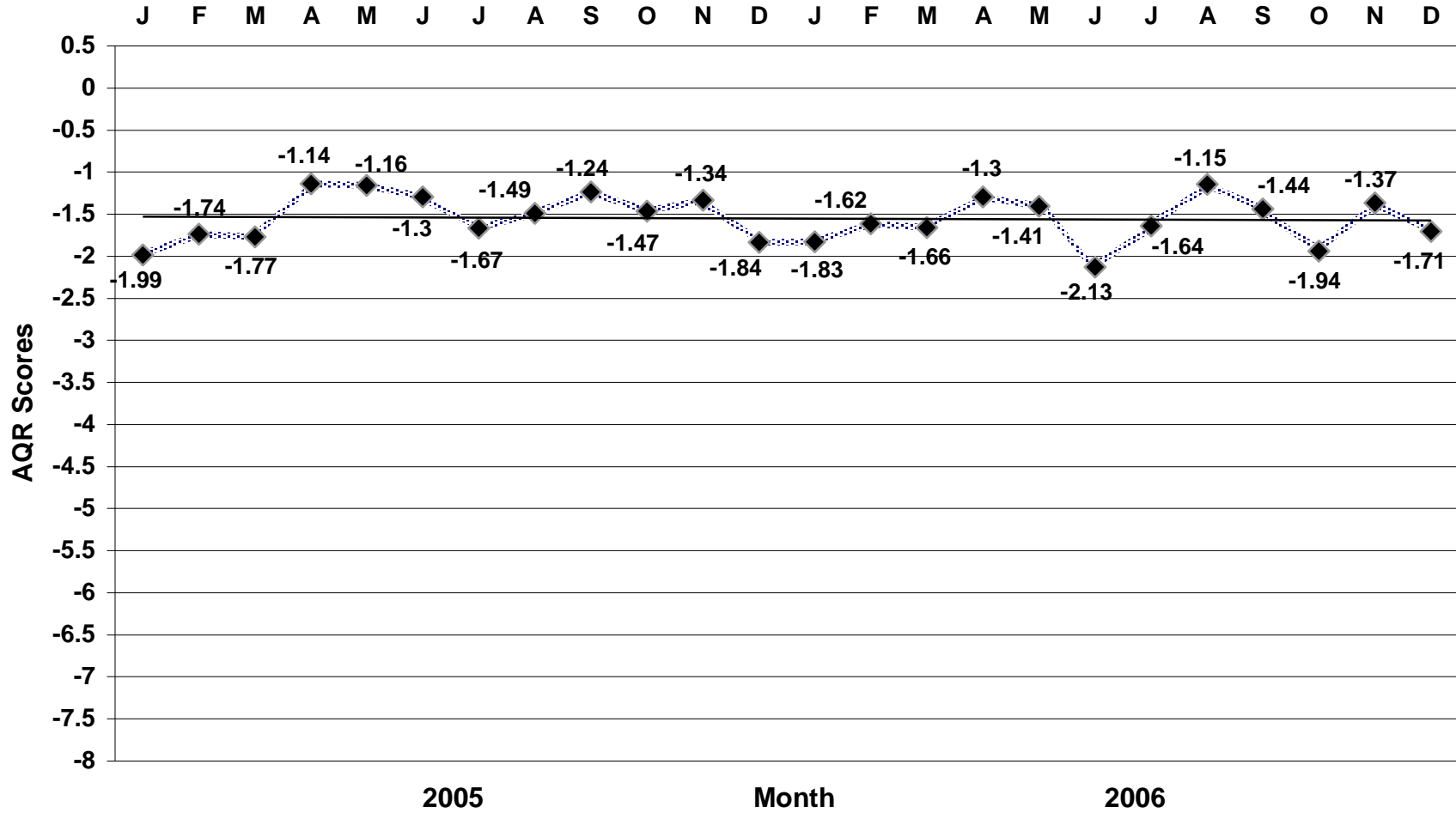
Airline Quality Rating

Continental Airlines by Month



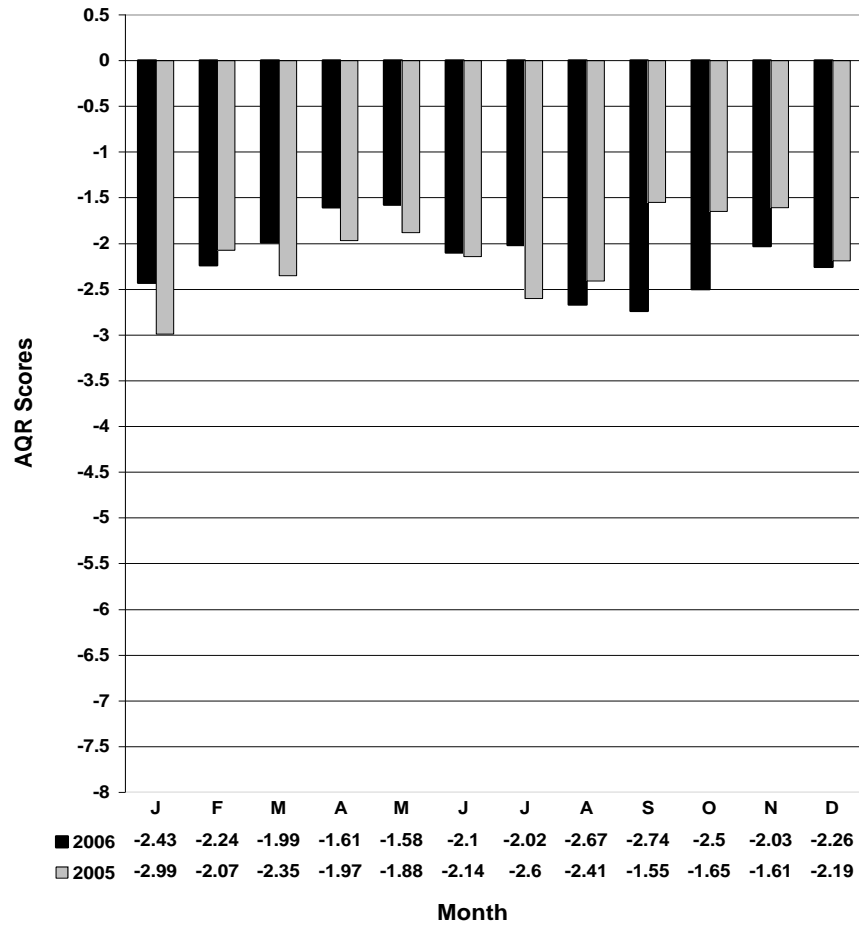
Airline Quality Rating

Continental Airlines 2005 - 2006



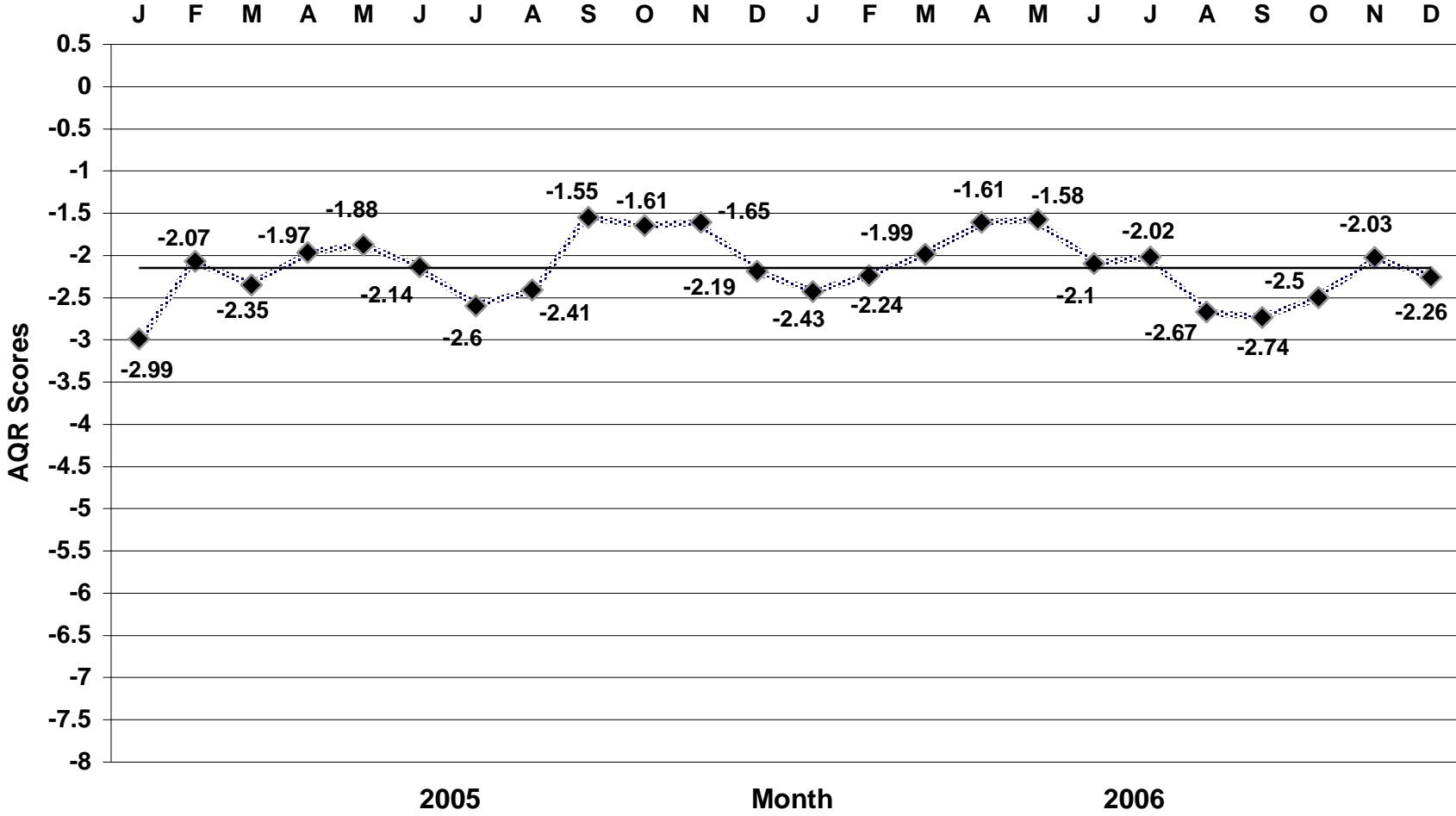
Airline Quality Rating

Delta Airlines by Month



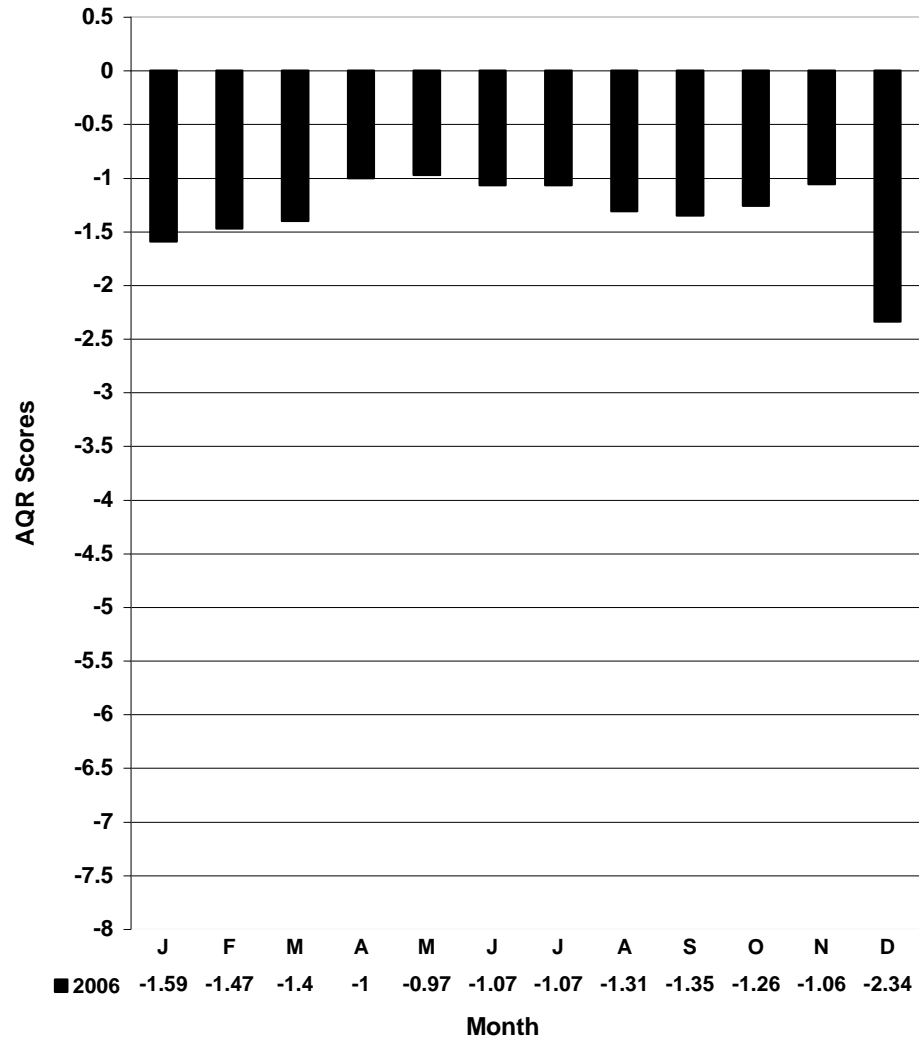
Airline Quality Rating

Delta Airlines 2005 - 2006



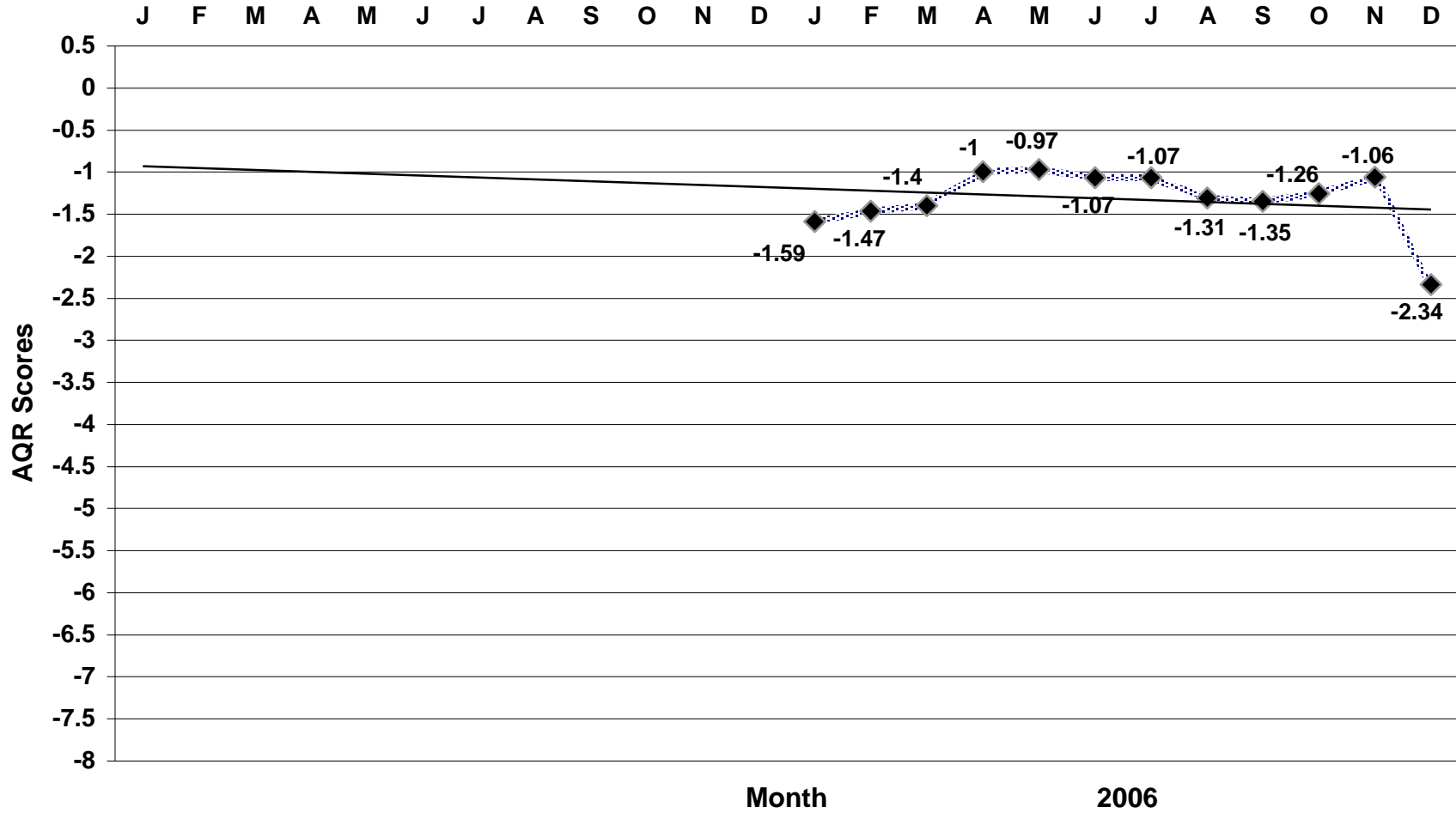
Airline Quality Rating

Frontier Airlines by Month



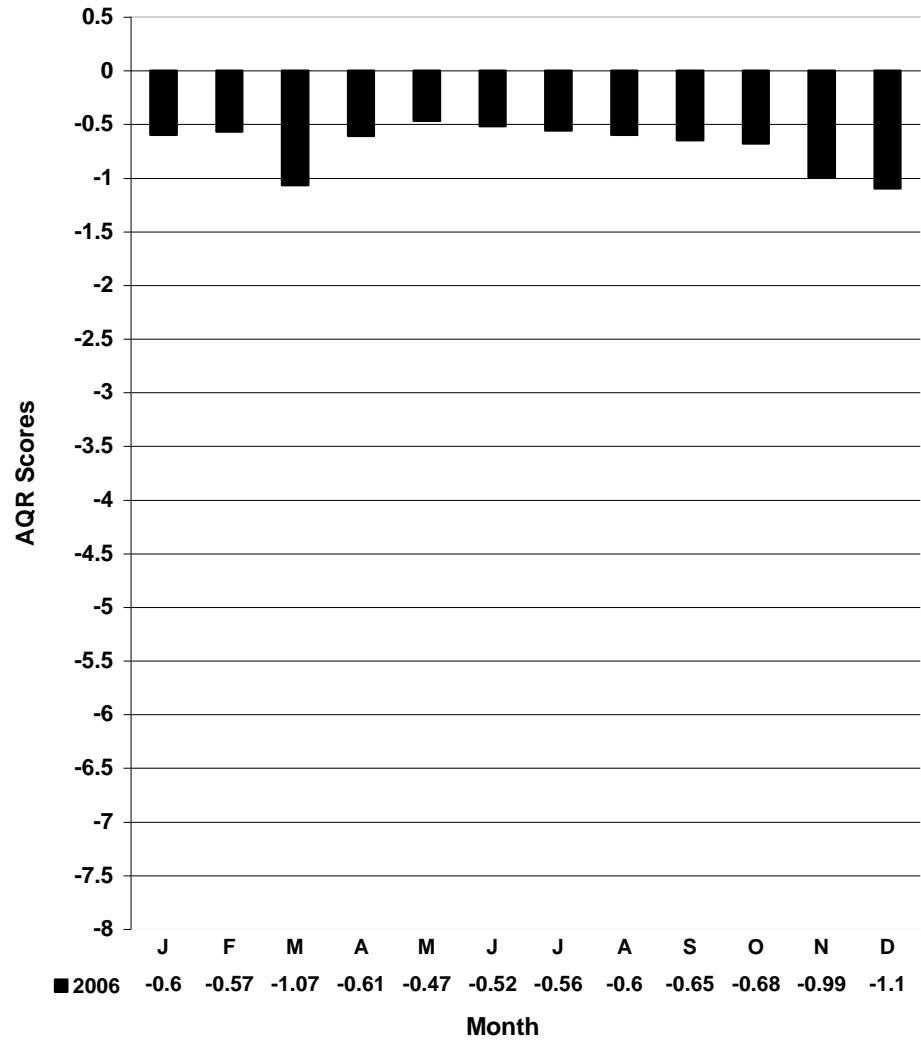
Airline Quality Rating

Frontier Airlines 2006



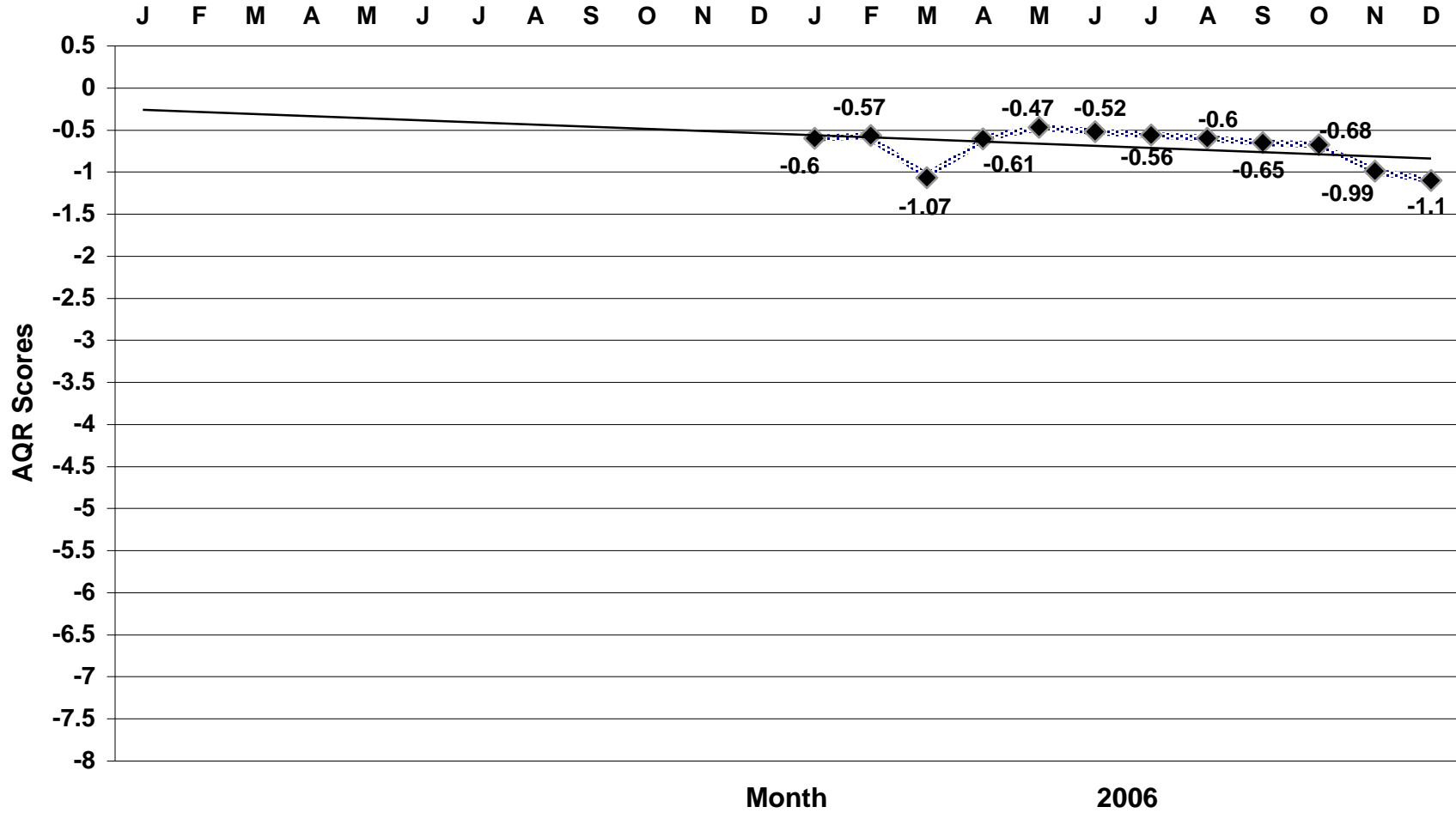
Airline Quality Rating

Hawaiian Airlines by Month



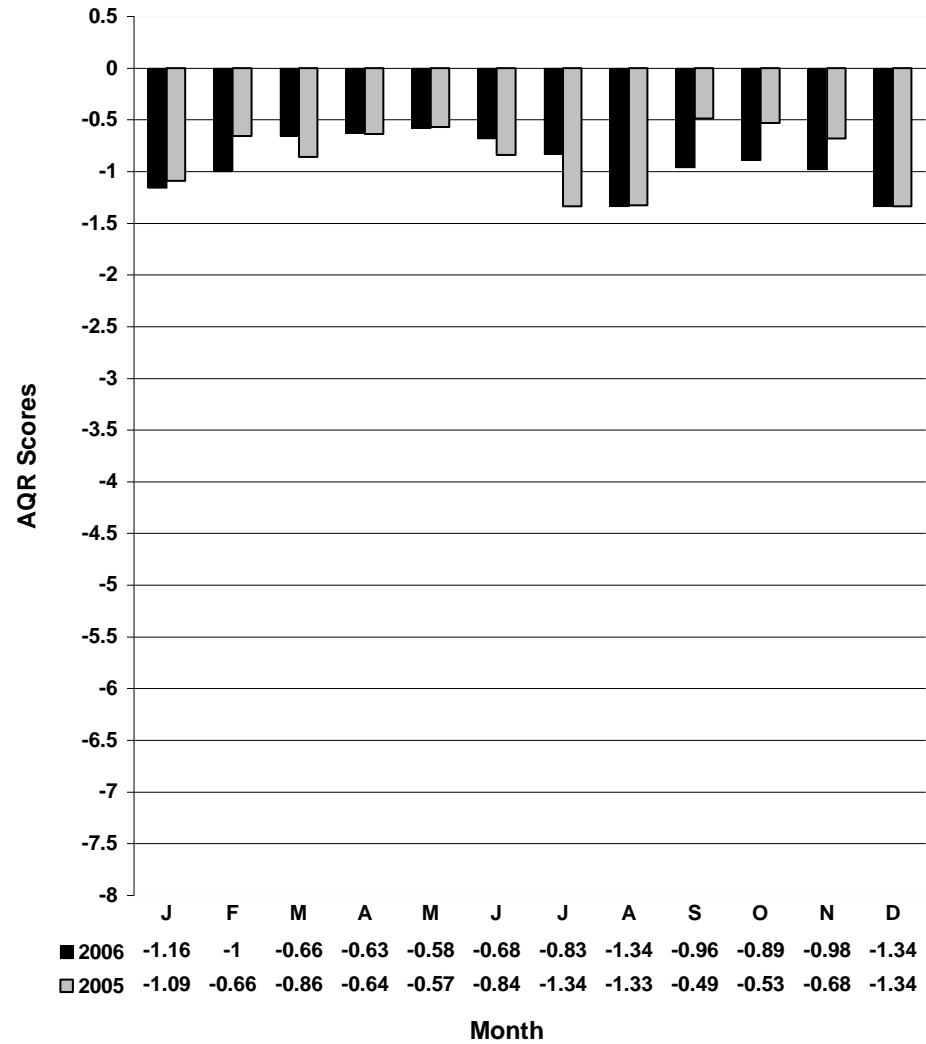
Airline Quality Rating

Hawaiian Airlines 2006



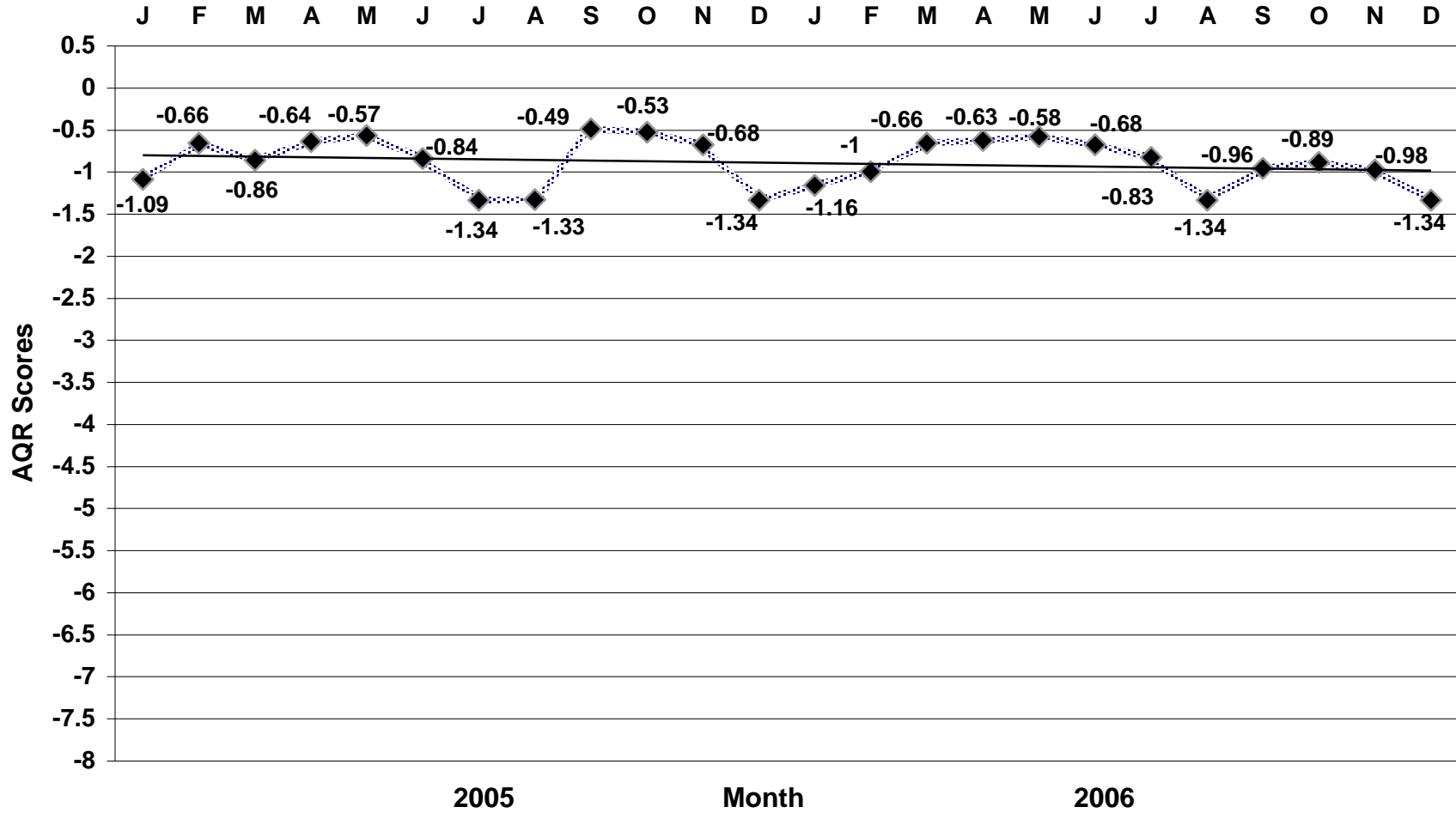
Airline Quality Rating

Jet Blue Airlines by Month



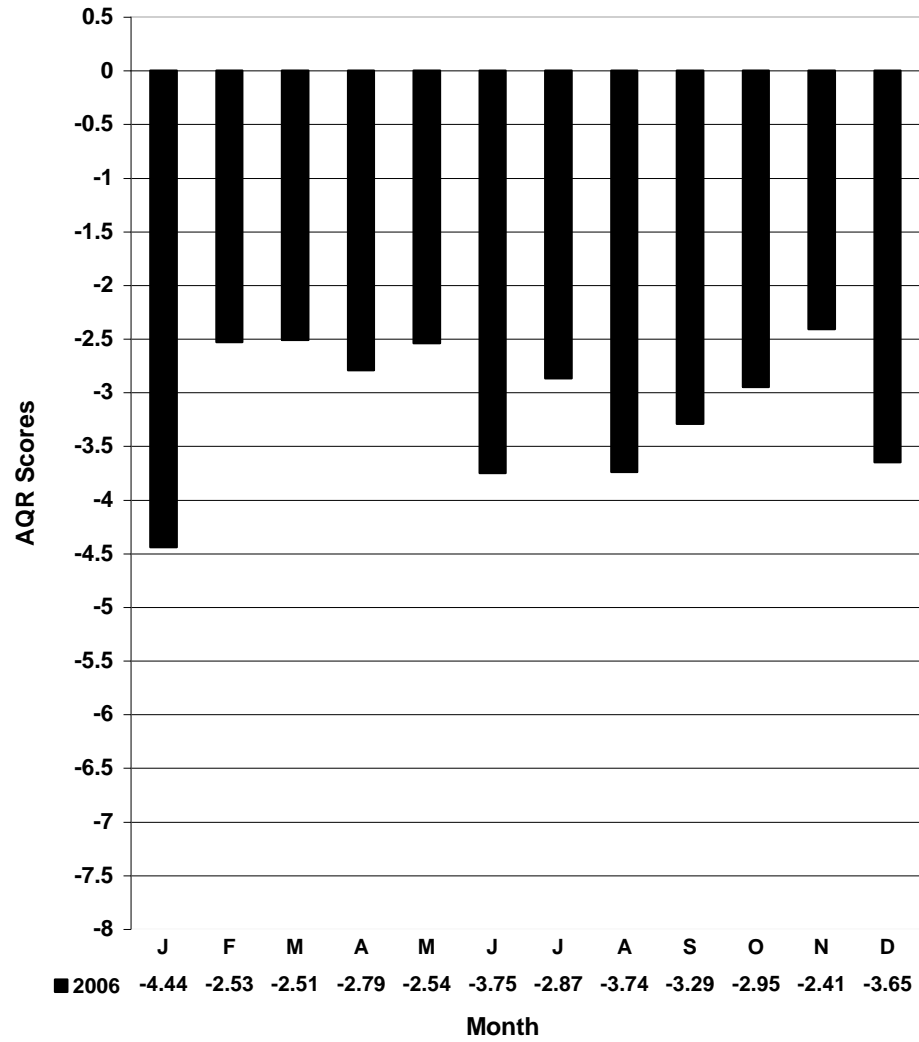
Airline Quality Rating

Jet Blue Airlines 2005 - 2006



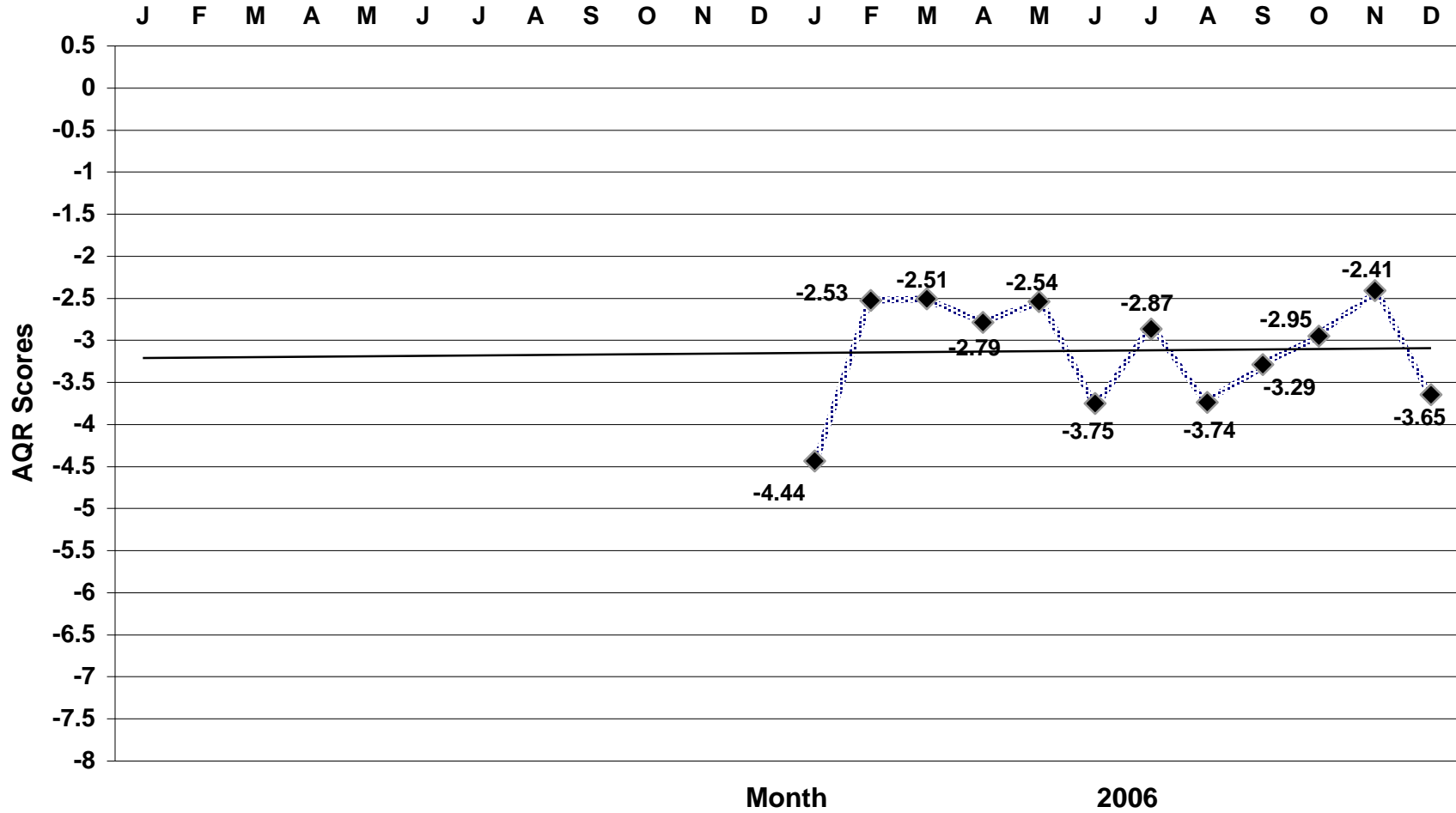
Airline Quality Rating

Mesa Airlines by Month



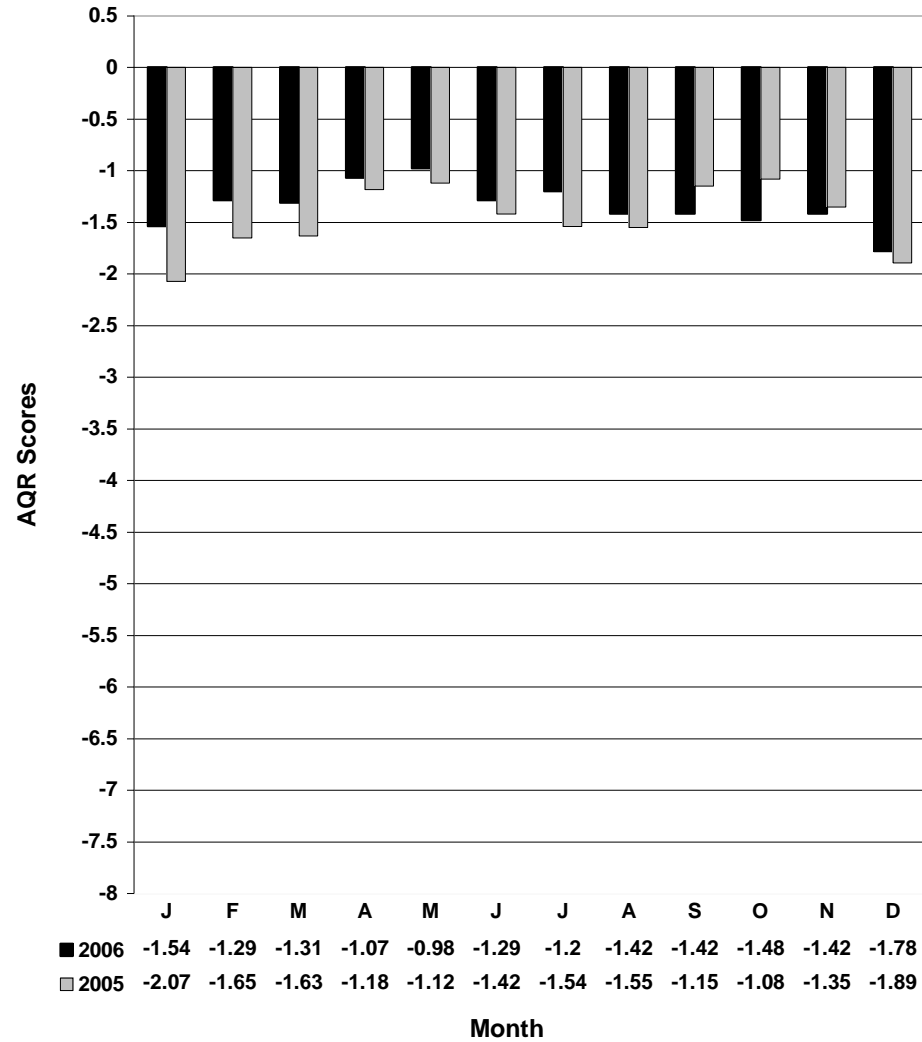
Airline Quality Rating

Mesa Airlines 2006



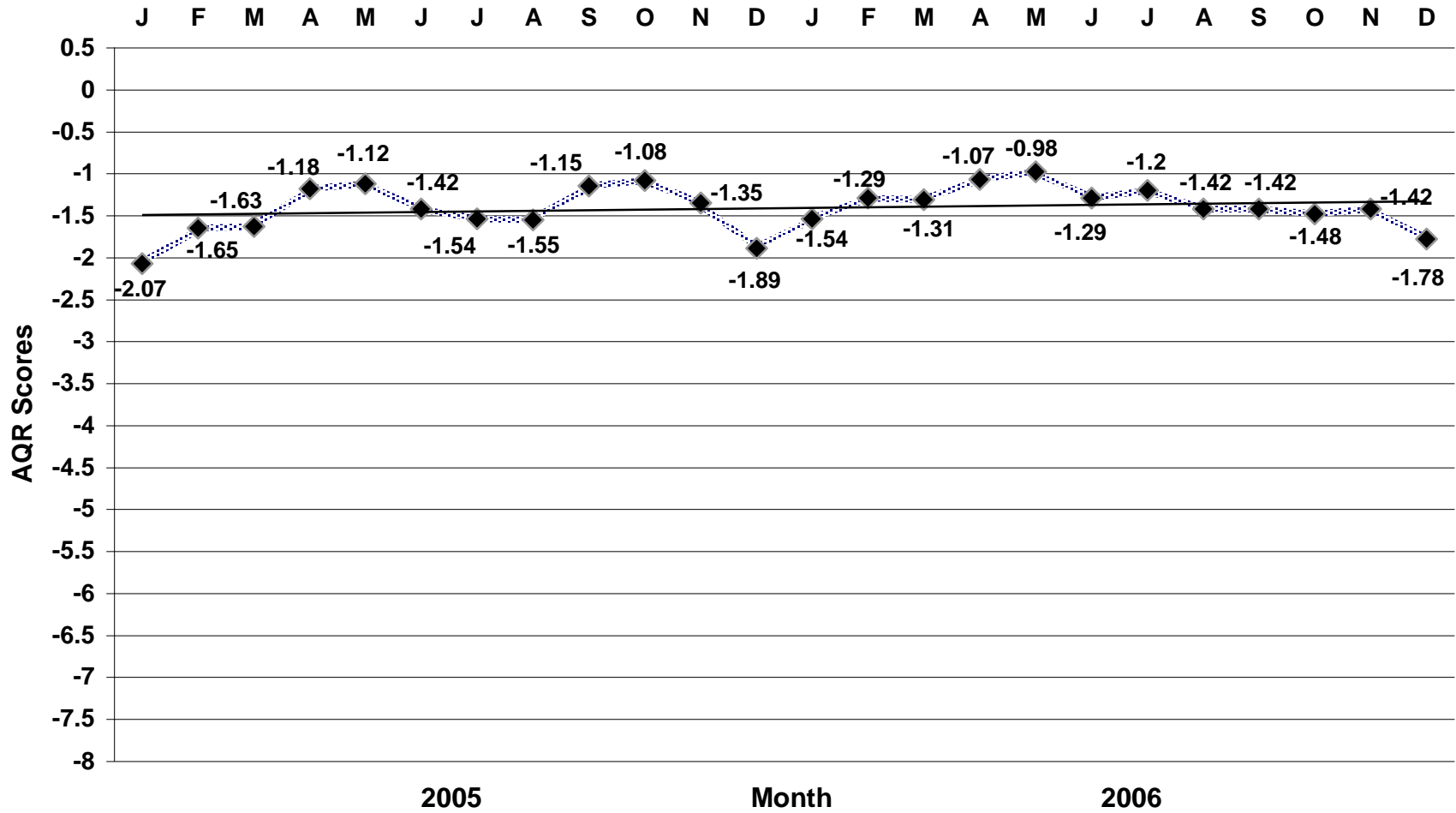
Airline Quality Rating

Northwest Airlines by Month



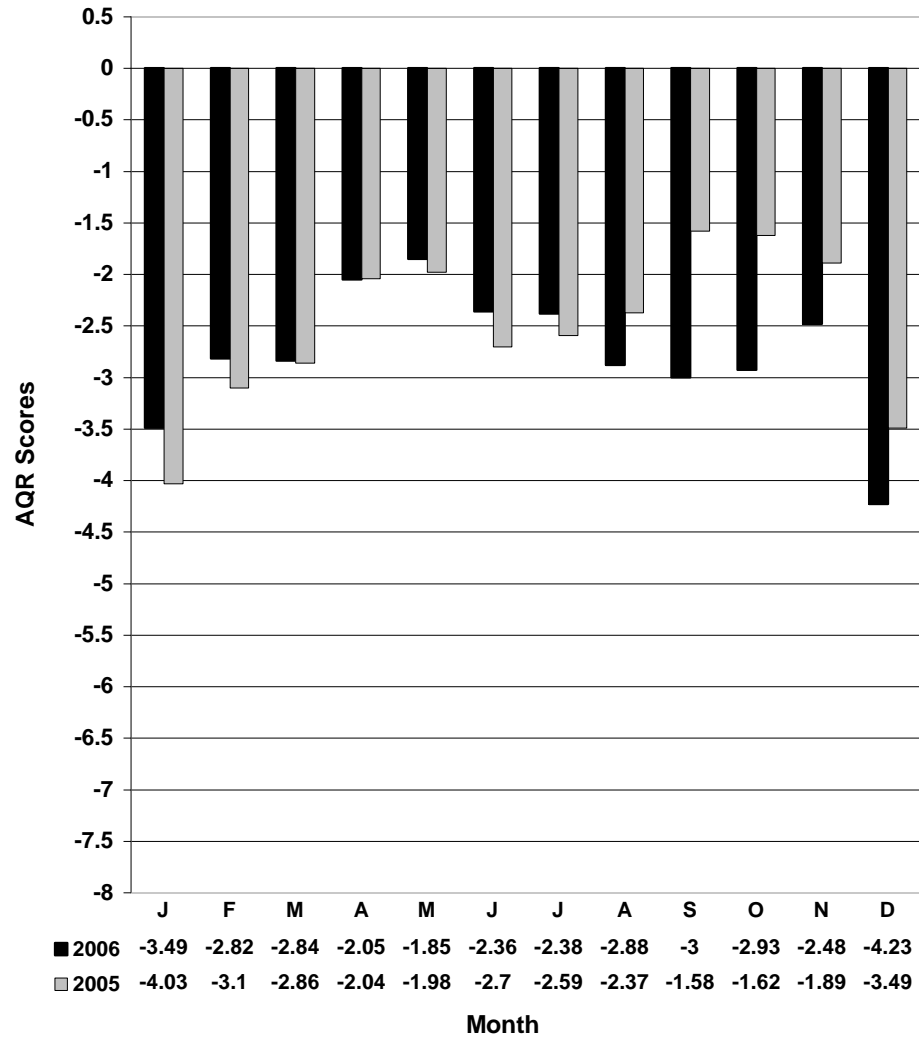
Airline Quality Rating

Northwest Airlines 2005 - 2006



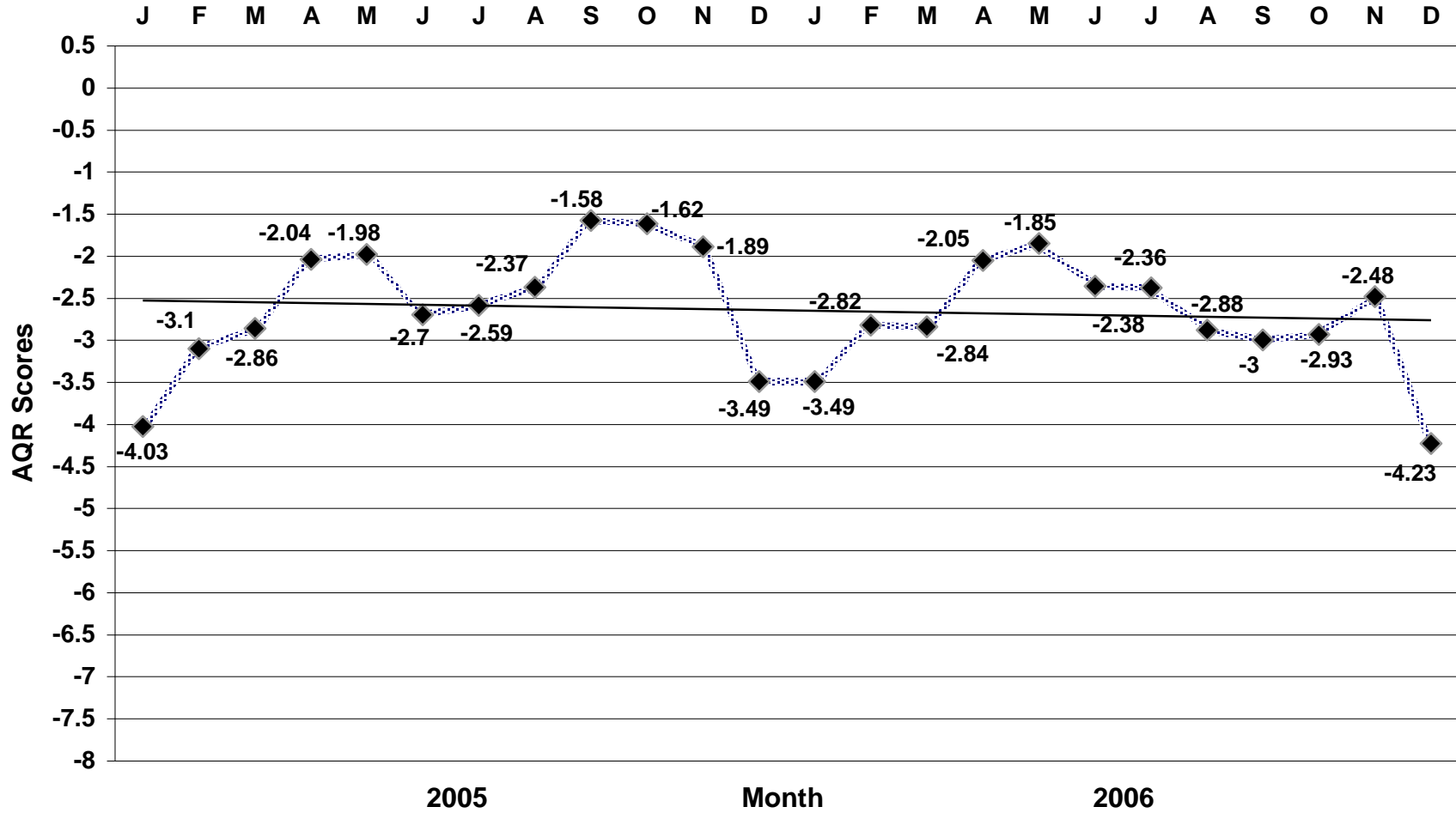
Airline Quality Rating

SkyWest Airlines by Month



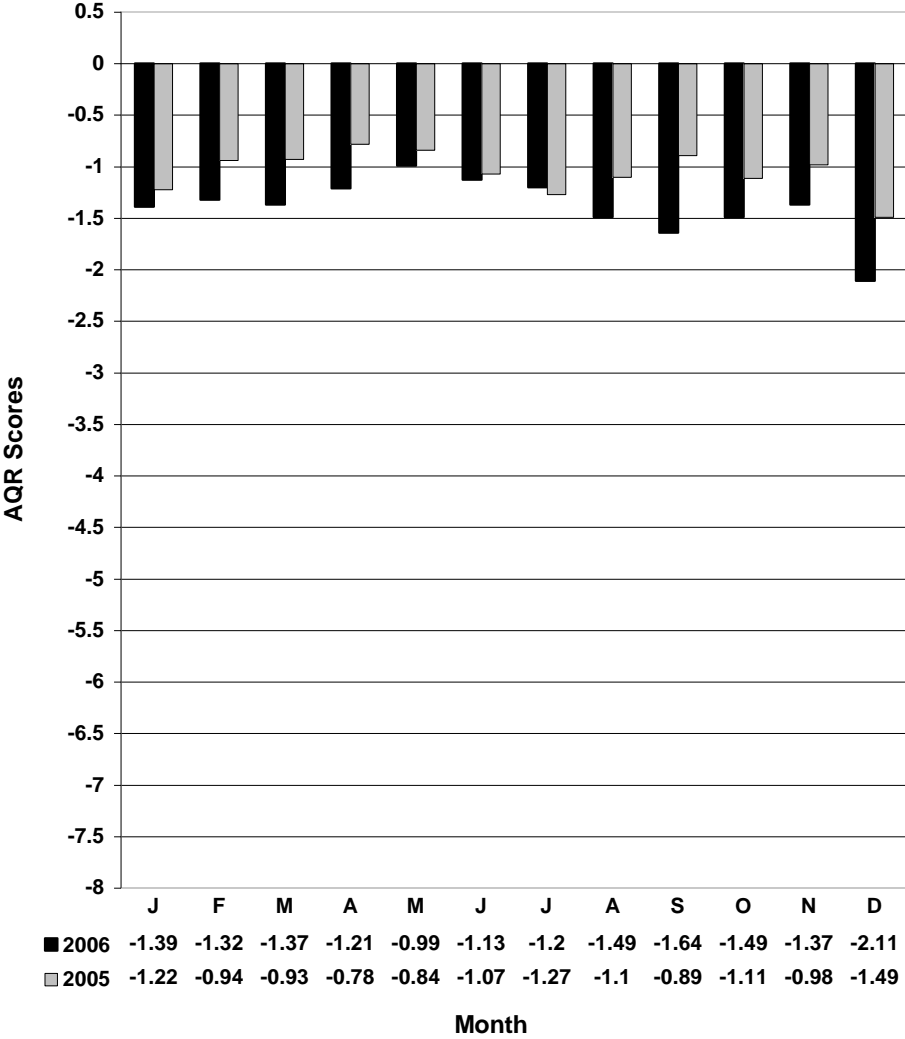
Airline Quality Rating

SkyWest Airlines 2005 - 2006



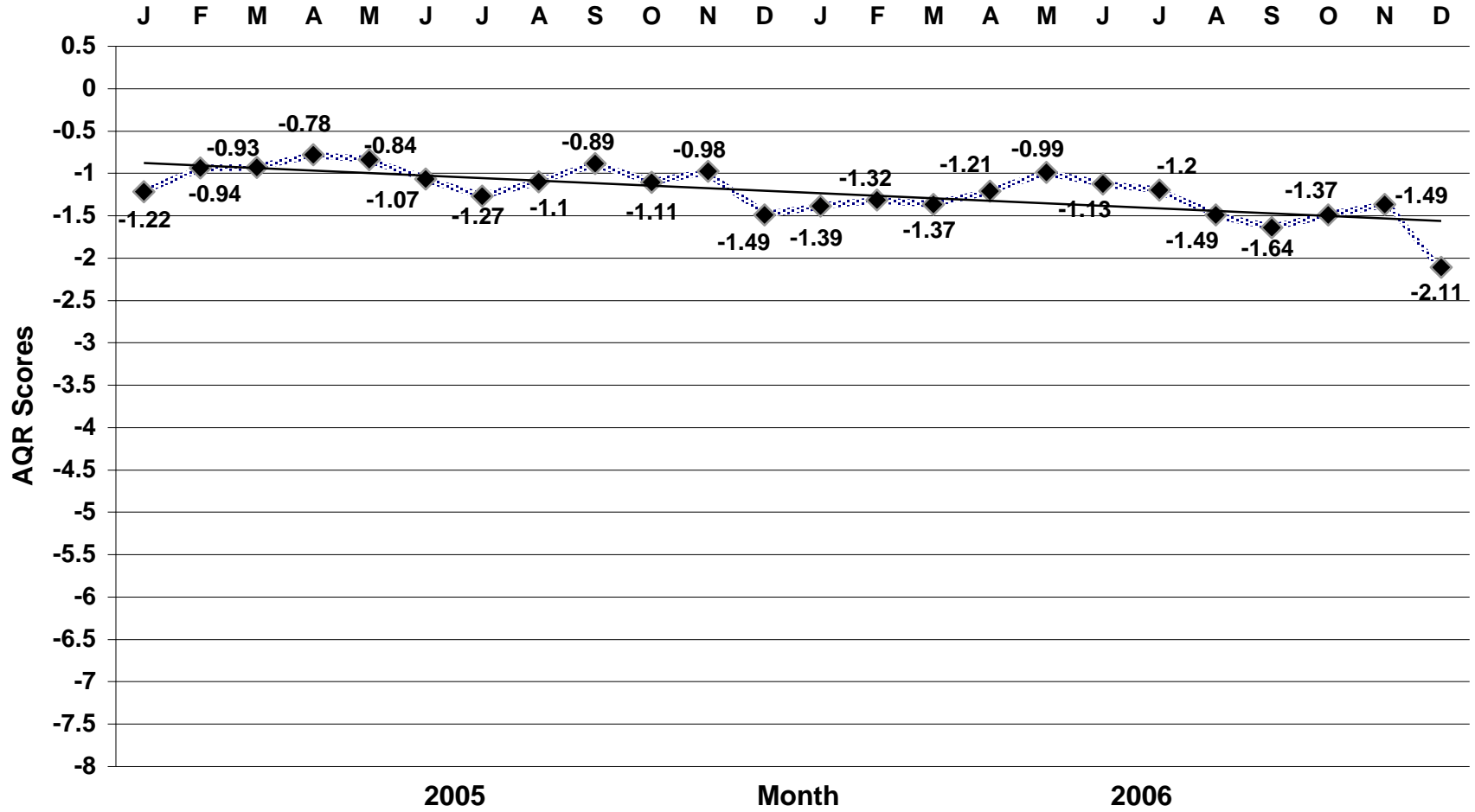
Airline Quality Rating

Southwest Airlines by Month



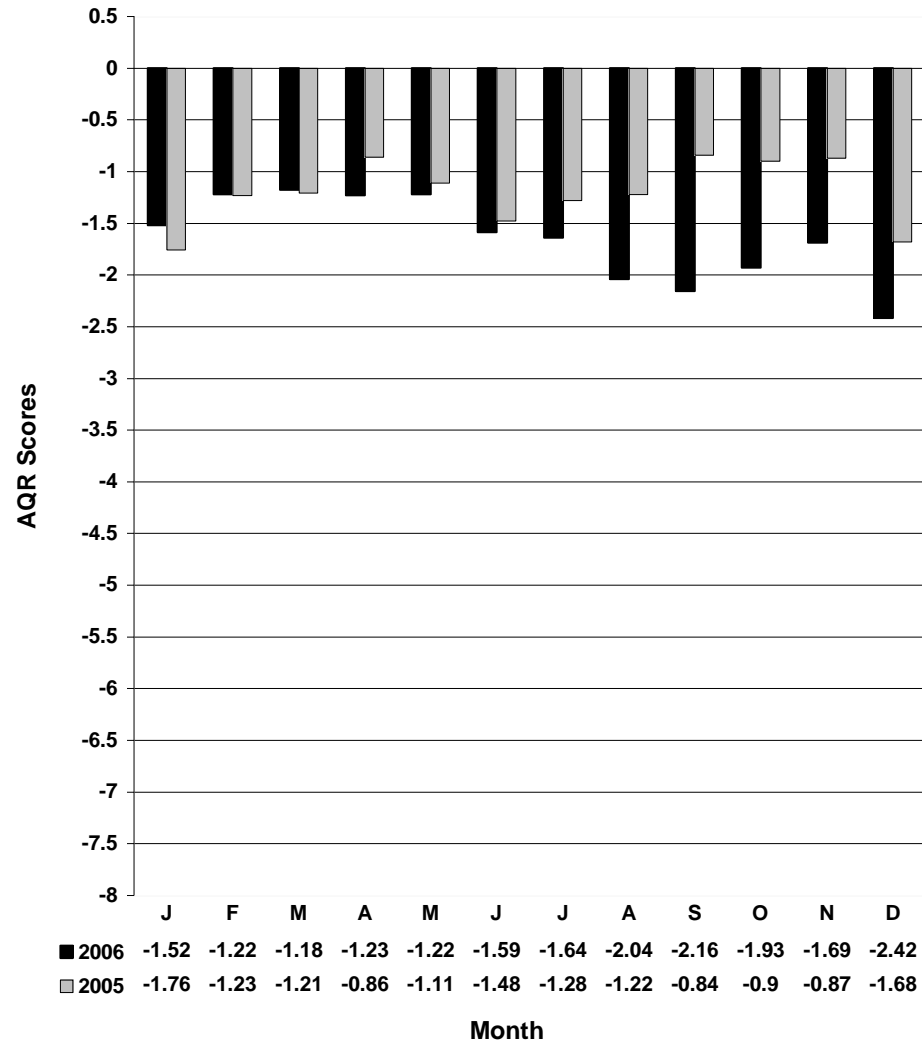
Airline Quality Rating

Southwest Airlines 2005 - 2006



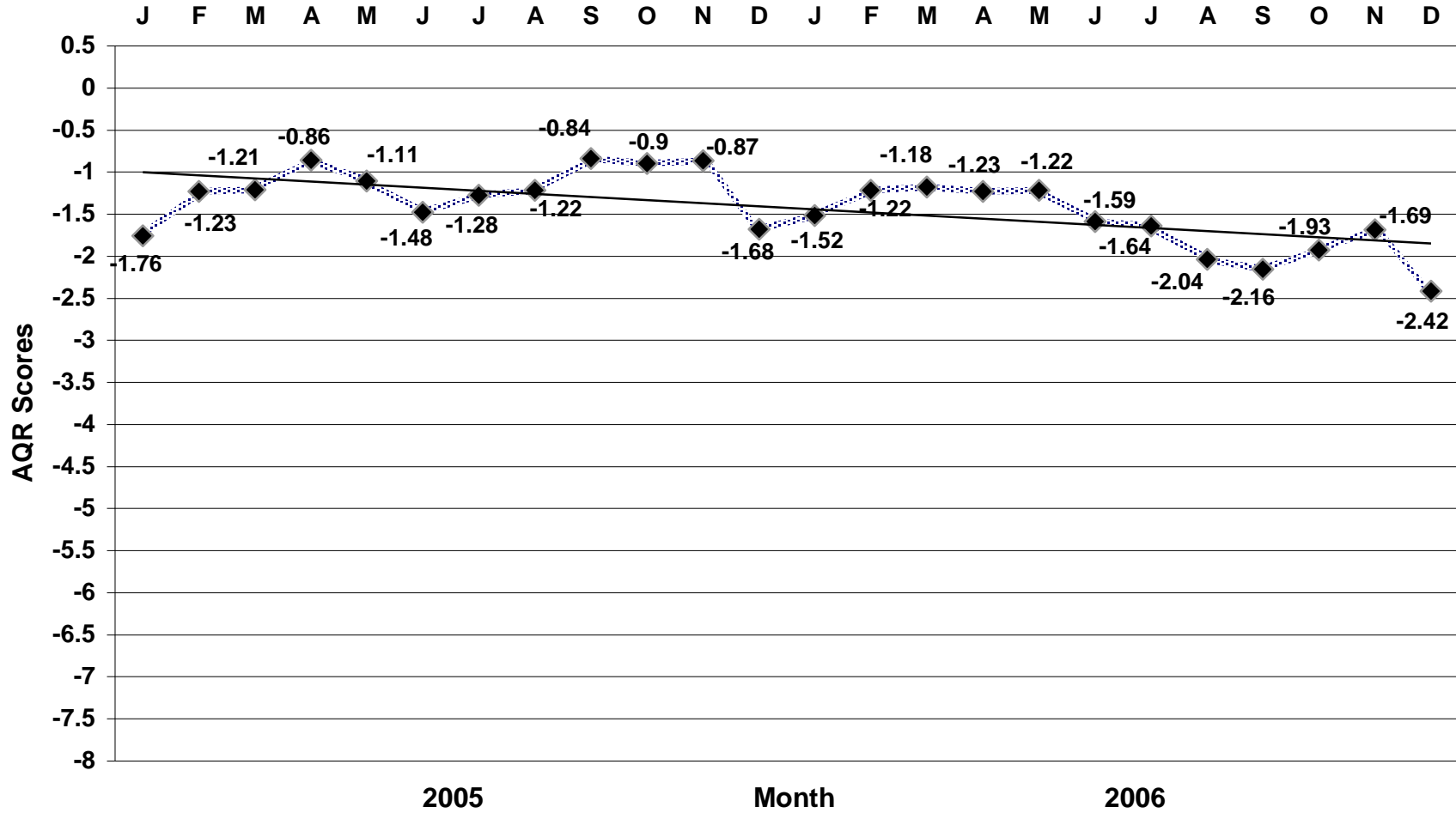
Airline Quality Rating

United Airlines by Month



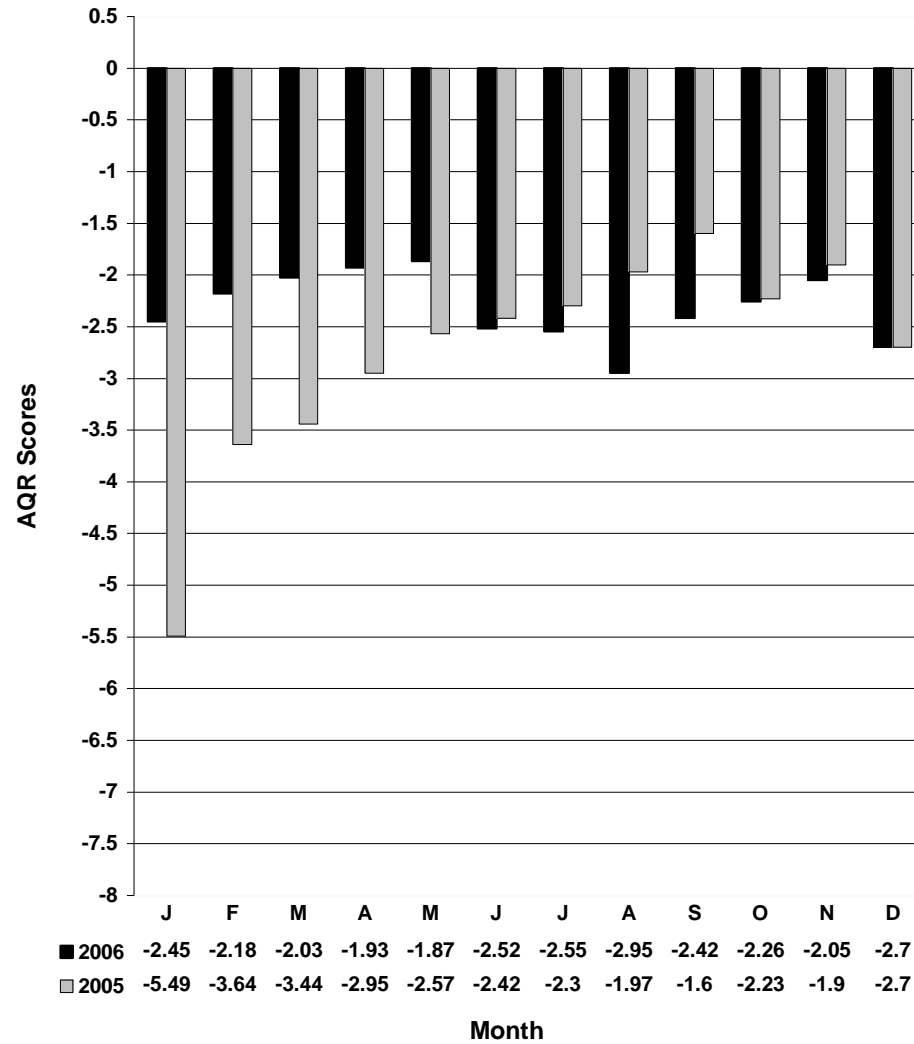
Airline Quality Rating

United Airlines 2005 - 2006



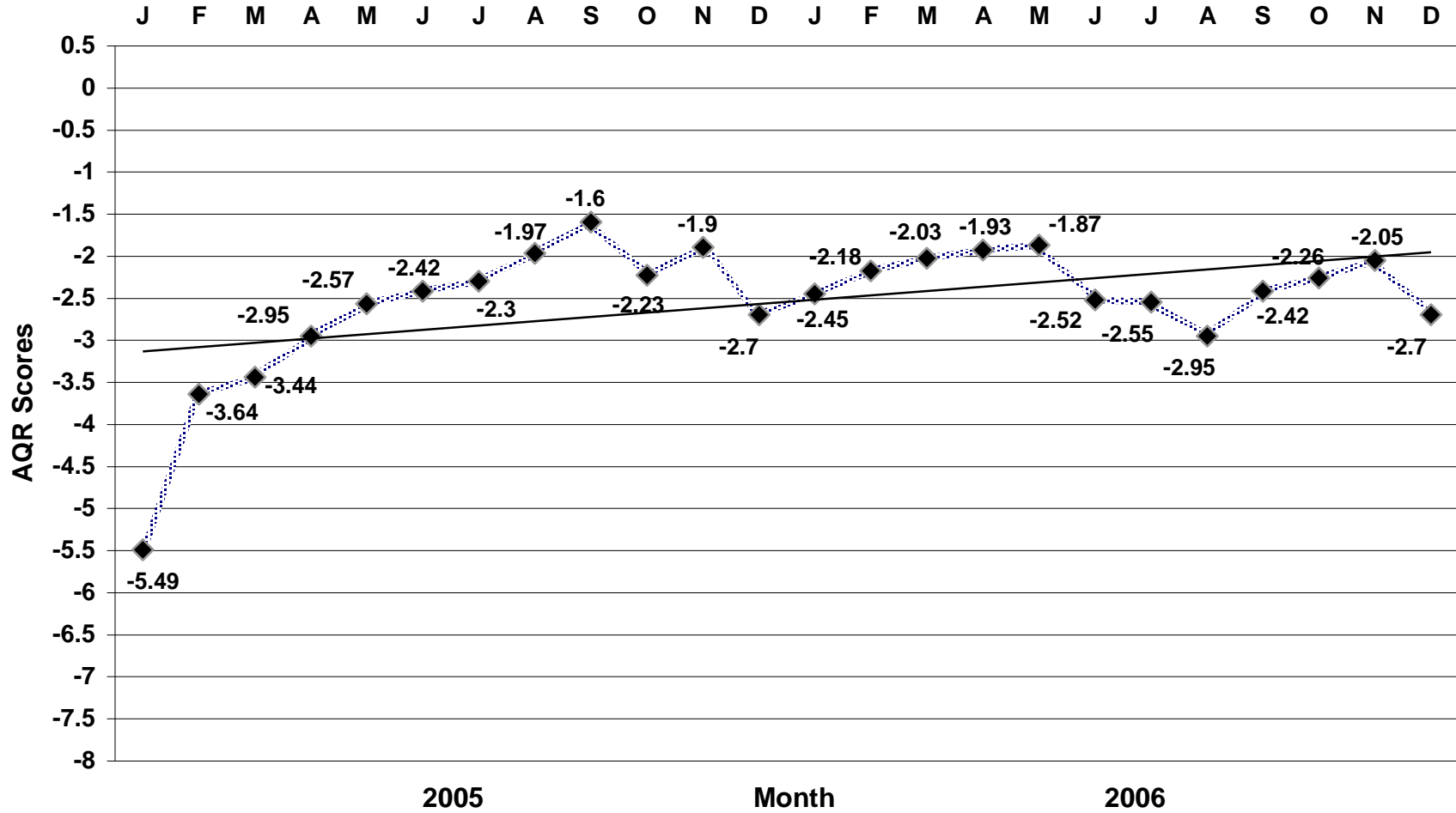
Airline Quality Rating

US Airways by Month



Airline Quality Rating

US Airways 2005 - 2006



Detail of Frequently Cited Airline Performance Criteria

Consumer interest remains high regarding such issues as on-time performance, mishandled baggage, involuntary denied boardings (bumping), and treatment of customers. Since these criteria are central to the AQR calculations, it is important to provide more complete data for individual airlines in these areas. The following data tables provide a detailed look at the performance of each of the 18 U.S. airlines that handled at least 1% or more of the total domestic scheduled-service passenger revenues for 2006 in the specific areas of on-time arrivals, mishandled baggage, involuntary denied boardings, and consumer complaints. Data were drawn from the U.S. Department of Transportation monthly *Air Travel Consumer Report*. The final pages of this report outline the Airline Quality Rating criteria definitions for reference and clarity in more fully understanding the nature of the data reported.

2006 On-Time Arrival Percentage by Month for U.S. Airlines

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
AirTran (FL)	.757	.712	.799	.797	.788	.715	.756	.723	.708	.671	.769	.758	.746
Alaska (AS)	.712	.711	.726	.764	.816	.729	.695	.685	.787	.795	.712	.663	.733
American (AA)	.793	.750	.743	.771	.767	.759	.754	.753	.765	.771	.769	.671	.755
American Eagle (MQ)	.771	.737	.729	.722	.684	.686	.715	.729	.725	.694	.751	.643	.715
ATA (TZ)	.760	.655	.703	.652	.661	.637	.674	.683	.741	.733	.733	.688	.694
Atlantic Southeast (EV)	.729	.720	.743	.742	.746	.635	.573	.581	.555	.550	.657	.699	.660
Comair (OH)	.787	.803	.841	.851	.808	.692	.686	.703	.686	.649	.668	.685	.738
Continental (CO)	.781	.710	.710	.727	.741	.678	.685	.763	.813	.714	.764	.734	.734
Delta (DL)	.773	.753	.794	.825	.822	.740	.770	.760	.686	.659	.759	.808	.763
Frontier (F9)	.825	.717	.700	.836	.840	.794	.808	.837	.862	.853	.871	.718	.807
Hawaiian (HA)	.959	.943	.909	.943	.950	.946	.958	.957	.960	.916	.909	.901	.938
Jet Blue (B6)	.706	.621	.779	.811	.817	.711	.723	.759	.763	.713	.701	.648	.729
Mesa (YV)	.736	.779	.768	.772	.774	.667	.667	.737	.733	.713	.768	.699	.733
Northwest (NW)	.795	.758	.791	.821	.828	.778	.788	.771	.738	.670	.701	.666	.758
SkyWest (OO)	.788	.759	.710	.807	.819	.801	.800	.786	.780	.759	.771	.639	.768
Southwest (WN)	.844	.786	.797	.797	.810	.752	.778	.810	.840	.810	.834	.769	.802
United (UA)	.756	.743	.693	.763	.743	.706	.727	.763	.756	.737	.785	.694	.739
US Air (US)¹	.811	.792	.826	.801	.806	.730	.721	.757	.768	.746	.751	.709	.769
Industry by Month	.787	.755	.764	.787	.786	.731	.740	.756	.757	.729	.764	.707	.755
Aloha (AQ) ²	N/A	N/A	N/A	.732	.887	.855	.920	.939	.958	.914	.932	.937	N/A
Express Jet (XE) ²	.796	.717	.715	.751	.731	.674	.679	.765	.816	.705	.767	.694	.733

¹ As of January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Air data.

² These airlines are not included in the Industry value. Only the 18 airlines that report all data elements included in the AQR for 2006 are part of the Industry value. Performance statistics are presented here for reference and comparison.

2005 On-Time Arrival Percentage by Month for U.S. Airlines

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
AirTran (FL)	.701	.691	.674	.788	.810	.664	.600	.641	.831	.746	.779	.657	.713
Alaska (AS)	.710	.739	.738	.770	.590	.498	.637	.691	.785	.805	.754	.673	.697
America West (HP)	.719	.763	.818	.852	.855	.808	.764	.819	.868	.841	.852	.785	.812
American (AA)	.696	.805	.788	.844	.842	.735	.670	.731	.818	.821	.799	.689	.769
American Eagle (MQ)	.658	.790	.781	.821	.806	.753	.703	.743	.808	.827	.777	.682	.762
ATA (TZ)	.736	.813	.786	.890	.896	.810	.772	.850	.858	.825	.817	.722	.813
Atlantic Southeast (EV)	.680	.645	.717	.773	.790	.688	.617	.596	.799	.774	.767	.654	.709
Comair (OH)	.673	.793	.782	.855	.883	.812	.766	.798	.871	.849	.792	.726	.801
Continental (CO)	.780	.771	.729	.804	.837	.790	.695	.757	.795	.781	.793	.710	.769
Delta (DL)	.734	.766	.756	.826	.851	.735	.656	.701	.827	.801	.784	.726	.763
Independence Air (DH)	.751	.788	.791	.846	.787	.692	.655	.785	.877	.825	.844	.787	.780
Jet Blue (B6)	.631	.781	.633	.770	.820	.694	.615	.738	.838	.751	.746	.637	.714
Northwest (NW)	.725	.765	.766	.837	.849	.727	.700	.672	.748	.806	.749	.656	.750
SkyWest (OO)	.726	.826	.826	.876	.882	.831	.842	.845	.872	.863	.813	.686	.825
Southwest (WN)	.756	.799	.803	.867	.864	.804	.757	.784	.839	.808	.840	.772	.807
United (UA)	.686	.801	.795	.848	.804	.703	.728	.809	.831	.830	.812	.682	.776
US Airways (US)	.686	.738	.685	.800	.838	.716	.677	.783	.863	.798	.827	.765	.762
Industry by Month	.713	.776	.769	.835	.836	.748	.708	.750	.829	.814	.800	.710	.773
*Express Jet (RU)	.713	.754	.763	.817	.830	.787	.677	.726	.760	.768	.774	.691	.754
*Frontier (F9)	N/A	N/A	N/A	N/A	.835	.789	.806	.851	.918	.862	.853	.679	N/A
*Hawaiian (HA)	.926	.961	.905	.956	.959	.941	.964	.974	.963	.968	.952	.942	.951

*These airlines are not included in the Industry value. Only the 17 airlines that are required to report all data elements for the full year are included in the AQR as part of the Industry value. Performance statistics are presented here for reference and comparison.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

2006 Involuntary Denied Boardings by Quarter for U.S. Airlines
(per 10,000 passengers)

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Annual
Aloha (AQ) ¹	N/A	0.08	0.15	0.00	N/A
AirTran (FL)	0.14	0.09	0.07	0.04	0.08
Alaska (AS)	0.55	1.95	0.97	1.51	1.26
American (AA)	1.16	0.79	0.55	0.88	0.84
American Eagle (MQ)	2.15	1.34	1.04	0.88	1.31
ATA (TZ)	2.30	1.33	2.11	3.13	2.19
Atlantic Southeast (EV)	6.89	3.60	3.29	4.10	4.47
Comair (OH)	2.97	2.38	2.98	1.68	2.47
Continental (CO)	2.60	1.80	1.19	1.41	1.74
Delta (DL)	2.53	1.62	1.29	1.35	1.70
Express Jet (XE) ¹	N/A	N/A	N/A	N/A	N/A
Frontier (F9)	0.67	0.56	0.18	0.50	0.47
Hawaiian (HA)	0.10	0.18	0.00	0.24	0.13
Jet Blue (B6)	0.01	0.13	0.07	0.06	0.07
Mesa (YV)	1.70	2.45	1.07	1.08	1.59
Northwest (NW)	1.00	1.07	0.51	0.70	0.81
SkyWest (OO)	1.26	1.11	1.00	1.14	1.12
Southwest (WN)	1.31	1.02	0.61	0.73	0.91
United (UA)	0.33	0.72	0.40	0.56	0.51
US Air (US)²	1.07	1.55	0.70	0.99	1.08
Industry by Quarter	1.31	1.13	0.71	0.89	1.01

¹These airlines are not included in the Industry value. Only the 18 airlines that report all data elements included in the AQR for 2006 are part of the Industry value. Performance statistics are presented here for reference and comparison.

² As of January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Air data.

2005 Involuntary Denied Boardings by Quarter for U.S. Airlines

(per 10,000 passengers)

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Annual
AirTran (FL)	0.61	0.50	0.32	0.10	0.37
Alaska (AS)	1.46	1.19	2.05	1.54	1.58
America West (HP)	1.21	1.39	0.63	1.02	1.06
American (AA)	0.72	0.62	0.53	0.67	0.63
American Eagle (MQ)	0.79	0.23	0.46	0.96	0.61
ATA (TZ)	5.95	1.57	1.58	1.20	2.75
Atlantic Southeast (EV)	2.68	1.32	0.39	2.03	1.57
Comair (OH)	1.08	0.38	0.14	0.61	0.61
Continental (CO)	3.01	1.44	1.34	1.92	1.92
Delta (DL)	1.06	1.41	1.27	1.54	1.31
*Express Jet (RU)	N/A	N/A	N/A	N/A	N/A
*Frontier (F9)	N/A	0.27	0.17	0.27	N/A
*Hawaiian (HA)	0.04	0.06	0.05	0.11	0.07
Independence Air (DH)	0.00	0.03	0.00	0.00	0.01
Jet Blue (B6)	0.00	0.00	0.00	0.00	0.00
Northwest (NW)	1.70	1.05	0.47	0.64	0.96
SkyWest (OO)	0.70	0.46	0.16	0.31	0.35
Southwest (WN)	0.74	0.70	0.70	0.62	0.69
United (UA)	0.42	0.54	0.49	0.45	0.48
US Airways (US)	1.01	0.62	0.47	0.41	0.64
Industry by Quarter	1.12	0.88	0.75	0.85	0.89

*These airlines are not included in the Industry value. Only the 17 airlines that are required to report all data elements for the full year are included in the AQR as part of the Industry value. Performance statistics are presented here for reference and comparison.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

2006 Mishandled Baggage by Month for U.S. Airlines

(per 1,000 passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
AirTran (FL)	4.09	3.88	3.67	4.47	4.41	5.55	5.94	6.99	5.36	4.32	3.57	3.77	4.72
Alaska (AS)	4.48	4.37	4.24	3.93	4.35	4.87	6.55	7.99	7.72	4.90	5.65	8.54	5.71
American (AA)	6.97	6.01	5.96	5.51	4.91	5.31	5.78	6.87	7.38	6.45	5.41	9.80	6.33
American Eagle (MQ)	13.98	13.11	13.15	12.54	12.51	13.18	13.47	16.77	17.55	15.33	12.53	19.32	14.42
ATA (TZ)	6.90	6.42	4.96	4.87	4.78	5.48	5.51	7.27	6.05	6.22	5.69	9.12	6.11
Atlantic Southeast (EV)	19.47	16.51	15.12	15.85	11.33	19.20	16.90	21.56	24.13	21.86	15.77	11.38	17.37
Comair (OH)	10.72	8.34	8.65	8.27	7.73	11.15	11.86	14.87	18.00	15.45	12.65	15.84	11.98
Continental (CO)	4.36	4.18	3.89	3.48	3.85	5.57	5.11	3.37	4.78	6.09	4.30	5.79	4.76
Delta (DL)	6.71	6.43	5.46	4.83	4.75	6.64	6.61	9.00	9.58	8.54	6.72	7.72	6.88
Frontier (F9)	5.67	5.84	4.96	3.91	3.63	4.29	4.79	5.28	5.93	5.25	4.44	9.21	5.18
Hawaiian (HA)	2.99	3.00	3.96	3.11	2.57	2.60	2.66	3.13	2.90	3.31	3.35	4.02	3.14
Jet Blue (B6)	5.27	3.85	3.27	3.03	2.88	3.08	3.73	5.59	4.11	3.94	4.34	5.66	4.09
Mesa (YV)	14.01	8.44	8.25	8.56	7.92	10.92	10.05	13.38	11.40	10.81	9.16	13.99	10.55
Northwest (NW)	4.91	4.39	4.42	3.37	3.11	4.07	4.22	5.16	5.41	5.17	4.78	6.35	4.60
SkyWest (OO)	12.35	10.34	10.18	7.46	6.85	8.50	8.75	10.89	11.42	10.74	9.17	15.90	10.16
Southwest (WN)	5.00	4.66	4.91	4.54	3.66	4.12	4.81	6.12	6.78	5.89	5.46	8.39	5.34
United (UA)	5.12	4.28	4.23	3.54	3.89	5.23	5.40	7.28	7.87	6.74	6.07	8.67	5.68
US Air (US)¹	8.45	7.26	6.66	5.84	5.69	7.84	8.56	10.33	8.93	7.89	7.11	9.63	7.82
Industry by Month	6.87	6.01	5.76	5.21	4.88	6.16	6.44	7.66	8.26	7.34	6.30	8.91	6.50
Aloha (AQ) ²	N/A	N/A	N/A	6.70	4.68	5.08	4.92	4.73	5.33	6.39	3.34	3.90	N/A
Express Jet (XE) ²	8.84	8.62	7.38	7.24	7.15	11.05	8.98	9.46	8.69	11.07	7.90	11.01	8.96

¹As of January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Air data.

²These airlines are not included in the Industry value. Only the 18 airlines that report all data elements included in the AQR for 2006 are part of the Industry value. Performance statistics are presented here for reference and comparison.

2005 Mishandled Baggage by Month for U.S. Airlines

(per 1,000 passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
AirTran (FL)	3.12	2.78	3.65	3.63	3.59	4.14	4.14	3.56	2.31	2.96	3.04	3.96	3.45
Alaska (AS)	3.49	3.16	2.84	3.31	5.32	7.32	8.47	7.02	4.47	3.48	3.76	5.75	5.03
America West (HP)	5.89	4.51	3.83	3.39	3.27	3.65	4.86	4.36	3.02	3.87	4.66	6.91	4.33
American (AA)	7.46	4.71	5.25	4.69	4.58	6.55	7.99	6.50	4.50	4.48	4.98	8.82	5.92
American Eagle (MQ)	12.96	7.88	8.88	7.67	7.89	10.29	12.46	10.83	8.58	9.13	7.92	16.76	10.25
ATA (TZ)	4.96	3.95	3.83	3.58	3.00	3.51	4.44	4.53	3.59	3.70	3.85	5.94	4.07
Atlantic Southeast (EV)	25.69	19.24	20.63	15.75	14.50	16.62	22.51	19.95	12.47	12.25	12.47	18.11	17.41
Comair (OH)	18.73	10.75	12.13	9.83	8.37	9.97	11.71	11.31	8.02	8.37	8.68	12.29	10.75
Continental (CO)	4.40	3.87	4.11	3.05	3.30	3.97	5.47	4.62	3.63	3.80	3.49	5.46	4.12
Delta (DL)	9.18	7.38	8.36	6.51	6.21	7.17	8.88	8.03	5.05	5.04	5.02	7.21	7.09
Independence Air (DH)	4.03	3.05	3.90	2.91	3.20	4.43	5.07	4.14	2.69	2.57	2.15	3.16	3.54
Jet Blue (B6)	4.71	3.15	3.83	3.10	3.16	3.80	5.57	5.92	2.78	2.68	3.35	5.79	4.06
Northwest (NW)	6.06	4.92	4.72	3.72	3.58	4.67	5.60	5.36	3.89	3.88	5.06	7.06	4.86
SkyWest (OO)	15.70	12.29	11.28	8.26	8.11	10.91	10.79	9.53	6.53	6.89	7.89	13.72	10.06
Southwest (WN)	4.73	3.62	3.71	3.25	3.46	4.40	5.00	4.42	3.63	4.48	4.16	5.96	4.25
United (UA)	5.78	4.51	4.48	3.08	4.00	5.28	4.35	4.00	3.08	3.41	3.24	6.03	4.28
US Airways (US)	14.81	13.43	12.27	10.97	9.73	8.92	7.78	7.16	5.29	7.85	6.83	9.61	9.62
Industry by Month	7.94	6.12	6.33	5.21	5.15	6.26	7.14	6.35	4.51	4.90	5.77	7.73	6.06
*Express Jet (RU)	7.91	5.70	6.09	5.19	5.10	5.70	8.22	6.48	5.04	6.25	6.40	10.84	6.59
*Frontier (F9)	N/A	N/A	N/A	N/A	4.60	5.16	6.12	5.00	3.50	4.07	3.74	5.79	N/A
*Hawaiian (HA)	2.72	2.68	3.08	2.90	2.78	3.20	3.45	3.21	2.61	2.81	2.62	3.22	2.95

*These airlines are not included in the Industry value. Only the 17 airlines that are required to report all data elements for the full year are included in the AQR as part of the Industry value. Performance statistics are presented here for reference and comparison.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

2006 Total Complaints to Department of Transportation by Month for U.S. Airlines

(per 100,000 passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
AirTran (FL)	0.74	0.59	0.51	0.51	0.73	0.64	0.61	0.95	0.51	0.62	0.72	0.34	0.62
Alaska (AS)	1.45	0.25	0.82	0.49	0.35	0.38	0.54	0.48	0.51	0.60	0.29	0.50	0.52
American (AA)	1.31	1.00	1.22	1.14	1.22	1.13	0.96	1.31	1.20	0.79	0.87	0.84	1.09
American Eagle (MQ)	1.24	0.76	1.23	0.95	0.88	0.98	1.16	1.21	1.41	0.86	0.98	0.67	1.03
ATA (TZ)	0.88	1.09	0.00	0.85	0.46	1.62	2.35	1.21	1.52	0.48	1.00	1.35	1.12
Atlantic Southeast (EV)	0.97	0.66	0.55	0.70	0.95	0.28	0.81	0.76	1.49	0.61	0.74	0.33	0.74
Comair (OH)	0.50	0.82	0.43	0.11	0.00	0.60	0.76	0.99	0.57	0.86	0.94	0.97	0.63
Continental (CO)	1.30	0.48	0.99	0.77	0.85	0.98	1.12	0.96	0.73	1.16	0.66	0.50	0.88
Delta (DL)	1.43	0.89	0.90	0.99	0.93	1.02	1.11	1.33	0.94	0.93	0.99	0.92	1.03
Frontier (F9)	1.03	0.15	0.81	0.49	0.68	0.32	0.20	0.78	0.27	0.25	0.26	0.48	0.49
Hawaiian (HA)	0.41	0.22	1.36	0.21	0.20	0.37	0.70	0.36	0.82	0.19	1.51	1.26	0.64
Jet Blue (B6)	0.15	0.93	0.25	0.26	0.22	0.34	0.36	0.60	0.54	0.40	0.31	0.41	0.40
Mesa (YV)	3.15	0.92	1.03	1.10	0.69	2.60	1.23	1.47	1.64	0.75	0.27	0.36	1.26
Northwest (NW)	1.25	0.65	0.76	0.78	0.69	0.96	1.04	0.95	0.65	0.88	1.08	0.88	0.88
SkyWest (OO)	1.36	0.57	0.77	0.57	0.36	0.80	0.73	0.57	0.50	0.76	0.50	0.68	0.68
Southwest (WN)	0.17	0.19	0.14	0.16	0.18	0.22	0.24	0.15	0.11	0.23	0.21	0.18	0.18
United (UA)	1.60	1.21	1.02	1.63	1.19	1.31	1.71	1.48	1.34	1.38	1.08	1.36	1.36
US Air (US)¹	1.28	1.38	1.41	1.32	1.22	1.64	1.94	1.77	0.98	1.06	1.01	1.07	1.36
Industry by Month	1.14	0.77	0.85	0.85	0.79	0.93	1.00	1.02	0.83	0.80	0.75	0.73	0.88
Aloha (AQ) ²	N/A	N/A	N/A	0.00	0.00	0.33	0.00	0.00	0.00	0.35	0.00	0.00	N/A
Express Jet (XE) ²	0.54	0.08	0.38	0.33	0.31	0.24	0.36	0.55	0.43	0.20	0.55	0.20	0.35

¹As of January 2006, data of the merged operations of US Airways and America West Airlines are combined, and appear only as US Air data.

²These airlines are not included in the Industry value. Only the 18 airlines that report all data elements included in the AQR for 2006 are part of the Industry value. Performance statistics are presented here for reference and comparison.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

2005 Total Complaints to Department of Transportation by Month for U.S. Airlines

(per 100,000 passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
AirTran (FL)	1.22	0.84	0.78	0.83	0.76	1.64	1.29	1.32	0.96	0.90	0.62	0.60	1.00
Alaska (AS)	0.73	0.94	0.28	0.37	1.18	0.86	1.16	1.03	1.27	0.38	0.52	0.36	0.77
America West (HP)	2.15	1.85	1.19	0.81	0.98	0.71	1.12	0.65	0.29	0.72	0.45	0.78	0.96
American (AA)	1.61	0.89	0.93	1.08	1.00	0.93	1.20	1.24	1.04	0.79	0.70	0.83	1.02
American Eagle (MQ)	1.45	0.67	0.48	0.69	0.32	0.69	0.70	0.52	0.61	0.64	0.74	1.09	0.70
ATA (TZ)	1.82	1.14	0.70	0.96	0.48	0.40	0.73	0.38	0.76	0.96	3.77	0.31	0.99
Atlantic Southeast (EV)	1.29	0.47	0.67	0.90	0.28	0.37	0.09	1.09	0.20	0.58	0.79	0.31	0.58
Comair (OH)	13.52	1.59	0.60	0.63	0.26	0.26	0.74	0.58	0.38	0.18	0.54	0.57	1.53
Continental (CO)	1.52	0.97	0.80	1.04	0.89	0.71	0.71	0.90	0.94	1.03	0.80	0.75	0.92
Delta (DL)	2.80	0.77	0.89	0.95	0.91	0.88	1.09	1.21	0.86	0.99	0.82	0.90	1.09
Independence Air (DH)	2.51	0.50	0.58	0.59	1.87	1.73	3.11	2.98	0.98	1.70	1.68	1.62	1.68
Jet Blue (B6)	0.38	0.40	0.32	0.33	0.00	0.34	0.52	0.23	0.10	0.29	0.23	0.29	0.29
Northwest (NW)	1.46	0.87	1.04	0.94	0.83	0.81	0.96	1.22	1.19	0.73	0.58	0.63	0.94
SkyWest (OO)	0.60	0.35	0.43	0.46	0.36	0.41	0.40	0.80	0.65	0.27	0.28	0.76	0.48
Southwest (WN)	0.25	0.31	0.16	0.11	0.17	0.05	0.24	0.15	0.14	0.24	0.08	0.25	0.18
United (UA)	1.76	0.95	0.90	0.83	0.87	0.97	1.20	1.40	0.77	0.72	0.75	1.09	1.02
US Airways (US)	7.66	1.04	1.39	1.27	0.96	1.01	1.87	1.21	1.74	1.71	1.40	1.79	1.86
Industry by Month	2.19	0.82	0.78	0.80	0.74	0.73	0.96	0.97	0.80	0.74	0.65	0.76	0.89
*Express Jet (RU)	0.73	0.19	0.52	0.16	0.30	0.28	0.60	0.40	0.16	0.00	0.07	0.28	0.31
*Frontier (F9)	N/A	N/A	N/A	N/A	0.43	0.27	0.96	0.80	0.32	0.73	0.59	0.00	N/A
*Hawaiian (HA)	0.68	0.23	0.60	0.88	0.84	0.80	1.10	0.75	0.00	0.00	0.61	0.59	0.60

*These airlines are not included in the Industry value. Only the 17 airlines that are required to report all data elements for the full year are included in the AQR as part of the Industry value. Performance statistics are presented here for reference and comparison.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

**Overview of Complaints Received by Department of Transportation for
All U.S. Airlines 2005 and 2006**

	Complaints for All U.S. Airlines		Top Four Categories¹ of Complaints to All U.S. Airlines, 2006			
	2005	2006	1	2	3	4
Jan	1,199	646	BG	FP	CS	TB
Feb	468	422	FP	BG	TB	CS
Mar	532	575	FP	BG	TB	RF
Apr	508	530	FP	BG	CS	TB
May	484	483	FP	BG	CS	TB
Jun	500	601	FP	BG	CS	TB
Jul	723	681	FP	BG	CS	TB
Aug	666	655	FP	BG	TB	RF
Sep	476	466	FP	BG	CS	TB
Oct	478	475	FP	BG	TB	CS
Nov	396	443	BG	FP	TB	CS
Dec	644	604	FP	BG	CS	TB
	8,741	8,321	FP	BG	CS	TB

Percent (%) of Complaints in these Categories for 2006 **26%** **23%** **12%** **12%**

¹ FP = Flight Problems; CS = Customer Service; BG = Baggage; TB = Reservations, Ticketing, and Boarding; RF = Refunds; Details of categories are at the back of this report.

Source: *Air Travel Consumer Report*, U.S. Department of Transportation, Office of Aviation Enforcement and Proceedings.

Airline Quality Rating Criteria Overview

The individual criteria used to calculate the AQR scores are summed up in four basic areas that reflect customer-oriented areas of airline performance. Definitions of the four areas used in this AQR 2007 (2006 data) are outlined below.

OT ON-TIME PERFORMANCE (+8.63)

Regularly published data regarding on-time arrival performance is obtained from the U.S. Department of Transportation's *Air Travel Consumer Report*. According to the DOT, a flight is counted "on time" if it is operated within 15 minutes of the scheduled time shown in the carriers' Computerized Reservations Systems. Delays caused by mechanical problems are counted as of January 1, 1995. Canceled and diverted operations are counted as late. The AQR calculations use the percentage of flights arriving on time for each airline for each month.

DB INVOLUNTARY DENIED BOARDINGS (-8.03)

This criterion includes involuntary denied boardings. Data regarding denied boardings can be obtained from the U.S. Department of Transportation's *Air Travel Consumer Report*. Data includes the number of passengers who hold confirmed reservations and are involuntarily denied boarding on a flight that is oversold. These figures include only passengers whose oversold flight departs without them onboard. The AQR uses the ratio of involuntary denied boardings per 10,000 passengers boarded by month.

MB MISHANDLED BAGGAGE REPORTS (-7.92)

Regularly published data regarding consumer reports to the carriers of mishandled baggage can be obtained from the U.S. Department of Transportation's *Air Travel Consumer Report*. According to the DOT, a mishandled bag includes claims for lost, damaged, delayed, or pilfered baggage. Data is reported by carriers as to the rate of mishandled baggage reports per 1,000 passengers and for the industry. The AQR ratio is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed, or pilfered baggage per 1,000 passengers served.

CC CONSUMER COMPLAINTS (-7.17)

The criteria of consumer complaints is made up of 12 specific complaint categories (outlined below) monitored by the U. S. Department of Transportation and reported monthly in the *Air Travel Consumer Report*. Consumers can file complaints with the DOT in writing, by telephone, via e-mail, or in person. The AQR uses complaints about the various categories as part of the larger customer complaint criteria and calculates the consumer complaint ratio on the number of complaints received per 100,000 passengers flown for each airline.

CONSUMER COMPLAINT CATEGORIES

Flight Problems

Data is available by the total number of consumer complaints pertaining to cancellations, delays, or any other deviations from schedule, whether planned or unplanned for each airline each month.

Oversales

This complaint category includes all bumping problems, whether or not the airline complied with DOT oversale regulations. Data is available by the total number of consumer complaints pertaining to oversales for each airline each month.

Reservations, Ticketing, and Boarding

This category includes airline or travel agent mistakes 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, and problems boarding the aircraft (except oversales). Data is available by the total number of consumer complaints pertaining to ticketing and boarding for each airline each month.

Fares

As defined by the DOT, consumer complaints regarding fares include incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases, and level of fares in general. Data is available for the total number of consumer complaints pertaining to fares for each airline each month.

Refunds

This category includes customer complaints about problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies. Data is available by the total number of consumer complaints pertaining to refunds for each airline each month.

Baggage

Claims for lost, damaged, or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claim procedure are included in this category. Data is available by the total number of consumer complaints pertaining to baggage for each airline each month.

Customer Service

This category includes complaints about rude or unhelpful employees, inadequate meals or cabin service, and treatment of delayed passengers. Data is available by the total number of consumer complaints pertaining to customer service for each airline each month.

Disability

This category includes complaints about civil rights complaints by air travelers with disabilities. Data is available by the total number of consumer complaints pertaining to disabilities for each airline each month.

Advertising

These are complaints concerning advertising that is unfair, misleading or offensive to consumers. Data is available by the total number of consumer complaints regarding advertising for each airline each month.

Discrimination

Civil rights complaints by air travelers (other than disabilities); for example: complaints based on race, national origin, religion, etc. (this category was first reported in May, 2002).

Animals

This category, added in October 2000, tracks customer complaints about loss, injury, or death of an animal during air transport by an air carrier. Data is available by the total number of customer complaints regarding animals for each airline each month.

Other

Data regarding consumer complaints about frequent flyer programs, smoking, tours credit, cargo problems, security, airport facilities, claims for bodily injury, and other problems not classified above are included in this category. Data is available by the total number of consumer complaints regarding other problems for each airline each month.