



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

**Issued: January 2009**



**Flight Delays<sup>1</sup>**

November 2008  
12 Months Ending November 2008

**Mishandled Baggage<sup>1</sup>**

November 2008

**Oversales<sup>1</sup>**

3rd Quarter 2008  
January-September 2008

**Consumer Complaints<sup>2</sup>**  
(Includes Disability and  
Discrimination Complaints)

November 2008

**Customer Service Reports to  
the Dept. of Homeland Security<sup>3</sup>**

November 2008

**Airline Animal Incident Reports<sup>4</sup>**

November 2008

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

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

<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

<sup>4</sup> 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 32 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, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways) use ACARS exclusively; 1 carrier (American) uses a combination of ACARS and DGS; 1 carrier (Comair) records arrival times manually; and 4 carriers (Alaska, Atlantic Southeast, 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 32 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 32 "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/](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](mailto: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](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. Aloha Airlines, which had reported data voluntarily for January and February 2008, ceased all flight operations on March 31. Effective with the May-issued report, Aloha is no longer a ranked airline.**

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## AIR TRAVEL CONSUMER REPORT

TABLE 1. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME BY CARRIER \*

CARRIER A/	AT 32 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/	8	59.0	15	89.6
SOUTHWEST AIRLINES S/	19	86.6	64	87.2
NORTHWEST AIRLINES S/	30	86.4	86	86.7
UNITED AIRLINES S/	30	85.0	77	85.5
SKYWEST AIRLINES S/	20	85.4	143	85.1
PINNACLE AIRLINES S/V/	18	84.7	117	84.9
AMERICAN AIRLINES S/	29	84.0	74	84.4
FRONTIER S/	22	83.8	39	83.6
AMERICAN EAGLE S/	18	83.2	115	83.5
EXPRESSJET AIRLINES S/	20	80.6	92	83.0
JETBLUE AIRWAYS S/	19	81.6	43	82.9
US AIRWAYS S/	30	82.0	77	82.0
ALASKA S/	17	81.2	46	81.4
MESA AIRLINE S/	22	81.4	117	81.3
CONTINENTAL AIRLINES S/	26	79.9	58	80.7
AIRTRAN AIRWAYS S/	25	80.0	57	80.2
DELTA AIR LINES S/	30	77.7	93	77.4
COMAIR S/	22	76.2	76	77.1
ATLANTIC SOUTHEAST AIRLINES S/	8	75.5	111	75.3
TOTAL		82.7		83.3

➤ 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. 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.

## NOVEMBER 2008

## 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		1st QUARTER		2nd QUARTER		3rd QUARTER		SEP - 08		OCT - 08		NOV - 08		12 MONTHS ENDING NOVEMBER 2008		DATABASE TO DATE SEP 1987- NOVEMBER 2008	
	10 – 12 2007		01 - 03 2008		04 - 06 2008		07 - 09 2008											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	76.0	6	70.8	10	80.1	6	78.6	9	88.5	6	84.6	12	80.2	16	76.7	9	(--)	(--)
ALASKA	73.0	13	75.9	3	79.9	7	81.9	7	87.8	7	84.4	13	81.4	13	79.2	4	75.7	8
ALOHA	92.1	2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	70.1	16	63.4	19	63.8	19	73.6	16	81.5	14	83.6	14	84.4	7	68.9	19	78.1	5
AMERICAN EAGLE	69.6	18	64.4	18	72.1	17	78.6	10	82.7	12	87.0	8	83.5	9	72.1	16	73.9	9
ATLANTIC SOUTHEAST	68.0	20	69.4	13	79.3	8	75.7	14	83.2	11	80.3	19	75.3	19	74.4	11	(--)	(--)
COMAIR	69.7	17	66.7	16	72.4	16	68.9	19	77.4	19	85.3	11	77.1	18	69.8	18	(--)	(--)
CONTINENTAL	74.9	9	71.0	8	73.1	14	77.0	11	82.1	13	81.4	17	80.7	15	74.1	12	78.3	3
DELTA	79.2	4	75.8	4	77.8	9	76.8	12	84.4	9	81.6	16	77.4	17	76.8	8	77.6	6
EXPRESSJET	73.5	11	69.4	12	73.6	13	75.9	13	81.1	15	81.8	15	83.0	10	73.2	13	(--)	(--)
FRONTIER	75.5	7	75.0	5	77.5	10	84.9	4	91.4	2	89.1	5	83.6	8	78.6	7	(--)	(--)
HAWAIIAN	93.0	1	93.9	1	90.6	1	90.1	1	95.1	1	89.9	3	89.6	1	91.2	1	(--)	(--)
JETBLUE	73.9	10	71.7	7	73.7	12	69.3	18	80.8	16	86.7	9	82.9	11	73.1	14	(--)	(--)
MESA	72.4	14	69.1	14	72.4	15	74.7	15	78.1	18	80.5	18	81.3	14	72.6	15	(--)	(--)
NORTHWEST	70.2	15	69.5	11	74.1	11	84.4	6	89.5	4	90.0	2	86.7	3	75.9	10	79.1	2
PINNACLE	73.3	12	68.1	15	82.4	2	88.6	2	90.6	3	90.7	1	84.9	6	78.9	5	(--)	(--)
SKYWEST	75.0	8	70.9	9	82.1	3	84.8	5	87.3	8	87.6	6	85.1	5	78.8	6	(--)	(--)
SOUTHWEST	79.7	3	74.8	6	80.2	5	85.4	3	89.0	5	89.6	4	87.2	2	80.9	2	82.0	1
UNITED	68.2	19	66.4	17	68.1	18	73.3	17	79.8	17	86.3	10	85.5	4	70.4	17	75.9	7
US AIRWAYS	76.9	5	78.3	2	80.4	4	81.0	8	84.1	10	87.5	7	82.0	12	80.2	3	78.1	4
Total	74.2		70.8		75.8		79.4		84.9		86.0		83.3		75.8		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).

\*\* Aloha Airlines ceased all flight operations on March 31, 2008. The carrier's ranking in this table ceased effective with the May 2008-issued report.

NOVEMBER 2008

## 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	782	69.3	102	67.6	29	93.1	95	88.4	442	83.7	202	90.6	84	84.5	59	83.1
AA	562	76.7	889	73.7	233	78.1	138	88.4	H/		806	81.5	548	88.1	12339	89.1
AS	H/		68	79.4	H/		H/		H/		88	78.4	165	90.3	86	84.9
B6	H/		1539	78.6	H/		150	86.0	H/		H/		85	89.4	H/	
CO	324	75.0	509	74.5	160	91.2	36	77.8	H/		301	88.4	275	81.1	288	78.5
DL	13169	75.5	1016	78.2	370	80.0	241	73.0	1158	89.4	809	83.2	350	81.1	312	64.7
EV	10526	74.7	H/		H/		31	51.6	863	88.1	H/		H/		H/	
F9	88	77.3	H/		H/		H/		H/		84	60.7	3554	86.3	139	90.6
FL	6682	80.6	500	82.4	1297	85.0	172	66.3	H/		213	85.4	102	66.7	231	71.0
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	53	73.6	743	73.6	114	86.0	144	90.3	392	87.8	839	74.7	H/		6336	88.0
NW	290	78.6	275	69.1	177	83.6	170	80.0	H/		498	84.9	262	86.6	146	90.4
OH	530	63.2	855	76.3	308	81.5	21	76.2	2871	86.4	511	80.0	H/		100	69.0
OO	248	73.0	H/		H/		H/		176	82.4	H/		3824	87.4	243	84.4
UA	110	80.9	678	76.0	346	87.6	82	86.6	48	87.5	407	86.0	4892	88.2	200	88.0
US	242	72.7	1484	78.9	358	80.4	6592	85.4	H/		1951	89.8	290	79.0	476	77.9
WN	H/		H/		4564	89.2	H/		H/		H/		3218	88.4	H/	
XE	106	72.6	36	86.1	132	84.8	485	81.4	237	79.3	98	75.5	H/		63	88.9
YV	160	76.9	24	79.2	24	75.0	1511	78.4	4	100.0	H/		939	86.8	4	100.0
TOTAL	33872	76.0	8718	76.8	8112	86.8	9868	83.4	6191	86.7	6807	84.0	18588	87.1	21022	87.7

\* 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	4043	87.9	28	46.4	27	92.6	32	87.5	75	82.7	H/		H/		H/	
AA	249	79.1	421	68.4	258	81.0	281	80.1	345	85.5	871	73.1	607	78.4	2237	87.0
AS	H/		59	72.9	H/		H/		H/		H/		301	71.8	548	86.9
B6	H/		363	66.7	1079	81.8	510	87.1	H/		3934	81.4	266	82.0	H/	
CO	155	85.8	4061	69.6	451	84.9	H/		6179	85.5	H/		484	74.4	585	82.1
DL	188	74.5	294	59.9	663	71.5	271	76.8	90	62.2	1308	77.2	551	77.7	983	85.2
EV	5	80.0	H/		H/		5	80.0	H/		H/		H/		H/	
F9	89	83.1	H/		31	67.7	H/		71	78.9	H/		170	75.3	164	83.5
FL	174	82.8	142	70.4	521	78.7	166	83.7	H/		H/		196	83.2	90	64.4
HA	H/		H/		H/		H/		H/		H/		60	53.3	60	60.0
MQ	233	81.5	H/		H/		H/		H/		687	70.6	4	100.0	1082	86.9
NW	5559	90.6	190	54.7	172	80.2	116	83.6	87	87.4	142	78.2	377	84.1	501	87.2
OH	144	72.9	130	56.9	5	40.0	53	73.6	127	63.8	1446	67.6	H/		H/	
OO	88	77.3	79	53.2	H/		H/		181	81.2	H/		247	76.1	3069	92.4
UA	113	84.1	368	70.9	H/		1947	87.6	251	85.3	374	77.0	803	77.7	1919	87.8
US	222	75.7	302	59.9	578	74.2	78	88.5	200	82.0	172	55.2	1989	79.2	643	82.3
WN	492	88.0	H/		1473	88.3	303	85.5	H/		H/		6723	80.2	3451	87.0
XE	164	77.4	3534	63.1	H/		54	72.2	5910	90.8	H/		H/		H/	
YV	120	74.2	110	49.1	H/		1803	78.4	60	75.0	85	63.5	117	74.4	60	85.0
TOTAL	12038	87.7	10081	65.8	5258	81.3	5619	83.1	13576	87.3	9019	76.0	12895	79.2	15392	87.4

\* 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 *																
	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
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	210	79.5	H/		H/		H/		1520	86.9	H/		1	100.0	H/	
AA	1455	72.4	770	82.5	H/		3443	80.3	422	82.7	H/		4951	83.9	114	78.9
AS	H/		59	91.5	H/		30	93.3	60	85.0	163	86.5	117	78.6	767	83.4
B6	229	75.5	1150	83.8	H/		H/		H/		267	91.8	180	78.3	73	84.9
CO	355	77.7	534	83.7	H/		255	83.9	110	89.1	H/		393	79.9	149	75.8
DL	1577	80.5	960	81.7	H/		392	72.4	191	65.4	H/		272	65.1	170	68.8
EV	43	62.8	H/		H/		H/		9	44.4	H/		H/		H/	
F9	60	66.7	30	93.3	145	82.1	H/		112	80.4	H/		H/		108	81.5
FL	522	75.5	1678	81.3	403	80.6	115	74.8	167	72.5	H/		H/		H/	
HA	H/		H/		H/		H/		H/		30	43.3	H/		60	76.7
MQ	889	77.3	H/		H/		296	88.9	H/		H/		6239	82.2	H/	
NW	527	72.1	391	81.3	119	93.3	118	79.7	5513	88.5	H/		540	83.7	178	88.2
OH	936	76.0	21	81.0	30	70.0	30	73.3	146	69.9	H/		304	68.8	H/	
OO	H/		H/		H/		H/		285	77.2	134	93.3	3081	81.1	861	81.4
UA	542	80.6	538	87.9	H/		152	78.9	420	90.5	83	86.7	6258	86.0	444	86.9
US	1029	85.0	740	78.2	H/		248	77.8	273	79.5	83	89.2	632	79.1	231	74.5
WN	H/		3257	89.0	5912	89.5	H/		H/		3587	89.3	H/		1172	89.3
XE	13	84.6	H/		H/		30	93.3	237	82.3	H/		97	81.4	H/	
YV	49	77.6	H/		H/		H/		H/		57	89.5	2229	76.9	H/	
TOTAL	8436	77.5	10128	84.5	6609	88.8	5109	80.2	9465	86.1	4404	89.1	25294	82.4	4327	83.6

\* 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 *																
	PHL		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	# OF ARR.	% ON TIME
9E	174	73.0	H/		H/		H/		H/		H/		132	84.8	H/	
AA	420	70.2	465	88.2	435	86.9	375	75.7	924	80.6	202	90.1	1230	88.3	523	86.6
AS	H/		231	82.7	294	79.9	3591	80.7	397	73.3	H/		H/		H/	
B6	H/		47	93.6	148	91.9	145	87.6	149	74.5	150	88.7	H/		310	80.6
CO	157	69.4	309	85.8	259	89.2	320	72.2	347	79.8	59	86.4	H/		374	86.9
DL	328	64.3	309	75.4	327	76.1	416	82.9	355	73.2	1975	89.3	142	73.2	646	79.6
EV	H/		H/		H/		H/		H/		H/		56	71.4	H/	
F9	30	70.0	166	84.9	145	87.6	115	66.1	115	71.3	161	85.1	83	81.9	30	83.3
FL	309	70.9	69	71.0	30	76.7	1	100.0	30	63.3	H/		118	73.7	623	80.6
HA	H/		30	30.0	30	66.7	90	68.9	30	40.0	H/		H/		H/	
MQ	57	63.2	H/		585	84.8	H/		144	66.0	H/		61	67.2	H/	
NW	229	70.7	262	85.1	175	86.3	357	83.5	263	80.2	86	88.4	86	90.7	250	82.0
OH	270	68.5	H/		H/		H/		H/		H/		97	67.0	62	59.7
OO	48	70.8	191	90.1	478	91.6	413	79.9	3135	71.1	5789	92.8	58	91.4	H/	
UA	381	70.1	411	84.9	569	86.8	579	84.8	3190	81.9	85	83.5	29	89.7	265	81.1
US	3439	73.8	4566	88.9	378	82.3	296	82.4	545	77.4	116	88.8	83	85.5	582	77.3
WN	1906	73.6	5357	88.1	3036	85.1	1247	87.8	1129	76.7	1422	88.7	2142	89.2	2316	88.5
XE	26	73.1	48	93.8	H/		H/		H/		16	68.8	247	85.4	1	100.0
YV	57	66.7	2541	90.9	28	71.4	H/		H/		29	89.7	59	71.2	H/	
TOTAL	7831	72.3	15002	88.1	6917	85.2	7945	81.6	10753	76.6	10090	91.0	4623	86.4	5982	84.0

\* See Appendix at end of this section for list of airport and carrier 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	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	93.1	83.2	J/	86.5	87.5	J/	100.0	88.4	89.5	82.4	J/	85.6	94.1	81.1	63.3	90.0	J/	94.7
700 - 759 AM	87.0	80.0	99.0	92.4	90.5	94.4	92.0	92.8	88.8	93.0	100.0	87.8	92.2	84.7	95.4	94.5	86.0	98.1
800 - 859 AM	76.2	87.7	96.0	90.8	90.8	91.0	95.2	90.1	94.6	89.7	93.7	96.2	89.9	87.1	91.6	91.9	81.1	93.0
900 - 959 AM	79.1	88.0	96.8	88.0	90.9	91.9	89.9	90.6	91.3	92.2	94.2	94.7	89.9	94.0	89.7	93.2	84.2	93.9
1000 - 1059 AM	80.4	87.4	94.2	83.9	88.4	89.1	88.9	90.5	90.8	91.7	87.4	89.8	91.2	89.9	84.3	89.7	82.9	91.0
1100 - 1159 AM	81.4	83.0	92.9	88.7	92.2	88.3	88.3	89.8	91.3	88.1	82.9	83.2	91.5	85.9	79.0	86.8	80.2	86.7
1200 - 1259 PM	80.3	81.0	92.6	87.4	82.2	85.4	89.1	89.1	91.3	82.3	80.3	95.9	90.2	86.9	77.4	90.3	80.2	85.2
100 - 159 PM	73.1	81.6	90.0	88.0	84.2	88.5	89.5	91.0	87.3	73.5	84.3	89.9	89.0	79.9	77.1	86.4	77.1	87.7
200 - 259 PM	73.2	81.2	89.4	89.1	88.1	85.7	85.9	90.6	88.5	58.8	85.4	79.8	86.1	75.8	77.7	89.7	76.9	85.1
300 - 359 PM	73.9	77.0	86.8	77.9	91.4	79.6	87.0	90.0	84.3	56.1	84.1	84.3	90.9	68.1	73.8	85.6	77.1	85.7
400 - 459 PM	74.5	73.2	84.0	86.9	82.0	79.7	87.5	87.7	87.5	52.5	82.9	81.1	84.1	70.7	75.7	84.6	79.3	85.6
500 - 559 PM	74.6	74.2	79.4	77.5	73.0	84.5	84.0	88.4	85.6	47.7	85.5	82.5	83.9	71.9	72.2	85.0	77.4	85.4
600 - 659 PM	73.7	69.4	84.6	78.3	85.4	82.5	84.3	84.2	88.5	46.9	82.4	84.3	83.6	58.5	76.4	88.8	75.9	80.8
700 - 759 PM	65.9	71.9	79.1	75.8	86.5	84.2	83.7	81.5	84.0	49.3	77.0	83.7	86.2	58.9	70.2	84.4	71.8	82.4
800 - 859 PM	69.3	67.5	83.6	82.1	75.8	80.4	83.5	82.5	84.3	51.0	70.2	79.7	83.2	67.1	74.2	84.0	69.2	79.1
900 - 959 PM	75.2	68.4	77.8	75.3	77.1	72.8	86.0	81.4	86.3	56.8	77.0	76.2	75.7	77.8	77.4	83.7	70.0	76.3
1000 - 1059 PM	78.0	68.3	77.4	83.9	78.5	76.0	83.3	77.5	76.5	66.0	71.3	80.5	74.5	77.0	80.4	83.1	75.3	74.9
1100 - 559 AM	88.4	76.9	82.1	83.1	90.4	73.9	82.1	77.5	78.1	69.1	70.2	75.4	87.4	78.5	76.9	84.7	79.2	80.5
TOTAL, ALL ARRIVALS, BY AIRPORT	76.0	76.8	86.8	83.4	86.7	84.0	87.1	87.7	87.7	65.8	81.3	83.1	87.3	76.0	79.2	87.4	77.5	84.5

\* 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	OAK	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	92.5	81.1	90.3	J/	93.9	88.3	93.8	100.0	90.0	77.3	95.1	80.0	94.4	J/	89.7
700 - 759 AM	98.8	92.4	88.7	99.0	93.2	84.5	95.0	94.1	89.0	94.6	91.4	94.2	92.5	97.5	91.1
800 - 859 AM	96.1	89.6	92.3	95.8	90.1	90.7	83.7	92.5	86.2	94.9	90.7	91.5	96.7	95.2	88.5
900 - 959 AM	95.7	87.3	91.7	95.9	91.0	84.1	72.6	92.6	84.5	90.3	80.5	92.4	94.6	93.6	89.4
1000 - 1059 AM	95.7	86.5	89.7	94.1	89.3	92.5	74.1	85.3	86.7	85.5	73.5	93.0	92.6	88.3	87.1
1100 - 1159 AM	96.2	78.1	86.8	92.1	89.4	86.8	76.4	91.7	88.2	84.8	66.2	92.3	93.7	88.9	86.3
1200 - 1259 PM	92.5	82.4	87.3	93.1	87.9	88.8	78.9	92.1	85.0	87.0	69.1	91.1	93.0	86.6	85.8
100 - 159 PM	93.7	81.9	85.2	91.3	89.4	90.0	75.5	92.5	87.0	84.5	68.9	91.0	85.1	87.3	84.6
200 - 259 PM	91.9	81.6	85.9	86.6	84.8	85.2	76.1	88.9	84.9	86.1	72.7	91.0	88.2	85.9	83.3
300 - 359 PM	88.2	80.8	84.1	83.5	81.6	80.9	70.4	89.3	86.5	77.7	75.1	91.8	86.6	84.1	81.2
400 - 459 PM	85.2	84.2	89.7	92.1	76.5	82.1	66.5	87.5	88.4	79.3	74.4	92.4	87.9	88.0	80.8
500 - 559 PM	86.0	77.2	81.5	84.9	75.4	82.6	63.8	87.4	87.3	75.2	78.3	88.0	83.8	82.1	79.5
600 - 659 PM	80.3	73.5	83.0	87.9	72.9	75.5	68.2	88.3	89.1	82.4	75.8	93.0	82.0	77.4	79.4
700 - 759 PM	82.6	73.2	85.6	87.0	68.5	82.5	66.1	88.9	85.7	76.1	78.4	88.6	81.0	81.7	76.3
800 - 859 PM	87.9	69.7	84.3	82.5	68.4	77.5	69.0	83.1	82.5	78.4	76.3	88.4	80.8	82.1	77.5
900 - 959 PM	85.1	76.6	80.1	86.5	72.3	73.4	68.1	82.4	80.5	75.2	77.7	87.7	78.3	72.8	76.6
1000 - 1059 PM	77.6	71.8	73.2	86.0	74.4	86.6	69.0	80.1	76.6	80.9	77.4	82.0	73.0	77.4	77.0
1100 - 559 AM	73.8	72.0	85.0	85.3	85.4	81.2	74.1	80.0	79.4	77.5	83.1	83.7	83.0	78.5	79.5
TOTAL, ALL ARRIVALS, BY AIRPORT	88.8	80.2	86.1	89.1	82.4	83.6	72.3	88.1	85.2	81.6	76.6	91.0	86.4	84.0	82.7

\* 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	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	91.6	95.5	95.5	94.4	97.9	94.7	97.5	94.6	95.3	96.1	97.9	93.3	93.4	94.3	93.9	93.9	93.6	98.6
700 - 759 AM	93.2	93.5	96.0	94.5	87.5	93.9	94.8	91.1	92.2	94.6	95.7	95.5	95.3	93.3	93.8	93.3	94.5	96.8
800 - 859 AM	91.3	94.5	94.1	92.6	90.8	94.7	91.1	89.7	92.2	92.1	95.5	90.8	92.3	89.5	93.1	92.1	88.5	95.3
900 - 959 AM	86.6	91.1	93.1	92.0	93.2	91.8	92.4	85.4	92.5	90.5	92.3	92.4	89.7	91.2	86.9	84.7	87.7	94.0
1000 - 1059 AM	85.9	91.2	92.6	76.2	88.6	91.6	88.3	85.3	87.8	91.2	90.3	92.5	90.2	90.7	85.1	88.0	86.3	91.5
1100 - 1159 AM	84.8	89.8	92.1	87.0	92.9	87.3	86.7	86.2	88.1	87.2	87.7	95.6	90.8	90.3	84.1	87.4	86.0	90.7
1200 - 1259 PM	81.9	86.1	88.6	88.3	79.5	89.5	85.9	84.6	87.8	89.1	77.7	88.6	93.2	88.1	78.1	84.7	84.9	86.9
100 - 159 PM	80.3	83.5	83.0	85.7	84.4	85.6	85.1	83.3	89.1	78.9	78.9	85.7	90.2	83.7	74.0	85.7	84.7	86.5
200 - 259 PM	75.4	78.8	87.4	85.5	87.2	87.6	87.0	83.7	90.4	75.2	75.4	88.1	88.0	84.7	77.5	84.0	84.0	80.9
300 - 359 PM	77.0	78.8	84.9	76.4	86.5	83.7	86.3	83.5	86.1	67.6	84.3	73.0	88.2	78.3	71.5	87.9	81.8	83.2
400 - 459 PM	76.8	76.9	78.7	84.4	87.6	81.7	82.3	83.7	78.6	57.7	82.7	80.5	88.8	75.8	74.8	83.5	80.9	86.8
500 - 559 PM	76.9	70.7	82.3	82.2	86.8	83.4	85.9	82.6	86.6	54.7	76.6	79.8	82.8	73.8	71.6	85.3	77.4	83.3
600 - 659 PM	79.3	72.4	77.3	76.3	65.6	82.5	83.3	83.2	83.0	63.2	79.3	82.1	85.8	76.6	71.4	87.3	79.4	83.7
700 - 759 PM	72.2	76.6	79.6	82.7	86.5	83.3	84.2	79.7	85.5	60.6	81.2	78.5	82.8	69.0	70.9	86.1	78.4	81.6
800 - 859 PM	75.5	70.9	78.6	83.6	82.5	77.5	82.4	83.9	67.9	62.4	69.7	74.0	81.6	67.9	69.0	84.7	78.9	78.3
900 - 959 PM	76.6	50.0	76.3	61.3	87.5	86.2	87.3	82.4	88.4	59.7	83.3	84.7	89.1	75.4	75.3	85.2	74.0	76.5
1000 - 1059 PM	80.0	50.0	J/	86.7	J/	J/	100.0	77.7	90.5	55.6	50.0	74.4	82.9	82.0	88.5	91.3	J/	25.0
1100 - 559 AM	100.0	96.3	98.1	J/	J/	100.0	93.7	90.2	95.8	89.7	J/	95.8	90.6	90.8	88.7	86.2	96.7	91.0
TOTAL, ALL DEPARTURES, BY AIRPORT	81.0	84.4	87.2	86.0	87.5	87.9	87.2	84.9	88.2	77.8	84.8	86.0	88.8	82.0	80.4	87.5	84.6	87.9

\* 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	OAK	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	93.6	93.9	95.2	96.1	91.2	94.9	94.5	94.1	96.6	95.0	96.5	98.7	95.8	97.1	95.0
700 - 759 AM	95.7	86.8	93.4	94.2	92.4	92.7	92.8	94.7	93.3	93.8	93.0	96.9	95.5	96.4	93.8
800 - 859 AM	96.7	90.6	92.3	95.1	92.5	94.2	93.9	91.0	90.4	89.7	89.1	94.1	92.4	94.4	91.9
900 - 959 AM	94.2	87.1	92.4	92.3	90.3	78.9	84.5	90.0	83.8	91.4	84.8	93.7	95.1	95.0	89.5
1000 - 1059 AM	92.0	88.1	91.3	90.6	90.0	90.8	79.9	87.4	85.5	87.4	75.4	91.3	87.3	91.7	87.9
1100 - 1159 AM	88.9	83.6	89.2	90.1	85.3	87.9	77.1	86.1	83.6	85.7	72.4	94.1	89.5	89.7	86.7
1200 - 1259 PM	85.0	75.4	81.2	91.9	86.5	87.6	80.1	88.9	83.4	83.5	70.6	88.4	93.2	83.8	84.9
100 - 159 PM	88.3	81.8	86.7	87.9	84.6	86.3	82.5	88.0	85.0	84.9	69.5	90.2	82.7	88.2	84.0
200 - 259 PM	86.8	73.2	83.5	82.9	83.1	86.3	75.4	89.0	85.5	81.6	68.3	90.9	80.1	80.6	82.3
300 - 359 PM	82.2	74.7	86.0	82.6	82.5	81.5	72.6	83.8	82.1	82.4	78.9	88.0	84.0	86.6	82.0
400 - 459 PM	80.7	81.7	88.9	78.9	76.1	86.9	68.8	87.7	85.9	87.0	76.4	91.7	83.2	84.1	80.7
500 - 559 PM	80.9	81.1	85.8	82.8	76.7	85.1	64.0	83.1	86.3	82.2	80.0	93.1	79.7	81.1	79.9
600 - 659 PM	81.0	73.0	87.0	79.9	73.6	80.8	71.7	82.6	88.5	86.5	80.7	86.0	76.3	80.9	79.4
700 - 759 PM	77.1	72.5	85.1	87.6	74.0	86.0	66.0	87.7	84.5	76.3	80.7	91.5	79.9	79.8	80.0
800 - 859 PM	76.9	73.9	86.0	80.4	72.3	84.3	77.8	82.1	84.3	81.5	79.9	93.3	77.0	82.1	77.5
900 - 959 PM	80.8	68.9	91.3	83.5	78.1	85.7	70.8	84.9	84.2	81.1	79.9	92.5	75.3	84.6	82.2
1000 - 1059 PM	J/	87.9	86.3	87.5	69.7	50.0	94.4	96.2	94.1	87.4	86.4	J/	J/	J/	85.3
1100 - 559 AM	J/	J/	97.3	96.2	94.1	95.2	92.0	92.7	J/	87.7	90.3	97.7	100.0	J/	91.2
TOTAL, ALL DEPARTURES, BY AIRPORT	86.7	80.3	88.5	88.0	83.1	88.4	78.9	87.7	87.0	86.7	80.1	92.5	86.6	87.6	85.1

\* 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 // 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
XE	2396	EWR-DTW	1759	24	83.33	71	50
OO	4393	ATL-SAT	2149	29	82.76	43	27
OH	6517	ATL-AUS	844	29	82.76	32	25
WN	3091	PIT-PHL	1540	22	81.82	37	24
YV	2697	IAD-CLT	908	21	80.95	31	19

\* 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	466	7	1.5
HAWAIIAN	190	2	1.1
EXPRESSJET	814	7	0.9
MESA	680	3	0.4
DELTA	1,326	4	0.3
US AIRWAYS	1,266	2	0.2
AIRTRAN	680	1	0.1
SKYWEST	1,451	2	0.1
SOUTHWEST	3,472	1	0.0
AMERICAN	1,564	0	0.0
AMERICAN EAGLE	1,190	0	0.0
UNITED	1,087	0	0.0
NORTHWEST	837	0	0.0
ATLANTIC SOUTHEAST	822	0	0.0
CONTINENTAL	797	0	0.0
PINNACLE	751	0	0.0
JETBLUE	520	0	0.0
ALASKA	378	0	0.0
FRONTIER	251	0	0.0
<b>TOTAL</b>	<b>18,542</b>	<b>29</b>	<b>0.2</b>

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)	86.3	96.1	204	204
ADAK ISLAND AK (ADK)	87.5	75.0	8	8
AGUADILLA PR (BQN)	80.2	90.5	106	105
AKRON/CANTON OH (CAK)	78.6	83.4	754	753
ALBANY GA (ABY)	70.2	84.5	84	84
ALBANY NY (ALB)	83.7	88.7	966	965
ALBUQUERQUE NM (ABQ)	87.3	88.5	3,026	3,026
ALEXANDRIA LA (AEX)	80.8	86.0	172	172
ALLEN TOWN/BETHLEHEM/EASTON PA (ABE)	81.2	86.0	399	400
AMARILLO TX (AMA)	84.8	89.3	561	562
ANCHORAGE AK (ANC)	78.3	84.5	1,194	1,192
APPLETON WI (ATW)	81.0	85.2	416	418
ASHEVILLE NC (AVL)	81.3	82.3	395	395
ASHLAND WV (HTS)	90.2	98.0	51	51
ASPEN CO (ASE)	82.3	83.8	198	197
ATLANTA GA (ATL)	76.0	81.0	33,872	33,889
AUGUSTA GA (AGS)	79.3	84.0	237	237
AUSTIN TX (AUS)	85.5	88.3	3,510	3,510
BAKERSFIELD CA (BFL)	86.3	94.1	255	256
BALTIMORE MD (BWI)	86.8	87.2	8,112	8,106
BANGOR ME (BGR)	82.5	82.5	229	229
BARROW AK (BRW)	77.6	67.2	58	58
BATON ROUGE LA (BTR)	80.8	84.1	647	649
BEND/REDMOND OR (RDM)	84.8	84.0	257	257
BETHEL AK (BET)	73.2	65.9	82	82
BILLINGS MT (BIL)	92.0	96.2	313	313
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	78.0	83.1	59	59
BIRMINGHAM AL (BHM)	83.0	87.9	1,831	1,834
BISMARCK/MANDAN ND (BIS)	84.4	87.1	147	147
BLOOMINGTON IL (BMI)	73.2	81.0	336	337
BOISE ID (BOI)	86.7	89.8	1,247	1,247
BOSTON MA (BOS)	76.8	84.4	8,718	8,714
BOZEMAN MT (BZN)	87.3	96.7	306	305
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	80.6	87.7	237	236
BROWNSVILLE TX (BRO)	94.2	98.9	86	87
BRUNSWICK GA (BQK)	77.6	85.5	76	76
BUFFALO NY (BUF)	83.7	86.4	2,010	2,012
BURBANK CA (BUR)	88.4	87.1	2,331	2,334
BURLINGTON VT (BTV)	82.3	85.2	513	514
BUTTE MT (BTM)	81.0	94.8	58	58
CARLSBAD CA (CLD)	89.3	89.3	169	169
CASPER WY (CPR)	90.3	91.6	154	154
CEDAR CITY UT (CDC)	92.6	98.1	54	54

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR RAPIDS/IOWA CITY IA (CID)	85.5	87.1	811	807
CHAMPAIGN/URBANA IL (CMI)	82.3	89.6	192	192
CHARLESTON SC (CHS)	82.0	85.3	1,044	1,043
CHARLESTON/DUNBAR WV (CRW)	85.4	86.4	323	323
CHARLOTTE AMALIE VI (STT)	74.6	88.6	185	185
CHARLOTTE NC (CLT)	83.4	86.0	9,868	9,868
CHARLOTTESVILLE VA (CHO)	81.0	87.9	58	58
CHATTANOOGA TN (CHA)	81.7	87.2	431	431
CHICAGO IL (MDW)	88.8	86.7	6,609	6,610
CHICAGO IL (ORD)	82.4	83.1	25,294	25,298
CHICO CA (CIC)	62.8	72.6	113	113
CHRISTIANSTED VI (STX)	80.0	76.7	30	30
CLEVELAND OH (CLE)	85.8	88.6	4,565	4,565
CODY WY (COD)	92.8	96.4	83	83
COLLEGE STATION/BRYAN TX (CLL)	89.3	90.5	84	84
COLORADO SPRINGS CO (COS)	84.1	88.9	1,049	1,048
COLUMBIA SC (CAE)	75.5	81.0	848	848
COLUMBUS GA (CSG)	72.5	82.6	138	138
COLUMBUS MS (GTR)	75.6	82.9	82	82
COLUMBUS OH (CMH)	84.3	88.2	2,499	2,499
CORDOVA AK (CDV)	86.2	87.9	58	58
CORPUS CHRISTI TX (CRP)	87.4	92.7	532	531
COVINGTON KY (CVG)	86.7	87.5	6,191	6,189
CRESCENT CITY CA (CEC)	64.0	59.1	89	88
DALLAS TX (DAL)	87.8	84.9	4,110	4,107
DALLAS/FT.WORTH TX (DFW)	87.7	84.9	21,022	21,010
DAYTON OH (DAY)	80.4	86.9	1,237	1,238
DAYTONA BEACH FL (DAB)	76.7	86.3	146	146
DEADHORSE AK (SCC)	87.9	86.2	58	58
DENVER CO (DEN)	87.1	87.2	18,588	18,585
DES MOINES IA (DSM)	82.7	88.0	1,354	1,354
DETROIT MI (DTW)	87.7	88.2	12,038	12,035
DOTHAN AL (DHN)	74.3	83.2	113	113
DUBUQUE IA (DBQ)	82.4	83.5	85	85
DULUTH MN (DLH)	84.8	93.3	105	105
DURANGO CO (DRO)	91.9	92.7	246	246
EAGLE CO (EGE)	89.7	93.1	116	116
EL CENTRO CA (IPL)	94.4	94.4	54	54
EL PASO TX (ELP)	88.2	91.7	1,608	1,608
ELKO NV (EKO)	91.4	92.2	116	116
ELMIRA/CORNING NY (ELM)	83.3	93.5	108	108
ERIE PA (ERI)	75.2	84.6	117	117
EUGENE OR (EUG)	79.6	81.7	393	393

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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)	73.9	78.0	283	287
EVANSVILLE IN (EVV)	83.7	89.2	453	453
FAIRBANKS AK (FAI)	85.7	83.4	301	301
FARGO ND (FAR)	87.7	91.1	350	350
FAYETTEVILLE AR (XNA)	82.1	86.5	1,107	1,107
FAYETTEVILLE NC (FAY)	73.7	80.5	232	231
FLAGSTAFF AZ (FLG)	93.7	93.7	142	142
FLINT MI (FNT)	76.9	86.6	627	626
FLORENCE SC (FLO)	76.5	84.3	51	51
FORT LAUDERDALE FL (FLL)	81.3	84.8	5,258	5,250
FORT SMITH AR (FSM)	85.8	90.9	254	254
FORT WAYNE IN (FWA)	83.9	85.6	508	508
FRESNO CA (FAT)	82.1	82.3	1,002	1,003
FT. MYERS FL (RSW)	84.0	88.2	2,238	2,235
GAINESVILLE FL (GNV)	74.6	83.1	189	189
GILLETTE WY (GCC)	82.9	85.5	117	117
GRAND FORKS ND (GFK)	84.7	91.9	111	111
GRAND JUNCTION CO (GJT)	93.2	92.0	424	423
GRAND RAPIDS MI (GRR)	84.2	88.6	1,232	1,232
GREAT FALLS MT (GTF)	90.7	95.0	140	141
GREEN BAY/CLINTONVILLE WI (GRB)	82.7	88.6	492	493
GREENSBORO/HIGH POINT NC (GSO)	79.4	85.1	1,040	1,037
GREENVILLE/SPARTANBURG SC (GSP)	83.5	88.3	782	781
GULFPORT/BILOXI MS (GPT)	80.5	86.8	668	669
GUNNISON CO (GUC)	89.7	93.1	58	58
HANCOCK/HOUGHTON MI (CMX)	77.4	96.2	53	53
HARLINGEN/SAN BENITO TX (HRL)	85.5	87.7	325	326
HARRISBURG PA (MDT)	80.0	84.1	545	547
HARTFORD CT (BDL)	85.1	89.6	2,101	2,101
HELENA MT (HLN)	90.0	93.5	170	170
HILO HI (ITO)	89.5	92.0	660	660
HILTON HEAD SC (HHH)	71.7	78.0	60	59
HONOLULU HI (HNL)	87.8	90.9	4,554	4,555
HOUSTON TX (HOU)	86.3	84.1	4,414	4,417
HOUSTON TX (IAH)	87.3	88.8	13,576	13,578
HUNTSVILLE AL (HSV)	81.0	87.7	772	772
IDAHO FALLS ID (IDA)	91.5	95.5	247	247
INDIANAPOLIS IN (IND)	85.2	87.0	3,125	3,126
INDIO/PALM SPRINGS CA (PSP)	86.7	87.7	928	928
INYOKERN CA (IYK)	100.0	100.0	74	74
ISLIP NY (ISP)	90.1	92.9	799	800
ITHACA/CORTLAND NY (ITH)	69.0	79.3	29	29
JACKSON WY (JAC)	83.0	90.3	176	176

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON/VICKSBURG MS (JAN)	84.8	91.4	998	998
JACKSONVILLE FL (JAX)	83.8	88.0	2,428	2,431
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	74.5	79.4	141	141
JUNEAU AK (JNU)	79.5	74.5	297	298
KAHULUI HI (OGG)	89.6	91.0	1,562	1,562
KALAMAZOO MI (AZO)	82.3	89.0	209	209
KALISPELL MT (FCA)	92.3	95.8	143	144
KANSAS CITY MO (MCI)	85.9	88.3	4,202	4,204
KETCHIKAN AK (KTN)	77.8	79.0	176	176
KEY WEST FL (EYW)	55.6	69.6	81	79
KILLEEN TX (GRK)	82.1	84.9	212	212
KLAMATH FALLS OR (LMT)	72.4	60.7	116	117
KNOXVILLE TN (TYS)	80.5	84.4	1,165	1,166
KODIAK AK (ADQ)	89.4	83.0	47	47
KONA HI (KOA)	88.4	92.7	1,016	1,016
KOTZEBUE AK (OTZ)	85.1	83.9	87	87
LA CROSSE WI (LSE)	82.5	88.7	143	142
LAFAYETTE LA (LFT)	85.9	88.6	369	369
LAKE CHARLES LA (LCH)	89.4	93.9	66	66
LANSING MI (LAN)	84.7	85.8	189	190
LAREDO TX (LRD)	87.5	91.8	184	184
LAS VEGAS NV (LAS)	79.2	80.4	12,895	12,901
LAWTON/FORT SILL OK (LAW)	74.4	83.3	78	78
LEWISBURG WV (LWB)	0.0	0.0	1	1
LEWISTON ID (LWS)	98.2	100.0	57	57
LEXINGTON KY (LEX)	84.8	86.8	836	834
LIHUE HI (LIH)	90.8	93.3	1,031	1,031
LINCOLN NE (LNK)	88.9	90.3	217	217
LITTLE ROCK AR (LIT)	83.5	86.9	1,282	1,281
LONG BEACH CA (LGB)	88.1	88.8	1,215	1,216
LONGVIEW/KILGOR/GLADWATR TX (GGG)	83.3	81.7	60	60
LOS ANGELES CA (LAX)	87.4	87.5	15,392	15,383
LOUISVILLE KY (SDF)	83.3	85.3	1,559	1,562
LUBBOCK TX (LBB)	87.2	88.8	578	578
LYNCHBURG VA (LYH)	84.6	86.5	52	52
MADISON WI (MSN)	84.5	86.8	1,128	1,127
MANCHESTER NH (MHT)	84.0	86.2	1,404	1,403
MARQUETTE MI (MQT)	74.7	97.5	79	79
MEDFORD OR (MFR)	73.9	80.4	380	378
MELBOURNE FL (MLB)	69.9	75.7	173	173
MEMPHIS TN (MEM)	86.1	90.3	6,157	6,158
MERIDIAN MS (MEI)	83.3	87.0	54	54
MIAMI FL (MIA)	80.2	80.3	5,109	5,104

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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.
MIDLAND/ODESSA TX (MAF)	83.0	90.7	452	453
MILWAUKEE WI (MKE)	83.8	85.2	3,138	3,140
MINNEAPOLIS/ST. PAUL MN (MSP)	86.1	88.5	9,465	9,474
MINOT ND (MOT)	84.1	89.8	88	88
MISSION/MCALLEEN/EDINBURG TX (MFE)	88.3	94.9	315	315
MISSOULA MT (MSO)	85.2	93.3	223	223
MOBILE AL (MOB)	80.0	88.0	415	415
MODESTO CA (MOD)	61.4	72.7	132	132
MOLINE IL (MLI)	80.4	87.7	658	657
MONROE LA (MLU)	79.8	87.3	173	173
MONTEREY CA (MRY)	84.6	86.0	507	506
MONTGOMERY AL (MGM)	78.8	84.6	311	311
MONTROSE/DELTA CO (MTJ)	91.0	93.3	89	89
MYRTLE BEACH SC (MYR)	78.7	87.4	390	390
NASHVILLE TN (BNA)	86.3	86.7	4,546	4,544
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	77.6	86.2	58	58
NEW ORLEANS LA (MSY)	84.2	87.3	3,093	3,091
NEW YORK NY (JFK)	76.0	82.0	9,019	9,022
NEW YORK NY (LGA)	77.5	84.6	8,436	8,442
NEWARK NJ (EWR)	65.8	77.8	10,081	10,083
NEWBURGH/POUGHKEEPSIE NY (SWF)	84.8	92.1	178	178
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	83.0	87.2	546	546
NOME AK (OME)	82.8	80.5	87	87
NORFOLK VA (ORF)	84.0	89.6	1,167	1,167
NORTH BEND/COOS BAY OR (OTH)	56.7	62.5	120	120
OAKLAND CA (OAK)	89.1	88.0	4,404	4,407
OKLAHOMA CITY OK (OKC)	85.7	91.4	1,809	1,808
OMAHA NE (OMA)	83.2	88.3	2,091	2,094
ONTARIO/SAN BERNARDINO CA (ONT)	88.1	88.4	2,124	2,125
ORLANDO FL (MCO)	84.5	87.9	10,128	10,126
OXNARD/VENTURA CA (OXR)	90.0	95.0	100	100
PALMDALE CA (PMD)	57.6	62.7	59	59
PANAMA CITY FL (PFN)	79.2	86.9	289	289
PASCO/KENNEWICK/RICHLAND WA (PSC)	89.2	96.4	166	166
PENSACOLA FL (PNS)	82.6	87.2	634	632
PEORIA IL (PIA)	84.8	89.6	395	395
PETERSBURG AK (PSG)	70.7	75.9	58	58
PHILADELPHIA PA (PHL)	72.3	78.9	7,831	7,834
PHOENIX AZ (PHX)	88.1	87.7	15,002	14,996
PIERRE SD (PIR)	100.0	100.0	3	3
PITTSBURGH PA (PIT)	82.2	87.1	3,018	3,012
POCATELLO ID (PIH)	91.4	100.0	116	116
PONCE PR (PSE)	85.2	98.1	54	54

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PORTLAND ME (PWM)	83.7	82.9	404	403
PORTLAND OR (PDX)	83.6	88.4	4,327	4,330
PROVIDENCE RI (PVD)	84.4	86.3	1,747	1,747
RALEIGH/DURHAM NC (RDU)	80.9	83.6	4,469	4,467
RAPID CITY SD (RAP)	79.7	84.6	251	253
REDDING CA (RDD)	63.9	68.9	119	119
RENO NV (RNO)	88.5	87.6	1,639	1,640
RHINELANDER WI (RHI)	79.2	95.8	24	24
RICHMOND VA (RIC)	81.0	84.7	1,539	1,539
ROANOKE VA (ROA)	79.1	82.8	383	383
ROCHESTER MN (RST)	82.4	85.2	210	210
ROCHESTER NY (ROC)	80.8	85.4	901	905
ROCK SPRINGS WY (RKS)	88.4	87.7	146	146
ROSWELL NM (ROW)	81.0	84.5	84	84
SACRAMENTO CA (SMF)	86.1	87.4	3,815	3,813
SAGINAW/BAY CITY/MIDLAND MI (MBS)	82.9	84.9	217	218
SALT LAKE CITY UT (SLC)	91.0	92.5	10,090	10,097
SAN ANGELO TX (SJT)	96.4	96.4	28	28
SAN ANTONIO TX (SAT)	85.1	89.3	3,319	3,319
SAN DIEGO CA (SAN)	85.2	87.0	6,917	6,922
SAN FRANCISCO CA (SFO)	76.6	80.1	10,753	10,748
SAN JOSE CA (SJC)	88.1	89.0	4,224	4,225
SAN JUAN PR (SJU)	80.7	87.0	1,449	1,446
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	83.4	82.0	314	316
SANTA ANA CA (SNA)	88.7	88.1	3,618	3,618
SANTA BARBARA CA (SBA)	86.7	85.9	929	931
SANTA MARIA CA (SMX)	94.8	96.5	115	115
SARASOTA/BRADENTON FL (SRQ)	78.9	84.7	426	426
SAVANNAH GA (SAV)	80.5	84.8	908	907
SCRANTON/WILKES-BARRE PA (AVP)	78.9	85.4	199	199
SEATTLE WA (SEA)	81.6	86.7	7,945	7,946
SHREVEPORT LA (SHV)	81.1	87.1	604	605
SIOUX FALLS SD (FSD)	85.7	89.2	463	464
SITKA AK (SIT)	70.8	82.0	89	89
SOUTH BEND IN (SBN)	78.9	78.2	418	418
SPOKANE WA (GEG)	84.1	89.5	1,077	1,076
SPRINGFIELD IL (SPI)	75.5	85.6	106	104
SPRINGFIELD MO (SGF)	83.7	86.6	763	763
ST. GEORGE UT (SGU)	96.3	96.7	241	241
ST. LOUIS MO (STL)	86.4	86.6	4,623	4,623
STATE COLLEGE PA (SCE)	76.3	91.5	59	59
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	93.3	95.6	90	90
SUN VALLEY/HALEY/KETCHUM ID (SUN)	84.1	95.3	176	172

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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.
SYRACUSE NY (SYR)	82.1	83.6	754	756
TALLAHASSEE FL (TLH)	77.3	80.4	379	378
TAMPA FL (TPA)	84.0	87.6	5,982	5,986
TEXARKANA AR (TXK)	92.1	96.6	89	89
TOLEDO OH (TOL)	76.2	85.7	84	84
TRAVERSE CITY MI (TVC)	80.8	86.3	240	241
TUCSON AZ (TUS)	87.2	90.3	1,773	1,769
TULSA OK (TUL)	85.9	89.9	1,809	1,807
TWIN FALLS ID (TWF)	96.6	100.0	118	118
TYLER TX (TYR)	92.1	93.3	89	89
VALDOSTA GA (VLD)	72.2	79.7	79	79
VALPARAISO FL (VPS)	82.8	88.5	540	540
WACO TX (ACT)	85.7	84.9	119	119
WASHINGTON DC (DCA)	84.0	87.9	6,807	6,803
WASHINGTON DC (IAD)	83.1	86.0	5,619	5,617
WATERLOO IA (ALO)	58.3	75.0	24	24
WAUSAU/MARSHFIELD WI (CWA)	83.7	87.3	252	252
WEST PALM BEACH/PALM BEACH FL (PBI)	79.1	83.6	2,275	2,271
WHITE PLAINS NY (HPN)	84.0	85.0	893	891
WICHITA KS (ICT)	81.6	87.8	1,063	1,064
WILMINGTON NC (ILM)	80.1	82.4	272	273
WRANGELL AK (WRG)	69.0	75.9	58	58
YAKUTAT AK (YAK)	84.5	89.7	58	58
YUMA AZ (YUM)	92.1	93.4	242	243

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

CARRIER A/	AT 32 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
MESA	22	10,068	126	1.3	117	19,397	256	1.3
PINNACLE	18	8,040	96	1.2	117	21,371	282	1.3
COMAIR	22	9,001	127	1.4	78	12,723	158	1.2
SKYWEST	20	22,634	229	1.0	143	41,282	460	1.1
AMERICAN EAGLE	18	18,895	211	1.1	115	33,908	370	1.1
HAWAIIAN	8	389	2	0.5	15	5,783	60	1.0
EXPRESSJET	20	11,533	144	1.2	92	22,285	222	1.0
US AIRWAYS	30	28,816	265	0.9	78	35,091	319	0.9
AMERICAN	29	36,510	348	1.0	74	44,832	404	0.9
SOUTHWEST	19	52,708	550	1.0	64	96,144	861	0.9
UNITED	30	26,478	213	0.8	77	31,040	254	0.8
DELTA	30	29,830	260	0.9	93	36,939	300	0.8
JETBLUE	19	10,777	75	0.7	43	15,645	110	0.7
ATLANTIC SOUTHEAST	8	11,545	62	0.5	112	22,865	157	0.7
ALASKA	17	7,024	18	0.3	46	11,029	65	0.6
AIRTRAN	25	14,555	70	0.5	57	20,212	84	0.4
FRONTIER	22	5,688	15	0.3	39	7,106	17	0.2
NORTHWEST	30	18,056	39	0.2	87	24,043	51	0.2
CONTINENTAL	26	17,429	22	0.1	57	21,572	28	0.1
Total		339,976	2,872	0.8	Total	523,267	4,458	0.8

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.

**NOVEMBER 2008**  
**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	21371	18144	84.90%	282	1.32%	41	0.19%	778	3.64%	86	0.40%	1433	6.70%	4	0.02%	603	2.82%
AA	44832	37837	84.40%	404	0.90%	110	0.25%	2195	4.90%	111	0.25%	2589	5.78%	7	0.02%	1579	3.52%
AS	11029	8974	81.37%	65	0.59%	24	0.22%	495	4.48%	36	0.33%	833	7.55%	14	0.12%	589	5.34%
B6	15645	12976	82.94%	110	0.70%	39	0.25%	495	3.17%	13	0.08%	1199	7.66%	1	0.01%	812	5.19%
CO	21572	17415	80.73%	28	0.13%	29	0.13%	940	4.36%	84	0.39%	2365	10.96%	19	0.09%	692	3.21%
DL	36939	28590	77.40%	300	0.81%	36	0.10%	1561	4.23%	95	0.26%	4313	11.68%	2	0.01%	2042	5.53%
EV	22865	17218	75.30%	157	0.69%	30	0.13%	1205	5.27%	94	0.41%	2039	8.92%	3	0.01%	2120	9.27%
F9	7106	5944	83.65%	17	0.24%	5	0.07%	304	4.28%	9	0.12%	578	8.13%	0	0.00%	249	3.51%
FL	20212	16207	80.19%	84	0.42%	21	0.10%	516	2.55%	8	0.04%	1790	8.86%	0	0.00%	1585	7.84%
HA	5783	5181	89.59%	60	1.04%	7	0.12%	376	6.50%	3	0.04%	1	0.02%	0	0.00%	155	2.68%
MQ	33908	28321	83.52%	370	1.09%	61	0.18%	1382	4.07%	155	0.46%	1797	5.30%	4	0.01%	1819	5.36%
NW	24043	20857	86.75%	51	0.21%	24	0.10%	962	4.00%	151	0.63%	1547	6.44%	5	0.02%	445	1.85%
OH	12723	9806	77.07%	158	1.24%	20	0.16%	794	6.24%	493	3.88%	1377	10.82%	3	0.02%	72	0.57%
OO	41282	35137	85.11%	460	1.11%	97	0.23%	1019	2.47%	82	0.20%	2080	5.04%	9	0.02%	2398	5.81%
UA	31040	26541	85.51%	254	0.82%	42	0.14%	1138	3.67%	61	0.20%	1618	5.21%	3	0.01%	1382	4.45%
US	35091	28769	81.98%	319	0.91%	38	0.11%	1236	3.52%	27	0.08%	3302	9.41%	11	0.03%	1389	3.96%
WN	96144	83859	87.22%	861	0.90%	106	0.11%	2719	2.83%	226	0.24%	2422	2.52%	19	0.02%	5932	6.17%
XE	22285	18498	83.01%	222	1.00%	44	0.20%	621	2.79%	55	0.25%	2041	9.16%	9	0.04%	794	3.56%
YV	19397	15772	81.31%	256	1.32%	52	0.27%	1610	8.30%	162	0.84%	1116	5.75%	12	0.06%	417	2.15%
TOTAL	523267	436046		4458		826		20346		1951		34441		125		25074	
			83.33%		0.85%		0.16%		3.89%		0.37%		6.58%		0.02%		4.79%

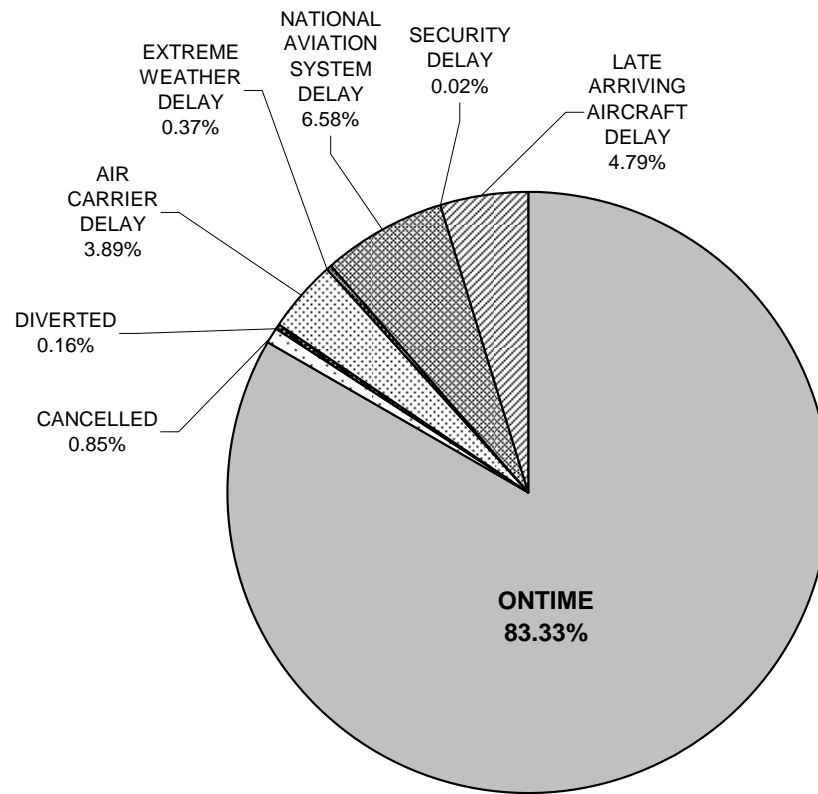
**\*Causes of Delay:**

- 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.**

NOVEMBER 2008  
 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>

## NOVEMBER 2008

## AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Scheduled Departure Time	Minutes of Tarmac Delay
*						

\* ExpressJet Airlines flight 2534 was the only flight that appeared in this table when it was originally posted on January 14, 2009. That flight was subsequently removed from the table due to a reporting error made by the carrier in its November data submission to DOT.

2534



NOVEMBER 2008

## 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
MQ	33,908	2	0.0059
XE	22,285	1	0.0045
AA	44,832	2	0.0045
EV	22,865	1	0.0044
NW	24,043	1	0.0042
US	35,091	0	0.0000
WN	96,144	0	0.0000
9E	21,371	0	0.0000
CO	21,572	0	0.0000
OO	41,287	0	0.0000
YV	19,397	0	0.0000
UA	31,040	0	0.0000
FL	20,212	0	0.0000
AS	11,029	0	0.0000
OH	12,723	0	0.0000
HA	5,783	0	0.0000
B6	15,645	0	0.0000
F9	7,106	0	0.0000
DL	36,939	0	0.0000
Total	523,272	7	0.0013

\* 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.

NOTE: This table was updated by BTS on April 20, 2009 as a result of carrier resubmissions of flight delay data.

**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 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 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 32 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
Oakland : International	OAK
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

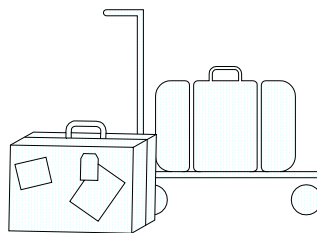
#### Data to DOT and to CRS Vendors

9E	Pinnacle Airlines (eff. 01/08)
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\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #16, issued October 31, 2007, effective January 1, 2008.

## **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 2008			NOVEMBER 2007		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	3,588	1,885,553	1.90	6,745	2,033,871	3.32
2	NORTHWEST AIRLINES	5,600	2,690,925	2.08	10,557	3,529,047	2.99
3	FRONTIER AIRLINES	1,689	750,819	2.25	3,252	817,862	3.98
4	HAWAIIAN AIRLINES	1,532	636,848	2.41	2,086	594,544	3.51
5	CONTINENTAL AIRLINES	6,713	2,628,990	2.55	11,307	3,167,316	3.57
6	ALASKA AIRLINES	2,899	1,130,600	2.56	5,088	1,244,502	4.09
7	JETBLUE AIRWAYS	4,804	1,714,280	2.80	5,102	1,728,882	2.95
8	SOUTHWEST AIRLINES	23,645	7,696,338	3.07	38,581	8,456,161	4.56
9	US AIRWAYS	12,950	3,775,481	3.43	24,931	4,210,293	5.92
10	UNITED AIRLINES	13,138	3,724,922	3.53	16,927	4,555,410	3.72
11	AMERICAN AIRLINES	20,175	5,384,117	3.75	34,830	6,502,085	5.36
12	EXPRESSJET AIRLINES	3,375	838,491	4.03	8,450	1,306,169	6.47
13	SKYWEST AIRLINES	6,484	1,550,979	4.18	10,867	1,797,620	6.05
14	PINNACLE AIRLINES	3,790	824,843	4.59	6,180	818,726	7.55
15	MESA AIRLINES	4,754	885,262	5.37	6,538	1,053,810	6.20
16	COMAIR	2,949	527,454	5.59	5,198	772,537	6.73
17	DELTA AIR LINES	29,620	4,925,275	6.01	27,749	5,124,783	5.41
18	AMERICAN EAGLE AIRLINES	7,591	1,163,062	6.53	13,946	1,508,899	9.24
19	ATLANTIC SOUTHEAST AIRLINES	8,546	957,834	8.92	7,731	1,011,462	7.64
TOTALS **		163,842	43,692,073	3.75	246,065	50,233,979	4.90

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

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay data voluntarily (Pinnacle). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report.

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

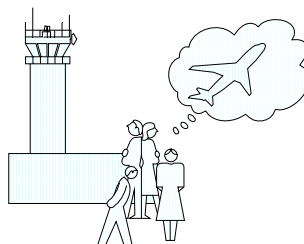
## **OVERSALES**

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.



Office of Aviation Enforcement and Proceedings  
U.S. Department of Transportation

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

RANK	AIRLINE	JULY - SEPTEMBER 2008				JULY - SEPTEMBER 2007			
		<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	<b>JETBLUE AIRWAYS</b>	25	3	5,637,086	<b>0.01</b>	3	7	5,528,265	<b>0.01</b>
2	<b>HAWAIIAN AIRLINES</b>	42	11	2,049,060	<b>0.05</b>	41	3	1,879,970	<b>0.02</b>
3	<b>ALASKA AIRLINES</b>	1,877	210	4,330,749	<b>0.48</b>	4,918	382	4,566,785	<b>0.84</b>
4	<b>AIRTRAN AIRWAYS</b>	14,827	321	6,612,928	<b>0.49</b>	8,873	86	6,442,786	<b>0.13</b>
5	<b>NORTHWEST AIRLINES</b>	11,540	536	11,008,983	<b>0.49</b>	19,753	928	12,369,153	<b>0.75</b>
6	<b>AMERICAN AIRLINES</b>	10,960	1,101	21,237,007	<b>0.52</b>	15,517	1,381	22,581,220	<b>0.61</b>
7	<b>SOUTHWEST AIRLINES</b>	14,145	1,494	25,694,071	<b>0.58</b>	29,744	3,138	27,242,613	<b>1.15</b>
8	<b>FRONTIER AIRLINES</b>	1,053	173	2,869,297	<b>0.60</b>	1,148	164	2,842,192	<b>0.58</b>
9	<b>US AIRWAYS</b>	18,559	1,252	14,263,574	<b>0.88</b>	14,620	1,265	14,238,888	<b>0.89</b>
10	<b>SKYWEST AIRLINES</b>	12,280	672	5,338,081	<b>1.26</b>	5,281	337	2,120,292	<b>1.59</b>
11	<b>CONTINENTAL AIRLINES</b>	9,036	1,348	10,171,175	<b>1.33</b>	9,398	1,401	10,922,476	<b>1.28</b>
12	<b>MESA AIRLINES</b>	6,718	412	2,883,119	<b>1.43</b>	4,252	240	1,838,532	<b>1.31</b>
13	<b>PINNACLE AIRLINES</b>	353	39	268,585	<b>1.45</b>	*	*	*	*
14	<b>AMERICAN EAGLE AIRLINES</b>	2,588	692	4,191,353	<b>1.65</b>	265	51	639,514	<b>0.80</b>
15	<b>DELTA AIR LINES</b>	18,629	2,838	17,188,020	<b>1.65</b>	15,971	3,581	17,820,084	<b>2.01</b>
16	<b>EXPRESSJET AIRLINES</b>	4,798	582	3,457,303	<b>1.68</b>	*	*	*	*
17	<b>UNITED AIRLINES</b>	29,613	2,586	15,278,008	<b>1.69</b>	23,109	1,226	16,278,945	<b>0.75</b>
18	<b>COMAIR</b>	5,058	721	2,078,403	<b>3.47</b>	1,185	113	402,849	<b>2.81</b>
19	<b>ATLANTIC SOUTHEAST AIRLINES</b>	7,432	1,219	3,132,410	<b>3.89</b>	2,196	473	1,150,031	<b>4.11</b>
	<b>TOTALS**</b>	169,533	16,210	157,689,212	<b>1.03</b>	156,274	14,776	148,864,595	<b>0.99</b>

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 2<sup>nd</sup> 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. Pinnacle Airlines' ranking in this table was effective the 4<sup>th</sup> quarter 2007. ExpressJet Airlines' ranking in this table was effective the 2<sup>nd</sup> quarter 2008.

\*\* Aloha Airlines ceased all flight operations on March 31, 2008. Aloha's ranking in this table ceased effective with the May 2008-issued report. The carrier was ranked in this table for each of the four quarters in 2007. Totals for July-September 2007 reflect the deletion of Aloha's data for that quarter.

Office of Aviation Enforcement and Proceedings  
U.S. Department of Transportation

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2008				JANUARY - SEPTEMBER 2007			
		<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	<b>JETBLUE AIRWAYS</b>	51	17	16,792,270	<b>0.01</b>	3	40	16,206,105	<b>0.02</b>
2	<b>HAWAIIAN AIRLINES</b>	240	47	5,936,036	<b>0.08</b>	841	101	5,330,835	<b>0.19</b>
3	<b>AIRTRAN AIRWAYS</b>	30,929	662	18,864,674	<b>0.35</b>	23,335	302	17,845,917	<b>0.17</b>
4	<b>ALASKA AIRLINES</b>	6,357	690	12,033,542	<b>0.57</b>	12,365	817	12,204,805	<b>0.67</b>
5	<b>AMERICAN AIRLINES</b>	46,506	4,472	63,142,044	<b>0.71</b>	60,186	5,156	66,125,039	<b>0.78</b>
6	<b>NORTHWEST AIRLINES</b>	40,624	2,499	33,413,788	<b>0.75</b>	61,050	3,496	36,451,399	<b>0.96</b>
7	<b>FRONTIER AIRLINES</b>	3,315	656	8,149,208	<b>0.80</b>	3,554	773	7,978,011	<b>0.97</b>
8	<b>SOUTHWEST AIRLINES</b>	57,154	8,013	77,953,568	<b>1.03</b>	71,455	8,934	77,035,059	<b>1.16</b>
9	<b>UNITED AIRLINES</b>	72,320	5,360	44,701,166	<b>1.20</b>	74,259	3,511	48,060,762	<b>0.73</b>
10	<b>CONTINENTAL AIRLINES</b>	29,738	4,354	31,066,373	<b>1.40</b>	29,380	5,257	32,151,774	<b>1.64</b>
11	<b>MESA AIRLINES</b>	18,296	1,018	7,247,949	<b>1.40</b>	12,618	765	5,555,408	<b>1.38</b>
12	<b>SKYWEST AIRLINES</b>	25,319	1,533	10,817,929	<b>1.42</b>	16,417	1,152	5,983,462	<b>1.93</b>
13	<b>US AIRWAYS</b>	66,079	5,854	40,225,335	<b>1.46</b>	58,562	5,229	41,961,111	<b>1.25</b>
14	<b>DELTA AIR LINES</b>	49,256	8,044	49,644,761	<b>1.62</b>	70,166	14,682	51,225,231	<b>2.87</b>
15	<b>AMERICAN EAGLE AIRLINES</b>	3,278	1,010	5,296,911	<b>1.91</b>	915	213	1,856,387	<b>1.15</b>
16	<b>PINNACLE AIRLINES</b>	808	160	592,424	<b>2.70</b>	*	*	*	*
17	<b>COMAIR</b>	9,540	1,449	3,989,794	<b>3.63</b>	4,463	425	1,260,678	<b>3.37</b>
18	<b>ATLANTIC SOUTHEAST AIRLINES</b>	15,253	2,512	6,424,955	<b>3.91</b>	7,967	1,556	3,287,924	<b>4.73</b>
*	<b>EXPRESSJET AIRLINES</b>	*	*	*	*	*	*	*	*
	<b>TOTALS **</b>	475,063	48,350	436,292,727	<b>1.11</b>	507,536	52,409	430,519,907	<b>1.22</b>

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 2<sup>nd</sup> 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. Pinnacle Airlines' ranking in this table was effective the 4<sup>th</sup> quarter 2007. ExpressJet Airlines' ranking in this table is effective with the 2<sup>nd</sup> quarter report.

\*\* Aloha Airlines ceased all flight operations on March 31, 2008. Aloha's ranking in this table ceased effective with the May 2008-issued report. The carrier was ranked in this table for each of the four quarters in 2007. Totals for January-September 2007 reflect the deletion of Aloha's data for that nine-month period.



## **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 2008				NOVEMBER 2007			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	435	43	3	60	709	58	1	80
FOREIGN AIRLINES	86	5	0	6	93	3	0	6
TRAVEL AGENTS	8	4	0	0	8	0	0	0
TOUR OPERATORS	1	1	0	0	0	0	0	1
MISCELLANEOUS	2	1	0	10	0	0	0	0
INDUSTRY TOTALS	532	54	3	76	810	61	1	87

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	NOVEMBER 2008			NOVEMBER 2007		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	129		1	243	
CANCELLATIONS			48			95
DELAYS			30			72
MISCONNECTIONS			30			26
RES/TKTG/BOARDING	2	96		3	129	
BAGGAGE	3	89		2	168	
CUSTOMER SERVICE	4	67		4	78	
REFUNDS	5	58		5	75	
FARES	6	29		7	26	
DISABILITY	7	28		6	41	
OVERSALES	8	15		9	21	
OTHER	9	11		8	22	
FREQUENT FLYER			11			16
DISCRIMINATION	10	7		11	3	
ADVERTISING	11	2		10	4	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		532			810	

\* 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 2008

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	3	2	0	0	0	3	4	1	0	0	0	0	13
AMERICAN AIRLINES	24	1	9	4	7	9	13	2	0	0	0	1	70
AMERICAN EAGLE AIRLINES	3	0	1	0	0	3	0	1	0	0	0	0	8
CONTINENTAL AIRLINES	8	0	4	0	0	2	6	3	0	0	0	0	23
DELTA AIRLINES	15	3	15	5	7	15	6	3	0	3	0	0	72
JETBLUE AIRWAYS	1	0	1	0	2	4	0	0	0	0	0	2	10
NORTHWEST AIRLINES	1	3	5	2	1	5	4	2	0	0	0	1	24
PIEDMONT AIRLINES	3	0	1	0	0	1	0	0	0	0	0	0	5
SOUTHWEST AIRLINES	2	0	2	0	0	2	3	1	0	0	0	1	11
SPIRIT AIRLINES	6	0	13	2	13	5	0	1	0	0	0	1	41
UNITED AIRLINES	8	0	9	2	5	4	9	0	0	3	1	1	42
US AIRWAYS	17	4	13	6	9	7	9	4	1	1	0	2	73
OTHER U.S. AIRLINES	21	1	3	1	1	7	5	4	0	0	0	0	43
TOTAL NOVEMBER 2008	112	14	76	22	45	67	59	22	1	7	1	9	435
% OF TOTAL COMPLAINTS	25.7	3.2	17.5	5.1	10.3	15.4	13.6	5.1	0.2	1.6	0.2	2.1	
TOTAL NOVEMBER 2007	223	18	110	22	63	139	71	37	3	2	0	21	709
% OF TOTAL COMPLAINTS	31.5	2.5	15.5	3.1	8.9	19.6	10.0	5.2	0.4	0.3	0	3.0	

\* 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

NOVEMBER 2008

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
ALPHABETICAL									
AIRTRAN AIRWAYS	13	5	38.5	3	23.1	4	30.8	1	7.7
AMERICAN AIRLINES	70	24	34.3	15	21.4	22	31.4	9	12.9
AMERICAN EAGLE AIRLINES	8	4	50.0	1	12.5	2	25.0	1	12.5
CONTINENTAL AIRLINES	23	8	34.8	7	30.4	5	21.7	3	13.0
DELTA AIRLINES	72	23	31.9	8	11.1	34	47.2	7	9.7
JETBLUE AIRWAYS	10	1	10.0	2	20.0	5	50.0	2	20.0
NORTHWEST AIRLINES	24	14	58.3	3	12.5	5	20.8	2	8.3
PIEDMONT AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
SOUTHWEST AIRLINES	11	6	54.5	1	9.1	3	27.3	1	9.1
SPIRIT AIRLINES	41	10	24.4	3	7.3	20	48.8	8	19.5
UNITED AIRLINES	42	11	26.2	6	14.3	17	40.5	8	19.0
US AIRWAYS	73	24	32.9	19	26.0	19	26.0	11	15.1
OTHER U. S. AIRLINES	43	22	51.2	9	20.9	8	18.6	4	9.3
<b>TOTALS</b>	<b>435</b>	<b>155</b>	<b>35.6</b>	<b>78</b>	<b>17.9</b>	<b>145</b>	<b>33.3</b>	<b>57</b>	<b>13.1</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>709</b>	<b>245</b>	<b>34.6</b>	<b>139</b>	<b>19.6</b>	<b>226</b>	<b>31.9</b>	<b>99</b>	<b>14.0</b>

\*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 2008

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DI SCRIM- INATION	ANI MALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
ALITALIA AIRLINES	1	1	0	0	2	5	0	0	0	0	0	0	9
BRITISH AIRWAYS	0	0	2	0	2	0	0	1	0	0	0	0	5
IBERIA AIRLINES	2	0	0	0	0	3	1	1	0	0	0	0	7
LUFTHANSA	3	0	0	0	1	0	1	1	0	0	0	0	6
OTHER FOREIGN AIRLINES	9	0	13	5	7	14	6	3	0	0	0	2	59
TOTALS	15	1	15	5	12	22	8	6	0	0	0	2	86
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	1	0	5	1	1	0	0	0	0	0	0	0	8
TOTALS	1	0	5	1	1	0	0	0	0	0	0	0	8
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	0	0	0	0	0	0	0	0	0	0	0	1
TOTALS	1	0	0	0	0	0	0	0	0	0	0	0	1
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	0	1	0	0	0	0	1	0	0	0	2
TOTALS	0	0	0	1	0	0	0	0	1	0	0	0	2

\* 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 2008			NOVEMBER 2007		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	FRONTIER AIRLINES	0	725,501	0.00	2	840,513	0.24
2	MESA AIRLINES	1	847,953	0.12	3	1,016,878	0.30
3	SOUTHWEST AIRLINES	11	7,454,429	0.15	20	8,281,755	0.24
4	HAWAIIAN AIRLINES	1	629,381	0.16	9	592,441	1.52
5	ALASKA AIRLINES	2	1,224,150	0.16	6	1,394,292	0.43
6	EXPRESSJET AIRLINES	2	945,819	0.21	10	1,423,604	0.70
7	SKYWEST AIRLINES	4	1,532,101	0.26	8	1,778,913	0.45
8	PINNACLE AIRLINES	2	702,727	0.28	7	832,787	0.84
9	ATLANTIC SOUTHEAST AIRLINES	4	953,684	0.42	9	1,031,835	0.87
10	COMAIR	3	540,241	0.56	3	787,867	0.38
11	JETBLUE AIRWAYS	10	1,655,641	0.60	8	1,734,652	0.46
12	AMERICAN EAGLE AIRLINES	8	1,180,742	0.68	12	1,523,091	0.79
13	CONTINENTAL AIRLINES	23	3,373,264	0.68	33	3,897,711	0.85
14	AIRTRAN AIRWAYS	13	1,833,153	0.71	12	1,977,217	0.61
15	NORTHWEST AIRLINES	24	3,347,281	0.72	42	4,199,743	1.00
16	UNITED AIRLINES	42	4,338,776	0.97	88	5,256,591	1.67
17	AMERICAN AIRLINES	70	6,718,704	1.04	92	7,984,035	1.15
18	DELTA AIR LINES	72	5,568,191	1.29	78	5,738,246	1.36
19	US AIRWAYS	73	4,072,767	1.79	103	4,476,535	2.30
TOTAL **		365	47,644,505	0.77	545	54,768,706	1.00

**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.

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

## **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 November 2008 as provided by the Transportation Security Administration<sup>a</sup>

The Transportation Security Administration screened approximately 49 million airline passengers and their 44 million checked bags during November 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 November.

**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 <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public <sup>c</sup>	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
216	.0004	55	.0001	50	.0001	443	.0009

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
182	.0004	836	.00002

### NOTES

<sup>a</sup> 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.

<sup>b</sup> 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.

<sup>c</sup> 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 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.

### November 2008 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 21<sup>st</sup> 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>).

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">Alaska</a>	1		
<a href="#">American</a>		1	
<a href="#">Delta</a>	1		
<a href="#">Horizon</a>			1
<a href="#">Northwest</a>	1	1	
<b><i>Total</i></b>	<b>3</b>	<b>2</b>	<b>1</b>