



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	November 2010 12 Months Ending November 2010
Mishandled Baggage¹	November 2010
Oversales¹	3rd Quarter 2010 January – September 2010
Consumer Complaints² (Includes Disability and Discrimination Complaints)	November 2010
Customer Service Reports to the Dept. of Homeland Security³	November 2010
Airline Animal Incident Reports⁴	November 2010

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.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 sixteen (16*) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the two (2**) carriers that currently report flight delay data voluntarily.

The rule requires carriers to currently report on operations to and from the 29 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 18 reporting air carriers, 12 carriers (AirTran, American Eagle, Atlantic Southeast, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, 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 29 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 29 "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 regularly scheduled flights with more than 50% delayed arrivals of more than 30 minutes for two or more consecutive months. 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 8A displays the number and percentage of regularly scheduled flights canceled 5% or more of the time.

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 more than 3 hours, and Table 12 displays the number and percentage of regularly scheduled flights with tarmac delays of 2 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.

*** Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as DL or Delta Air Lines data in the flight delay tables.**

****ExpressJet Airlines and Pinnacle Airlines currently report 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	AT 29 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	74.6	15	93.1
UNITED AIRLINES S/	27	91.2	72	91.4
MESA AIRLINES S/	17	89.7	86	89.2
AIRTRAN AIRWAYS S/	22	88.3	65	88.6
PINNACLE AIRLINES S/V/	17	85.6	120	86.1
EXPRESSJET AIRLINES S/V/	18	84.9	110	86.0
US AIRWAYS S/	28	85.8	78	86.0
AMERICAN AIRLINES S/	28	85.6	75	85.3
AMERICAN EAGLE S/	19	83.9	132	84.5
CONTINENTAL AIRLINES S/	26	83.1	55	83.6
COMAIR S/	20	79.7	77	82.8
FRONTIER AIRLINES S/	22	83.3	45	82.7
ALASKA AIRLINES S/	18	84.7	50	82.5
ATLANTIC SOUTHEAST AIRLINES S/	18	81.6	118	81.9
DELTA AIR LINES S/	29	80.4	110	80.8
SOUTHWEST AIRLINES S/	20	80.4	69	79.3
JETBLUE AIRWAYS S/	21	79.1	48	79.1
SKYWEST AIRLINES S/	16	79.0	145	78.0
TOTAL		83.4		83.2

➤ 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. 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.

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta Air Lines data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons

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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*	4th Quarter 10-12 2009		1st Quarter 01-03 2010		2nd Quarter 04-06 2010		3rd Quarter 07-09 2010		Sep -10		Oct -10		Nov-10		12 Months Ending Nov 2010		Database To Date 09 1987-11 2010	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	74.1	19	76.7	11	83.9	6	83.4	6	90.7	2	90.4	2	88.6	4	81.5	6	(--)	(--)
ALASKA	86.0	2	86.4	2	90.4	2	89.2	2	90.5	3	88.1	4	82.5	13	87.8	2	76.5	6
AMERICAN	78.8	10	76.5	12	77.8	14	80.2	13	83.4	13	86.3	11	85.3	8	79.0	13	78.0	4
AMERICAN EAGLE	75.2	17	74.6	14	74.4	17	77.3	15	82.3	15	86.5	10	84.5	9	76.3	17	74.2	8
ATLANTIC SOUTHEAST	75.2	16	76.2	13	82.3	9	80.6	12	83.2	14	80.7	15	81.9	14	79.6	10	(--)	(--)
COMAIR	74.3	18	71.4	18	71.4	18	74.6	18	78.2	18	78.0	16	82.8	11	73.4	18	(--)	(--)
CONTINENTAL	77.2	13	78.4	9	83.1	8	83.2	7	86.9	8	87.5	6	83.6	10	81.3	7	78.3	2
DELTA	81.0	6	78.9	7	76.6	16	76.2	17	81.5	16	82.9	14	80.8	15	77.9	14	77.6	5
EXPRESSJET	75.3	15	73.3	16	76.7	15	79.1	14	86.8	9	86.8	8	86.0	6	77.5	15	(--)	(--)
FRONTIER	75.8	14	80.3	5	80.7	12	82.4	8	87.4	6	87.0	7	82.7	12	80.7	8	(--)	(--)
HAWAIIAN	91.2	1	88.4	1	93.8	1	95.3	1	95.8	1	95.4	1	93.1	1	92.4	1	(--)	(--)
JETBLUE	79.2	8	71.6	17	83.2	7	77.0	16	78.8	17	76.7	18	79.1	17	76.5	16	(--)	(--)
MESA	79.1	9	80.4	4	84.1	5	84.2	5	88.9	5	87.9	5	89.2	3	82.4	5	(--)	(--)
NORTHWEST	78.1	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
PINNACLE	81.1	5	74.1	15	79.7	13	80.7	11	84.6	12	86.7	9	86.1	5	79.1	12	(--)	(--)
SKYWEST	78.7	11	78.2	10	81.2	10	81.6	10	85.2	11	83.0	13	78.0	18	79.5	11	(--)	(--)
SOUTHWEST	80.9	7	80.1	6	81.1	11	82.0	9	85.7	10	77.5	17	79.3	16	80.0	9	81.9	1
UNITED	83.7	3	82.5	3	84.2	4	85.8	3	89.7	4	89.9	3	91.4	2	84.7	3	76.2	7
US AIRWAYS	81.7	4	78.7	8	85.7	3	84.7	4	87.1	7	84.0	12	86.0	7	82.8	4	78.3	3
Total	79.2		77.9		80.5		81.0		85.1		83.8		83.2		79.8		78.3	

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 (ExpressJet and Pinnacle). Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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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*																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
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	1090	84.7	27	81.5	H/		72	88.9	64	79.7	H/		32	81.2	4212	87.0
AA	416	85.3	834	83.0	264	84.5	159	83.6	847	89.1	428	86.2	12457	87.5	185	88.6
AS	30	86.7	64	82.8	H/		H/		88	88.6	90	86.7	88	88.6	H/	
B6	H/		2345	75.7	130	77.7	166	74.1	236	77.5	69	66.7	H/		H/	
CO	154	80.5	382	79.1	130	85.4	152	82.9	221	86.9	277	86.6	248	84.7	102	84.3
DL	15074	82.1	1166	78.8	666	80.9	529	79.8	1128	82.7	589	74.0	443	76.5	4734	85.4
EV	9462	80.4	299	81.6	7	85.7	38	92.1	454	89.9	53	84.9	52	84.6	578	83.4
F9	83	90.4	36	100.0	H/		H/		124	83.9	2908	86.1	120	80.8	75	78.7
FL	5617	88.9	545	87.2	1504	91.1	156	87.8	348	88.2	119	83.2	249	81.1	177	92.7
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	460	80.9	375	81.9	160	86.9	400	81.5	617	88.3	157	77.7	6566	85.3	319	82.4
OH	405	80.5	418	76.6	74	78.4	81	87.7	549	86.5	1	0.0	82	81.7	1601	84.3
OO	93	76.3	H/		H/		H/		H/		5991	81.7	260	77.3	108	77.8
UA	62	83.9	721	89.7	354	94.4	55	89.1	360	92.5	4074	93.8	264	95.1	30	90.0
US	418	82.1	1542	81.5	364	82.7	7153	87.6	1791	88.8	361	87.0	610	82.8	231	87.4
WN	H/		736	77.4	4708	84.1	H/		H/		4030	82.9	H/		468	75.2
XE	351	82.3	68	79.4	82	87.8	298	83.9	175	88.6	H/		146	89.0	203	84.7
YV	135	89.6	H/		4	75.0	1892	91.1	H/		1	100.0	H/		24	75.0
TOTAL	33850	82.9	9558	80.3	8447	85.4	11151	87.2	7002	87.2	19148	85.2	21617	86.3	13047	85.3

* See Appendix at end of this section for list of airport and carrier codes. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

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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*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
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	31	74.2	H/		63	87.3	99	89.9	591	86.5	H/		H/		83	81.9
AA	388	80.2	241	84.2	314	88.2	261	85.8	1064	88.5	698	85.8	2197	85.0	1328	79.7
AS	59	74.6	H/		H/		30	90.0	H/		313	87.5	461	85.9	H/	
B6	375	73.6	1164	78.8	449	82.4	H/		3479	82.6	236	82.6	164	76.2	255	70.6
CO	3669	78.9	393	82.2	H/		5874	86.2	H/		483	85.9	629	77.9	278	79.5
DL	517	75.0	843	83.2	248	80.6	175	78.3	1500	83.6	1009	78.8	1579	73.6	1953	76.8
EV	51	72.5	25	76.0	1282	87.4	116	75.9	108	90.7	H/		H/		82	72.0
F9	H/		57	70.2	H/		26	80.8	H/		215	78.1	179	78.8	112	67.9
FL	H/		489	90.0	111	91.0	H/		H/		183	84.2	189	66.7	556	77.7
HA	H/		H/		H/		H/		H/		81	85.2	59	69.5	H/	
MQ	113	70.8	H/		H/		119	60.5	723	86.9	H/		1142	89.4	1435	78.4
OH	140	62.1	H/		129	89.9	83	77.1	806	78.2	H/		H/		357	74.8
OO	H/		H/		115	80.9	159	70.4	H/		522	75.7	3594	83.7	H/	
UA	271	84.5	H/		2114	94.0	247	86.6	373	96.5	756	92.9	1970	90.9	557	82.9
US	320	74.1	519	86.9	29	100.0	297	79.8	172	90.1	765	86.8	481	78.8	1076	82.8
WN	H/		1386	81.0	231	79.7	H/		H/		6203	81.4	3172	77.0	234	65.8
XE	3508	77.4	H/		347	92.2	7064	87.5	H/		H/		H/		27	85.2
YV	62	79.0	H/		824	88.6	7	100.0	H/		266	94.0	116	95.7	26	80.8
TOTAL	9504	77.5	5117	82.4	6256	89.3	14557	86.1	8816	84.5	11730	83.0	15932	82.2	8359	78.2

* See Appendix at end of this section for list of airport and carrier codes. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

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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*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
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	H/		165	81.2	1	0.0	1501	83.3	62	87.1	H/		5	80.0	H/	
AA	737	84.1	H/		3533	86.0	304	84.5	4320	85.0	132	76.5	362	84.5	436	84.2
AS	59	94.9	H/		30	73.3	57	93.0	148	77.7	796	88.1	H/		226	87.2
B6	1296	81.9	H/		H/		H/		188	74.5	80	82.5	H/		83	75.9
CO	494	86.8	H/		250	87.6	30	96.7	474	83.8	150	80.0	133	80.5	306	80.1
DL	1487	82.9	203	72.4	698	79.9	4803	80.2	459	77.6	320	72.2	603	81.8	685	74.0
EV	H/		1	100.0	H/		3	100.0	343	80.2	H/		54	83.3	H/	
F9	96	88.5	105	78.1	H/		111	79.3	H/		131	80.2	23	87.0	144	75.0
FL	1761	91.8	359	89.7	26	80.8	231	82.7	H/		H/		257	87.9	66	77.3
HA	H/		H/		H/		H/		H/		60	76.7	H/		30	73.3
MQ	H/		H/		1022	86.0	246	77.2	6602	83.3	H/		139	73.4	H/	
OH	86	88.4	24	45.8	1	0.0	501	71.1	214	69.2	H/		139	81.3	H/	
OO	H/		H/		H/		1179	77.9	3110	81.6	877	75.8	H/		208	85.1
UA	474	93.9	H/		1	100.0	296	90.2	5197	90.9	341	92.1	291	93.1	370	88.4
US	680	86.6	H/		256	84.4	257	84.0	587	78.9	159	79.9	3586	87.1	4944	87.4
WN	2715	84.1	6062	83.7	H/		479	78.9	H/		1065	75.2	1584	80.4	4961	77.4
XE	2	100.0	H/		21	95.2	340	84.1	2044	87.5	H/		41	80.5	50	90.0
YV	H/		H/		H/		6	100.0	790	89.5	H/		3	100.0	2291	89.0
TOTAL	9887	85.9	6919	83.4	5839	85.2	10344	80.6	24538	85.1	4111	79.7	7220	84.8	14800	83.2

* See Appendix at end of this section for list of airport and carrier codes. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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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*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER*	# 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/		58	69.0
AA	411	79.3	368	75.5	910	80.2	146	79.5	488	85.5
AS	315	83.2	3467	83.9	280	79.6	H/		H/	
B6	95	71.6	139	77.7	308	74.7	118	77.1	306	80.4
CO	251	83.3	338	78.1	359	73.8	58	94.8	346	86.7
DL	488	70.9	709	74.2	741	73.3	2576	76.4	878	84.3
EV	H/		H/		H/		H/		H/	
F9	128	83.6	126	78.6	104	72.1	57	82.5	38	60.5
FL	H/		30	50.0	106	77.4	H/		571	91.4
HA	30	70.0	72	72.2	30	63.3	H/		H/	
MQ	349	91.1	H/		H/		89	75.3	H/	
OH	H/		H/		H/		H/		4	100.0
OO	578	78.5	594	71.2	3723	75.1	5553	76.4	H/	
UA	569	87.5	492	90.4	3048	87.9	30	86.7	242	94.2
US	301	84.7	267	81.3	436	77.5	130	93.8	593	84.3
WN	2634	77.8	1131	79.7	1258	72.0	1064	75.0	2080	81.2
XE	H/		H/		H/		17	94.1	H/	
YV	H/		H/		93	87.1	18	72.2	H/	
TOTAL	6149	79.9	7733	80.7	11396	78.7	9856	76.7	5604	84.0

* See Appendix at end of this section for list of airport and carrier codes. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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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	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	90.6	86.2	100.0	90.9	100.0	100.0	91.0	87.8	88.2	86.0	97.3	94.5	85.8	93.2	86.3	J/	88.1	95.2
700 - 759 AM	91.9	89.2	95.7	98.7	88.0	92.8	91.7	89.1	95.3	63.9	94.4	92.0	89.9	92.4	91.8	90.1	94.7	94.1
800 - 859 AM	90.5	85.1	97.5	90.1	89.2	91.2	90.0	92.3	94.6	90.4	93.2	90.8	89.9	91.9	91.0	83.7	92.5	93.5
900 - 959 AM	89.7	85.2	94.6	93.9	88.7	90.5	91.4	88.6	93.6	90.7	91.2	92.3	92.0	90.1	88.8	88.0	90.9	93.0
1000 - 1059 AM	87.5	88.1	93.2	89.2	90.2	88.9	92.1	89.4	90.4	93.6	83.4	85.6	82.5	88.9	84.3	84.8	92.5	91.6
1100 - 1159 AM	87.4	86.0	93.4	90.1	89.8	90.3	90.4	88.9	86.9	89.7	92.7	89.3	88.5	86.8	85.0	82.2	92.8	92.4
1200 - 1259 PM	86.5	87.1	93.3	91.6	89.8	87.9	86.1	90.0	87.2	84.8	88.9	92.6	86.3	87.3	84.8	83.9	89.8	91.2
100 - 159 PM	83.3	85.9	89.3	87.3	88.8	84.9	87.2	88.5	82.3	88.7	89.8	84.9	88.1	83.5	81.8	83.3	89.4	93.0
200 - 259 PM	81.9	87.8	89.4	87.9	90.6	84.8	85.7	84.2	78.4	80.2	87.9	86.6	85.3	83.3	85.2	81.3	86.4	84.9
300 - 359 PM	77.9	83.2	85.0	88.1	88.1	82.9	85.1	82.7	71.5	82.0	89.5	87.1	83.6	79.9	82.1	76.6	87.0	79.2
400 - 459 PM	78.2	79.4	84.5	89.0	88.0	81.6	83.7	85.6	71.3	82.0	89.3	84.2	87.9	81.5	77.5	78.4	83.5	81.1
500 - 559 PM	80.1	71.8	78.1	85.6	89.2	81.9	82.9	85.7	68.4	80.1	88.0	81.5	81.3	76.8	77.5	77.3	84.1	77.7
600 - 659 PM	75.2	70.2	83.8	86.1	80.5	80.6	83.7	78.7	67.8	82.8	84.1	83.4	81.0	80.1	81.3	70.9	78.7	78.1
700 - 759 PM	76.0	71.0	77.2	81.4	83.8	80.3	81.9	77.5	65.8	76.3	90.4	79.8	76.6	77.3	76.6	70.6	81.4	72.9
800 - 859 PM	78.7	72.1	75.6	84.6	87.6	80.3	82.5	83.7	64.0	73.1	86.7	80.9	79.2	78.2	77.8	68.9	84.4	73.2
900 - 959 PM	79.9	73.6	77.6	81.0	81.4	73.5	83.1	79.2	72.9	70.5	87.8	83.0	81.8	71.5	77.7	70.5	78.5	64.0
1000 - 1059 PM	78.1	75.9	71.1	79.8	85.0	78.4	82.0	84.9	73.7	77.3	77.8	86.6	84.2	79.4	68.7	71.0	79.1	73.4
1100 - 559 AM	84.8	83.5	79.6	85.2	78.8	83.5	85.1	78.2	79.2	75.5	85.9	82.8	82.1	79.1	84.8	75.1	81.0	75.1
TOTAL, ALL ARRIVALS, BY AIRPORT	82.9	80.3	85.4	87.2	87.2	85.2	86.3	85.3	77.5	82.4	89.3	86.1	84.5	83.0	82.2	78.2	85.9	83.4

* 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	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	84.3	87.5	92.2	81.8	91.3	91.4	J/	75.0	86.5	68.5	85.7	89.7
700 - 759 AM	82.9	84.1	92.0	85.7	95.2	90.0	91.3	87.5	90.9	76.1	95.7	90.5
800 - 859 AM	93.4	85.1	89.2	95.7	84.5	91.5	91.4	87.1	90.6	77.6	95.5	90.0
900 - 959 AM	89.1	83.3	90.0	91.3	82.9	89.2	86.6	87.6	85.0	80.7	92.5	89.2
1000 - 1059 AM	93.1	83.8	87.7	85.7	88.3	86.9	86.3	85.5	78.7	80.8	91.0	87.5
1100 - 1159 AM	85.2	88.1	89.4	78.4	87.4	86.1	83.7	84.4	77.9	87.0	89.5	88.0
1200 - 1259 PM	82.6	81.4	89.5	86.0	85.9	87.2	83.8	82.0	77.3	82.8	85.4	86.7
100 - 159 PM	83.7	81.9	88.3	89.6	84.0	84.4	79.0	82.2	75.0	78.2	86.9	85.1
200 - 259 PM	86.2	77.4	86.0	80.2	87.7	82.9	81.6	82.7	75.8	76.3	84.0	83.8
300 - 359 PM	84.5	81.0	85.3	79.3	88.4	81.6	83.5	79.6	76.6	82.9	88.1	82.4
400 - 459 PM	84.1	75.2	83.7	76.6	87.7	82.3	80.3	79.3	74.7	78.0	81.7	81.9
500 - 559 PM	84.9	80.7	81.4	76.5	84.2	81.3	76.2	77.1	72.5	76.2	80.8	80.2
600 - 659 PM	78.2	75.3	81.4	71.3	82.0	80.9	76.4	78.9	75.6	72.5	82.7	78.8
700 - 759 PM	79.1	81.0	77.5	74.5	82.0	75.8	77.0	77.1	74.1	70.9	81.5	77.3
800 - 859 PM	85.5	78.2	74.1	78.3	80.1	79.7	76.2	77.0	79.0	71.4	81.2	78.5
900 - 959 PM	81.9	86.0	73.4	72.8	82.6	77.4	68.0	81.0	76.0	67.6	74.0	77.3
1000 - 1059 PM	86.0	77.1	81.0	72.0	77.9	74.2	68.1	74.1	74.5	71.1	75.1	76.7
1100 - 559 AM	83.5	82.1	88.9	77.6	81.4	75.5	76.0	78.3	80.7	70.5	81.7	81.2
TOTAL, ALL ARRIVALS, BY AIRPORT	85.2	80.6	85.1	79.7	84.8	83.2	79.9	80.7	78.7	76.7	84.0	83.4

* 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	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	94.6	95.7	95.8	95.9	95.1	94.7	95.4	96.7	94.8	94.0	92.6	93.8	94.9	96.6	96.1	96.9	96.8	95.2
700 - 759 AM	91.0	92.9	95.2	94.5	93.7	95.4	92.6	89.8	93.0	95.2	93.0	95.1	92.9	92.5	91.8	93.8	96.1	93.7
800 - 859 AM	90.9	90.0	92.4	94.6	94.2	90.9	90.4	91.7	93.8	94.7	93.9	92.3	91.0	90.4	91.7	92.9	95.5	87.3
900 - 959 AM	88.0	87.1	92.5	92.3	92.6	86.3	87.7	91.2	93.2	91.9	93.3	91.8	88.8	84.0	87.5	90.3	92.4	85.7
1000 - 1059 AM	88.0	89.2	87.7	90.2	92.8	85.1	89.6	90.3	90.2	88.8	89.7	92.7	90.8	80.8	82.2	89.3	91.1	86.3
1100 - 1159 AM	84.8	87.0	83.0	91.2	93.5	86.2	87.5	90.1	87.0	89.3	85.8	88.5	82.1	83.7	83.9	90.4	88.1	74.8
1200 - 1259 PM	85.0	85.7	87.1	86.5	90.7	85.5	84.5	88.7	88.6	82.9	92.3	90.1	81.3	79.9	78.7	85.0	87.7	71.0
100 - 159 PM	83.5	84.9	81.7	88.8	90.9	82.0	82.4	87.4	85.7	78.2	85.3	91.0	79.3	78.4	82.8	86.9	86.0	74.5
200 - 259 PM	79.6	84.6	75.9	88.1	90.7	78.2	81.6	87.1	82.1	80.7	87.2	86.2	83.3	74.4	80.2	84.1	84.3	72.2
300 - 359 PM	80.3	84.4	74.8	71.4	90.0	80.2	80.0	83.8	79.7	79.2	83.5	87.9	84.5	70.3	79.4	82.5	83.0	69.8
400 - 459 PM	75.5	82.3	72.7	87.7	86.6	73.4	79.8	81.5	73.8	78.0	81.5	89.7	79.5	68.8	80.5	79.7	78.1	60.4
500 - 559 PM	77.6	77.3	67.0	88.5	88.3	72.6	81.1	81.4	75.0	67.7	87.8	81.1	83.5	66.8	80.1	79.4	80.4	66.4
600 - 659 PM	77.9	73.3	71.8	85.5	86.1	79.8	80.2	78.2	75.1	72.1	81.3	84.0	78.3	68.8	75.1	79.1	79.7	61.1
700 - 759 PM	78.7	73.4	61.8	85.1	87.4	79.3	80.4	82.3	75.9	79.9	85.0	85.3	80.6	67.7	76.6	69.8	73.9	51.5
800 - 859 PM	79.4	73.0	66.3	83.3	87.8	62.3	78.0	85.9	72.9	71.8	73.4	78.2	75.9	66.0	73.7	81.5	82.2	45.3
900 - 959 PM	80.5	100.0	77.1	82.8	86.5	78.8	81.8	86.0	68.5	60.9	91.8	89.9	80.8	62.8	80.6	77.8	81.0	50.0
1000 - 1059 PM	85.8	J/	25.0	89.5	100.0	100.0	85.7	J/	66.7	J/	89.0	88.2	85.7	90.3	87.2	J/	J/	50.0
1100 - 559 AM	100.0	98.4	94.5	100.0	94.4	85.1	89.8	100.0	85.9	97.5	J/	95.8	87.5	92.5	87.3	100.0	88.6	92.3
TOTAL, ALL DEPARTURES, BY AIRPORT	83.0	85.2	81.0	89.2	90.8	82.1	84.4	86.8	84.1	83.4	89.3	88.9	84.3	78.8	84.0	85.8	86.2	72.8

* 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	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	93.9	94.3	91.8	95.1	94.4	97.2	93.2	91.7	94.7	95.1	98.2	94.9
700 - 759 AM	91.0	86.9	92.2	90.7	94.0	95.6	92.3	89.8	88.6	88.3	97.1	92.6
800 - 859 AM	91.9	83.7	89.9	91.7	92.2	91.1	88.7	90.4	89.1	85.2	97.5	91.2
900 - 959 AM	91.6	86.5	90.7	87.9	86.6	89.7	86.9	87.2	89.7	82.2	93.4	88.9
1000 - 1059 AM	85.7	85.0	88.6	91.6	87.0	84.5	81.4	83.1	82.8	84.0	91.4	87.3
1100 - 1159 AM	88.1	85.2	88.5	81.4	88.6	85.2	80.4	81.4	75.4	82.5	87.4	85.7
1200 - 1259 PM	83.9	90.0	88.5	73.2	85.0	76.5	81.2	83.1	77.9	83.3	86.1	84.6
100 - 159 PM	81.6	80.8	87.9	83.6	83.4	85.1	80.4	78.0	76.9	79.2	84.0	83.7
200 - 259 PM	83.2	81.0	85.0	81.7	75.2	83.7	75.2	82.8	71.2	73.3	75.7	81.6
300 - 359 PM	80.5	80.8	83.1	80.3	83.7	75.2	73.1	79.8	69.9	82.0	79.9	80.5
400 - 459 PM	79.3	77.1	83.3	65.7	82.7	73.9	75.5	80.1	78.0	80.2	77.5	78.5
500 - 559 PM	83.3	77.6	79.2	80.6	81.3	77.7	77.9	82.2	70.4	76.6	76.6	78.5
600 - 659 PM	82.8	74.0	80.2	68.4	85.7	74.7	70.2	81.4	73.4	68.8	77.8	78.0
700 - 759 PM	84.4	81.8	79.5	81.3	71.2	77.4	72.3	78.7	75.0	70.2	81.6	77.6
800 - 859 PM	83.2	79.2	79.5	69.2	90.2	69.3	66.5	78.9	73.0	77.4	64.1	76.0
900 - 959 PM	84.8	82.4	81.1	76.5	85.0	84.7	75.2	76.2	72.5	78.2	74.2	80.3
1000 - 1059 PM	87.4	J/	75.3	92.2	98.0	94.7	89.7	84.8	84.6	J/	J/	87.3
1100 - 559 AM	82.4	82.2	87.4	97.4	98.9	86.6	100.0	85.4	85.8	92.4	100.0	89.8
TOTAL, ALL DEPARTURES, BY AIRPORT	85.1	82.8	85.5	84.2	86.5	82.9	81.6	84.0	80.4	80.7	86.0	84.1

* 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 WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
---------	---------------	-------	-------------------------	--------------------------	--------------------------------	--	---	-----------------------------------

CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS OR MORE

NONE

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

SOUTHWEST	1142	Oct	BWI-LGA	1745	26	14	53.9	86.3
SOUTHWEST	973	Nov	BWI-LGA	1740	26	15	57.7	66.2

* Minimum of 10 flights per month

** Includes canceled and diverted flights

*** For flights late more than 30 minutes only. Excludes canceled and diverted flights

Chronically Delayed Flights for individual months can be found on the BTS website <http://www.bts.gov>

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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
SOUTHWEST	1,516	6	0.4
ALASKA	380	1	0.3
COMAIR	454	1	0.2
DELTA	2,133	1	0.0
SKYWEST	1,612	0	0.0
AMERICAN	1,464	0	0.0
AMERICAN EAGLE	1,230	0	0.0
US AIRWAYS	1,201	0	0.0
EXPRESSJET	1,033	0	0.0
ATLANTIC SOUTHEAST	955	0	0.0
UNITED	935	0	0.0
PINNACLE	719	0	0.0
CONTINENTAL	716	0	0.0
AIRTRAN	700	0	0.0
JETBLUE	569	0	0.0
MESA	437	0	0.0
FRONTIER	213	0	0.0
HAWAIIAN	175	0	0.0
TOTAL	16,442	9	0.1

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.

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	66.7	66.7	3	3
ABILENE TX (ABI)	87.8	91.2	205	205
ADAK ISLAND AK (ADK)	100.0	85.7	7	7
AGUADILLA PR (BQN)	78.6	89.4	112	113
AKRON OH (CAK)	83.2	86.6	677	671
ALBANY GA (ABY)	86.9	88.1	84	84
ALBANY NY (ALB)	83.7	87.9	866	874
ALBUQUERQUE NM (ABQ)	81.2	82.6	2,718	2,720
ALEXANDRIA LA (AEX)	81.3	84.5	284	284
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	88.1	94.1	286	320
AMARILLO TX (AMA)	79.2	82.5	548	550
ANCHORAGE AK (ANC)	72.3	85.3	1,241	1,242
APPLETON WI (ATW)	83.1	90.6	360	360
ASHEVILLE NC (AVL)	86.4	84.6	435	436
ASHLAND WV (HTS)	83.6	89.1	55	55
ASPEN CO (ASE)	64.5	67.1	152	152
ATLANTA GA (ATL)	82.9	83.0	33,850	33,848
ATLANTIC CITY NJ (ACY)	89.8	96.6	59	59
AUGUSTA GA (AGS)	83.7	84.6	331	331
AUSTIN TX (AUS)	81.2	84.3	3,538	3,538
BAKERSFIELD CA (BFL)	77.8	83.1	266	266
BALTIMORE MD (BWI)	85.4	81.0	8,447	8,446
BANGOR ME (BGR)	82.8	96.6	29	29
BARROW AK (BRW)	60.0	52.3	65	65
BATON ROUGE LA (BTR)	83.9	85.7	734	735
BEAUMONT/PORT ARTHUR TX (BPT)	100.0	100.0	3	3
BELLINGHAM WA (BLI)	87.5	83.3	24	24
BEND/REDMOND OR (RDM)	80.2	82.2	253	253
BETHEL AK (BET)	78.3	67.5	83	83
BILLINGS MT (BIL)	80.6	88.4	284	284
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	88.1	92.9	84	84
BIRMINGHAM AL (BHM)	80.9	84.3	1,711	1,704
BISMARCK/MANDAN ND (BIS)	78.3	85.2	304	304
BLOOMINGTON IL (BMI)	83.6	86.7	414	413
BOISE ID (BOI)	76.7	82.3	1,204	1,206
BOSTON MA (BOS)	80.3	85.2	9,558	9,560
BOZEMAN MT (BZN)	78.4	87.5	319	320
BRANSON MO (BKG)	92.2	93.5	77	77
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	86.0	85.3	307	307
BROWNSVILLE TX (BRO)	90.3	94.4	196	196
BRUNSWICK GA (BQK)	79.5	83.1	83	83
BUFFALO NY (BUF)	84.0	87.6	1,964	1,963
BURBANK CA (BUR)	78.8	81.5	2,091	2,090

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BURLINGTON VT (BTV)	83.8	85.6	580	575
BUTTE MT (BTM)	69.0	75.9	58	58
CARLSBAD CA (CLD)	82.9	85.4	158	158
CASPER WY (CPR)	75.6	85.7	168	168
CEDAR CITY UT (CDC)	82.7	82.7	52	52
CEDAR RAPIDS/IOWA CITY IA (CID)	86.5	89.9	453	454
CHAMPAIGN/URBANA IL (CMI)	80.5	91.4	174	174
CHARLESTON SC (CHS)	82.7	85.5	1,023	1,025
CHARLESTON/DUNBAR WV (CRW)	84.5	85.3	407	407
CHARLOTTE AMALIE VI (STT)	86.4	91.1	169	169
CHARLOTTE NC (CLT)	87.2	89.2	11,151	11,150
CHARLOTTESVILLE VA (CHO)	84.5	86.9	84	84
CHATTANOOGA TN (CHA)	85.9	85.3	368	368
CHEYENNE WY (CYS)	76.6	77.1	47	48
CHICAGO IL (MDW)	83.4	72.8	6,919	6,919
CHICAGO IL (ORD)	85.1	85.5	24,538	24,506
CHICO CA (CIC)	70.2	83.3	114	114
CHRISTIANSTED VI (STX)	85.3	84.8	34	33
CLEVELAND OH (CLE)	87.5	91.2	4,335	4,428
CODY WY (COD)	70.0	80.0	90	90
COLLEGE STATION/BRYAN TX (CLL)	96.7	86.7	30	30
COLORADO SPRINGS CO (COS)	78.9	85.5	1,029	1,031
COLUMBIA MO (COU)	87.1	89.4	85	85
COLUMBIA SC (CAE)	82.7	84.2	682	696
COLUMBUS GA (CSG)	83.7	83.1	172	172
COLUMBUS MS (GTR)	82.8	89.7	58	58
COLUMBUS OH (CMH)	83.7	86.3	2,547	2,549
CORDOVA AK (CDV)	79.3	84.5	58	58
CORPUS CHRISTI TX (CRP)	83.9	91.3	653	653
COVINGTON KY (CVG)	86.8	86.0	4,416	4,404
CRESCENT CITY CA (CEC)	60.0	68.2	85	85
DALLAS TX (DAL)	79.1	71.9	3,726	3,726
DALLAS/FT.WORTH TX (DFW)	86.3	84.4	21,617	21,619
DAYTON OH (DAY)	86.2	90.3	1,163	1,165
DAYTONA BEACH FL (DAB)	71.4	71.4	119	119
DEADHORSE AK (SCC)	68.5	74.1	54	54
DENVER CO (DEN)	85.2	82.1	19,148	19,149
DES MOINES IA (DSM)	86.1	90.0	1,086	1,085
DETROIT MI (DTW)	85.3	86.8	13,047	13,046
DOTHAN AL (DHN)	85.0	84.1	113	113
DUBUQUE IA (DBQ)	88.3	90.2	60	61
DULUTH MN (DLH)	83.3	84.6	240	240
DURANGO CO (DRO)	77.3	86.7	255	255

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EAGLE CO (EGE)	74.7	89.3	75	75
EAU CLAIRE WI (EAU)	81.2	83.5	85	85
EL CENTRO CA (IPL)	70.0	86.7	60	60
EL PASO TX (ELP)	78.6	82.8	1,757	1,757
ELKO NV (EKO)	71.1	76.3	114	114
ELMIRA/CORNING NY (ELM)	90.9	95.5	88	89
ERIE PA (ERI)	83.1	84.3	83	83
EUGENE OR (EUG)	72.9	83.2	398	398
EUREKA/ARCATA CA (ACV)	61.8	63.6	283	283
EVANSVILLE IN (EVV)	89.0	90.5	337	337
FAIRBANKS AK (FAI)	74.1	77.6	317	317
FARGO ND (FAR)	82.4	84.6	551	534
FAYETTEVILLE AR (XNA)	84.9	87.9	1,109	1,114
FAYETTEVILLE NC (FAY)	83.9	86.9	336	336
FLAGSTAFF AZ (FLG)	86.9	86.9	206	206
FLINT MI (FNT)	82.9	89.4	397	397
FLORENCE SC (FLO)	50.0	53.8	26	26
FORT LAUDERDALE FL (FLL)	82.4	83.4	5,117	5,119
FORT SMITH AR (FSM)	89.1	91.4	175	175
FORT WAYNE IN (FWA)	84.9	87.9	397	396
FRESNO CA (FAT)	81.0	82.2	943	943
FT. MYERS FL (RSW)	83.6	87.6	2,286	2,282
GAINESVILLE FL (GNV)	82.2	82.2	197	197
GILLETTE WY (GCC)	69.5	75.4	118	118
GRAND FORKS ND (GFK)	75.8	81.4	194	194
GRAND JUNCTION CO (GJT)	81.5	88.2	459	459
GRAND RAPIDS MI (GRR)	86.8	90.9	1,061	1,060
GREAT FALLS MT (GTF)	68.6	82.9	140	140
GREEN BAY/CLINTONVILLE WI (GRB)	85.8	88.0	466	465
GREENSBORO/HIGH POINT NC (GSO)	84.7	87.0	862	843
GREENVILLE/SPARTANBURG SC (GSP)	83.1	86.7	841	842
GULFPORT/BILOXI MS (GPT)	88.1	88.5	521	521
GUNNISON CO (GUC)	54.8	86.7	31	30
HANCOCK/HOUGHTON MI (CMX)	79.7	79.7	59	59
HARLINGEN/SAN BENITO TX (HRL)	76.0	85.9	396	396
HARRISBURG PA (MDT)	86.0	92.1	544	545
HARTFORD CT (BDL)	82.4	87.7	2,072	2,066
HELENA MT (HLN)	81.5	91.9	135	135
HILO HI (ITO)	94.2	95.9	585	585
HONOLULU HI (HNL)	90.9	93.8	4,191	4,189
HOUSTON TX (HOU)	77.7	67.1	4,224	4,223
HOUSTON TX (IAH)	86.1	88.9	14,557	14,557
HUNTSVILLE AL (HSV)	84.6	89.6	866	843

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
IDAHO FALLS ID (IDA)	69.8	82.4	248	250
INDIANAPOLIS IN (IND)	84.1	87.9	2,945	2,925
INDIO/PALM SPRINGS CA (PSP)	77.5	83.7	987	986
INYOKERN CA (IYK)	88.5	93.6	78	78
ISLIP NY (ISP)	78.1	84.1	606	605
ITHACA/CORTLAND NY (ITH)	91.8	91.8	85	85
JACKSON WY (JAC)	69.7	70.3	145	145
JACKSON/VICKSBURG MS (JAN)	81.0	83.0	963	963
JACKSONVILLE FL (JAX)	84.3	87.4	2,631	2,633
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	76.2	79.7	143	143
JUNEAU AK (JNU)	77.2	76.3	298	299
KAHULUI HI (OGG)	91.2	94.6	1,689	1,659
KALAMAZOO MI (AZO)	89.6	92.9	240	240
KALISPELL MT (FCA)	73.4	86.4	169	169
KANSAS CITY MO (MCI)	84.6	84.5	4,185	4,169
KETCHIKAN AK (KTN)	73.9	78.4	176	176
KEY WEST FL (EYW)	77.4	72.6	124	124
KILLEEN TX (GRK)	88.4	89.7	310	310
KLAMATH FALLS OR (LMT)	76.4	73.0	89	89
KNOXVILLE TN (TYS)	85.6	88.0	1,114	1,116
KODIAK AK (ADQ)	92.5	88.7	53	53
KONA HI (KOA)	93.4	95.5	936	936
KOTZEBUE AK (OTZ)	62.1	60.9	87	87
LA CROSSE WI (LSE)	87.4	93.2	191	192
LAFAYETTE LA (LFT)	87.6	89.7	419	419
LAKE CHARLES LA (LCH)	77.0	87.4	87	87
LANSING MI (LAN)	85.1	88.0	288	284
LAREDO TX (LRD)	84.5	90.3	206	207
LAS VEGAS NV (LAS)	83.0	78.8	11,730	11,731
LEWISBURG WV (LWB)	85.0	83.3	60	60
LEWISTON ID (LWS)	69.1	80.0	55	55
LEXINGTON KY (LEX)	85.0	87.3	775	774
LIHUE HI (LIH)	93.3	95.2	894	894
LINCOLN NE (LNK)	83.4	89.0	241	228
LITTLE ROCK AR (LIT)	80.2	85.1	1,567	1,567
LONG BEACH CA (LGB)	82.0	82.8	1,067	1,069
LONGVIEW/KILGOR/GLADWATR TX (GGG)	93.3	80.0	30	30
LOS ANGELES CA (LAX)	82.2	84.0	15,932	15,930
LOUISVILLE KY (SDF)	81.1	84.3	1,391	1,392
LUBBOCK TX (LBB)	79.5	87.4	604	604
LYNCHBURG VA (LYH)	79.3	86.2	58	58
MADISON WI (MSN)	83.9	87.0	728	740
MANCHESTER NH (MHT)	84.1	88.3	1,108	1,108

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MANHATTAN/FT. RILEY KS (MHK)	86.3	95.0	102	101
MARQUETTE MI (MQT)	79.8	86.6	119	119
MEDFORD OR (MFR)	68.3	80.6	350	350
MELBOURNE FL (MLB)	78.3	79.7	143	143
MEMPHIS TN (MEM)	85.9	88.4	6,307	6,305
MERIDIAN MS (MEI)	83.9	87.5	56	56
MIAMI FL (MIA)	85.2	85.1	5,839	5,831
MIDLAND/ODESSA TX (MAF)	79.4	85.8	593	592
MILWAUKEE WI (MKE)	84.2	85.9	3,869	3,869
MINNEAPOLIS MN (MSP)	80.6	82.8	10,344	10,339
MINOT ND (MOT)	71.9	76.0	146	146
MISSION/MCALLEEN/EDINBURG TX (MFE)	83.9	90.3	361	361
MISSOULA MT (MSO)	79.1	87.5	263	263
MOBILE AL (MOB)	82.6	86.9	551	550
MODESTO CA (MOD)	65.2	75.2	141	141
MOLINE IL (MLI)	85.2	87.0	499	500
MONROE LA (MLU)	85.0	88.6	200	201
MONTEREY CA (MRJ)	83.4	82.3	435	435
MONTGOMERY AL (MGM)	85.8	86.3	358	358
MONTROSE/DELTA CO (MTJ)	89.5	91.6	95	95
MUSKEGON MI (MKG)	84.4	85.9	64	64
MYRTLE BEACH SC (MYR)	87.5	90.1	313	313
NASHVILLE TN (BNA)	83.5	80.8	4,270	4,330
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	80.7	85.5	83	83
NEW ORLEANS LA (MSY)	80.0	82.8	3,351	3,348
NEW YORK NY (JFK)	84.5	84.3	8,816	8,818
NEW YORK NY (LGA)	78.2	85.8	8,359	8,357
NEWARK NJ (EWR)	77.5	84.1	9,504	9,502
NEWBURGH/POUGHKEEPSIE NY (SWF)	82.5	88.6	166	166
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	84.2	88.1	444	444
NOME AK (OME)	63.2	65.5	87	87
NORFOLK VA (ORF)	84.9	87.9	1,301	1,304
NORTH BEND/COOS BAY OR (OTH)	60.0	55.6	90	90
OAKLAND CA (OAK)	78.3	76.1	3,669	3,669
OKLAHOMA CITY OK (OKC)	80.4	86.8	1,764	1,745
OMAHA NE (OMA)	82.8	87.6	1,957	1,962
ONTARIO/SAN BERNARDINO CA (ONT)	80.5	82.0	1,915	1,916
ORLANDO FL (MCO)	85.9	86.2	9,887	9,889
PADUCAH KY (PAH)	74.6	84.7	59	59
PANAMA CITY FL (ECP)	79.4	84.6	557	557
PASCO/KENNEWICK/RICHLAND WA (PSC)	75.3	81.1	279	280
PELLSTON MI (PLN)	100.0	100.0	4	4
PENSACOLA FL (PNS)	84.8	87.3	895	895

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PEORIA IL (PIA)	86.3	90.1	292	292
PETERSBURG AK (PSG)	74.1	77.6	58	58
PHILADELPHIA PA (PHL)	84.8	86.5	7,220	7,223
PHOENIX AZ (PHX)	83.2	82.9	14,800	14,793
PITTSBURGH PA (PIT)	85.2	87.4	3,184	3,184
POCATELLO ID (PIH)	78.1	86.0	114	114
PONCE PR (PSE)	80.0	91.7	60	60
PORTLAND ME (PWM)	86.3	89.2	489	490
PORTLAND OR (PDX)	79.7	84.2	4,111	4,111
PROVIDENCE RI (PVD)	85.1	87.7	1,542	1,543
RALEIGH/DURHAM NC (RDU)	84.6	86.6	4,153	4,170
RAPID CITY SD (RAP)	79.3	80.7	430	431
REDDING CA (RDD)	66.7	84.6	117	117
RENO NV (RNO)	80.5	82.0	1,666	1,667
RICHMOND VA (RIC)	86.1	89.5	1,486	1,485
ROANOKE VA (ROA)	85.9	86.3	312	314
ROCHESTER MN (RST)	86.4	89.1	264	266
ROCHESTER NY (ROC)	87.1	88.8	1,128	1,126
ROCK SPRINGS WY (RKS)	74.5	76.5	149	149
ROSWELL NM (ROW)	82.6	86.0	86	86
SACRAMENTO CA (SMF)	79.1	80.5	3,422	3,452
SAGINAW/BAY CITY/MIDLAND MI (MBS)	84.5	89.6	329	328
SALT LAKE CITY UT (SLC)	76.7	80.7	9,856	9,852
SAN ANGELO TX (SJT)	75.9	75.9	29	29
SAN ANTONIO TX (SAT)	81.0	84.7	3,209	3,209
SAN DIEGO CA (SAN)	79.9	81.6	6,149	6,148
SAN FRANCISCO CA (SFO)	78.7	80.4	11,396	11,398
SAN JOSE CA (SJC)	80.2	79.8	3,259	3,259
SAN JUAN PR (SJU)	82.6	85.3	1,501	1,500
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	77.7	79.2	395	395
SANTA ANA CA (SNA)	83.2	83.6	3,381	3,379
SANTA BARBARA CA (SBA)	82.2	85.6	794	794
SANTA FE NM (SAF)	88.8	89.9	89	89
SANTA MARIA CA (SMX)	80.2	84.7	111	111
SARASOTA/BRADENTON FL (SRQ)	87.3	90.0	449	450
SAVANNAH GA (SAV)	84.1	85.7	826	825
SCRANTON/WILKES-BARRE PA (AVP)	89.7	90.4	204	177
SEATTLE WA (SEA)	80.7	84.0	7,733	7,731
SHREVEPORT LA (SHV)	85.3	89.3	402	402
SIoux FALLS SD (FSD)	83.9	85.8	528	529
SITKA AK (SIT)	65.2	67.4	89	89
SOUTH BEND IN (SBN)	88.3	91.3	392	392
SPOKANE WA (GEG)	76.7	81.1	1,013	1,014

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SPRINGFIELD IL (SPI)	78.0	86.7	150	150
SPRINGFIELD MO (SGF)	84.5	88.5	657	660
ST. GEORGE UT (SGU)	72.5	80.4	189	189
ST. LOUIS MO (STL)	83.5	81.3	4,950	4,950
ST. PETERSBURG FL (PIE)	100.0	100.0	11	11
STATE COLLEGE PA (SCE)	90.7	88.0	75	75
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	76.7	88.3	60	60
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	58.3	60.1	144	143
SYRACUSE NY (SYR)	86.3	88.4	897	890
TALLAHASSEE FL (TLH)	81.7	83.7	398	399
TAMPA FL (TPA)	84.0	86.0	5,604	5,604
TEXARKANA AR (TXK)	86.5	89.9	89	89
TOLEDO OH (TOL)	88.3	88.5	60	61
TRAVERSE CITY MI (TVC)	86.8	89.8	318	343
TUCSON AZ (TUS)	80.8	87.2	1,777	1,776
TULSA OK (TUL)	80.9	86.2	1,605	1,627
TUNICA MS (UTM)	94.1	88.2	17	17
TWIN FALLS ID (TWF)	71.4	77.5	119	120
TYLER TX (TYR)	89.8	91.5	59	59
VALDOSTA GA (VLD)	79.5	81.9	83	83
VALPARAISO FL (VPS)	81.8	86.1	617	617
WACO TX (ACT)	84.6	96.0	26	25
WASHINGTON DC (DCA)	87.2	90.8	7,002	7,002
WASHINGTON DC (IAD)	89.3	89.3	6,256	6,198
WAUSAU/MARSHFIELD WI (CWA)	80.4	84.8	138	138
WEST PALM BEACH/PALM BEACH FL (PBI)	81.7	85.6	2,093	2,090
WHITE PLAINS NY (HPN)	80.4	83.1	903	903
WICHITA FALLS TX (SPS)	80.0	76.0	25	25
WICHITA KS (ICT)	83.6	88.9	958	955
WILMINGTON NC (ILM)	85.4	87.2	397	397
WRANGELL AK (WRG)	74.1	79.3	58	58
YAKUTAT AK (YAK)	72.4	86.2	58	58
YUMA AZ (YUM)	86.4	86.8	317	317

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TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS
BY CARRIER

CARRIER	AT 29 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
SKYWEST	16	26,660	406	1.5	145	47,763	847	1.8
COMAIR	20	5,625	107	1.9	79	12,518	185	1.5
ATLANTIC SOUTHEAST	18	13,034	154	1.2	118	26,901	319	1.2
PINNACLE	17	8,201	83	1.0	121	20,307	232	1.1
DELTA	29	46,801	460	1.0	110	60,300	611	1.0
ALASKA	18	6,597	29	0.4	50	11,086	109	1.0
AMERICAN EAGLE	19	21,038	184	0.9	132	35,778	335	0.9
MESA	17	6,557	36	0.5	86	12,986	97	0.7
JETBLUE	21	11,680	62	0.5	48	16,767	101	0.6
EXPRESSJET	18	14,686	74	0.5	110	29,004	137	0.5
US AIRWAYS	28	28,325	120	0.4	78	33,898	146	0.4
UNITED	27	23,558	96	0.4	72	27,318	104	0.4
AMERICAN	28	34,229	128	0.4	75	43,165	155	0.4
SOUTHWEST	20	46,197	144	0.3	69	91,374	297	0.3
AIRTRAN	22	13,651	45	0.3	65	20,407	55	0.3
HAWAIIAN	7	363	0	0.0	15	5,328	5	0.1
CONTINENTAL	26	16,178	15	0.1	55	19,778	18	0.1
FRONTIER	22	4,996	0	0.0	45	6,321	2	0.0
Total		328,376	2,143	0.7	Total	520,999	3,755	0.7

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

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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TABLE 8A. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE *

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
SKYWEST	4,046	262	6.5
AMERICAN EAGLE	1,438	84	5.8
COMAIR	814	47	5.8
DELTA	2,422	127	5.2
ALASKA	447	23	5.1
PINNACLE	1,109	57	5.1
ATLANTIC SOUTHEAST	1,600	63	3.9
AMERICAN	2,447	94	3.8
JETBLUE	660	17	2.6
MESA	1,221	31	2.5
EXPRESSJET	2,267	47	2.1
US AIRWAYS	1,995	31	1.6
SOUTHWEST	21,339	244	1.1
UNITED	2,004	22	1.1
AIRTRAN	1,228	12	1.0
CONTINENTAL	884	3	0.3
FRONTIER	318	1	0.3
HAWAIIAN	214	0	0.0
TOTAL	46,453	1165	2.5

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.

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta data in this table.

NOTE: For a complete list of flights canceled 5% or more of the time, go to <http://www.bts.gov/5PctCancels/index.html>

* The table that originally appeared on this page when the report was issued on January 11, 2011, erroneously included a repeat of the Table 8A data from October 2010. The correct data for November 2010 was included in this table on January 12, 2011.

**NOVEMBER 2010
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	20307	17492	86.14%	232	1.14%	51	0.25%	867	4.27%	61	0.30%	851	4.19%	5	0.03%	747	3.68%
AA	43165	36820	85.30%	155	0.36%	76	0.18%	1989	4.61%	253	0.59%	2313	5.36%	2	0.00%	1558	3.61%
AS	11086	9150	82.54%	109	0.98%	35	0.32%	436	3.94%	80	0.72%	750	6.76%	6	0.06%	520	4.69%
B6	16767	13261	79.09%	101	0.60%	52	0.31%	1144	6.82%	10	0.06%	1238	7.39%	10	0.06%	951	5.67%
CO	19778	16536	83.61%	18	0.09%	32	0.16%	821	4.15%	38	0.19%	1839	9.30%	19	0.10%	475	2.40%
DL	60300	48719	80.79%	611	1.01%	99	0.16%	3017	5.00%	180	0.30%	4588	7.61%	0	0.00%	3087	5.12%
EV	26901	22023	81.87%	319	1.19%	45	0.17%	1605	5.97%	104	0.39%	955	3.55%	5	0.02%	1845	6.86%
F9	6321	5226	82.68%	2	0.03%	8	0.13%	206	3.26%	7	0.11%	424	6.70%	0	0.00%	449	7.10%
FL	20407	18087	88.63%	55	0.27%	47	0.23%	424	2.08%	1	0.01%	927	4.54%	0	0.00%	866	4.24%
HA	5328	4960	93.09%	5	0.09%	3	0.06%	266	4.98%	2	0.05%	1	0.02%	2	0.04%	89	1.67%
MQ	35778	30248	84.54%	335	0.94%	46	0.13%	1410	3.94%	246	0.69%	1905	5.32%	3	0.01%	1586	4.43%
OH	12518	10363	82.78%	185	1.48%	18	0.14%	688	5.50%	136	1.09%	888	7.10%	1	0.01%	239	1.91%
OO	47763	37271	78.03%	847	1.77%	108	0.23%	2055	4.30%	175	0.37%	3069	6.43%	12	0.03%	4226	8.85%
UA	27318	24959	91.36%	104	0.38%	27	0.10%	520	1.90%	26	0.09%	974	3.56%	0	0.00%	709	2.59%
US	33898	29155	86.01%	146	0.43%	25	0.07%	1072	3.16%	21	0.06%	2437	7.19%	19	0.06%	1023	3.02%
WN	91374	72489	79.33%	297	0.33%	104	0.11%	6138	6.72%	234	0.26%	2554	2.80%	66	0.07%	9492	10.39%
XE	29004	24947	86.01%	137	0.47%	36	0.12%	812	2.80%	36	0.13%	1914	6.60%	10	0.03%	1112	3.83%
YV	12986	11578	89.16%	97	0.75%	10	0.08%	415	3.19%	24	0.19%	419	3.22%	8	0.06%	436	3.35%
TOTAL	520999	433284		3755		822		23884		1633		28045		169		29407	
			83.16%		0.72%		0.16%		4.58%		0.31%		5.38%		0.03%		5.64%

***Causes of Delay:**

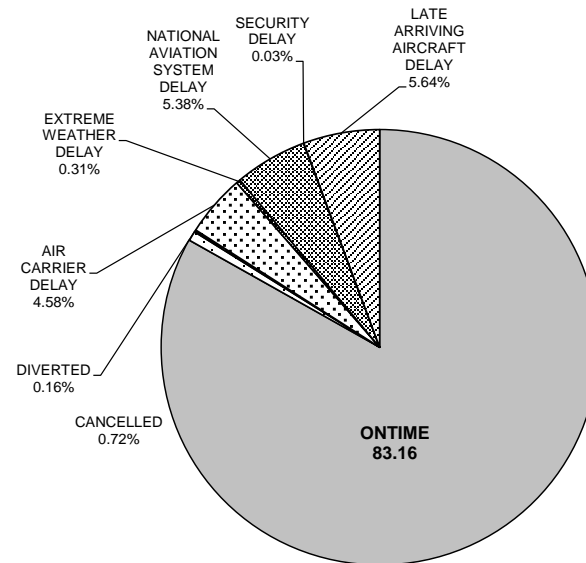
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents 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. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

NOVEMBER 2010
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>

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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TABLE 11. LIST OF REGULARLY SCHEDULED FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS
BY CARRIER

There were no flights reported with tarmac delays of more than 3 hours for November

NOVEMBER 2010
AIR TRAVEL CONSUMER REPORT

TABLE 12. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS EXPERIENCING TARMAC DELAYS OF 2 HOURS OR MORE
BY CARRIER

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
FRONTIER	6,321	4	0.06
DELTA	60,300	31	0.05
AMERICAN EAGLE	35,778	16	0.04
PINNACLE	20,307	6	0.03
ATLANTIC SOUTHEAST	26,901	7	0.03
UNITED	27,318	7	0.03
SKYWEST	47,763	12	0.03
AMERICAN	43,165	8	0.02
US AIRWAYS	33,898	5	0.01
EXPRESSJET	29,004	4	0.01
COMAIR	12,518	1	0.01
CONTINENTAL	19,778	1	0.01
AIRTRAN	20,407	1	0.00
SOUTHWEST	91,374	2	0.00
MESA	12,986	0	0.00
ALASKA	11,086	0	0.00
HAWAIIAN	5,328	0	0.00
JETBLUE	16,767	0	0.00
TOTAL	520,999	105	0.02

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 four.

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as DL data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through OCTOBER, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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 29 airports for which data must be reported. Data include all reported domestic flight operations to the 29 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 29 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.
- K** Flights listed arrived at the scheduled destination gate more than 30 minutes after the published arrival time more than 50 percent of the time in each month. Some flights on the list are a combination of flights operated by the same carrier between the same origin and destination with a change in scheduled departure time of 30 minutes or less.
- 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: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
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
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
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways

Air Carriers Voluntarily Reporting

Data to DOT and to CRS Vendors

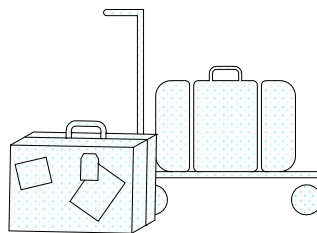
9E	Pinnacle Airlines
XE	ExpressJet Airlines

* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #19, issued November 23, 2009, effective January 1, 2010.

** Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as DL or Delta Air Lines data in the flight delay tables.

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.



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

RANK	AIRLINE	NOVEMBER 2010			NOVEMBER 2009		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	2,935	2,050,267	1.43	2,762	1,971,191	1.40
2	US AIRWAYS	7,335	3,895,134	1.88	8,341	3,603,538	2.31
3	JETBLUE AIRWAYS	3,538	1,834,473	1.93	3,389	1,635,486	2.07
4	FRONTIER AIRLINES	1,605	726,129	2.21	1,201	691,583	1.74
5	CONTINENTAL AIRLINES	5,960	2,624,199	2.27	4,987	2,602,102	1.92
6	UNITED AIRLINES	8,597	3,573,268	2.41	9,814	3,540,350	2.77
7	DELTA AIR LINES**	20,680	7,657,993	2.70	16,371	4,658,574	3.51
8	AMERICAN AIRLINES	16,061	5,516,013	2.91	15,580	5,422,027	2.87
9	HAWAIIAN AIRLINES	2,020	678,689	2.98	1,140	672,635	1.69
10	ALASKA AIRLINES	4,034	1,251,178	3.22	3,399	1,128,022	3.01
11	SOUTHWEST AIRLINES**	29,746	9,052,532	3.29	22,706	8,463,719	2.68
12	MESA AIRLINES	2,470	722,321	3.42	2,994	913,044	3.28
13	EXPRESSJET AIRLINES	4,499	1,222,036	3.68	2,318	962,339	2.41
14	COMAIR	1,995	530,253	3.76	1,781	466,151	3.82
15	SKYWEST AIRLINES	7,413	1,896,608	3.91	5,823	1,696,266	3.43
16	PINNACLE AIRLINES	4,442	826,073	5.38	3,162	869,615	3.64
17	ATLANTIC SOUTHEAST AIRLINES	6,508	1,177,374	5.53	4,982	1,068,305	4.66
18	AMERICAN EAGLE AIRLINES	8,067	1,346,419	5.99	7,081	1,305,067	5.43
TOTALS***		137,905	46,580,959	2.96	117,831	41,670,014	2.83

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

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 (ExpressJet and 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.

** This table was revised on May 9, 2011, to include the correction made by Southwest Airlines to its Total Baggage Reports for November 2010.

*** Effective January 2010, "Total Baggage Reports" and "Enplaned Passengers" data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Effective January 2010, Northwest Airlines is no longer ranked in this table. Totals for November 2009 reflect the deletion of Northwest's data for that month.

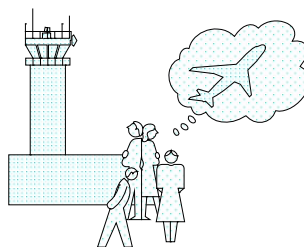
OVERSALES

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

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues *and* operate aircraft with a passenger capacity of 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.



JULY - SEPTEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	JULY - SEPTEMBER 2010				JULY - SEPTEMBER 2009			
		<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	HAWAIIAN AIRLINES	37	0	2,251,990	0.00	36	0	2,202,143	0.00
2	JETBLUE AIRWAYS	1	3	6,572,961	0.00	4	0	6,011,251	0.00
3	AIRTRAN AIRWAYS	11,322	197	6,538,710	0.30	7,699	55	6,533,184	0.08
4	DELTA AIR LINES**	29,292	921	26,763,823	0.34	16,313	1,473	16,549,227	0.89
5	SKYWEST AIRLINES	12,292	301	6,302,913	0.48	10,818	423	5,644,301	0.75
6	AMERICAN AIRLINES	15,107	1,059	19,695,432	0.54	14,645	969	19,794,039	0.49
7	COMAIR	5,489	106	1,751,303	0.61	5,588	405	1,645,034	2.46
8	ATLANTIC SOUTHEAST AIRLINES	8,389	235	3,666,681	0.64	8,633	587	3,565,266	1.65
9	SOUTHWEST AIRLINES	17,393	2,153	27,848,578	0.77	29,147	2,978	26,434,803	1.13
10	PINNACLE AIRLINES	8,489	263	2,762,653	0.95	6,369	264	2,869,462	0.92
11	US AIRWAYS	16,387	1,545	13,734,726	1.12	14,840	1,441	13,259,011	1.09
12	CONTINENTAL AIRLINES	7,842	1,143	9,511,544	1.20	9,743	1,339	9,873,769	1.36
13	UNITED AIRLINES	17,349	1,629	13,071,281	1.25	20,574	1,091	13,750,493	0.79
14	EXPRESSJET AIRLINES	6,489	621	4,303,947	1.44	4,747	426	3,448,058	1.24
15	ALASKA AIRLINES	2,358	646	4,387,652	1.47	2,311	862	4,131,885	2.09
16	FRONTIER AIRLINES	2,428	694	2,606,366	2.66	2,708	601	2,646,678	2.27
17	MESA AIRLINES	3,410	614	2,272,104	2.70	5,353	400	2,909,167	1.37
18	AMERICAN EAGLE AIRLINES	5,708	1,557	4,097,842	3.80	4,170	1,410	4,130,995	3.41
	TOTALS	169,782	13,687	158,140,506	0.87	163,698	14,724	145,398,766	1.01

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. 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.

** Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Effective the first quarter 2010, Northwest Airlines is no longer ranked in this table. Totals for July-September 2009 reflect the deletion of Northwest's data for that quarter.

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2010				JANUARY - SEPTEMBER 2009			
		<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	32	10	18,214,702	0.01	28	7	16,810,507	0.00
2	HAWAIIAN AIRLINES	247	34	6,326,710	0.05	132	15	6,278,133	0.02
3	AIRTRAN AIRWAYS	42,838	801	18,600,092	0.43	24,868	432	18,086,257	0.24
4	DELTA AIR LINES**	90,903	3,310	74,201,040	0.45	46,597	6,399	46,857,073	1.37
5	ATLANTIC SOUTHEAST AIRLINES	23,261	609	10,200,573	0.60	25,739	2,861	9,881,226	2.90
6	COMAIR	15,404	344	4,647,840	0.74	14,172	1,554	4,711,995	3.30
7	SKYWEST AIRLINES	39,688	1,309	17,692,238	0.74	30,399	1,660	15,479,814	1.07
8	PINNACLE AIRLINES	24,801	639	7,978,064	0.80	20,225	1,015	7,936,061	1.28
9	AMERICAN AIRLINES	49,091	5,134	57,287,611	0.90	42,786	2,904	57,596,105	0.50
10	ALASKA AIRLINES	5,826	1,405	11,650,545	1.21	6,750	2,344	11,165,509	2.10
11	UNITED AIRLINES	44,602	4,981	36,905,652	1.35	66,749	4,923	39,040,412	1.26
12	SOUTHWEST AIRLINES	72,664	11,145	79,235,452	1.41	85,732	9,832	76,319,391	1.29
13	US AIRWAYS	53,024	7,103	38,472,109	1.85	64,974	5,890	39,466,005	1.49
14	CONTINENTAL AIRLINES	25,930	5,315	27,462,416	1.94	29,335	3,937	28,330,914	1.39
15	EXPRESSJET AIRLINES	20,267	2,309	11,776,084	1.96	15,668	1,779	9,243,153	1.92
16	MESA AIRLINES	11,374	1,723	6,947,331	2.48	18,164	1,189	8,286,108	1.43
17	FRONTIER AIRLINES	5,965	1,920	7,104,726	2.70	5,463	1,472	7,217,345	2.04
18	AMERICAN EAGLE AIRLINES	15,777	5,196	11,661,732	4.46	13,097	4,006	11,551,164	3.47
	TOTALS	541,694	53,287	446,364,917	1.19	510,878	52,219	414,257,172	1.26

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. 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.

** Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Effective the first quarter 2010, Northwest Airlines is no longer ranked in this table. Totals for January-September 2009 reflect the deletion of Northwest's data 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

	NOVEMBER 2010				NOVEMBER 2009			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	527	25	1	79	443	22	1	58
FOREIGN AIRLINES	109	3	0	15	94	3	1	8
TRAVEL AGENTS	10	1	0	2	4	0	0	2
TOUR OPERATORS	10	0	0	0	0	0	0	0
MISCELLANEOUS	11	29	0	19	14	4	0	7
INDUSTRY TOTALS	667	58	1	115	555	29	2	75

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY*	NOVEMBER 2010			NOVEMBER 2009		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	165		2	112	
CANCELLATIONS			77			37
DELAYS			37			33
MISCONNECTIONS			23			24
BAGGAGE	2	125		1	117	
CUSTOMER SERVICE	3	105		3	77	
RES/TKTG/BOARDING	4	99		4	68	
DISABILITY	5	43		6	39	
REFUNDS	6	40		5	45	
FARES	7	33		7	28	
OVERSALES	7	33		9	23	
DISCRIMINATION	9	11		10	11	
OTHER	10	10		8	27	
FREQUENT FLYER			5			22
ADVERTISING	11	3		11	7	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		667			555	

* 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*
NOVEMBER 2010

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	5	1	0	0	0	0	0	0	0	0	0	0	6
AIRTRAN AIRWAYS	1	1	3	0	0	0	2	4	0	0	0	0	11
ALASKA AIRLINES	3	0	1	0	0	0	0	1	0	0	0	0	5
ALLEGiant AIR	2	1	2	1	0	0	2	0	0	0	0	0	8
AMERICAN AIRLINES	22	2	10	4	6	16	11	3	0	1	0	1	76
AMERICAN EAGLE AIRLINES	3	0	1	0	0	2	1	2	0	0	0	0	9
ATLANTIC SOUTHEAST AIRLINES	3	1	0	0	0	0	1	0	0	0	0	0	5
CONTINENTAL AIRLINES	11	5	4	3	2	2	9	1	0	1	0	0	38
DELTA AIR LINES	25	3	21	8	9	24	18	8	1	2	0	3	122
FRONTIER AIRLINES	4	1	0	0	0	1	0	1	0	0	0	0	7
HORIZON AIRLINES	5	0	0	0	0	0	3	0	0	0	0	0	8
JETBLUE AIRWAYS	5	1	2	0	1	3	1	0	0	0	0	0	13
MESABA AVIATION	2	0	0	0	0	0	2	1	0	0	0	0	5
PINNACLE AIRLINES	4	1	0	0	0	1	0	1	0	0	0	0	7
SKYWEST AIRLINES	3	3	0	0	0	3	0	1	0	0	0	0	10
SOUTHWEST AIRLINES	2	1	4	0	1	4	4	9	0	0	0	1	26
SPIRIT AIRLINES	9	2	1	1	0	4	10	1	0	0	0	1	29
UNITED AIRLINES	5	1	10	3	3	13	11	1	1	1	0	2	51
UNITED EXPRESS	2	0	1	0	0	0	3	0	0	0	0	0	6
US AIRWAYS	7	1	6	6	1	8	4	4	0	3	0	1	41
OTHER U. S. AIRLINES	21	2	3	1	1	9	6	1	0	0	0	0	44
TOTAL NOVEMBER 2010	144	27	69	27	24	90	88	39	2	8	0	9	527
% OF TOTAL COMPLAINTS	27.3	5.1	13.1	5.1	4.6	17.1	16.7	7.4	0.4	1.5	0	1.7	
TOTAL NOVEMBER 2009	100	19	47	21	29	85	71	34	4	8	1	24	443
% OF TOTAL COMPLAINTS	22.6	4.3	10.6	4.7	6.5	19.2	16.0	7.7	0.9	1.8	0.2	5.4	

* 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.'

NOTE: EFFECTIVE JANUARY 2010, THE COMPLAINTS OF THE MERGED DELTA AIR LINES AND NORTHWEST AIRLINES ARE COMBINED, AND APPEAR ONLY AS DELTA AIR LINES COMPLAINTS IN THIS TABLE. NORTHWEST AIRLINES IS NO LONGER INCLUDED IN THIS TABLE. EFFECTIVE AUGUST 2010, "COMPLAINTS" OF THE MERGED OPERATIONS OF FRONTIER AIRLINES AND MIDWEST AIRLINES ARE COMBINED, AND APPEAR AS FRONTIER AIRLINES IN THIS TABLE.

TABLE 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE
NOVEMBER 2010

U. S. AIRLINES*	COMPS RECD IN NOV	INCI- DENTS IN NOV	PERCENT	INCI- DENTS IN OCT	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETI CAL									
AIR WISCONSIN	6	3	50.0	2	33.3	0	0.0	1	16.7
AIRTRAN AIRWAYS	11	8	72.7	1	9.1	1	9.1	1	9.1
ALASKA AIRLINES	5	1	20.0	0	0.0	4	80.0	0	0.0
ALLEGiant AIR	8	4	50.0	0	0.0	1	12.5	3	37.5
AMERICAN AIRLINES	76	25	32.9	14	18.4	31	40.8	6	7.9
AMERICAN EAGLE AIRLINES	9	5	55.6	2	22.2	0	0.0	2	22.2
ATLANTIC SOUTHEAST AIRLINES	5	2	40.0	1	20.0	1	20.0	1	20.0
CONTINENTAL AIRLINES	38	7	18.4	10	26.3	17	44.7	4	10.5
DELTA AIR LINES	122	36	29.5	29	23.8	44	36.1	13	10.7
FRONTIER AIRLINES	7	2	28.6	4	57.1	0	0.0	1	14.3
HORIZON AIRLINES	8	4	50.0	3	37.5	1	12.5	0	0.0
JETBLUE AIRWAYS	13	9	69.2	1	7.7	3	23.1	0	0.0
MESABA AVIATION	5	3	60.0	0	0.0	1	20.0	1	20.0
PINNACLE AIRLINES	7	3	42.9	2	28.6	2	28.6	0	0.0
SKYWEST AIRLINES	10	3	30.0	0	0.0	6	60.0	1	10.0
SOUTHWEST AIRLINES	26	4	15.4	9	34.6	6	23.1	7	26.9
SPIRIT AIRLINES	29	11	37.9	5	17.2	11	37.9	2	6.9
UNITED AIRLINES	51	13	25.5	7	13.7	25	49.0	6	11.8
UNITED EXPRESS	6	2	33.3	3	50.0	1	16.7	0	0.0
US AIRWAYS	41	9	22.0	9	22.0	19	46.3	4	9.8
OTHER U. S. AIRLINES	44	17	38.6	10	22.7	14	31.8	3	6.8
TOTALS	527	171	32.4	112	21.3	188	35.7	56	10.6
PREVIOUS YEAR' S TOTALS	443	158	35.7	100	22.6	141	31.8	44	9.9

*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**
NOVEMBER 2010

	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 EUROPA	0	0	1	0	0	3	1	1	0	0	0	0	6
ALITALIA AIRLINES	1	1	2	1	0	5	3	0	0	0	0	1	14
BRITISH AIRWAYS	0	0	2	0	1	4	0	0	0	0	0	0	7
IBERIA AIRLINES	3	0	1	0	0	0	1	0	0	0	0	0	5
LUFTHANSA	3	0	1	0	1	2	1	0	0	0	0	0	8
TURKISH AIRLINES	0	0	1	0	0	4	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	7	4	11	4	11	14	8	3	0	2	0	0	64
TOTALS	14	5	19	5	13	32	14	4	0	2	0	1	109
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	4	1	2	0	1	0	1	1	0	0	10
TOTALS	0	0	4	1	2	0	1	0	1	1	0	0	10
<u>TOUR OPERATORS</u>													
DIRECT AIR AND TOURS	3	1	3	0	0	1	1	0	0	0	0	0	9
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	0	1
TOTALS	3	1	3	0	1	1	1	0	0	0	0	0	10
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	4	0	4	0	0	2	1	0	0	0	0	0	11
TOTALS	4	0	4	0	0	2	1	0	0	0	0	0	11

* 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

NOVEMBER
CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES *

RANK	AIRLINE	NOVEMBER 2010			NOVEMBER 2009		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>HAWAIIAN AIRLINES</i>	1	676,823	0.15	4	664,959	0.60
2	<i>EXPRESSJET AIRLINES</i>	3	1,310,235	0.23	2	1,082,952	0.18
3	<i>MESA AIRLINES</i>	2	697,513	0.29	5	879,638	0.57
4	<i>SOUTHWEST AIRLINES</i>	26	8,865,791	0.29	14	8,264,018	0.17
5	<i>ALASKA AIRLINES</i>	5	1,349,812	0.37	3	1,216,727	0.25
6	<i>ATLANTIC SOUTHEAST AIRLINES</i>	5	1,164,773	0.43	2	1,068,245	0.19
7	<i>SKYWEST AIRLINES</i>	10	1,954,872	0.51	12	1,681,313	0.71
8	<i>AIRTRAN AIRWAYS</i>	11	2,035,497	0.54	15	1,932,085	0.78
9	<i>FRONTIER AIRLINES</i>	7	1,122,165	0.62	3	711,157	0.42
10	<i>JETBLUE AIRWAYS</i>	13	1,990,208	0.65	12	1,767,930	0.68
11	<i>AMERICAN EAGLE AIRLINES</i>	9	1,350,170	0.67	6	1,346,198	0.45
12	<i>COMAIR</i>	4	540,067	0.74	2	473,211	0.42
13	<i>PINNACLE AIRLINES</i>	7	878,738	0.80	6	847,641	0.71
14	<i>US AIRWAYS</i>	41	4,227,261	0.97	36	3,902,809	0.92
15	<i>CONTINENTAL AIRLINES</i>	38	3,469,908	1.10	30	3,362,110	0.89
16	<i>AMERICAN AIRLINES</i>	76	6,871,522	1.11	67	6,688,671	1.00
17	<i>UNITED AIRLINES</i>	51	4,196,069	1.22	35	4,138,678	0.85
18	<i>DELTA AIR LINES</i>	122	8,839,484	1.38	96	5,295,839	1.81
TOTAL		431	51,540,908	0.84	350	45,324,181	0.77

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 (ExpressJet and 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.

Note: Effective January 2010, "Complaints" and "Systemwide Enplanements" data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Northwest is no longer ranked in this table. Totals for November 2009 reflect the deletion of Northwest's data for that month. Effective August 2010, "Complaints" and "Systemwide Enplanements" of the merged operations of Frontier Airlines and Midwest Airlines are combined, and appear as Frontier Airlines in this table.

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.

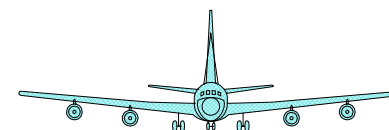
Disability: Civil rights complaints by air travelers with disabilities.

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 U.S. Department of Homeland Security for the Month of November 2010 as provided by the Transportation Security Administration^a

The Transportation Security Administration (TSA) screened approximately 52 million airline passengers and their 42 million checked bags in the month of November as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of November.

Note: Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. Complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the U.S. 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	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
384	.0007	132	.0002	78	.0001	401	.0008

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 below for checked baggage claims includes claims for which TSA and/or the airlines may be liable.

Number of Damage Claims Received			
Checkpoint (TSA)	Percentage of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	Percentage of Total Checked Bags Screened
216	.0004	730	.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 U.S. Department of Homeland Security, through TSA, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.

^b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or telephone, (866) 289-9673. Contact Center representatives are available 9AM- 7PM Monday through Friday.

^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 November.

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

November 2010 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
<u><i>Continental</i></u>	1		
<u><i>Delta</i></u>	2	1	
<u><i>Hawaiian</i></u>	1		
<u><i>United</i></u>	1		
<i>Total</i>	5	1	0