

## Airline Quality Report - The Numbers Please - As I see it - By Terry Tripler

2008-04-10

---

Well the annual Airline Quality Awards for 2006 are out and as usual the anti-airline folks were excited as ever about the decline in service on the nation's airlines.

Airline service is going in the wrong direction and has been going in the wrong direction for way too long. However, before some of these folks become too breathless with 'worst year ever' type headlines - let's take a look at the numbers.

According to an article in USA Today ...

Involuntary denied boardings were 1.01 per 10,000 passengers

And the consumer complaint numbers were 1.36 complaints for every 100,000 passengers. \*

I converted the stats to actual passenger numbers using the three Washington D.C. area airports

### **Washington Dulles**

23 million passengers in 2006 = approx 63,000 passengers per day

approx 6 ½ passengers were involuntarily bumped per day (entire airport - all airlines)

about every day and a half - someone complained to the DOT about airline service (entire airport - all airlines)

### **Washington Reagan**

18.6 million passengers in 2006 - approx 51,000 passenger per day

approx 5 passengers were involuntarily bumped per day (entire airport - all airlines)

about every other day - someone complained to the DOT about airline service (entire airport - all airlines)

### **Baltimore / Washington International**

20,500 million passengers in 2006 - approx 56,000 passengers per day

approx 5 passengers were involuntarily bumped per day (entire airport - all airlines)

about every other day - someone complained to the DOT about airline service (entire airport - all airlines)

Again, while things aren't going in the right direction, I sort of doubt if it is necessary for the breathless 'worst year ever' type of reporting I witnessed yesterday and last night.

Anyway - that's how I see it!

Terry Tripler

Founder

[www.triplertravel.com](http://www.triplertravel.com)

1300 Nicollet Avenue Suite 3045A

Hyatt Regency Hotel Complex

Minneapolis, MN 55403

612-339-0940

612-247-1110 Cell

This article comes from Hotel News Resource

<http://www.hotelnewsresource.com>

The URL for this story is:

<http://www.hotelnewsresource.com/article31993.html>

© 1998 - 2008 Nevistas and the author.

Brought to you by Hotel News Resource

*Distribute your news on our Network*

See what all the buzz is about at:

[http://www.hotelnewsresource.com/Info-news\\_account\\_info.html](http://www.hotelnewsresource.com/Info-news_account_info.html)