

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

RANK	AIRLINE	MARCH 2008			MARCH 2007		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,511	618,526	2.44	2,331	612,430	3.81
2	JETBLUE AIRWAYS	7,033	2,005,244	3.51	11,844	1,994,952	5.94
3	AIRTRAN AIRWAYS	8,620	2,266,762	3.80	8,841	2,086,191	4.24
4	NORTHWEST AIRLINES	16,853	3,686,920	4.57	22,366	4,012,443	5.57
5	UNITED AIRLINES	23,932	4,920,724	4.86	33,920	5,317,182	6.38
6	ALASKA AIRLINES	6,907	1,365,551	5.06	6,679	1,280,740	5.21
7	SOUTHWEST AIRLINES	52,273	9,526,207	5.49	63,919	8,819,465	7.25
8	CONTINENTAL AIRLINES	18,458	3,353,261	5.50	22,950	3,392,187	6.77
9	FRONTIER AIRLINES	5,671	879,242	6.45	5,327	911,564	5.84
10	US AIRWAYS	31,403	4,528,250	6.93	52,675	4,819,173	10.93
11	AMERICAN AIRLINES	48,019	6,543,506	7.34	47,431	6,942,149	6.83
12	DELTA AIR LINES	44,209	5,593,898	7.90	44,537	5,812,686	7.66
13	EXPRESSJET AIRLINES	11,568	1,382,496	8.37	16,038	1,345,239	11.92
14	MESA AIRLINES	8,580	984,250	8.72	12,356	1,216,604	10.16
15	SKYWEST AIRLINES	18,374	1,901,930	9.66	21,986	1,894,469	11.61
16	COMAIR	7,682	781,119	9.83	11,224	815,409	13.76
17	AMERICAN EAGLE AIRLINES	17,782	1,395,714	12.74	21,928	1,535,239	14.28
18	PINNACLE AIRLINES	11,465	866,984	13.22	6,998	819,194	8.54
19	ATLANTIC SOUTHEAST AIRLINES	16,892	1,076,687	15.69	9,288	1,012,019	9.18
TOTALS **		357,232	53,677,271	6.66	422,638	54,639,335	7.74

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 (Pinnacle). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report.

** Aloha Airlines was ranked in this section every month during 2007, and for the months of January and February 2008. The carrier's ranking in this table ceased effective with this report as a result of its cessation of all flight operations on March 31, 2008. Totals for March 2007 reflect the deletion of Aloha's data for that month.