



U.S. Department
of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	April 2009 12 Months Ending April 2009
Mishandled Baggage¹	April 2009
Oversales¹	1st Quarter 2009
Consumer Complaints² (Includes Disability and Discrimination Complaints)	April 2009
Customer Service Reports to the Dept. of Homeland Security³	April 2009
Airline Animal Incident Reports⁴	April 2009

¹ Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov/>

² Data compiled by the Aviation Consumer Protection Division. Website: <http://airconsumer.dot.gov/>

³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

The report is divided into 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 eighteen (18) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the one (1)* carrier that currently reports flight delay data voluntarily.

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) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 19 reporting air carriers, 13 carriers (AirTran, American Eagle, Atlantic Southeast, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways) use ACARS exclusively; 2 carriers (American and Continental) use a combination of ACARS and DGS; 1 carrier (Comair) records 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 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.

Table 11 lists the regularly scheduled flights with tarmac delays of 4 hours or more, and Table 12 displays the number and percentage of regularly scheduled flights with tarmac delays of 3 hours or more.

Except for the flights listed in Tables 5 and 11, 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/. 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. Additional summary data for airports and airlines can be found at BTS' Flight Delays 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

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.

***Pinnacle Airlines currently reports flight delay data voluntarily, as permitted by Part 234.**

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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/
HAWAIIAN AIRLINES S/	7	75.3	15	91.1
PINNACLE AIRLINES S/V	15	85.5	117	86.2
SKYWEST AIRLINES S/	19	85.7	140	85.8
ALASKA AIRLINES S/	16	83.8	46	84.3
SOUTHWEST AIRLINES S/	19	84.5	65	84.1
NORTHWEST AIRLINES S/	30	82.8	84	83.1
UNITED AIRLINES S/	29	81.2	75	80.7
MESA AIRLINE S/	18	81.1	111	80.6
US AIRWAYS S/	29	79.9	75	79.9
AIRTRAN AIRWAYS S/	23	77.1	54	78.3
FRONTIER AIRLINES S/	22	78.4	39	77.7
DELTA AIR LINES S/	31	76.2	85	76.5
AMERICAN EAGLE S/	18	75.8	114	75.7
AMERICAN AIRLINES S/	29	74.7	78	74.4
EXPRESSJET AIRLINES S/	21	68.4	94	72.8
JETBLUE AIRWAYS S/	18	71.7	43	72.7
CONTINENTAL AIRLINES S/	26	70.7	59	72.0
ATLANTIC SOUTHEAST AIRLINES S/	6	67.6	104	69.4
COMAIR S/	20	68.2	70	68.6
TOTAL		78.3		79.1

➤ 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.

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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*	2nd QUARTER		3rd QUARTER		4th QUARTER		1st QUARTER		FEB - 09		MAR - 09		APR - 09		12 MONTHS ENDING APRIL 2009		DATABASE TO DATE SEP 1987- APRIL 2009	
	04 - 06 2008		07 - 09 2008		10 - 12 2008		01 - 03 2009											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	80.1	6	78.6	9	77.0	10	77.4	12	81.5	11	74.0	15	78.3	10	78.1	8	(--)	(--)
ALASKA	79.9	7	81.9	7	74.9	17	72.6	17	76.3	19	70.2	18	84.3	4	77.8	9	75.7	8
AMERICAN	63.8	19	73.6	16	79.3	7	78.0	10	81.3	12	77.5	11	74.4	14	74.2	16	78.1	5
AMERICAN EAGLE	72.1	17	78.6	10	76.8	12	77.4	13	82.0	7	78.4	9	75.7	13	76.2	11	73.8	9
ATLANTIC SOUTHEAST	79.3	8	75.7	14	72.3	19	68.9	19	79.0	16	60.9	19	69.4	18	73.4	18	(--)	(--)
COMAIR	72.4	16	68.9	19	72.3	18	69.1	18	76.6	18	74.4	13	68.6	19	70.1	19	(--)	(--)
CONTINENTAL	73.1	14	77.0	11	75.1	15	76.4	16	77.7	17	74.2	14	72.0	17	74.9	15	78.2	3
DELTA	77.8	9	76.8	12	75.0	16	77.8	11	82.6	5	73.9	16	76.5	12	76.9	10	77.6	6
EXPRESSJET	73.6	13	75.9	13	76.5	13	76.9	15	79.9	14	71.7	17	72.8	15	75.2	14	(--)	(--)
FRONTIER	77.5	10	84.9	4	77.9	9	79.2	8	83.3	4	78.4	10	77.7	11	79.7	7	(--)	(--)
HAWAIIAN	90.6	1	90.1	1	86.2	1	91.2	1	91.2	1	91.5	1	91.1	1	89.5	1	(--)	(--)
JETBLUE	73.7	12	69.3	18	76.9	11	78.4	9	81.2	13	79.2	8	72.7	16	74.2	17	(--)	(--)
MESA	72.4	15	74.7	15	75.7	14	77.0	14	79.8	15	76.1	12	80.6	8	75.5	13	(--)	(--)
NORTHWEST	74.1	11	84.4	6	80.2	4	80.3	5	81.5	10	82.7	4	83.1	6	80.2	6	79.0	2
PINNACLE	82.4	2	88.6	2	79.4	6	83.2	3	86.8	3	85.1	2	86.2	2	83.8	2	(--)	(--)
SKYWEST	82.1	3	84.8	5	78.3	8	80.2	6	81.8	9	82.4	5	85.8	3	81.6	4	(--)	(--)
SOUTHWEST	80.2	5	85.4	3	81.4	2	85.1	2	88.3	2	83.9	3	84.1	5	83.1	3	82.0	1
UNITED	68.1	18	73.3	17	79.9	5	80.4	4	81.8	8	80.5	6	80.7	7	75.6	12	75.9	7
US AIRWAYS	80.4	4	81.0	8	80.5	3	79.6	7	82.2	6	79.6	7	79.9	9	80.3	5	78.1	4
Total	75.8		79.4		78.2		79.2		82.6		78.4		79.1		78.3		78.2	

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily (Pinnacle Airlines).

APRIL 2009

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	1142	71.8	65	83.1	H/		9	66.7	223	87.0	220	90.0	H/		H/	
AA	582	68.4	1010	75.9	260	73.8	142	79.6	H/		867	76.7	533	75.2	12693	77.2
AS	H/		60	83.3	H/		H/		H/		90	85.6	146	82.2	90	74.4
B6	H/		1693	78.8	H/		150	68.7	H/		H/		90	71.1	H/	
CO	307	67.1	511	71.0	138	78.3	112	79.5	H/		253	84.6	282	71.3	306	66.0
DL	12062	74.6	1232	79.3	369	79.7	217	71.4	1068	87.2	490	73.9	350	76.3	317	68.5
EV	11519	66.1	H/		4	100.0	3	66.7	866	87.2	H/		H/		H/	
F9	87	57.5	H/		H/		H/		H/		89	59.6	3554	82.8	144	74.3
FL	6578	76.3	529	77.7	1319	82.0	180	76.1	H/		214	82.7	130	76.9	216	67.6
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	56	75.0	770	71.8	116	72.4	212	84.0	428	80.6	877	71.5	H/		6483	69.8
NW	60	80.0	279	74.2	259	79.2	165	78.8	H/		507	88.8	264	88.3	119	78.2
OH	628	51.1	984	74.9	336	70.2	1	100.0	2787	81.8	571	77.1	H/		136	57.4
OO	672	70.4	H/		H/		H/		253	89.3	H/		4067	83.0	186	76.3
UA	90	71.1	769	81.7	402	83.6	88	85.2	29	75.9	424	83.0	4882	83.3	253	73.5
US	269	73.6	1623	80.5	368	83.7	6311	82.5	H/		2092	85.5	330	75.2	505	75.8
WN	H/		H/		4705	87.4	H/		H/		H/		3333	82.6	H/	
XE	203	75.9	47	97.9	225	75.6	337	75.7	231	75.8	167	68.3	H/		93	71.0
YV	162	69.1	34	82.4	4	100.0	1657	81.1	H/		H/		1166	76.4	4	75.0
TOTAL	34417	71.2	9606	77.7	8505	83.9	9584	81.3	5885	83.7	6861	80.4	19127	81.9	21545	74.3

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

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

ARRIVAL AIRPORT *																
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	4602	88.6	26	42.3	20	65.0	153	85.6	82	86.6	H/		H/		H/	
AA	265	77.4	434	55.5	220	77.7	288	81.6	309	70.2	903	68.9	650	72.3	2302	75.1
AS	H/		60	66.7	H/		H/		H/		H/		288	84.4	484	89.0
B6	H/		440	53.6	1233	71.4	558	81.0	H/		4170	67.9	270	79.6	H/	
CO	159	81.8	4235	58.3	458	76.2	H/		6188	76.6	H/		491	72.5	529	70.9
DL	374	79.4	314	48.7	588	71.9	226	80.5	90	63.3	1555	70.5	591	83.4	980	81.3
EV	H/		H/		H/		30	80.0	H/		H/		H/		H/	
F9	88	70.5	H/		30	83.3	H/		90	76.7	H/		180	73.9	149	73.2
FL	192	76.6	146	43.8	558	76.5	150	78.7	H/		H/		193	80.8	124	75.8
HA	H/		H/		H/		H/		H/		H/		78	80.8	60	85.0
MQ	236	82.6	H/		H/		H/		48	72.9	690	60.9	H/		1040	94.1
NW	5878	83.5	208	46.6	299	71.2	61	85.2	63	69.8	177	64.4	384	86.7	528	86.2
OH	268	65.3	172	44.8	16	56.2	1	100.0	90	57.8	1531	58.5	H/		H/	
OO	8	75.0	82	37.8	H/		H/		325	60.6	H/		262	82.4	3216	92.9
UA	62	87.1	378	55.8	H/		2081	87.9	208	82.2	379	75.5	858	81.2	2182	84.3
US	255	73.7	318	52.8	596	74.7	22	77.3	206	75.2	180	69.4	1915	83.6	651	80.5
WN	508	83.5	H/		1620	85.6	322	84.8	H/		H/		6862	85.4	3460	84.1
XE	147	57.8	3608	49.6	H/		59	55.9	6985	77.0	H/		H/		H/	
YV	68	67.6	123	43.9	H/		1607	80.9	60	66.7	74	48.6	56	89.3	30	80.0
TOTAL	13110	83.9	10544	53.5	5638	77.0	5558	83.6	14744	76.2	9659	66.5	13078	83.3	15735	84.5

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

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

ARRIVAL AIRPORT *																
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	77	57.1	H/		H/		H/		1437	89.8	1	100.0	H/		157	68.8
AA	1441	58.6	731	67.4	H/		3403	73.3	440	81.1	5038	76.9	140	66.4	430	69.5
AS	H/		60	83.3	H/		30	80.0	61	82.0	116	76.7	824	86.2	H/	
B6	240	60.0	1281	73.4	H/		H/		H/		172	66.3	60	91.7	H/	
CO	317	61.2	603	79.6	H/		282	80.1	117	82.9	414	71.7	120	67.5	139	74.8
DL	1261	67.1	1062	80.1	146	68.5	440	70.5	326	80.1	196	76.0	172	72.1	309	67.3
EV	H/		H/		H/		H/		H/		H/		H/		H/	
F9	60	45.0	48	83.3	127	72.4	H/		124	77.4	H/		90	76.7	30	63.3
FL	476	58.8	1729	83.4	463	79.3	119	76.5	177	78.0	H/		H/		296	68.2
HA	H/		H/		H/		H/		H/		H/		60	65.0	H/	
MQ	936	64.9	H/		H/		530	80.2	H/		6482	80.2	H/		60	63.3
NW	667	62.7	453	81.0	188	91.0	171	82.5	5393	88.3	461	74.8	147	84.4	239	67.4
OH	1074	54.7	H/		H/		30	86.7	187	78.1	289	59.9	H/		310	61.9
OO	H/		H/		H/		H/		193	86.5	3264	82.4	1010	91.9	108	65.7
UA	551	59.9	558	81.5	H/		154	76.6	440	84.3	6240	81.5	360	78.9	399	69.4
US	1122	72.7	752	75.0	H/		290	68.6	232	81.5	636	75.8	180	86.7	3372	71.8
WN	H/		3508	84.9	6197	87.4	H/		232	82.8	H/		1135	87.0	1944	72.5
XE	76	52.6	5	60.0	H/		10	70.0	270	71.1	116	69.8	H/		19	63.2
YV	74	60.8	H/		H/		H/		H/		2446	80.6	H/		H/	
TOTAL	8372	62.4	10790	80.3	7121	86.3	5459	74.4	9629	86.3	25871	79.4	4298	84.9	7812	70.7

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *															
	PHX		SAN		SEA		SFO		SLC		STL		TPA		
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	
9E	H/		H/		H/		H/		H/		222	86.9	H/		
AA	453	72.8	470	74.3	434	74.2	949	69.2	206	77.2	1218	81.5	491	73.3	
AS	270	85.9	296	89.9	3541	82.9	382	82.5	H/		H/		H/		
B6	56	75.0	150	86.0	150	82.7	150	68.0	149	81.2	H/		322	72.4	
CO	318	65.4	285	73.0	329	65.3	363	67.8	60	78.3	H/		396	79.8	
DL	326	81.9	283	78.4	429	77.9	415	73.3	2271	88.1	78	76.9	597	78.4	
EV	H/		H/		H/		H/		H/		38	63.2	H/		
F9	176	69.3	120	70.8	120	74.2	120	69.2	169	74.6	90	67.8	30	70.0	
FL	103	76.7	H/		H/		47	72.3	H/		115	76.5	618	83.8	
HA	30	83.3	30	70.0	72	70.8	30	70.0	H/		H/		H/		
MQ	H/		588	92.7	H/		146	71.9	H/		327	84.1	H/		
NW	298	86.2	178	84.8	347	79.8	291	79.7	149	75.2	110	89.1	389	82.8	
OH	H/		H/		H/		H/		H/		108	56.5	114	74.6	
OO	264	86.7	571	95.6	472	89.6	3210	79.6	6105	90.6	97	82.5	H/		
UA	442	76.5	602	81.4	588	78.6	3174	80.4	112	82.1	31	71.0	270	81.1	
US	4740	86.2	360	84.7	291	73.5	543	73.1	120	88.3	86	90.7	609	76.2	
WN	5364	84.8	2891	82.7	1156	84.9	1170	73.1	1342	84.8	2133	85.6	2464	86.0	
XE	48	68.8	H/		H/		H/		28	60.7	266	74.4	3	100.0	
YV	2632	88.0	H/		H/		H/		30	73.3	64	90.6	H/		
TOTAL	15520	84.5	6824	83.7	7929	81.1	10990	77.0	10741	88.2	4983	82.6	6303	81.4	

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

APRIL 2009

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	88.4	88.2	90.0	82.5	J/	100.0	J/	82.4	100.0	67.8	J/	86.1	90.9	82.2	83.3	96.7	90.9	85.4
700 - 759 AM	84.8	87.1	92.4	91.8	92.5	89.9	89.6	82.9	89.0	91.0	100.0	92.6	72.8	83.3	96.6	96.0	86.8	98.0
800 - 859 AM	70.1	93.8	95.7	88.8	93.7	91.8	91.3	83.2	93.8	88.8	87.6	86.6	73.7	84.3	93.9	94.4	85.1	86.8
900 - 959 AM	74.5	87.7	94.9	91.8	90.9	89.2	87.6	81.9	86.6	89.7	90.6	90.6	77.7	87.9	93.6	91.4	81.6	87.4
1000 - 1059 AM	78.2	86.8	88.9	85.3	86.4	80.6	85.4	78.4	90.0	82.8	84.8	86.2	77.5	82.5	85.4	89.3	75.3	86.1
1100 - 1159 AM	76.8	83.9	90.8	76.4	86.1	84.3	87.8	80.5	86.0	78.4	81.8	88.9	83.6	75.8	86.0	88.6	71.5	84.3
1200 - 1259 PM	73.4	77.5	90.6	82.5	85.4	81.1	85.4	75.1	87.5	69.7	76.6	89.4	77.1	76.5	85.0	87.1	74.1	85.8
100 - 159 PM	69.6	84.2	84.9	86.6	86.1	85.9	85.4	76.1	84.6	60.5	80.1	87.5	75.1	75.2	83.4	86.6	68.2	83.5
200 - 259 PM	70.3	81.3	85.4	85.8	84.6	80.2	84.9	76.1	86.2	43.1	78.2	87.9	76.5	67.1	83.4	84.7	58.0	83.8
300 - 359 PM	71.0	79.5	83.7	79.7	86.0	83.0	81.9	73.1	84.3	37.5	80.7	88.7	82.4	60.4	80.6	83.4	57.3	82.7
400 - 459 PM	72.4	74.0	81.8	80.1	82.5	77.5	80.7	69.1	82.3	40.3	73.9	78.5	76.9	67.3	78.8	82.1	56.0	78.7
500 - 559 PM	68.5	75.5	86.7	72.6	64.1	82.0	76.5	70.0	83.5	36.3	72.8	83.1	74.8	65.2	79.2	80.7	53.7	78.4
600 - 659 PM	70.8	70.1	78.6	76.3	81.6	77.5	76.1	67.9	77.6	31.8	69.3	79.9	75.8	46.0	79.8	77.4	57.0	77.6
700 - 759 PM	60.0	69.0	80.1	74.1	74.4	75.1	75.7	68.3	83.8	31.8	73.5	78.7	73.4	39.2	79.1	79.5	50.4	75.5
800 - 859 PM	62.1	71.1	75.6	79.5	87.0	78.8	71.5	67.7	80.3	34.7	74.9	82.4	72.8	45.6	78.8	78.4	50.5	72.4
900 - 959 PM	68.3	65.1	73.6	78.7	79.5	71.3	70.7	68.0	76.0	39.9	72.0	81.7	67.3	49.8	78.0	80.3	45.4	75.4
1000 - 1059 PM	61.7	73.0	70.7	80.0	66.2	72.6	73.4	67.5	64.0	39.1	70.5	68.3	65.7	60.8	76.0	72.2	50.6	74.0
1100 - 559 AM	71.6	74.4	75.2	67.0	77.6	67.1	77.6	77.5	79.8	61.3	68.5	72.8	80.6	68.3	79.2	83.2	55.3	70.5
TOTAL, ALL ARRIVALS, BY AIRPORT	71.2	77.7	83.9	81.3	83.7	80.4	81.9	74.3	83.9	53.5	77.0	83.6	76.2	66.5	83.3	84.5	62.4	80.3

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *														
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	100.0	85.0	94.3	91.0	100.0	84.8	92.3	J/	66.7	95.5	100.0	100.0	J/	88.0
700 - 759 AM	97.5	87.8	90.9	91.7	95.9	89.7	94.1	96.3	94.6	93.3	91.2	92.8	93.8	88.6
800 - 859 AM	98.4	86.4	94.3	88.4	96.1	78.0	93.7	94.2	93.0	93.8	91.5	94.1	92.9	86.1
900 - 959 AM	94.9	84.5	92.6	87.1	94.1	71.7	87.1	93.2	86.8	84.8	93.6	87.9	90.9	86.8
1000 - 1059 AM	93.8	82.0	90.4	84.8	88.0	71.4	91.7	91.4	87.4	76.6	90.9	90.4	85.2	84.4
1100 - 1159 AM	93.8	81.3	87.0	83.0	81.4	68.2	91.0	85.3	85.8	73.6	90.3	90.7	86.1	83.7
1200 - 1259 PM	93.5	78.8	89.7	83.0	87.7	77.0	85.9	86.0	86.5	71.2	89.6	86.1	85.6	81.7
100 - 159 PM	88.4	78.8	86.3	82.1	88.4	67.1	88.1	84.3	84.5	72.4	87.8	84.0	87.8	79.8
200 - 259 PM	85.8	77.2	86.0	78.9	87.4	72.0	84.8	83.0	80.6	75.2	90.3	87.6	81.4	78.7
300 - 359 PM	83.8	75.1	90.3	76.7	84.0	69.0	84.6	82.8	85.4	75.1	88.7	87.6	83.8	77.8
400 - 459 PM	85.1	73.0	83.2	73.8	83.3	68.3	80.1	83.9	82.7	76.0	84.7	83.9	80.4	75.3
500 - 559 PM	85.5	64.9	85.4	73.1	88.1	65.8	83.1	86.3	75.4	79.5	84.6	79.4	84.1	74.7
600 - 659 PM	82.9	73.3	81.9	72.7	80.8	70.6	75.1	79.9	80.8	78.7	89.5	75.6	78.3	73.7
700 - 759 PM	78.4	62.3	84.4	70.8	84.4	65.4	74.0	77.0	81.8	75.2	83.3	73.0	72.6	70.9
800 - 859 PM	74.4	65.4	79.9	69.9	83.8	67.7	79.8	78.7	75.3	74.1	86.6	72.1	77.0	71.5
900 - 959 PM	74.8	60.4	73.8	71.0	71.8	69.5	75.8	77.5	73.6	67.7	79.1	73.6	73.6	69.9
1000 - 1059 PM	78.3	61.0	77.4	66.4	81.5	70.1	78.6	73.3	78.0	66.4	83.5	69.3	70.4	69.2
1100 - 559 AM	73.7	70.1	86.1	82.2	78.9	67.4	86.0	76.8	73.2	79.2	71.1	72.9	72.0	73.9
TOTAL, ALL ARRIVALS, BY AIRPORT	86.3	74.4	86.3	79.4	84.9	70.7	84.5	83.7	81.1	77.0	88.2	82.6	81.4	78.3

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

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AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	92.9	94.4	94.8	91.0	92.2	93.8	96.6	86.6	92.7	93.5	98.0	94.9	93.3	92.8	95.9	94.8	93.8	96.9
700 - 759 AM	90.1	95.0	92.6	89.0	91.8	94.7	95.6	84.4	93.6	93.4	95.5	93.9	92.3	91.2	95.3	94.8	92.2	95.6
800 - 859 AM	88.0	92.2	89.5	96.2	88.3	95.3	89.3	82.0	90.2	88.6	91.8	89.2	83.0	90.6	91.6	93.0	90.3	92.7
900 - 959 AM	81.9	91.3	90.3	91.0	92.2	92.7	89.3	78.7	92.2	80.5	90.0	88.9	86.4	87.8	91.2	87.8	87.2	89.7
1000 - 1059 AM	82.6	89.5	88.3	82.9	83.5	88.1	82.6	74.5	87.6	81.8	84.3	91.2	83.8	86.6	86.3	85.2	86.9	85.0
1100 - 1159 AM	82.0	83.5	85.8	87.1	85.4	83.9	82.5	73.2	90.7	80.9	79.7	86.6	80.0	85.6	82.5	88.4	78.5	85.6
1200 - 1259 PM	76.4	86.5	80.5	67.6	83.9	83.6	81.5	71.0	86.3	77.7	75.3	85.0	83.1	80.2	82.3	85.2	80.3	82.2
100 - 159 PM	74.8	78.7	82.8	82.9	90.5	85.1	80.2	69.4	86.1	73.9	68.0	83.0	79.0	76.9	79.1	84.1	77.2	81.1
200 - 259 PM	72.7	84.8	76.3	84.5	81.6	82.4	81.5	68.5	87.8	62.0	72.3	78.0	79.7	72.1	78.2	78.7	74.0	78.4
300 - 359 PM	69.5	77.1	77.5	59.3	70.9	82.8	81.6	66.1	81.6	53.1	72.2	89.4	77.7	67.2	76.3	79.9	68.7	78.7
400 - 459 PM	71.0	73.3	76.6	80.9	82.0	80.8	75.3	66.0	67.3	46.9	76.3	78.7	76.9	68.0	73.8	83.9	65.2	73.3
500 - 559 PM	71.8	74.6	78.3	77.6	82.9	82.4	71.4	63.9	81.2	43.3	63.0	79.4	74.7	70.8	68.2	82.6	62.5	75.4
600 - 659 PM	73.9	71.5	71.9	75.7	55.1	74.8	71.1	65.6	73.1	47.4	60.7	80.3	67.6	66.8	74.7	79.0	63.9	76.2
700 - 759 PM	67.9	71.6	72.3	79.6	78.2	79.0	74.2	63.8	81.0	39.9	67.2	66.1	73.0	59.4	71.6	80.1	64.1	69.6
800 - 859 PM	66.9	70.1	68.8	80.8	78.7	74.0	59.8	64.2	62.5	41.4	62.8	67.1	70.8	55.5	76.5	82.6	62.2	69.0
900 - 959 PM	68.1	88.9	75.5	38.2	J/	84.9	76.3	69.2	85.7	37.6	68.9	80.4	77.5	49.0	75.8	82.9	53.3	67.8
1000 - 1059 PM	72.5	J/	J/	85.1	J/	J/	100.0	71.9	85.5	J/	J/	81.8	78.4	60.5	84.9	91.0	J/	57.1
1100 - 559 AM	95.5	90.5	95.3	100.0	J/	96.2	81.2	88.2	91.9	87.8	100.0	100.0	87.8	83.1	89.6	88.8	86.7	84.8
TOTAL, ALL DEPARTURES, BY AIRPORT	76.0	83.3	82.2	83.5	83.4	85.5	80.4	71.4	85.5	66.8	78.1	83.4	79.8	75.0	81.5	86.3	76.3	82.0

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

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AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

DEPARTURE AIRPORT *														
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	95.6	96.1	96.1	92.1	96.8	93.5	96.0	96.5	96.2	94.4	97.3	96.4	97.2	94.4
700 - 759 AM	97.4	87.5	94.5	90.5	93.1	93.3	92.0	94.0	92.7	94.5	98.7	93.3	94.9	92.7
800 - 859 AM	93.6	86.1	90.9	91.5	94.3	87.6	89.6	91.8	92.3	91.6	94.8	94.6	93.8	90.1
900 - 959 AM	92.7	79.7	93.9	89.4	94.2	80.2	84.5	93.6	86.1	87.7	93.1	88.9	92.8	87.6
1000 - 1059 AM	88.8	74.1	90.3	84.6	92.0	77.5	87.5	89.2	89.1	82.1	91.8	85.0	87.5	84.8
1100 - 1159 AM	88.7	75.6	90.4	79.1	88.8	74.8	87.2	86.5	88.5	75.8	92.8	85.4	81.3	83.4
1200 - 1259 PM	88.2	74.2	91.4	82.7	76.7	72.5	85.0	83.7	82.9	74.2	86.1	88.4	82.5	80.5
100 - 159 PM	85.6	69.8	88.1	81.3	88.6	76.4	84.5	84.1	84.8	70.9	91.2	82.1	86.9	80.1
200 - 259 PM	76.7	73.2	82.4	74.9	90.2	71.7	79.3	78.8	83.6	67.8	87.9	78.2	77.7	76.8
300 - 359 PM	75.5	67.4	90.5	74.4	89.9	72.2	77.9	77.9	85.2	76.8	89.6	85.2	82.6	76.1
400 - 459 PM	72.0	64.2	83.0	74.2	83.7	67.8	78.9	80.8	83.8	76.1	86.2	78.0	75.7	74.4
500 - 559 PM	74.2	72.0	82.6	71.6	84.7	66.0	72.0	83.8	89.3	76.2	91.0	78.3	74.4	74.2
600 - 659 PM	77.1	55.5	88.7	71.3	87.6	71.7	82.3	80.8	84.7	79.1	67.3	79.0	72.2	72.3
700 - 759 PM	63.7	65.0	88.4	68.6	86.2	65.6	68.2	80.1	83.0	82.6	89.6	66.3	70.0	72.1
800 - 859 PM	60.4	65.6	98.6	72.4	88.5	71.4	75.2	76.8	79.4	76.5	89.5	78.6	62.5	70.3
900 - 959 PM	69.2	69.6	89.6	76.8	83.9	86.7	82.5	71.0	81.7	70.8	92.6	J/	81.5	74.8
1000 - 1059 PM	J/	60.2	92.2	88.5	81.8	100.0	77.8	91.9	89.4	80.6	100.0	J/	J/	81.0
1100 - 559 AM	J/	94.4	93.0	93.2	98.6	95.1	89.0	J/	94.7	82.5	87.6	95.5	95.8	89.7
TOTAL, ALL DEPARTURES, BY AIRPORT	82.0	72.5	89.5	79.9	90.0	77.1	83.3	85.8	88.0	80.8	91.2	84.4	82.9	80.7

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

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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	MEDIAN
NW	803	ATL-HNL	1015	29	96.55	52	42
OH	6652	MCI-LGA	1830	26	96.15	63	46
OO	2852	MKE-EWR	1350	30	90.00	72	47
OH	6295	IND-JFK	1730	30	90.00	69	47
OH	6675	JFK-DFW	1920	30	90.00	55	49
CO	1567	CLE-EWR	1455	30	90.00	48	32
XE	2886	ALB-EWR	1730	19	89.47	68	51
XE	2774	DAY-EWR	1732	26	88.46	67	55
XE	3086	JAX-EWR	1345	30	86.67	67	42
XE	2714	BWI-EWR	1845	30	86.67	66	50
OH	6821	JFK-IAH	1915	30	86.67	61	51
OH	6542	MCI-LGA	1418	30	86.67	49	36
EV	5518	BTR-ATL	625	30	86.67	46	22
XE	2516	ROC-EWR	1745	27	85.19	71	61
XE	3053	DTW-EWR	1510	26	84.62	72	50
CO	334	RDU-EWR	1640	26	84.62	70	38
CO	1197	BOS-EWR	1800	26	84.62	66	65
OH	6686	JAX-LGA	1857	26	84.62	52	43
OH	6466	SDF-ATL	1742	25	84.00	50	35
OH	6471	JFK-BWI	1930	30	83.33	34	34
HA	9	LAX-HNL	1755	30	83.33	30	29
XE	2402	BUF-EWR	1630	29	82.76	87	91
XE	2085	TYS-EWR	1345	29	82.76	73	62
XE	2405	LEX-EWR	1345	26	80.77	80	55
XE	2868	STL-EWR	1646	26	80.77	71	56

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

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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	MEDIAN
YV	2610	CLT-EWR	1257	26	80.77	70	40
OO	2854	MKE-EWR	1610	26	80.77	65	70
XE	2599	MSP-EWR	1705	26	80.77	61	42
CO	1126	ORD-EWR	1545	26	80.77	60	65
OH	6410	CHS-LGA	1852	26	80.77	52	50
XE	2064	IND-EWR	1340	30	80.00	81	59
B6	555	EWR-RSW	1820	30	80.00	71	62
CO	1127	BOS-EWR	1325	20	80.00	66	47
OH	6809	JFK-PIT	2100	30	80.00	51	55
OH	6386	ATL-DAY	846	30	80.00	40	25

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
COMAIR	484	27	5.6
EXPRESSJET	884	44	5.0
JETBLUE	564	15	2.7
HAWAIIAN	194	5	2.6
CONTINENTAL	778	20	2.6
ATLANTIC SOUTHEAST	866	8	0.9
DELTA	1,227	10	0.8
AMERICAN EAGLE	1,240	7	0.6
AIRTRAN	686	3	0.4
SKYWEST	1,543	6	0.4
AMERICAN	1,544	5	0.3
MESA	695	2	0.3
UNITED	1,073	3	0.3
NORTHWEST	858	2	0.2
US AIRWAYS	1,197	1	0.1
SOUTHWEST	3,352	0	0.0
PINNACLE	760	0	0.0
ALASKA	375	0	0.0
FRONTIER	242	0	0.0
TOTAL	18,562	158	0.9

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	69.4	79.6	206	206
ADAK ISLAND AK (ADK)	88.9	77.8	9	9
AGUADILLA PR (BQN)	68.3	83.3	120	120
AKRON OH (CAK)	79.8	86.9	739	739
ALBANY GA (ABY)	80.2	87.2	86	86
ALBANY NY (ALB)	79.9	87.0	976	975
ALBUQUERQUE NM (ABQ)	84.4	87.5	3,002	3,001
ALEXANDRIA LA (AEX)	64.0	76.1	197	197
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	81.8	89.1	329	329
AMARILLO TX (AMA)	71.3	75.1	586	586
ANCHORAGE AK (ANC)	78.1	87.7	1,231	1,231
APPLETON WI (ATW)	85.2	90.3	453	454
ASHEVILLE NC (AVL)	77.8	77.5	387	387
ASHLAND WV (HTS)	80.8	98.1	52	52
ASPEN CO (ASE)	69.7	66.5	261	260
ATLANTA GA (ATL)	71.2	76.0	34,417	34,386
AUGUSTA GA (AGS)	71.9	78.6	263	262
AUSTIN TX (AUS)	76.9	81.9	3,542	3,543
BAKERSFIELD CA (BFL)	87.8	91.3	286	286
BALTIMORE MD (BWI)	83.9	82.2	8,505	8,503
BANGOR ME (BGR)	64.1	74.0	262	262
BARROW AK (BRW)	80.0	78.3	60	60
BATON ROUGE LA (BTR)	71.8	77.4	735	735
BEND/REDMOND OR (RDM)	92.1	92.9	266	266
BETHEL AK (BET)	86.0	82.6	86	86
BILLINGS MT (BIL)	88.1	91.0	277	277
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	87.5	85.7	56	56
BIRMINGHAM AL (BHM)	78.7	82.0	1,764	1,765
BISMARCK/MANDAN ND (BIS)	90.3	90.3	165	165
BLOOMINGTON IL (BMI)	76.7	83.5	399	399
BOISE ID (BOI)	87.8	90.1	1,158	1,158
BOSTON MA (BOS)	77.7	83.3	9,606	9,612
BOZEMAN MT (BZN)	86.5	89.0	252	254
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	76.2	86.2	168	167
BROWNSVILLE TX (BRO)	85.3	89.6	116	115
BRUNSWICK GA (BQK)	73.2	80.5	82	82
BUFFALO NY (BUF)	76.6	82.7	2,018	2,020
BURBANK CA (BUR)	84.8	85.2	2,381	2,382
BURLINGTON VT (BTV)	76.1	83.6	447	446
BUTTE MT (BTM)	85.7	87.5	56	56
CARLSBAD CA (CLD)	98.9	98.9	186	186
CASPER WY (CPR)	91.3	90.8	172	173
CEDAR CITY UT (CDC)	96.4	98.2	56	56

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR RAPIDS/IOWA CITY IA (CID)	80.9	86.3	805	805
CHAMPAIGN/URBANA IL (CMI)	74.7	89.4	198	198
CHARLESTON SC (CHS)	76.1	80.0	1,189	1,188
CHARLESTON/DUNBAR WV (CRW)	79.0	82.5	390	389
CHARLOTTE AMALIE VI (STT)	79.1	87.5	320	320
CHARLOTTE NC (CLT)	81.3	83.5	9,584	9,586
CHARLOTTESVILLE VA (CHO)	80.2	82.6	86	86
CHATTANOOGA TN (CHA)	79.4	78.7	398	399
CHICAGO IL (MDW)	86.3	82.0	7,121	7,122
CHICAGO IL (ORD)	79.4	79.9	25,871	25,865
CHICO CA (CIC)	77.7	79.5	112	112
CHRISTIANSTED VI (STX)	76.3	84.2	38	38
CLEVELAND OH (CLE)	83.7	87.0	4,803	4,804
CODY WY (COD)	78.0	85.4	82	82
COLLEGE STATION/BRYAN TX (CLL)	73.0	73.9	89	88
COLORADO SPRINGS CO (COS)	81.5	87.8	1,060	1,061
COLUMBIA SC (CAE)	74.8	81.9	918	919
COLUMBUS GA (CSG)	69.2	77.5	120	120
COLUMBUS MS (GTR)	77.9	81.4	86	86
COLUMBUS OH (CMH)	82.2	87.1	2,559	2,558
CORDOVA AK (CDV)	81.7	81.7	60	60
CORPUS CHRISTI TX (CRP)	76.4	82.0	449	450
COVINGTON KY (CVG)	83.7	83.4	5,885	5,894
CRESCENT CITY CA (CEC)	77.9	73.3	86	86
DALLAS TX (DAL)	80.7	78.0	4,155	4,155
DALLAS/FT.WORTH TX (DFW)	74.3	71.4	21,545	21,553
DAYTON OH (DAY)	76.3	83.9	1,395	1,396
DAYTONA BEACH FL (DAB)	77.8	81.7	180	180
DEADHORSE AK (SCC)	91.1	87.5	56	56
DENVER CO (DEN)	81.9	80.4	19,127	19,126
DES MOINES IA (DSM)	78.9	84.4	1,378	1,377
DETROIT MI (DTW)	83.9	85.5	13,110	13,109
DOTHAN AL (DHN)	71.7	73.5	113	113
DUBUQUE IA (DBQ)	82.6	81.4	86	86
DULUTH MN (DLH)	90.2	95.1	163	163
DURANGO CO (DRO)	81.5	87.8	271	270
EAGLE CO (EGE)	55.6	67.6	99	102
EL CENTRO CA (IPL)	96.4	96.4	56	56
EL PASO TX (ELP)	81.1	86.6	1,583	1,584
ELKO NV (EKO)	89.7	95.7	116	116
ELMIRA/CORNING NY (ELM)	88.0	90.7	108	108
ERIE PA (ERI)	84.5	86.2	116	116
EUGENE OR (EUG)	92.2	92.4	396	397

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EUREKA/ARCATA CA (ACV)	84.1	86.5	296	296
EVANSVILLE IN (EVV)	84.0	85.5	456	456
FAIRBANKS AK (FAI)	85.2	89.7	310	310
FARGO ND (FAR)	88.1	92.9	352	351
FAYETTEVILLE AR (XNA)	76.9	81.3	1,177	1,177
FAYETTEVILLE NC (FAY)	74.9	80.6	283	283
FLAGSTAFF AZ (FLG)	85.0	84.8	133	132
FLINT MI (FNT)	78.1	86.7	654	654
FLORENCE SC (FLO)	71.4	78.6	56	56
FORT LAUDERDALE FL (FLL)	77.0	78.1	5,638	5,639
FORT SMITH AR (FSM)	77.0	84.2	248	247
FORT WAYNE IN (FWA)	82.2	86.3	437	438
FRESNO CA (FAT)	87.6	88.1	964	965
FT. MYERS FL (RSW)	81.9	85.4	2,847	2,851
GAINESVILLE FL (GNV)	74.1	77.7	224	224
GILLETTE WY (GCC)	79.5	79.2	122	120
GRAND FORKS ND (GFK)	88.8	92.2	116	116
GRAND JUNCTION CO (GJT)	86.5	89.4	460	462
GRAND RAPIDS MI (GRR)	80.4	86.7	1,306	1,304
GREAT FALLS MT (GTF)	91.5	95.8	142	142
GREEN BAY/CLINTONVILLE WI (GRB)	84.6	88.3	546	546
GREENSBORO/HIGH POINT NC (GSO)	75.4	78.4	915	915
GREENVILLE/SPARTANBURG SC (GSP)	75.2	81.7	900	900
GULFPORT/BILOXI MS (GPT)	78.2	82.8	545	545
GUNNISON CO (GUC)	79.7	76.6	64	64
HANCOCK/HOUGHTON MI (CMX)	88.3	85.0	60	60
HARLINGEN/SAN BENITO TX (HRL)	77.4	84.0	363	363
HARRISBURG PA (MDT)	80.1	85.3	577	577
HARTFORD CT (BDL)	80.3	85.5	2,044	2,044
HELENA MT (HLN)	92.4	92.4	172	172
HILO HI (ITO)	90.6	93.0	713	713
HONOLULU HI (HNL)	81.6	90.7	4,607	4,608
HOUSTON TX (HOU)	79.0	75.5	4,426	4,427
HOUSTON TX (IAH)	76.2	79.8	14,744	14,745
HUNTSVILLE AL (HSV)	80.5	83.9	844	843
IDAHO FALLS ID (IDA)	91.1	95.6	224	225
INDIANAPOLIS IN (IND)	81.8	83.4	3,363	3,361
INDIO/PALM SPRINGS CA (PSP)	86.9	87.7	1,046	1,047
INYOKERN CA (IYK)	95.9	95.9	74	74
ISLIP NY (ISP)	81.9	84.5	801	801
ITHACA/CORTLAND NY (ITH)	90.0	93.3	30	30
JACKSON WY (JAC)	86.6	92.2	217	219
JACKSON/VICKSBURG MS (JAN)	74.4	78.7	1,009	1,009

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSONVILLE FL (JAX)	78.7	81.6	2,461	2,461
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	65.9	74.2	132	132
JUNEAU AK (JNU)	82.8	78.0	296	296
KAHULUI HI (OGG)	85.9	93.0	1,692	1,692
KALAMAZOO MI (AZO)	83.8	87.7	204	204
KALISPELL MT (FCA)	89.0	95.9	146	146
KANSAS CITY MO (MCI)	81.4	83.3	4,262	4,262
KETCHIKAN AK (KTN)	85.0	85.6	180	180
KEY WEST FL (EYW)	61.1	63.0	108	108
KILLEEN TX (GRK)	65.9	72.6	135	135
KLAMATH FALLS OR (LMT)	88.3	80.8	120	120
KNOXVILLE TN (TYS)	79.2	81.2	1,167	1,168
KODIAK AK (ADQ)	69.0	71.4	42	42
KONA HI (KOA)	85.6	91.6	1,055	1,055
KOTZEBUE AK (OTZ)	77.8	73.3	90	90
LA CROSSE WI (LSE)	83.9	87.6	137	137
LAFAYETTE LA (LFT)	76.3	80.9	414	414
LAKE CHARLES LA (LCH)	80.0	93.3	60	60
LANSING MI (LAN)	80.2	89.0	182	181
LAREDO TX (LRD)	74.3	80.4	214	214
LAS VEGAS NV (LAS)	83.3	81.5	13,078	13,080
LAWTON/FORT SILL OK (LAW)	75.0	66.7	12	12
LEWISTON ID (LWS)	92.3	88.5	52	52
LEXINGTON KY (LEX)	78.4	81.5	755	757
LIHUE HI (LIH)	86.5	93.8	990	990
LINCOLN NE (LNK)	85.9	87.4	199	199
LITTLE ROCK AR (LIT)	76.2	81.7	1,254	1,254
LONG BEACH CA (LGB)	83.8	88.8	1,236	1,236
LONGVIEW/KILGOR/GLADWATR TX (GGG)	66.7	72.9	60	59
LOS ANGELES CA (LAX)	84.5	86.3	15,735	15,731
LOUISVILLE KY (SDF)	77.8	81.3	1,598	1,598
LUBBOCK TX (LBB)	72.3	78.4	683	679
LYNCHBURG VA (LYH)	73.2	74.4	82	82
MADISON WI (MSN)	81.9	86.4	1,111	1,110
MANCHESTER NH (MHT)	81.6	83.9	1,344	1,343
MARQUETTE MI (MQT)	80.0	83.3	30	30
MEDFORD OR (MFR)	85.2	88.9	378	379
MELBOURNE FL (MLB)	68.5	74.0	200	200
MEMPHIS TN (MEM)	84.2	88.2	6,150	6,148
MERIDIAN MS (MEI)	58.9	80.4	56	56
MIAMI FL (MIA)	74.4	72.5	5,459	5,462
MIDLAND/ODESSA TX (MAF)	73.8	83.1	569	568
MILWAUKEE WI (MKE)	82.2	83.9	3,514	3,512

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MINNEAPOLIS MN (MSP)	86.3	89.5	9,629	9,628
MINOT ND (MOT)	91.7	93.3	60	60
MISSION/MCALLEN/EDINBURG TX (MFE)	76.5	84.3	362	363
MISSOULA MT (MSO)	86.0	94.3	229	228
MOBILE AL (MOB)	73.9	75.9	528	527
MODESTO CA (MOD)	76.1	77.5	138	138
MOLINE IL (MLI)	81.6	84.9	789	788
MONROE LA (MLU)	70.0	75.0	200	200
MONTEREY CA (MRY)	86.2	87.4	522	522
MONTGOMERY AL (MGM)	77.7	81.4	318	318
MONTROSE/DELTA CO (MTJ)	82.6	80.3	132	132
MYRTLE BEACH SC (MYR)	68.2	73.7	399	399
NASHVILLE TN (BNA)	81.1	80.7	4,408	4,409
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	67.8	76.7	90	90
NEW ORLEANS LA (MSY)	77.6	81.9	3,104	3,103
NEW YORK NY (JFK)	66.5	75.0	9,659	9,658
NEW YORK NY (LGA)	62.4	76.3	8,372	8,381
NEWARK NJ (EWR)	53.5	66.8	10,544	10,546
NEWBURGH/POUGHKEEPSIE NY (SWF)	79.0	83.5	176	176
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	81.0	82.7	496	496
NOME AK (OME)	74.4	75.6	90	90
NORFOLK VA (ORF)	79.8	83.8	1,122	1,122
NORTH BEND/COOS BAY OR (OTH)	82.5	75.0	120	120
OAKLAND CA (OAK)	86.2	86.8	4,166	4,164
OKLAHOMA CITY OK (OKC)	76.6	85.3	1,779	1,779
OMAHA NE (OMA)	80.4	84.2	2,200	2,202
ONTARIO/SAN BERNARDINO CA (ONT)	82.4	85.5	2,188	2,186
ORLANDO FL (MCO)	80.3	82.0	10,790	10,788
OXNARD/VENTURA CA (OXR)	91.3	92.3	104	104
PANAMA CITY FL (PFN)	73.6	78.9	318	318
PASCO/KENNEWICK/RICHLAND WA (PSC)	86.0	97.1	172	172
PELLSTON MI (PLN)	95.2	90.3	62	62
PENSACOLA FL (PNS)	73.7	77.1	761	761
PEORIA IL (PIA)	82.6	85.0	447	447
PETERSBURG AK (PSG)	77.8	66.7	18	18
PHILADELPHIA PA (PHL)	70.7	77.1	7,812	7,811
PHOENIX AZ (PHX)	84.5	83.3	15,520	15,517
PITTSBURGH PA (PIT)	76.9	80.7	3,014	3,017
POCATELLO ID (PIH)	93.3	96.7	120	120
PONCE PR (PSE)	78.3	86.7	60	60
PORTLAND ME (PWM)	72.4	79.3	387	387
PORTLAND OR (PDX)	84.9	90.0	4,298	4,296
PROVIDENCE RI (PVD)	81.6	83.8	1,584	1,583

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
RALEIGH/DURHAM NC (RDU)	78.9	78.6	4,376	4,376
RAPID CITY SD (RAP)	80.4	81.5	285	286
REDDING CA (RDD)	77.6	80.2	116	116
RENO NV (RNO)	85.2	88.6	1,637	1,637
RICHMOND VA (RIC)	77.1	81.3	1,286	1,286
ROANOKE VA (ROA)	77.0	80.8	318	317
ROCHESTER MN (RST)	85.1	87.3	228	228
ROCHESTER NY (ROC)	71.9	78.7	1,016	1,016
ROCK SPRINGS WY (RKS)	80.8	82.2	146	146
ROSWELL NM (ROW)	72.1	74.4	86	86
SACRAMENTO CA (SMF)	85.5	87.1	3,763	3,763
SAGINAW/BAY CITY/MIDLAND MI (MBS)	83.5	89.5	254	256
SALT LAKE CITY UT (SLC)	88.2	91.2	10,741	10,746
SAN ANGELO TX (SJT)	62.5	66.7	24	24
SAN ANTONIO TX (SAT)	78.1	83.1	3,192	3,194
SAN DIEGO CA (SAN)	83.7	85.8	6,824	6,821
SAN FRANCISCO CA (SFO)	77.0	80.8	10,990	10,985
SAN JOSE CA (SJC)	84.7	87.3	4,190	4,191
SAN JUAN PR (SJU)	77.5	83.5	1,839	1,842
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	85.7	88.5	314	314
SANTA ANA CA (SNA)	84.6	86.8	3,780	3,781
SANTA BARBARA CA (SBA)	86.9	88.5	918	918
SANTA MARIA CA (SMX)	96.4	97.3	112	112
SARASOTA/BRADENTON FL (SRQ)	78.8	78.3	622	622
SAVANNAH GA (SAV)	74.3	77.1	1,101	1,100
SCRANTON/WILKES-BARRE PA (AVP)	85.7	92.6	203	204
SEATTLE WA (SEA)	81.1	88.0	7,929	7,927
SHREVEPORT LA (SHV)	74.3	77.6	467	468
SIOUX FALLS SD (FSD)	86.2	89.9	465	465
SITKA AK (SIT)	82.2	82.2	90	90
SOUTH BEND IN (SBN)	81.3	81.3	401	402
SPOKANE WA (GEG)	86.9	93.5	1,017	1,016
SPRINGFIELD IL (SPI)	83.9	86.3	124	124
SPRINGFIELD MO (SGF)	76.3	84.1	684	684
ST. GEORGE UT (SGU)	91.2	96.4	250	250
ST. LOUIS MO (STL)	82.6	84.4	4,983	4,987
STATE COLLEGE PA (SCE)	93.3	96.6	60	59
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	81.8	87.5	88	88
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	87.0	88.5	192	191
SYRACUSE NY (SYR)	79.0	85.3	773	773
TALLAHASSEE FL (TLH)	75.2	77.2	463	464
TAMPA FL (TPA)	81.4	82.9	6,303	6,306
TEXARKANA AR (TXK)	61.4	73.7	114	114

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TOLEDO OH (TOL)	86.3	92.3	168	168
TRAVERSE CITY MI (TVC)	83.9	90.3	299	299
TUCSON AZ (TUS)	81.8	87.8	1,834	1,836
TULSA OK (TUL)	79.0	86.1	1,639	1,638
TWIN FALLS ID (TWF)	86.7	97.5	120	121
TYLER TX (TYR)	70.6	75.6	119	119
VALDOSTA GA (VLD)	66.3	81.4	86	86
VALPARAISO FL (VPS)	71.7	75.7	605	606
WACO TX (ACT)	67.5	70.8	120	120
WASHINGTON DC (DCA)	80.4	85.5	6,861	6,859
WASHINGTON DC (IAD)	83.6	83.4	5,558	5,551
WATERLOO IA (ALO)	84.6	96.2	26	26
WAUSAU/MARSHFIELD WI (CWA)	80.9	86.0	236	236
WEST PALM BEACH/PALM BEACH FL (PBI)	74.4	76.8	2,549	2,554
WHITE PLAINS NY (HPN)	79.3	81.0	884	885
WICHITA FALLS TX (SPS)	62.5	58.3	24	24
WICHITA KS (ICT)	76.2	83.5	1,082	1,082
WILMINGTON NC (ILM)	73.0	75.8	248	248
WRANGELL AK (WRG)	83.3	86.7	60	60
YAKUTAT AK (YAK)	80.0	81.7	60	60
YUMA AZ (YUM)	92.1	92.5	240	240

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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
AMERICAN EAGLE	18	20,029	624	3.1	114	35,759	1,164	3.3
JETBLUE	18	11,327	382	3.4	43	16,899	545	3.2
ATLANTIC SOUTHEAST	6	12,460	346	2.8	105	24,770	788	3.2
COMAIR	18	9,643	263	2.7	66	13,686	392	2.9
EXPRESSJET	21	12,944	421	3.3	94	24,642	702	2.8
MESA	18	10,290	183	1.8	111	20,421	396	1.9
UNITED	29	27,001	485	1.8	75	31,387	579	1.8
AMERICAN	29	37,298	586	1.6	78	45,605	717	1.6
PINNACLE	15	8,428	100	1.2	117	22,039	299	1.4
SKYWEST	19	24,359	264	1.1	140	44,568	582	1.3
DELTA	31	29,138	323	1.1	85	35,184	375	1.1
US AIRWAYS	29	28,970	287	1.0	75	34,691	325	0.9
FRONTIER	22	5,714	53	0.9	39	7,106	66	0.9
AIRTRAN	23	14,667	117	0.8	54	20,510	154	0.8
CONTINENTAL	26	17,713	131	0.7	59	22,040	152	0.7
SOUTHWEST	19	50,346	262	0.5	65	96,875	553	0.6
NORTHWEST	30	18,735	88	0.5	84	24,675	114	0.5
HAWAIIAN	7	360	0	0.0	15	5,876	26	0.4
ALASKA	16	6,798	6	0.1	46	11,060	45	0.4
Total		346,220	4,921	1.4	Total	537,793	7,974	1.5

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.

**APRIL 2009
AIR TRAVEL CONSUMER REPORT**

TABLE 9. CAUSES OF DELAY*, BY CARRIER**

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	22039	19007	86.24%	299	1.36%	59	0.27%	804	3.65%	100	0.46%	1128	5.12%	2	0.01%	640	2.90%
AA	45605	33948	74.44%	717	1.57%	181	0.40%	3003	6.58%	417	0.91%	4144	9.09%	2	0.00%	3192	7.00%
AS	11060	9324	84.30%	45	0.41%	14	0.13%	474	4.29%	24	0.22%	725	6.56%	6	0.05%	447	4.04%
B6	16899	12280	72.67%	545	3.23%	53	0.31%	876	5.18%	62	0.37%	1879	11.12%	2	0.01%	1202	7.11%
CO	22040	15865	71.98%	152	0.69%	110	0.50%	1271	5.77%	274	1.24%	3041	13.80%	31	0.14%	1296	5.88%
DL	35184	26927	76.53%	375	1.07%	150	0.43%	1704	4.84%	156	0.44%	3849	10.94%	1	0.00%	2022	5.75%
EV	24770	17182	69.37%	788	3.18%	106	0.43%	1442	5.82%	223	0.90%	2496	10.08%	2	0.01%	2531	10.22%
F9	7106	5524	77.74%	66	0.93%	7	0.10%	319	4.49%	23	0.32%	526	7.40%	0	0.00%	642	9.03%
FL	20510	16064	78.32%	154	0.75%	111	0.54%	613	2.99%	33	0.16%	1605	7.83%	0	0.00%	1929	9.41%
HA	5876	5353	91.10%	26	0.44%	7	0.12%	400	6.81%	2	0.03%	3	0.04%	1	0.01%	85	1.44%
MQ	35759	27072	75.71%	1164	3.26%	103	0.29%	1736	4.85%	475	1.33%	2441	6.83%	0	0.00%	2768	7.74%
NW	24675	20510	83.12%	114	0.46%	28	0.11%	1262	5.11%	192	0.78%	1792	7.26%	7	0.03%	769	3.12%
OH	13686	9388	68.60%	392	2.86%	44	0.32%	996	7.28%	610	4.46%	1998	14.60%	2	0.01%	256	1.87%
OO	44568	38256	85.84%	582	1.31%	82	0.18%	1035	2.32%	65	0.15%	2110	4.73%	7	0.01%	2432	5.46%
UA	31387	25323	80.68%	579	1.84%	63	0.20%	1361	4.33%	105	0.33%	1899	6.05%	0	0.00%	2058	6.56%
US	34691	27733	79.94%	325	0.94%	58	0.17%	1446	4.17%	61	0.18%	3362	9.69%	14	0.04%	1691	4.87%
WN	96875	81468	84.10%	553	0.57%	178	0.18%	3881	4.01%	409	0.42%	2589	2.67%	43	0.04%	7754	8.00%
XE	24642	17928	72.75%	702	2.85%	114	0.46%	1024	4.16%	285	1.16%	3026	12.28%	7	0.03%	1556	6.31%
YV	20421	16465	80.63%	396	1.94%	53	0.26%	2085	10.21%	185	0.91%	1206	5.91%	20	0.10%	11	0.05%
TOTAL	537793	425617		7974		1521		25732		3702		39820		146		33280	
			79.14%		1.48%		0.28%		4.78%		0.69%		7.40%		0.03%		6.19%

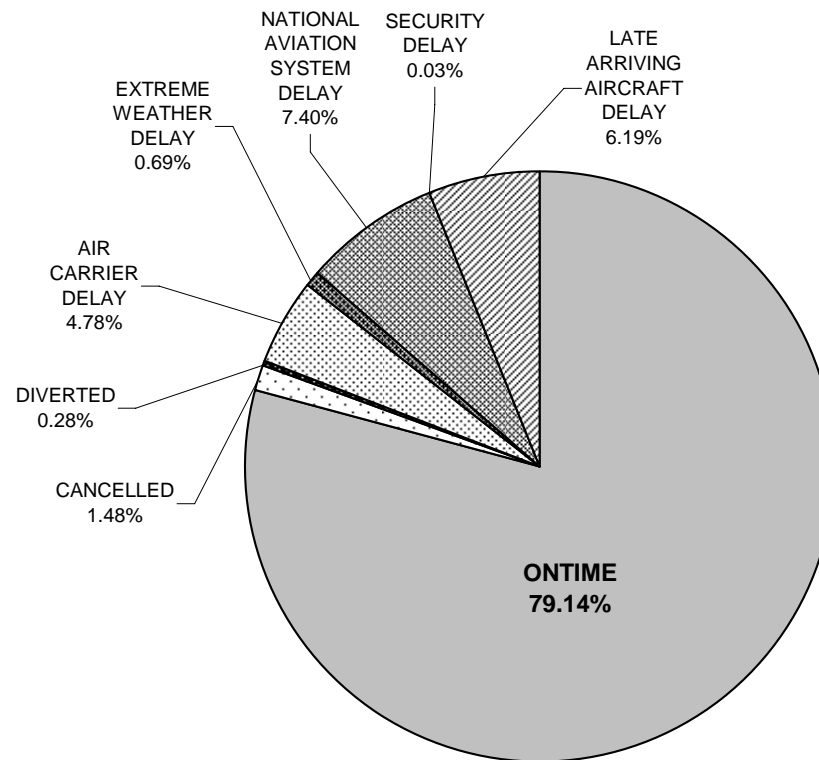
***Causes of Delay:**

- 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.**

APRIL 2009
 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>

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AIR TRAVEL CONSUMER REPORT

TABLE 11. LIST OF REGULARLY SCHEDULED FLIGHTS WITH TARMAC DELAYS** OF 4 HOURS OR MORE, BY CARRIER*

CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	SCHEDULED DEPARTURE TIME	MINUTES OF TARMAC DELAY
AA	2306	EGE	DFW	4/3/2009	735	290
UA	406	DEN	LGA	4/17/2009	1621	264
AA	370	ORD	LGA	4/20/2009	1300	249
B6	1103	JFK	RDU	4/6/2009	955	247
AA	2396	EGE	JFK	4/3/2009	835	240

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

**These times include the expected taxi-in and taxi-out times at origin and destination airports.

APRIL 2009

AIR TRAVEL CONSUMER REPORT

TABLE 12. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS WITH TARMAC DELAYS** OF 3 HOURS OR MORE, BY CARRIER*

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 3 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
DL	35,184	24	0.0682
B6	16,899	7	0.0414
MQ	35,759	13	0.0364
XE	24,642	8	0.0325
UA	31,387	6	0.0191
AA	45,605	8	0.0175
EV	24,770	4	0.0161
OH	13,686	2	0.0146
US	34,691	5	0.0144
YV	20,421	2	0.0098
FL	20,510	1	0.0049
CO	22,040	1	0.0045
OO	44,568	1	0.0022
WN	96,875	0	0.0000
9E	22,039	0	0.0000
AS	11,060	0	0.0000
NW	24,675	0	0.0000
HA	5,876	0	0.0000
F9	7,106	0	0.0000
TOTAL	537,793	82	0.0152

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

**These times include the expected taxi-in and taxi-out times at origin and destination airports.

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
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
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
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

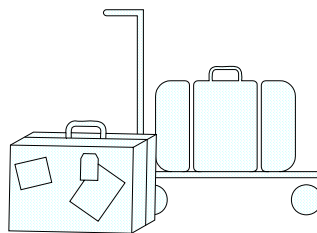
Data to DOT and to CRS Vendors

9E	Pinnacle Airlines (eff. 01/08)
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* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #18, issued October 3, 2008, effective January 1, 2009.

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.



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

RANK	AIRLINE	APRIL 2009			APRIL 2008		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	2,897	2,046,567	1.42	6,858	2,071,226	3.31
2	HAWAIIAN AIRLINES	1,300	689,131	1.89	2,449	721,016	3.40
3	NORTHWEST AIRLINES	6,053	2,859,639	2.12	11,927	3,487,745	3.42
4	JETBLUE AIRWAYS	4,121	1,814,007	2.27	5,678	1,889,704	3.00
5	FRONTIER AIRLINES	1,876	755,239	2.48	4,155	833,679	4.98
6	US AIRWAYS	11,536	4,004,945	2.88	18,256	4,344,119	4.20
7	CONTINENTAL AIRLINES	8,753	2,859,730	3.06	12,168	3,165,174	3.84
8	SOUTHWEST AIRLINES **	29,271	9,043,331	3.24	34,662	9,022,770	3.84
9	ALASKA AIRLINES	3,818	1,177,632	3.24	5,362	1,269,054	4.23
10	UNITED AIRLINES	13,517	4,034,232	3.35	22,994	4,679,752	4.91
11	MESA AIRLINES	3,804	970,796	3.92	7,884	983,803	8.01
12	EXPRESSJET AIRLINES	4,022	940,714	4.28	7,787	1,310,471	5.94
13	AMERICAN AIRLINES	27,155	5,841,478	4.65	38,454	6,054,983	6.35
14	PINNACLE AIRLINES	4,484	889,501	5.04	5,701	862,277	6.61
15	DELTA AIR LINES	24,649	4,880,051	5.05	27,136	5,122,977	5.30
16	COMAIR	2,861	564,174	5.07	5,609	750,293	7.48
17	SKYWEST AIRLINES	9,056	1,713,538	5.28	11,742	1,756,307	6.69
18	AMERICAN EAGLE AIRLINES	10,547	1,236,837	8.53	14,566	1,393,970	10.45
19	ATLANTIC SOUTHEAST AIRLINES	9,642	1,051,861	9.17	10,119	1,054,860	9.59
TOTALS		179,362	47,373,403	3.79	253,507	50,774,180	4.99

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.

** Southwest Airlines submitted a correction to its originally-filed "Total Baggage Reports" and "Enplaned Passengers" for April 2008. This table reflects the corrected numbers for that month.

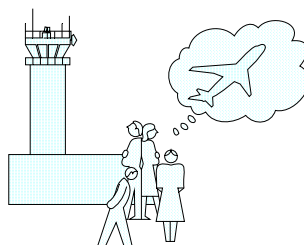
OVERSALES

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 30 or more 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 four 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; 3) aircraft of smaller capacity is substituted; and (4) passenger is denied boarding due to safety-related weight restrictions on an aircraft with 60 or fewer seats. 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.



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

RANK	AIRLINE	JANUARY - MARCH 2009				JANUARY - MARCH 2008			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	1	0	5,108,284	0.00	23	9	5,518,098	0.02
2	HAWAIIAN AIRLINES	82	14	1,995,333	0.07	153	16	1,732,996	0.09
3	AIRTRAN AIRWAYS	10,270	188	5,344,683	0.35	9,225	202	5,718,319	0.35
4	AMERICAN AIRLINES	12,910	782	18,099,010	0.43	21,892	1,982	20,231,629	0.98
5	NORTHWEST AIRLINES	12,089	569	8,365,018	0.68	15,855	1,233	10,713,842	1.15
6	FRONTIER AIRLINES	632	232	2,094,048	1.11	1,147	333	2,507,991	1.33
7	MESA AIRLINES	5,720	303	2,494,444	1.21	5,479	189	1,584,168	1.19
8	UNITED AIRLINES	19,330	1,550	11,953,422	1.30	13,550	1,239	13,846,166	0.89
9	SOUTHWEST AIRLINES**	22,760	3,328	23,366,897	1.42	25,431	4,310	24,708,540	1.74
10	CONTINENTAL AIRLINES***	9,797	1,230	8,626,868	1.42	10,457	1,586	10,075,301	1.57
11	US AIRWAYS	22,938	1,893	12,580,587	1.50	26,153	2,560	12,755,978	2.01
12	SKYWEST AIRLINES	9,654	720	4,592,875	1.57	3,010	371	1,834,243	2.02
13	PINNACLE AIRLINES	6,526	376	2,355,938	1.60	149	45	95,473	4.71
14	DELTA AIR LINES	13,981	2,372	14,426,780	1.64	15,458	2,836	15,722,610	1.80
15	EXPRESSJET AIRLINES***	5,191	615	2,569,898	2.39	*	*	*	*
16	ALASKA AIRLINES	2,326	856	3,258,996	2.63	2,485	297	3,619,711	0.82
17	AMERICAN EAGLE AIRLINES	3,846	1,060	3,373,399	3.14	345	154	552,779	2.79
18	COMAIR	3,365	437	1,377,802	3.17	1,426	245	546,701	4.48
19	ATLANTIC SOUTHEAST AIRLINES	8,974	1,143	2,898,511	3.94	2,807	552	1,057,771	5.22
	TOTALS	170,392	17,668	134,882,793	1.31	155,045	18,159	132,822,316	1.37

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 30 seats or more (prior to the 2nd quarter 2008, the reporting threshold was for aircraft with more than 60 seats). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report. ExpressJet Airlines' ranking in this table was effective the 2nd quarter 2008.

** Southwest Airlines submitted a correction to its originally-filed "Involuntary" Denied Boardings for January-March 2008. This table reflects the corrected numbers for that quarter.

*** Continental Airlines and ExpressJet Airlines submitted corrections to their originally filed "Voluntary" and "Involuntary" Denied Boardings for January-March 2009. This table reflects the corrected numbers for that quarter.

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

	APRIL 2009				APRIL 2008			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	647	38	2	88	974	92	5	153
FOREIGN AIRLINES	103	2	0	10	117	3	0	9
TRAVEL AGENTS	15	0	0	1	18	2	0	2
TOUR OPERATORS	0	0	0	0	1	0	0	0
MISCELLANEOUS	16	2	0	9	2	6	0	6
INDUSTRY TOTALS	781	42	2	108	1,112	103	5	170

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	APRIL 2009			APRIL 2008		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	189		1	340	
CANCELLATIONS			71			164
MISCONNECTIONS			55			57
DELAYS			48			83
BAGGAGE	2	131		2	218	
RES/TKTG/BOARDING	3	126		3	132	
CUSTOMER SERVICE	4	93		4	127	
REFUNDS	5	72		5	117	
FARES	6	47		9	34	
DISABILITY	7	46		7	35	
OVERSALES	8	42		6	62	
OTHER	9	19		8	35	
FREQUENT FLYER			16			23
DISCRIMINATION	10	14		10	8	
ADVERTISING	11	2		11	4	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		781			1,112	

* 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*

APRIL 2009

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	7	2	1	1	1	7	4	2	0	0	0	0	25
ALASKA AIRLINES	2	1	3	2	0	0	0	0	0	0	0	0	8
ALLEGiant AIR	0	0	0	1	1	0	1	0	2	0	0	0	5
AMERICAN AIRLINES	21	2	12	6	11	20	11	5	0	2	0	0	90
AMERICAN EAGLE AIRLINES	3	0	2	0	1	6	2	1	0	0	0	0	15
ATLANTIC SOUTHEAST AIRLINES	5	3	1	0	0	0	0	1	0	0	0	0	10
CONTINENTAL AIRLINES	14	3	5	2	2	2	6	1	0	3	0	1	39
DELTA AIRLINES	21	3	26	8	11	19	8	8	0	2	0	8	114
FRONTIER AIRLINES	2	1	2	0	0	0	1	0	0	0	0	0	6
HAWAIIAN AIRLINES	2	0	3	1	1	0	3	1	0	0	0	0	11
JETBLUE AIRWAYS	6	0	5	2	0	3	5	0	0	0	0	1	22
MESA AIRLINES	3	0	2	0	0	0	1	0	0	0	0	0	6
NORTHWEST AIRLINES	4	1	10	4	1	5	5	6	0	0	0	2	38
PIEDMONT AIRLINES	5	1	1	0	0	5	1	1	0	0	0	0	14
REPUBLIC AIRWAYS	5	0	0	0	0	1	0	0	0	0	0	0	6
SKYWEST AIRLINES	2	0	1	0	0	1	1	0	0	0	0	0	5
SOUTHWEST AIRLINES	2	2	3	0	2	2	2	3	0	1	0	0	17
SPIRIT AIRLINES	9	3	9	1	5	5	3	1	0	0	0	1	37
UNITED AIRLINES	15	3	10	4	7	10	13	5	0	1	0	2	70
UNITED EXPRESS	2	0	0	0	0	2	2	0	0	0	0	0	6
US AIRWAYS	16	9	7	3	7	6	6	4	0	0	0	3	61
OTHER U. S. AIRLINES	16	4	0	1	2	9	7	2	0	1	0	0	42
TOTAL APRIL 2009	162	38	103	36	52	103	82	41	2	10	0	18	647
% OF TOTAL COMPLAINTS	25.0	5.9	15.9	5.6	8.0	15.9	12.7	6.3	0.3	1.5	0	2.8	
TOTAL APRIL 2008	313	60	116	28	93	178	112	32	4	7	0	31	974
% OF TOTAL COMPLAINTS	32.1	6.2	11.9	2.9	9.5	18.3	11.5	3.3	0.4	0.7	0	3.2	

* 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

APRIL 2009

U. S. AIRLINES*	COMPS RECD IN APRIL	INCI - DENTS IN APRIL	PERCENT	INCI - DENTS IN MARCH	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	25	14	56.0	6	24.0	3	12.0	2	8.0
ALASKA AIRLINES	8	0	0.0	3	37.5	5	62.5	0	0.0
ALLEGiant AIR	5	1	20.0	1	20.0	1	20.0	2	40.0
AMERICAN AIRLINES	90	22	24.4	18	20.0	37	41.1	13	14.4
AMERICAN EAGLE AIRLINES	15	9	60.0	3	20.0	2	13.3	1	6.7
ATLANTIC SOUTHEAST AIRLINES	10	3	30.0	1	10.0	5	50.0	1	10.0
CONTINENTAL AIRLINES	39	24	61.5	4	10.3	10	25.6	1	2.6
DELTA AIRLINES	114	43	37.7	24	21.1	30	26.3	17	14.9
FRONTIER AIRLINES	6	3	50.0	0	0.0	3	50.0	0	0.0
HAWAIIAN AIRLINES	11	1	9.1	2	18.2	5	45.5	3	27.3
JETBLUE AIRWAYS	22	10	45.5	2	9.1	6	27.3	4	18.2
MESA AIRLINES	6	3	50.0	2	33.3	1	16.7	0	0.0
NORTHWEST AIRLINES	38	10	26.3	7	18.4	9	23.7	12	31.6
Piedmont AIRLINES	14	8	57.1	2	14.3	3	21.4	1	7.1
REPUBLIC AIRWAYS	6	1	16.7	3	50.0	1	16.7	1	16.7
SKYWEST AIRLINES	5	2	40.0	2	40.0	0	0.0	1	20.0
SOUTHWEST AIRLINES	17	10	58.8	1	5.9	4	23.5	2	11.8
SPIRIT AIRLINES	37	10	27.0	4	10.8	12	32.4	11	29.7
UNITED AIRLINES	70	28	40.0	8	11.4	25	35.7	9	12.9
UNITED EXPRESS	6	4	66.7	1	16.7	1	16.7	0	0.0
US AIRWAYS	61	27	44.3	18	29.5	10	16.4	6	9.8
OTHER U. S. AIRLINES	42	20	47.6	13	31.0	6	14.3	3	7.1
TOTALS	647	253	39.1	125	19.3	179	27.7	90	13.9
PREVIOUS YEAR'S TOTALS	974	374	38.4	232	23.8	265	27.2	103	10.6

*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**

APRIL 2009

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	1	1	2	3	0	4	0	1	0	1	0	0	13
ALITALIA AIRLINES	5	0	1	0	2	0	1	0	0	0	0	0	9
BRITISH AIRWAYS	0	0	1	0	2	2	1	0	0	0	0	0	6
LUFTHANSA	2	0	1	0	0	2	1	0	0	0	0	0	6
MEXICANA	0	0	5	1	2	1	1	0	0	0	0	0	10
OTHER FOREIGN AIRLINES	14	2	7	5	4	17	6	3	0	1	0	0	59
TOTALS	22	3	17	9	10	26	10	4	0	2	0	0	103
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	2	0	4	1	7	1	0	0	0	0	0	0	15
TOTALS	2	0	4	1	7	1	0	0	0	0	0	0	15
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	3	1	2	1	3	1	1	1	0	2	0	1	16
TOTALS	3	1	2	1	3	1	1	1	0	2	0	1	16

* 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

APRIL

CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES *

RANK	AIRLINE	APRIL 2009			APRIL 2008		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	17	8,823,796	0.19	31	8,806,377	0.35
2	PINNACLE AIRLINES	2	865,448	0.23	7	875,361	0.80
3	SKYWEST AIRLINES	5	1,701,540	0.29	7	1,746,077	0.40
4	COMAIR	2	575,126	0.35	8	762,883	1.05
5	EXPRESSJET AIRLINES	4	1,058,952	0.38	8	1,464,142	0.55
6	ALASKA AIRLINES	8	1,280,172	0.62	10	1,415,244	0.71
7	MESA AIRLINES	6	935,118	0.64	5	949,680	0.53
8	FRONTIER AIRLINES	6	773,801	0.78	6	873,390	0.69
9	ATLANTIC SOUTHEAST AIRLINES	10	1,043,178	0.96	15	1,080,853	1.39
10	CONTINENTAL AIRLINES	39	3,830,442	1.02	44	4,090,876	1.08
11	NORTHWEST AIRLINES	38	3,521,710	1.08	41	4,248,283	0.97
12	JETBLUE AIRWAYS	22	1,947,487	1.13	15	1,931,960	0.78
13	AMERICAN EAGLE AIRLINES	15	1,308,300	1.15	21	1,423,142	1.48
14	AMERICAN AIRLINES	90	7,241,987	1.24	155	7,546,103	2.05
15	AIRTRAN AIRWAYS	25	1,987,673	1.26	19	1,986,989	0.96
16	US AIRWAYS	61	4,513,543	1.35	107	4,751,636	2.25
17	UNITED AIRLINES	70	4,706,319	1.49	138	5,418,312	2.55
18	HAWAIIAN AIRLINES	11	681,751	1.61	5	718,767	0.70
19	DELTA AIR LINES	114	5,638,496	2.02	127	5,917,597	2.15
TOTAL		545	52,434,839	1.04	769	56,007,672	1.37

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 (Pinnacle). 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.

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 oversales 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.

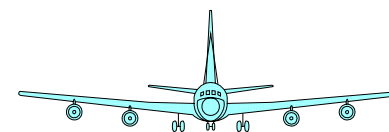
Disability: Civil rights complaints by air travelers with disabilities.

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 April 2009 as provided by the Transportation Security Administration^a

The Transportation Security Administration screened approximately 52.6 million airline passengers and their 47.3 million checked bags during April 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 April.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public ^c	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
255	.0005	98	.0002	55	.0001	501	.001

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
237	.0005	874	.002

NOTES

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

^b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or phone, 1-866-289-9673. Contact Center representatives are available 24 hours a day.

^c The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of April.

As of October 2007, TSA now calculates the number of checked bags screened. In the past, TSA used data provided by the Air Transport Association to calculate number of checked bags screened.

April 2009 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 21st 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
<i>Total</i>	0	0	0

In addition to the information reported above for incidents that occurred during the month of April, on May 14 Delta Air Lines reported an incident that occurred on March 20, 2009, which Delta did not report at the time. That incident concerned a deceased dog. This incident is not included in the statistics for April incidents reported above.