



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

February 2009
12 Months Ending February 2009

Mishandled Baggage¹

February 2009

Oversales¹

4th Quarter 2008
January-December 2008

Consumer Complaints²
(Includes Disability and
Discrimination Complaints)

February 2009

**Customer Service Reports to
the Dept. of Homeland Security³**

February 2009

Airline Animal Incident Reports⁴

February 2009

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

The report is divided into six sections (Flight Delays, Mishandled Baggage, Oversales, Consumer Complaints, Customer Service Reports to the Transportation Security Administration, and Airline Reports of the Loss, Injury, or Death of Animals During Air Transportation). The sections that deal with flight delays, mishandled baggage and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section that deals with consumer complaints is based on data compiled by the OAEP's Aviation Consumer Protection Division (ACPD). The section that deals with customer service reports to the Department of Homeland Security's Transportation Security Administration (TSA) is based on data provided by TSA. The section that deals with animal incidents during air transport is based on reports required to be submitted by airlines to the ACPD. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

The report normally is released by the end of the first week of each month. The report is available via the Internet at <http://airconsumer.ost.dot.gov/>



FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the eighteen (18) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the one (1)* carrier that currently reports flight delay data voluntarily.

The rule requires carriers to currently report on operations to and from the 31 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 19 reporting air carriers, 13 carriers (AirTran, American Eagle, Atlantic Southeast, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways) use ACARS exclusively; 2 carriers (American and Continental) use a combination of ACARS and DGS; 1 carrier (Comair) records arrival times manually; and 3 carriers (Alaska, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 31 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 31 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight operation that was late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of late operations are listed first in Table 5; where percentages are identical, flights are listed alphabetically by carrier code. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 3, 4, and 5 contain information on the time of day that a flight operated. All times are local. A 10:50 a.m. departure from Atlanta is 10:50 a.m. Atlanta time; if that flight arrived in Dallas at 11:45 a.m., that is 11:45 a.m. Dallas time. If a flight's scheduled operating time changed during the month, Table 5 shows the time that was in effect for the last flight operation performed that month.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system.

Table 9 displays airline flight delay causation data by categories, and Table 10 provides an overall graphic representation of that data.

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

Except for the flights listed in Tables 5 and 11, this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at http://www.bts.gov/programs/airline_information/airline_ontime_statistics/. Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml>. CDs for earlier months can be purchased by sending an email to: Orders@bts.gov. Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>. Cause of delay data for airports and airlines can be found at: http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp

Information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights have a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

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

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AIR TRAVEL CONSUMER REPORT

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

	AT 31 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
CARRIER A/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	67.7	15	91.2
SOUTHWEST AIRLINES S/	18	87.4	64	88.3
PINNACLE AIRLINES S/V/	19	85.6	115	86.8
FRONTIER AIRLINES S/	22	83.1	39	83.3
DELTA AIR LINES S/	31	82.3	93	82.6
US AIRWAYS S/	29	81.8	77	82.2
AMERICAN EAGLE S/	17	82.3	107	82.0
UNITED AIRLINES S/	29	81.8	80	81.8
SKYWEST AIRLINES S/	19	81.6	141	81.8
NORTHWEST AIRLINES S/	30	81.0	87	81.5
AIRTRAN AIRWAYS S/	23	80.5	54	81.5
AMERICAN AIRLINES S/	29	81.3	78	81.3
JETBLUE AIRWAYS S/	18	80.7	43	81.2
EXPRESSJET AIRLINES S/	21	76.7	95	79.9
MESA AIRLINE S/	20	80.5	111	79.8
ATLANTIC SOUTHEAST AIRLINES S/	7	79.0	107	79.0
CONTINENTAL AIRLINES S/	26	76.5	58	77.7
COMAIR S/	19	76.5	67	76.6
ALASKA AIRLINES S/	16	77.0	46	76.3
TOTAL		81.7		82.6

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaints" sections of this report.

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AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME AND CARRIER RANK, BY MONTH, QUARTER, AND DATABASE TO DATE

CARRIER *	1st QUARTER		2nd QUARTER		3rd QUARTER		4th QUARTER								12 MONTHS ENDING FEBRUARY 2009		DATABASE TO DATE SEP 1987- FEBRUARY 2009	
	01 - 03 2008		04 - 06 2008		07 - 09 2008		10 - 12 2008		DEC - 08		JAN - 09		FEB - 09					
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	70.8	10	80.1	6	78.6	9	77.0	10	66.4	6	77.4	8	81.5	11	78.0	9	(--)	(--)
ALASKA	75.9	3	79.9	7	81.9	7	74.9	17	58.4	18	71.5	17	76.3	19	78.2	8	75.6	8
AMERICAN	63.4	19	63.8	19	73.6	16	79.3	7	69.9	3	75.5	13	81.3	12	72.1	18	78.1	5
AMERICAN EAGLE	64.4	18	72.1	17	78.6	10	76.8	12	59.3	17	72.0	16	82.0	7	75.1	11	73.8	9
ATLANTIC SOUTHEAST	69.4	13	79.3	8	75.7	14	72.3	19	62.1	15	68.3	18	79.0	16	74.9	13	(--)	(--)
COMAIR	66.7	16	72.4	16	68.9	19	72.3	18	55.1	19	56.7	19	76.6	18	70.0	19	(--)	(--)
CONTINENTAL	71.0	8	73.1	14	77.0	11	75.1	15	63.3	11	77.4	7	77.7	17	74.8	15	78.3	3
DELTA	75.8	4	77.8	9	76.8	12	75.0	16	65.7	7	77.6	6	82.6	5	76.7	10	77.6	6
EXPRESSJET	69.4	12	73.6	13	75.9	13	76.5	13	65.3	9	79.8	3	79.9	14	75.0	12	(--)	(--)
FRONTIER	75.0	5	77.5	10	84.9	4	77.9	9	60.7	16	76.3	11	83.3	4	79.6	6	(--)	(--)
HAWAIIAN	93.9	1	90.6	1	90.1	1	86.2	1	79.6	1	90.8	1	91.2	1	89.6	1	(--)	(--)
JETBLUE	71.7	7	73.7	12	69.3	18	76.9	11	62.8	13	74.9	15	81.2	13	73.8	17	(--)	(--)
MESA	69.1	14	72.4	15	74.7	15	75.7	14	65.7	8	75.4	14	79.8	15	74.9	14	(--)	(--)
NORTHWEST	69.5	11	74.1	11	84.4	6	80.2	4	63.7	10	76.4	10	81.5	10	78.4	7	79.0	2
PINNACLE	68.1	15	82.4	2	88.6	2	79.4	6	63.1	12	77.9	5	86.8	3	82.2	2	(--)	(--)
SKYWEST	70.9	9	82.1	3	84.8	5	78.3	8	62.4	14	76.3	12	81.8	9	81.0	4	(--)	(--)
SOUTHWEST	74.8	6	80.2	5	85.4	3	81.4	2	67.3	5	83.3	2	88.3	2	82.2	3	81.9	1
UNITED	66.4	17	68.1	18	73.3	17	79.9	5	67.6	4	79.0	4	81.8	8	74.2	16	75.9	7
US AIRWAYS	78.3	2	80.4	4	81.0	8	80.5	3	72.1	2	77.3	9	82.2	6	80.4	5	78.1	4
Total	70.9		75.8		79.4		78.2		65.3		77.0		82.6		77.5		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).

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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		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	1033	83.2	91	83.5	33	97.0	109	90.8	229	90.0	162	90.1	H/		63	90.5
AA	530	79.8	851	78.7	219	84.0	130	83.8	H/		768	82.2	496	79.8	11813	87.3
AS	H/		56	78.6	H/		H/		H/		84	81.0	136	79.4	84	83.3
B6	H/		1495	85.6	H/		140	85.0	H/		H/		84	85.7	H/	
CO	275	81.8	426	77.5	127	87.4	42	83.3	H/		235	85.5	271	78.6	267	82.0
DL	11065	82.5	1092	83.8	324	85.8	192	74.5	1021	91.2	577	81.6	331	81.3	269	85.9
EV	10084	78.2	H/		3	100.0	10	70.0	601	93.0	H/		H/		H/	
F9	84	88.1	H/		H/		H/		H/		84	81.0	3262	86.2	140	86.4
FL	5892	82.2	445	80.7	1199	83.4	134	76.1	H/		200	82.5	129	71.3	210	79.0
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	52	75.0	710	79.6	108	81.5	220	85.0	375	84.8	811	77.1	H/		5804	88.4
NW	190	80.5	224	76.3	212	87.3	164	85.4	H/		451	87.4	257	79.4	89	82.0
OH	390	60.8	815	82.3	222	87.4	H/		2800	84.3	549	78.5	H/		93	61.3
OO	624	77.4	H/		H/		H/		136	83.8	H/		3701	83.5	143	86.7
UA	92	77.2	645	84.7	337	84.0	83	83.1	34	79.4	391	82.4	4922	85.8	225	84.9
US	242	70.2	1498	84.8	343	85.7	5991	85.6	H/		1960	88.3	301	75.7	466	85.0
WN	H/		H/		3970	92.6	H/		H/		H/		3000	88.4	H/	
XE	121	80.2	58	84.5	210	77.6	438	75.8	225	76.4	152	74.3	H/		86	90.7
YV	88	72.7	27	77.8	8	87.5	1295	80.2	H/		H/		1087	85.8	4	100.0
TOTAL	30762	80.5	8433	82.6	7315	88.8	8948	83.9	5421	86.5	6424	83.5	17977	85.1	19756	87.2

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

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AIR TRAVEL CONSUMER REPORT

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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	3869	86.5	27	77.8	25	92.0	135	80.7	71	98.6	H/		H/		H/	
AA	242	76.4	398	54.3	248	82.7	268	87.7	324	82.1	865	79.7	582	78.5	2140	76.6
AS	H/		56	57.1	H/		H/		H/		H/		268	70.9	463	74.3
B6	H/		379	55.1	1072	75.8	509	86.2	H/		3668	81.7	256	84.4	H/	
CO	142	81.7	3675	61.1	408	80.1	H/		5835	86.2	H/		413	75.3	485	70.1
DL	183	82.5	294	54.4	764	86.5	194	85.6	84	83.3	1335	81.5	550	82.9	872	81.7
EV	H/		H/		H/		11	54.5	H/		H/		H/		H/	
F9	84	85.7	H/		28	100.0	H/		56	80.4	H/		160	83.1	156	69.9
FL	177	71.2	132	38.6	498	78.5	138	79.7	H/		H/		151	68.9	84	73.8
HA	H/		H/		H/		H/		H/		H/		60	81.7	56	75.0
MQ	219	68.9	H/		H/		H/		H/		644	76.2	H/		992	86.9
NW	5070	86.0	146	49.3	236	83.5	32	96.9	81	87.7	126	70.6	351	66.7	446	61.4
OH	110	74.5	155	42.6	32	75.0	H/		103	83.5	1244	72.3	H/		H/	
OO	38	76.3	68	51.5	H/		H/		250	74.0	H/		234	78.2	3056	85.8
UA	132	78.8	357	56.9	H/		1905	87.8	205	87.8	355	79.4	790	80.8	1923	81.2
US	198	82.8	288	50.3	553	80.3	40	85.0	190	85.3	164	79.9	1799	80.4	598	76.3
WN	444	92.6	H/		1396	92.7	292	86.3	H/		H/		6121	84.3	3140	83.1
XE	145	70.3	3373	53.7	H/		55	72.7	5895	90.4	H/		H/		H/	
YV	110	70.0	128	57.0	H/		1478	79.2	63	73.0	79	58.2	114	83.3	39	87.2
TOTAL	11163	84.9	9476	56.4	5260	83.8	5057	84.4	13157	87.7	8480	79.2	11849	81.6	14450	80.7

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	179	73.7	H/		30	83.3	H/		1516	85.2	56	85.7	H/		116	81.0
AA	1374	64.4	724	84.0	H/		3228	81.1	400	78.5	4747	81.0	108	77.8	395	76.7
AS	H/		56	85.7	H/		28	82.1	56	57.1	108	75.9	757	81.4	H/	
B6	224	63.4	1127	83.7	H/		H/		H/		140	80.0	56	87.5	H/	
CO	310	69.4	528	80.3	H/		259	83.0	103	69.9	281	79.7	112	75.9	126	78.6
DL	1479	71.0	993	88.3	33	87.9	383	83.3	319	73.0	193	84.5	157	80.3	325	82.2
EV	44	70.5	H/		H/		H/		H/		H/		H/		H/	
F9	56	60.7	28	78.6	108	88.9	H/		108	75.9	H/		76	80.3	28	78.6
FL	437	65.4	1572	84.9	396	80.6	116	83.6	168	75.0	H/		H/		275	75.3
HA	H/		H/		H/		H/		H/		H/		56	71.4	H/	
MQ	851	67.9	H/		H/		412	87.6	H/		5937	80.0	H/		56	62.5
NW	506	65.2	418	77.3	85	84.7	180	87.8	4980	84.3	405	85.2	130	76.9	191	74.3
OH	906	62.5	25	68.0	H/		32	81.2	135	64.4	268	75.7	H/		263	77.6
OO	H/		H/		H/		H/		171	74.9	3102	83.1	875	85.9	100	79.0
UA	528	66.9	548	85.0	H/		167	88.6	412	81.1	5806	85.4	353	83.9	381	80.8
US	1038	77.1	681	80.6	H/		265	82.6	218	76.1	587	81.4	167	85.0	3072	80.0
WN	H/		2912	93.0	5106	89.0	H/		H/		H/		1032	90.2	1716	86.1
XE	46	58.7	21	100.0	H/		7	85.7	252	74.2	220	71.8	H/		21	90.5
YV	73	61.6	H/		H/		H/		H/		2066	76.8	H/		22	50.0
TOTAL	8051	68.0	9633	86.6	5758	88.3	5077	82.5	8838	82.0	23916	81.7	3879	84.6	7087	80.8

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *														
	PHX		SAN		SEA		SFO		SLC		STL		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		H/		H/		H/		H/		211	83.9	9	88.9
AA	439	80.4	412	69.7	360	81.1	867	57.8	192	76.0	1146	86.8	500	86.8
AS	243	61.3	275	72.4	3287	80.5	355	59.7	H/		H/		H/	
B6	46	76.1	140	85.0	140	90.0	140	50.7	146	89.0	H/		284	84.2
CO	296	69.6	252	71.0	274	74.8	334	49.4	55	78.2	H/		350	88.6
DL	272	75.7	247	77.3	354	87.9	348	57.5	2013	88.3	57	89.5	621	87.0
EV	H/		H/		H/		H/		H/		71	78.9	H/	
F9	164	70.7	132	72.7	108	85.2	108	50.9	155	76.1	80	86.2	28	89.3
FL	78	75.6	H/		H/		28	32.1	H/		90	84.4	502	83.3
HA	28	60.7	28	64.3	81	54.3	28	64.3	H/		H/		H/	
MQ	H/		548	84.3	H/		136	54.4	H/		56	71.4	H/	
NW	323	63.5	142	59.2	321	75.1	246	54.1	126	65.9	77	83.1	336	81.5
OH	H/		H/		H/		H/		H/		117	82.9	93	82.8
OO	238	85.3	545	87.9	407	94.1	2976	59.9	5708	87.8	80	85.0	H/	
UA	404	79.7	555	72.6	540	85.7	2929	69.2	100	84.0	28	96.4	282	86.5
US	4319	82.0	324	75.0	252	85.3	453	53.0	112	91.1	80	86.2	549	84.0
WN	4841	86.0	2698	82.2	1076	91.7	1068	61.9	1320	87.8	1868	90.4	2065	92.8
XE	48	72.9	H/		H/		H/		40	62.5	183	72.7	9	88.9
YV	2423	85.7	27	96.3	H/		H/		28	96.4	53	73.6	H/	
TOTAL	14162	82.5	6325	79.1	7200	83.4	10016	61.4	9995	87.1	4197	87.0	5628	88.0

* 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	93.7	94.2	94.1	93.2	J/	J/	97.4	88.8	100.0	83.1	J/	86.9	95.9	91.7	91.7	92.4	95.0	93.8
700 - 759 AM	89.9	88.5	94.6	90.6	86.4	89.0	92.2	92.7	87.7	90.7	92.2	90.0	91.8	84.4	96.2	92.4	82.0	100.0
800 - 859 AM	72.1	91.6	93.0	86.6	91.7	90.8	91.9	88.9	88.3	89.2	97.1	87.5	88.3	93.3	89.9	88.4	83.1	95.7
900 - 959 AM	84.2	87.0	95.6	85.2	88.9	86.3	88.9	90.4	89.1	91.2	92.4	94.9	91.2	91.7	89.1	88.1	82.1	93.8
1000 - 1059 AM	84.7	90.3	93.3	83.2	90.1	86.5	87.0	89.4	87.3	89.5	89.0	88.5	87.6	90.1	81.4	82.1	76.9	91.9
1100 - 1159 AM	86.0	82.8	93.8	88.5	85.5	87.4	89.8	91.2	88.7	83.7	86.4	84.7	93.3	87.5	82.1	81.3	76.8	86.7
1200 - 1259 PM	83.0	83.9	93.0	85.9	90.0	84.5	90.4	86.2	86.3	78.9	86.1	89.7	87.9	84.9	84.2	82.6	67.1	89.4
100 - 159 PM	79.2	88.3	90.6	89.2	87.3	87.6	84.9	90.1	79.8	62.8	86.1	90.0	87.8	86.8	80.8	80.3	68.2	89.6
200 - 259 PM	80.9	86.3	88.2	83.7	81.7	84.3	85.0	89.0	83.4	46.5	90.3	86.3	85.6	79.3	82.4	79.7	60.7	88.2
300 - 359 PM	79.4	83.5	88.3	84.2	89.5	83.5	82.4	87.7	83.0	47.7	90.7	88.0	92.4	76.4	81.9	80.0	65.4	88.6
400 - 459 PM	77.6	82.1	89.6	89.0	93.6	79.6	83.6	86.4	85.9	43.0	79.0	79.9	86.4	79.4	79.9	76.8	65.8	89.4
500 - 559 PM	81.3	81.9	87.6	80.7	75.8	83.9	80.9	85.1	85.3	37.9	85.3	82.1	81.1	79.7	75.5	80.4	66.2	84.1
600 - 659 PM	79.3	78.5	82.8	86.6	83.0	82.9	82.6	85.6	84.0	37.8	76.5	82.8	85.0	66.0	74.5	76.4	62.1	83.3
700 - 759 PM	73.3	75.8	87.9	76.5	82.8	80.9	78.6	84.3	80.7	38.1	85.3	85.5	87.4	59.8	80.1	74.3	58.1	83.6
800 - 859 PM	78.8	77.5	85.6	78.8	89.6	81.9	79.3	83.2	84.5	30.9	79.4	79.4	88.8	67.7	78.0	74.8	62.0	81.3
900 - 959 PM	81.0	77.2	87.7	76.3	86.6	76.1	82.9	80.6	82.3	37.1	75.6	81.2	82.6	71.6	77.9	77.3	58.9	81.3
1000 - 1059 PM	81.4	77.7	76.4	82.4	73.3	77.9	78.0	78.5	75.0	45.2	75.3	79.2	77.5	73.6	76.6	78.3	65.0	79.6
1100 - 559 AM	83.6	78.5	84.6	78.3	84.5	79.0	82.8	84.1	79.4	62.5	77.6	80.2	83.7	82.2	78.7	81.4	66.6	81.4
TOTAL, ALL ARRIVALS, BY AIRPORT	80.5	82.6	88.8	83.9	86.5	83.5	85.1	87.2	84.9	56.4	83.8	84.4	87.7	79.2	81.6	80.7	68.0	86.6

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *														
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	J/	94.6	87.8	88.0	85.1	91.1	100.0	90.0	87.9	90.7	91.3	J/	J/	91.1
700 - 759 AM	93.8	82.1	84.0	88.0	84.9	95.0	85.2	89.1	80.3	84.9	92.1	93.5	100.0	89.5
800 - 859 AM	94.2	91.8	89.0	86.8	97.9	88.2	94.1	89.3	95.6	80.2	89.6	92.7	94.9	86.4
900 - 959 AM	95.8	90.0	87.2	85.3	89.9	87.6	89.4	85.6	90.2	73.9	88.6	89.5	94.1	88.3
1000 - 1059 AM	93.6	86.9	89.3	84.3	91.6	82.2	82.2	79.5	90.2	60.5	88.4	91.5	93.2	85.6
1100 - 1159 AM	90.5	84.4	81.8	85.7	83.8	86.7	86.7	78.5	86.1	57.6	84.0	93.9	90.5	85.6
1200 - 1259 PM	90.0	84.2	85.5	84.7	86.2	89.2	87.8	79.0	89.6	56.8	89.2	88.2	85.8	84.0
100 - 159 PM	92.8	85.5	84.2	85.6	87.5	87.3	83.2	77.6	85.0	52.9	83.5	93.2	93.0	83.6
200 - 259 PM	87.3	83.8	81.4	82.0	87.1	83.1	80.8	81.3	82.5	57.4	87.9	92.9	88.7	81.4
300 - 359 PM	89.3	87.4	82.7	79.8	80.8	76.6	80.4	80.6	83.0	57.8	88.0	90.0	90.5	81.2
400 - 459 PM	87.5	81.2	83.7	80.4	86.4	78.8	84.4	77.7	85.1	57.9	88.6	84.5	89.7	81.2
500 - 559 PM	87.7	79.4	76.9	78.0	81.0	76.2	83.3	81.3	79.2	58.7	86.2	83.6	85.8	79.1
600 - 659 PM	84.2	73.0	76.4	77.4	88.0	74.7	79.9	76.7	84.5	56.6	86.3	79.5	84.8	78.2
700 - 759 PM	84.1	78.3	83.7	73.9	85.9	74.5	75.9	73.7	80.8	53.0	84.3	82.1	87.5	76.5
800 - 859 PM	84.4	71.1	74.5	73.5	80.5	80.7	77.2	77.8	82.8	60.5	86.3	86.7	85.6	77.4
900 - 959 PM	80.3	76.4	71.1	77.6	75.1	79.3	75.9	72.3	76.2	54.6	84.7	80.2	79.8	74.4
1000 - 1059 PM	84.4	80.8	65.7	75.9	86.2	77.6	75.2	72.4	80.6	54.3	83.3	76.3	83.4	75.1
1100 - 559 AM	81.8	78.1	82.0	85.6	79.4	73.2	80.4	79.9	76.2	64.8	76.4	86.2	81.9	78.8
TOTAL, ALL ARRIVALS, BY AIRPORT	88.3	82.5	82.0	81.7	84.6	80.8	82.5	79.1	83.4	61.4	87.1	87.0	88.0	81.7

* 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	97.2	94.6	95.6	96.1	94.7	95.2	96.5	88.5	92.6	93.4	97.1	93.5	96.2	96.6	95.1	95.2	92.2	96.3
700 - 759 AM	93.8	93.8	96.5	93.1	91.2	94.6	95.4	89.9	95.1	92.7	95.7	92.9	95.1	93.1	95.4	94.0	92.9	95.4
800 - 859 AM	91.5	91.4	90.9	93.6	86.6	93.3	91.3	88.6	88.3	89.5	96.0	88.5	93.6	93.3	91.9	90.8	88.6	97.4
900 - 959 AM	84.5	92.2	93.4	91.9	90.9	88.3	90.3	87.1	88.8	83.9	92.4	89.2	91.2	91.2	88.6	86.2	86.1	95.9
1000 - 1059 AM	87.3	88.1	90.9	84.2	87.1	92.9	87.9	85.2	88.8	87.6	83.2	93.8	93.3	88.8	84.7	81.0	84.4	92.9
1100 - 1159 AM	87.0	86.4	86.9	89.0	88.9	87.9	86.0	82.2	85.7	88.8	86.7	87.5	89.3	86.7	80.3	84.0	81.8	89.8
1200 - 1259 PM	85.3	89.8	89.3	81.5	87.4	87.3	86.1	82.1	86.3	84.6	84.0	89.3	91.3	89.0	80.8	81.3	80.7	84.2
100 - 159 PM	85.9	85.4	85.7	87.3	J/	87.0	85.3	81.2	82.9	79.8	79.5	88.3	91.0	88.3	79.9	80.6	75.7	84.9
200 - 259 PM	80.7	84.8	85.0	86.4	85.3	86.0	78.6	82.9	83.6	70.7	81.0	79.2	87.7	78.1	78.6	78.7	74.1	84.4
300 - 359 PM	79.9	84.6	82.5	71.3	73.0	85.0	83.0	79.7	80.3	59.3	84.3	84.9	87.7	80.3	78.0	76.5	71.8	82.3
400 - 459 PM	81.1	82.8	79.7	85.4	87.8	86.3	79.6	83.1	82.0	54.2	83.5	81.0	88.3	85.5	77.1	79.1	72.7	81.4
500 - 559 PM	82.1	78.9	85.9	84.9	87.7	86.1	77.3	81.0	85.7	46.6	77.3	84.2	85.4	81.1	72.9	79.2	73.8	86.5
600 - 659 PM	83.4	78.2	80.3	83.2	63.9	84.4	81.8	81.4	81.5	54.4	74.9	79.5	81.3	81.4	74.3	81.5	70.7	78.8
700 - 759 PM	79.2	74.4	82.1	83.9	77.4	86.1	79.9	79.0	84.2	51.1	75.0	77.3	85.8	75.5	74.2	78.3	71.6	80.4
800 - 859 PM	79.2	76.7	83.3	85.1	80.3	85.8	76.1	81.9	53.8	46.9	72.7	74.4	85.2	71.1	71.9	74.8	71.8	75.3
900 - 959 PM	82.7	87.5	84.3	56.7	J/	87.6	82.2	81.6	87.7	42.6	75.3	80.6	90.9	69.5	77.3	79.2	68.4	77.0
1000 - 1059 PM	82.2	J/	J/	86.0	J/	J/	50.0	83.8	84.5	J/	55.6	77.0	90.0	78.7	88.1	90.5	J/	75.0
1100 - 559 AM	J/	95.2	94.9	J/	J/	95.8	91.4	94.4	98.2	86.3	100.0	97.6	96.8	94.1	90.1	87.5	96.4	91.1
TOTAL, ALL DEPARTURES, BY AIRPORT	84.3	86.4	87.6	87.1	85.5	88.7	84.7	83.4	85.9	71.9	84.8	85.4	89.4	84.5	81.9	83.8	79.5	87.3

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *														
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	96.3	92.3	91.7	86.9	91.9	92.1	96.2	95.3	93.3	92.7	96.5	95.2	97.1	93.7
700 - 759 AM	94.1	93.0	91.4	86.7	91.8	88.9	94.9	88.9	91.0	90.9	95.0	95.3	97.4	92.9
800 - 859 AM	91.7	90.6	89.8	86.3	91.9	91.1	92.4	90.0	89.9	84.8	93.1	93.7	96.4	90.7
900 - 959 AM	90.5	87.5	88.4	84.8	91.9	87.9	89.0	85.2	85.5	80.7	89.3	89.8	96.2	88.1
1000 - 1059 AM	91.8	82.4	86.7	84.1	86.7	87.2	86.0	77.7	90.5	72.7	88.4	86.3	91.4	86.6
1100 - 1159 AM	87.2	83.9	85.7	80.2	88.8	83.2	84.4	80.7	90.7	64.2	90.3	92.3	89.0	85.3
1200 - 1259 PM	83.5	78.8	78.6	81.2	84.7	85.3	85.2	77.6	84.8	60.3	87.9	92.9	91.2	83.9
100 - 159 PM	84.9	79.4	85.8	82.1	88.1	91.0	84.1	79.8	91.2	65.2	87.0	85.0	87.6	83.4
200 - 259 PM	81.7	75.9	81.2	79.6	90.1	86.1	81.4	82.8	83.3	55.9	84.8	88.5	85.5	81.4
300 - 359 PM	79.8	71.7	85.4	77.7	88.2	79.2	72.8	74.7	85.3	55.5	92.0	90.4	88.7	79.3
400 - 459 PM	80.4	81.8	82.4	73.3	83.3	78.9	79.6	80.0	84.2	67.4	87.9	78.3	85.0	80.3
500 - 559 PM	77.4	73.0	83.5	75.7	83.3	80.2	80.9	76.7	89.6	62.7	88.1	80.8	81.9	80.0
600 - 659 PM	80.8	73.7	83.2	75.1	82.9	78.7	78.6	74.6	88.0	64.3	77.5	80.1	80.2	78.8
700 - 759 PM	76.5	65.9	84.4	69.9	87.3	73.8	82.6	79.1	83.0	65.9	85.3	79.8	86.0	78.3
800 - 859 PM	76.5	73.1	85.2	73.0	93.1	86.6	76.5	78.4	83.3	62.9	88.1	85.5	77.9	76.7
900 - 959 PM	66.7	69.5	83.8	75.7	90.0	84.7	81.5	81.9	83.5	60.6	91.3	83.3	81.3	80.7
1000 - 1059 PM	J/	76.8	83.4	80.8	70.0	J/	100.0	98.4	89.0	72.7	83.3	J/	J/	83.2
1100 - 559 AM	J/	91.1	97.0	91.9	93.0	96.0	84.9	J/	93.8	76.0	95.3	87.5	90.6	90.4
TOTAL, ALL DEPARTURES, BY AIRPORT	84.8	79.3	85.7	79.7	88.5	84.7	84.0	82.6	88.4	71.0	89.3	87.8	89.1	84.0

* 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
DL	2008	SAV-ATL	740	17	94.12	78	33
OO	4577	ATL-SAT	1110	15	93.33	43	37
XE	2424	CVG-EWR	1605	22	90.91	101	66
DL	2028	FLL-ATL	700	28	89.29	23	22
OH	6309	EWR-CVG	1727	24	87.50	94	67
XE	2478	GSO-EWR	1820	24	87.50	67	83
CO	1199	BOS-EWR	1915	23	86.96	75	62
9E	5817	TLH-ATL	745	15	86.67	32	23
OO	4481	ATL-SAT	1846	28	85.71	45	34
CO	271	MSP-EWR	1840	19	84.21	57	50
XE	3082	SDF-EWR	1622	24	83.33	95	111
OH	6808	CVG-EWR	1459	24	83.33	83	65
XE	2665	DTW-EWR	2015	24	83.33	80	59
XE	2599	MSP-EWR	1708	24	83.33	65	42
NW	1417	DTW-EWR	1708	18	83.33	63	48
OO	2852	MKE-EWR	1335	28	82.14	107	102
XE	2866	MKE-EWR	1317	22	81.82	95	87
XE	2741	CVG-EWR	1821	22	81.82	74	64
CO	1408	CLT-EWR	1635	21	80.95	85	64
DL	2018	ATL-EWR	1740	25	80.00	47	29

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

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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
EXPRESSJET	765	31	4.1
COMAIR	388	7	1.8
CONTINENTAL	744	12	1.6
HAWAIIAN	198	3	1.5
DELTA	1,135	8	0.7
AIRTRAN	671	4	0.6
JETBLUE	551	3	0.5
ATLANTIC SOUTHEAST	742	4	0.5
MESA	568	3	0.5
NORTHWEST	828	3	0.4
US AIRWAYS	1,120	4	0.4
SKYWEST	1,465	4	0.3
AMERICAN	1,580	4	0.3
UNITED	1,094	2	0.2
PINNACLE	696	1	0.1
SOUTHWEST	3,271	0	0.0
AMERICAN EAGLE	1,184	0	0.0
ALASKA	379	0	0.0
FRONTIER	240	0	0.0
TOTAL	17,619	93	0.5

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.

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AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	78.1	88.0	192	192
ADAK ISLAND AK (ADK)	50.0	37.5	8	8
AGUADILLA PR (BQN)	75.5	91.1	102	101
AKRON/CANTON OH (CAK)	81.8	85.5	676	676
ALBANY GA (ABY)	82.9	93.4	76	76
ALBANY NY (ALB)	84.4	89.3	822	822
ALBUQUERQUE NM (ABQ)	87.5	88.9	2,752	2,749
ALEXANDRIA LA (AEX)	87.1	95.5	155	155
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	83.3	85.4	323	323
AMARILLO TX (AMA)	87.8	92.1	518	519
ANCHORAGE AK (ANC)	74.0	84.8	1,123	1,125
APPLETON WI (ATW)	80.8	84.0	396	394
ASHEVILLE NC (AVL)	88.3	88.0	274	274
ASHLAND WV (HTS)	87.2	95.7	47	47
ASPEN CO (ASE)	74.3	73.8	564	562
ATLANTA GA (ATL)	80.5	84.3	30,762	30,775
AUGUSTA GA (AGS)	84.1	86.1	201	201
AUSTIN TX (AUS)	86.3	90.1	3,263	3,265
BAKERSFIELD CA (BFL)	81.3	84.7	262	262
BALTIMORE MD (BWI)	88.8	87.6	7,315	7,313
BANGOR ME (BGR)	78.3	83.5	230	230
BARROW AK (BRW)	66.1	53.6	56	56
BATON ROUGE LA (BTR)	84.7	88.1	562	563
BEND/REDMOND OR (RDM)	86.9	81.9	244	243
BETHEL AK (BET)	53.8	48.8	80	80
BILLINGS MT (BIL)	88.5	93.2	262	263
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	83.0	88.7	53	53
BIRMINGHAM AL (BHM)	85.5	87.9	1,555	1,554
BISMARCK/MANDAN ND (BIS)	85.0	87.5	167	168
BLOOMINGTON IL (BMI)	83.2	91.0	333	333
BOISE ID (BOI)	85.1	87.4	1,111	1,113
BOSTON MA (BOS)	82.6	86.4	8,433	8,435
BOZEMAN MT (BZN)	86.4	90.0	360	360
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	84.0	86.2	181	181
BROWNSVILLE TX (BRO)	91.2	94.2	102	104
BRUNSWICK GA (BQK)	74.0	90.4	73	73
BUFFALO NY (BUF)	83.7	84.5	1,940	1,942
BURBANK CA (BUR)	84.5	85.5	2,244	2,244
BURLINGTON VT (BTV)	76.2	85.6	374	374
BUTTE MT (BTM)	88.7	96.2	53	53
CARLSBAD CA (CLD)	92.9	91.8	170	170
CASPER WY (CPR)	92.9	94.9	156	156
CEDAR CITY UT (CDC)	75.0	80.8	52	52

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR RAPIDS/IOWA CITY IA (CID)	81.3	89.0	679	681
CHAMPAIGN/URBANA IL (CMI)	77.2	89.6	184	183
CHARLESTON SC (CHS)	83.9	85.3	924	921
CHARLESTON/DUNBAR WV (CRW)	85.5	89.4	282	282
CHARLOTTE AMALIE VI (STT)	78.8	86.6	307	306
CHARLOTTE NC (CLT)	83.9	87.1	8,948	8,948
CHARLOTTESVILLE VA (CHO)	84.6	88.5	52	52
CHATTANOOGA TN (CHA)	84.8	89.5	381	381
CHICAGO IL (MDW)	88.3	84.8	5,758	5,758
CHICAGO IL (ORD)	81.7	79.7	23,916	23,924
CHICO CA (CIC)	66.7	61.5	108	109
CHRISTIANSTED VI (STX)	73.5	82.4	34	34
CLEVELAND OH (CLE)	85.1	87.4	4,268	4,259
CODY WY (COD)	85.5	92.1	76	76
COLLEGE STATION/BRYAN TX (CLL)	83.8	90.0	80	80
COLORADO SPRINGS CO (COS)	85.4	90.2	985	985
COLUMBIA SC (CAE)	80.3	83.8	796	796
COLUMBUS GA (CSG)	81.3	90.7	107	107
COLUMBUS MS (GTR)	80.8	84.6	78	78
COLUMBUS OH (CMH)	83.8	87.3	2,320	2,324
CORDOVA AK (CDV)	70.9	83.6	55	55
CORPUS CHRISTI TX (CRP)	89.6	93.1	547	547
COVINGTON KY (CVG)	86.5	85.5	5,421	5,421
CRESCENT CITY CA (CEC)	69.7	62.3	76	77
DALLAS TX (DAL)	91.7	87.7	3,845	3,845
DALLAS/FT.WORTH TX (DFW)	87.2	83.4	19,756	19,753
DAYTON OH (DAY)	82.2	87.2	1,216	1,215
DAYTONA BEACH FL (DAB)	80.5	86.4	133	132
DEADHORSE AK (SCC)	83.0	77.4	53	53
DENVER CO (DEN)	85.1	84.7	17,977	17,976
DES MOINES IA (DSM)	79.6	86.0	1,206	1,207
DETROIT MI (DTW)	84.9	85.9	11,163	11,170
DOTHAN AL (DHN)	89.8	89.8	108	108
DUBUQUE IA (DBQ)	81.3	86.3	80	80
DULUTH MN (DLH)	88.5	92.3	131	130
DURANGO CO (DRO)	83.5	87.2	243	242
EAGLE CO (EGE)	78.2	81.4	432	430
EL CENTRO CA (IPL)	84.6	86.5	52	52
EL PASO TX (ELP)	87.3	91.1	1,506	1,506
ELKO NV (EKO)	90.2	95.5	112	112
ELMIRA/CORNING NY (ELM)	85.0	93.0	100	100
ERIE PA (ERI)	88.0	87.0	108	108
EUGENE OR (EUG)	80.6	83.0	371	370

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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)	76.1	75.5	268	269
EVANSVILLE IN (EVV)	87.0	87.5	399	399
FAIRBANKS AK (FAI)	74.3	85.1	288	288
FARGO ND (FAR)	88.0	91.6	275	274
FAYETTEVILLE AR (XNA)	81.5	85.3	1,050	1,050
FAYETTEVILLE NC (FAY)	81.0	83.8	216	216
FLAGSTAFF AZ (FLG)	85.3	82.4	102	102
FLINT MI (FNT)	78.4	85.3	565	564
FLORENCE SC (FLO)	83.3	97.9	48	48
FORT LAUDERDALE FL (FLL)	83.8	84.8	5,260	5,256
FORT SMITH AR (FSM)	90.0	94.5	219	219
FORT WAYNE IN (FWA)	83.6	86.5	438	438
FRESNO CA (FAT)	80.8	82.0	947	947
FT. MYERS FL (RSW)	86.5	87.8	2,690	2,687
GAINESVILLE FL (GNV)	84.4	86.3	154	153
GILLETTE WY (GCC)	80.2	90.8	111	109
GRAND FORKS ND (GFK)	80.6	84.3	108	108
GRAND JUNCTION CO (GJT)	90.8	90.6	403	404
GRAND RAPIDS MI (GRR)	82.9	87.3	1,155	1,155
GREAT FALLS MT (GTF)	93.1	93.8	130	130
GREEN BAY/CLINTONVILLE WI (GRB)	83.7	88.0	486	485
GREENSBORO/HIGH POINT NC (GSO)	77.4	82.2	846	846
GREENVILLE/SPARTANBURG SC (GSP)	82.0	86.0	756	759
GULFPORT/BILOXI MS (GPT)	85.6	89.3	487	486
GUNNISON CO (GUC)	85.0	85.7	147	147
HANCOCK/HOUGHTON MI (CMX)	78.3	82.6	46	46
HARLINGEN/SAN BENITO TX (HRL)	92.3	94.4	338	338
HARRISBURG PA (MDT)	79.3	85.0	574	574
HARTFORD CT (BDL)	84.3	90.2	1,829	1,829
HELENA MT (HLN)	93.4	92.2	166	166
HILO HI (ITO)	88.4	90.1	627	627
HONOLULU HI (HNL)	83.0	89.7	4,328	4,329
HOUSTON TX (HOU)	91.2	87.9	4,138	4,137
HOUSTON TX (IAH)	87.7	89.4	13,157	13,159
HUNTSVILLE AL (HSV)	82.9	88.0	724	722
IDAHO FALLS ID (IDA)	86.3	89.6	241	241
INDIANAPOLIS IN (IND)	85.0	87.3	2,820	2,823
INDIO/PALM SPRINGS CA (PSP)	79.6	83.2	1,027	1,026
INYOKERN CA (IYK)	86.3	86.3	73	73
ISLIP NY (ISP)	89.3	88.2	736	736
ITHACA/CORTLAND NY (ITH)	75.0	67.9	28	28
JACKSON WY (JAC)	82.5	86.5	309	310
JACKSON/VICKSBURG MS (JAN)	84.7	91.0	952	953

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSONVILLE FL (JAX)	85.3	87.4	2,246	2,243
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	80.9	84.0	94	94
JUNEAU AK (JNU)	76.7	76.4	275	275
KAHULUI HI (OGG)	84.7	90.1	1,577	1,577
KALAMAZOO MI (AZO)	77.2	85.6	167	167
KALISPELL MT (FCA)	86.3	92.8	139	139
KANSAS CITY MO (MCI)	86.4	89.7	3,800	3,802
KETCHIKAN AK (KTN)	81.5	81.0	168	168
KEY WEST FL (EYW)	65.2	69.7	89	89
KILLEEN TX (GRK)	82.1	95.2	84	84
KLAMATH FALLS OR (LMT)	67.9	67.0	112	112
KNOXVILLE TN (TYS)	84.7	87.2	1,014	1,015
KODIAK AK (ADQ)	81.4	74.4	43	43
KONA HI (KOA)	84.6	90.2	1,016	1,016
KOTZEBUE AK (OTZ)	60.7	64.3	84	84
LA CROSSE WI (LSE)	79.6	88.0	108	108
LAFAYETTE LA (LFT)	88.7	92.9	379	379
LAKE CHARLES LA (LCH)	85.0	100.0	60	60
LANSING MI (LAN)	82.2	85.4	157	157
LAREDO TX (LRD)	88.3	91.7	180	180
LAS VEGAS NV (LAS)	81.6	81.9	11,849	11,849
LAWTON/FORT SILL OK (LAW)	87.5	90.3	72	72
LEWISTON ID (LWS)	95.7	93.5	46	46
LEXINGTON KY (LEX)	82.4	85.4	786	785
LIHUE HI (LIH)	86.4	92.9	1,000	1,000
LINCOLN NE (LNK)	84.7	88.5	183	183
LITTLE ROCK AR (LIT)	84.7	89.8	1,228	1,229
LONG BEACH CA (LGB)	78.9	83.8	1,149	1,151
LONGVIEW/KILGOR/GLADWATR TX (GGG)	87.5	89.3	56	56
LOS ANGELES CA (LAX)	80.7	83.8	14,450	14,458
LOUISVILLE KY (SDF)	84.1	85.2	1,400	1,401
LUBBOCK TX (LBB)	88.7	89.3	524	524
LYNCHBURG VA (LYH)	78.3	84.8	46	46
MADISON WI (MSN)	86.2	88.5	979	975
MANCHESTER NH (MHT)	83.9	86.3	1,096	1,097
MARQUETTE MI (MQT)	64.3	67.9	28	28
MEDFORD OR (MFR)	75.2	76.7	343	343
MELBOURNE FL (MLB)	78.2	80.1	156	156
MEMPHIS TN (MEM)	87.2	89.4	5,638	5,637
MERIDIAN MS (MEI)	88.2	96.1	51	51
MIAMI FL (MIA)	82.5	79.3	5,077	5,076
MIDLAND/ODESSA TX (MAF)	90.0	93.8	390	390
MILWAUKEE WI (MKE)	81.9	83.7	3,102	3,101

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MINNEAPOLIS/ST. PAUL MN (MSP)	82.0	85.7	8,838	8,843
MINOT ND (MOT)	70.8	76.9	65	65
MISSION/MCALLEN/EDINBURG TX (MFE)	88.1	93.3	328	329
MISSOULA MT (MSO)	90.0	91.9	210	210
MOBILE AL (MOB)	81.9	87.4	443	443
MODESTO CA (MOD)	57.8	59.4	128	128
MOLINE IL (MLI)	79.2	82.8	610	609
MONROE LA (MLU)	84.9	90.6	159	159
MONTEREY CA (MRY)	76.6	78.2	482	482
MONTGOMERY AL (MGM)	84.6	86.5	267	266
MONTROSE/DELTA CO (MTJ)	82.1	84.9	285	285
MYRTLE BEACH SC (MYR)	76.7	81.5	275	275
NASHVILLE TN (BNA)	88.0	88.3	3,870	3,872
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	82.7	92.3	52	52
NEW ORLEANS LA (MSY)	86.5	89.6	2,859	2,858
NEW YORK NY (JFK)	79.2	84.5	8,480	8,482
NEW YORK NY (LGA)	68.0	79.5	8,051	8,052
NEWARK NJ (EWR)	56.4	71.9	9,476	9,480
NEWBURGH/POUGHKEEPSIE NY (SWF)	85.6	91.3	160	160
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	82.5	86.0	445	444
NOME AK (OME)	59.5	56.0	84	84
NORFOLK VA (ORF)	82.4	87.8	992	992
NORTH BEND/COOS BAY OR (OTH)	73.2	65.2	112	112
OAKLAND CA (OAK)	85.2	85.6	3,775	3,775
OKLAHOMA CITY OK (OKC)	84.5	91.4	1,662	1,662
OMAHA NE (OMA)	83.6	87.1	1,904	1,902
ONTARIO/SAN BERNARDINO CA (ONT)	83.0	84.9	1,862	1,863
ORLANDO FL (MCO)	86.6	87.3	9,633	9,626
OXNARD/VENTURA CA (OXR)	83.3	83.3	96	96
PANAMA CITY FL (PFN)	81.5	85.2	297	297
PASCO/KENNEWICK/RICHLAND WA (PSC)	90.1	96.3	161	161
PENSACOLA FL (PNS)	84.1	87.2	656	656
PEORIA IL (PIA)	83.6	88.9	378	378
PETERSBURG AK (PSG)	66.1	66.1	56	56
PHILADELPHIA PA (PHL)	80.8	84.7	7,087	7,087
PHOENIX AZ (PHX)	82.5	84.0	14,162	14,166
PITTSBURGH PA (PIT)	83.3	86.4	2,779	2,779
POCATELLO ID (PIH)	83.0	92.0	112	112
PONCE PR (PSE)	82.1	94.6	56	56
PORTLAND ME (PWM)	74.6	84.0	307	307
PORTLAND OR (PDX)	84.6	88.5	3,879	3,880
PROVIDENCE RI (PVD)	84.6	87.6	1,423	1,424
RALEIGH/DURHAM NC (RDU)	84.3	86.2	4,059	4,060

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
RAPID CITY SD (RAP)	89.6	91.3	240	240
REDDING CA (RDD)	67.3	64.3	113	112
RENO NV (RNO)	83.6	86.3	1,557	1,556
RHINELANDER WI (RHI)	90.0	90.0	10	10
RICHMOND VA (RIC)	80.8	84.2	1,269	1,268
ROANOKE VA (ROA)	77.6	85.5	263	262
ROCHESTER MN (RST)	81.4	85.8	226	226
ROCHESTER NY (ROC)	79.5	82.4	902	900
ROCK SPRINGS WY (RKS)	80.3	79.1	137	139
ROSWELL NM (ROW)	82.5	86.3	80	80
SACRAMENTO CA (SMF)	84.1	86.3	3,475	3,473
SAGINAW/BAY CITY/MIDLAND MI (MBS)	78.7	89.2	183	185
SALT LAKE CITY UT (SLC)	87.1	89.3	9,995	9,996
SAN ANTONIO TX (SAT)	85.2	90.5	2,996	2,994
SAN DIEGO CA (SAN)	79.1	82.6	6,325	6,325
SAN FRANCISCO CA (SFO)	61.4	71.0	10,016	10,009
SAN JOSE CA (SJC)	83.6	86.4	3,922	3,923
SAN JUAN PR (SJU)	78.8	82.5	1,671	1,670
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	77.6	77.0	313	313
SANTA ANA CA (SNA)	82.1	86.0	3,475	3,474
SANTA BARBARA CA (SBA)	80.3	80.9	879	879
SANTA MARIA CA (SMX)	90.7	96.3	108	108
SARASOTA/BRADENTON FL (SRQ)	82.4	83.1	539	539
SAVANNAH GA (SAV)	82.4	82.6	717	718
SCRANTON/WILKES-BARRE PA (AVP)	82.2	89.5	163	162
SEATTLE WA (SEA)	83.4	88.4	7,200	7,198
SHREVEPORT LA (SHV)	86.5	92.3	482	482
SIOUX FALLS SD (FSD)	86.3	88.6	430	431
SITKA AK (SIT)	69.0	82.1	84	84
SOUTH BEND IN (SBN)	81.4	83.1	361	362
SPOKANE WA (GEG)	88.6	90.7	907	907
SPRINGFIELD IL (SPI)	85.9	83.5	85	85
SPRINGFIELD MO (SGF)	84.8	89.4	718	718
ST. GEORGE UT (SGU)	82.1	91.1	235	235
ST. LOUIS MO (STL)	87.0	87.8	4,197	4,197
STATE COLLEGE PA (SCE)	78.6	91.1	56	56
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	79.0	87.9	291	290
SUN VALLEY/HAILLEY/KETCHUM ID (SUN)	78.1	87.0	196	184
SYRACUSE NY (SYR)	79.7	86.3	636	636
TALLAHASSEE FL (TLH)	83.2	85.7	364	363
TAMPA FL (TPA)	88.0	89.1	5,628	5,629
TELLURIDE CO (TEX)	86.0	82.0	50	50
TEXARKANA AR (TXK)	89.3	96.4	84	84

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TOLEDO OH (TOL)	73.8	83.8	80	80
TRAVERSE CITY MI (TVC)	75.5	82.6	241	241
TUCSON AZ (TUS)	81.3	86.6	1,704	1,701
TULSA OK (TUL)	86.3	92.1	1,620	1,620
TWIN FALLS ID (TWF)	90.2	90.3	112	124
TYLER TX (TYR)	86.1	92.6	108	108
VALDOSTA GA (VLD)	84.7	86.1	72	72
VALPARAISO FL (VPS)	81.2	83.9	430	429
WACO TX (ACT)	88.4	88.4	112	112
WASHINGTON DC (DCA)	83.5	88.7	6,424	6,425
WASHINGTON DC (IAD)	84.4	85.4	5,057	5,050
WATERLOO IA (ALO)	83.3	95.8	24	24
WAUSAU/MARSHFIELD WI (CWA)	83.6	89.1	220	220
WEST PALM BEACH/PALM BEACH FL (PBI)	83.1	83.9	2,429	2,428
WHITE PLAINS NY (HPN)	79.6	81.0	906	905
WICHITA KS (ICT)	86.6	88.9	1,014	1,014
WILMINGTON NC (ILM)	73.5	83.3	234	234
WRANGELL AK (WRG)	73.2	73.2	56	56
YAKUTAT AK (YAK)	70.9	76.4	55	55
YUMA AZ (YUM)	81.9	82.8	221	221

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN	29	34,766	837	2.4	78	42,915	958	2.2
EXPRESSJET	21	11,609	295	2.5	95	21,642	470	2.2
MESA	20	9,218	152	1.6	111	18,150	331	1.8
PINNACLE	19	7,966	136	1.7	115	20,200	366	1.8
SKYWEST	19	22,454	321	1.4	141	41,349	722	1.7
UNITED	29	25,428	439	1.7	80	29,896	505	1.7
AMERICAN EAGLE	17	17,932	260	1.4	107	31,965	511	1.6
COMAIR	19	8,354	131	1.6	67	11,733	179	1.5
ALASKA	16	6,308	23	0.4	46	10,299	138	1.3
ATLANTIC SOUTHEAST	7	10,826	98	0.9	107	21,452	249	1.2
US AIRWAYS	29	26,747	270	1.0	77	32,317	326	1.0
DELTA	31	26,943	283	1.1	93	32,600	301	0.9
JETBLUE	18	10,048	70	0.7	43	15,087	106	0.7
SOUTHWEST	18	44,066	305	0.7	64	86,491	556	0.6
CONTINENTAL	26	15,882	104	0.7	58	19,868	119	0.6
AIRTRAN	23	13,051	87	0.7	54	18,314	106	0.6
NORTHWEST	30	16,548	94	0.6	87	21,950	126	0.6
FRONTIER	22	5,233	14	0.3	39	6,524	15	0.2
HAWAIIAN	7	337	0	0.0	15	5,658	8	0.1
Total		313,716	3,919	1.2	Total	488,410	6,092	1.2

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.

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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	20200	17531	86.79%	366	1.81%	72	0.36%	651	3.22%	95	0.47%	926	4.58%	2	0.01%	557	2.76%
AA	42915	34886	81.29%	958	2.23%	69	0.16%	2480	5.78%	185	0.43%	2595	6.05%	3	0.01%	1739	4.05%
AS	10299	7857	76.29%	138	1.34%	46	0.45%	493	4.79%	62	0.60%	1032	10.02%	11	0.11%	659	6.40%
B6	15087	12247	81.18%	106	0.70%	27	0.18%	656	4.35%	11	0.07%	1149	7.61%	3	0.02%	888	5.88%
CO	19868	15434	77.68%	119	0.60%	20	0.10%	896	4.51%	133	0.67%	2531	12.74%	22	0.11%	712	3.58%
DL	32600	26935	82.62%	301	0.92%	52	0.16%	1013	3.11%	93	0.28%	3040	9.32%	1	0.00%	1166	3.58%
EV	21452	16938	78.96%	249	1.16%	53	0.25%	1035	4.82%	69	0.32%	1679	7.83%	3	0.01%	1427	6.65%
F9	6524	5436	83.32%	15	0.23%	3	0.05%	270	4.13%	10	0.16%	565	8.66%	0	0.00%	225	3.45%
FL	18314	14919	81.46%	106	0.58%	26	0.14%	594	3.24%	7	0.04%	1315	7.18%	0	0.00%	1347	7.35%
HA	5658	5160	91.20%	8	0.14%	8	0.14%	372	6.58%	0	0.01%	2	0.03%	0	0.00%	108	1.90%
MQ	31965	26206	81.98%	511	1.60%	49	0.15%	1549	4.85%	162	0.51%	1773	5.55%	2	0.01%	1713	5.36%
NW	21950	17884	81.48%	126	0.57%	43	0.20%	1118	5.09%	221	1.01%	1841	8.39%	5	0.02%	713	3.25%
OH	11733	8985	76.58%	179	1.53%	19	0.16%	700	5.97%	389	3.32%	1318	11.24%	2	0.01%	140	1.19%
OO	41349	33803	81.75%	722	1.75%	96	0.23%	1202	2.91%	92	0.22%	2311	5.59%	5	0.01%	3118	7.54%
UA	29896	24458	81.81%	505	1.69%	33	0.11%	1119	3.74%	91	0.31%	1964	6.57%	0	0.00%	1726	5.77%
US	32317	26569	82.21%	326	1.01%	29	0.09%	1192	3.69%	26	0.08%	2912	9.01%	9	0.03%	1255	3.88%
WN	86491	76395	88.33%	556	0.64%	94	0.11%	2489	2.88%	242	0.28%	1984	2.29%	30	0.03%	4701	5.44%
XE	21642	17289	79.89%	470	2.17%	42	0.19%	655	3.03%	71	0.33%	2212	10.22%	14	0.07%	888	4.10%
YV	18150	14487	79.82%	331	1.82%	31	0.17%	1865	10.28%	131	0.72%	972	5.35%	6	0.03%	327	1.80%
TOTAL	488410	403419		6092		812		20349		2091		32122		119		23407	
			82.60%		1.25%		0.17%		4.17%		0.43%		6.58%		0.02%		4.79%

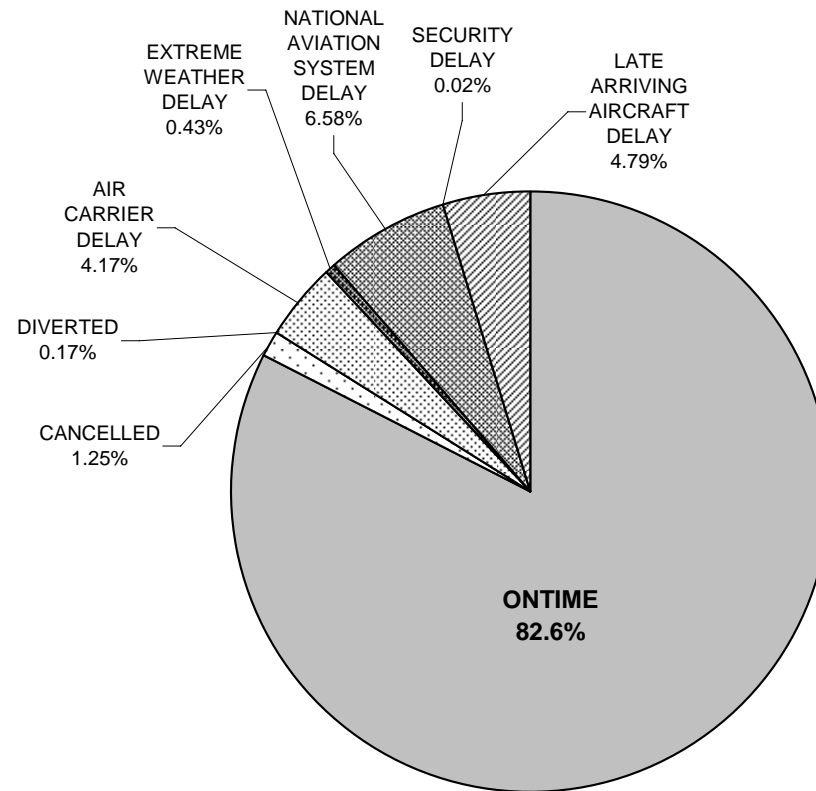
***Causes of Delay:**

- 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.**

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 TABLE 10. OVERALL CAUSES OF DELAY*



Causes of Delay:

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

Note: For additional airline-specific information, visit <http://www.bts.gov>

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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
US	1165	PHL	CLT	02/03/2009	2045	259
AA	1769	PHL	ORD	02/03/2009	1905	252
OH	6631	JFK	RDU	02/03/2009	1915	248
OH	6503	JFK	STL	02/03/2009	1855	244
NW	1761	PHL	DTW	02/03/2009	1955	240

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

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

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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
OH	11,733	7	0.0597
NW	21,950	10	0.0456
US	32,317	9	0.0278
9E	20,200	4	0.0198
AA	42,915	5	0.0117
XE	21,642	2	0.0092
DL	32,600	2	0.0061
YV	18,150	1	0.0055
WN	86,491	3	0.0035
CO	19,868	0	0.0000
OO	41,349	0	0.0000
UA	29,896	0	0.0000
FL	18,314	0	0.0000
AS	10,299	0	0.0000
MQ	31,965	0	0.0000
HA	5,658	0	0.0000
B6	15,087	0	0.0000
F9	6,524	0	0.0000
EV	21,452	0	0.0000
TOTAL	488,410	43	0.0088

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

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

FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 31 airports for which data must be reported. Data include all reported domestic flight operations to the 31 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 31 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

Airports Covered by the Rule (14 CFR PART 234 *)

Atlanta: Hartsfield-Jackson	ATL
Balt/Wash: Int'l Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Cincinnati: Greater Cincinnati	CVG
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Portland: International	PDX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
St. Louis : Lambert International	STL
Tampa: Tampa International	TPA
Washington: Reagan National	DCA
Washington: Dulles	IAD

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

FL	AirTran Airways
AS	Alaska Airlines
AA	American Airlines
MQ	American Eagle Airlines
EV	Atlantic Southeast Airlines
OH	Comair
CO	Continental Airlines
DL	Delta Air Lines
XE	ExpressJet Airlines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
NW	Northwest Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways

Air Carriers Voluntarily Reporting

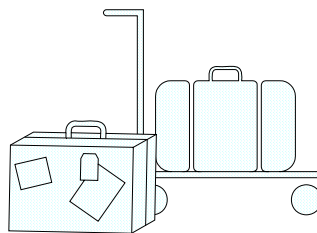
Data to DOT and to CRS Vendors

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

MISHANDLED BAGGAGE

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. The reports of mishandled baggage do not distinguish between carriers that interline and those that do not. As with the data on flight delays in the previous section, these baggage statistics are filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues, plus any other airline that voluntarily submits the data. See 14 CFR Part 234.



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

RANK	AIRLINE *	FEBRUARY 2009			FEBRUARY 2008		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	2,884	1,667,686	1.73	6,340	1,947,972	3.25
2	HAWAIIAN AIRLINES	1,389	650,746	2.13	1,273	565,330	2.25
3	JETBLUE AIRWAYS	3,427	1,524,769	2.25	5,476	1,673,415	3.27
4	FRONTIER AIRLINES	1,514	644,098	2.35	4,492	727,709	6.17
5	NORTHWEST AIRLINES	5,846	2,377,325	2.46	14,540	3,106,960	4.68
6	CONTINENTAL AIRLINES	6,060	2,334,667	2.60	13,051	2,838,474	4.60
7	SOUTHWEST AIRLINES ***	21,770	7,274,573	2.99	44,987	7,960,378	5.65
8	US AIRWAYS	10,591	3,443,683	3.08	27,448	3,944,586	6.96
9	EXPRESSJET AIRLINES	2,561	748,036	3.42	8,720	1,160,676	7.51
10	ALASKA AIRLINES	3,518	1,001,236	3.51	6,136	1,145,844	5.36
11	UNITED AIRLINES	12,627	3,433,448	3.68	22,059	4,056,110	5.44
12	MESA AIRLINES	2,999	801,859	3.74	8,171	868,016	9.41
13	AMERICAN AIRLINES	19,537	5,053,882	3.87	39,341	5,744,738	6.85
14	PINNACLE AIRLINES	3,206	779,652	4.11	7,396	743,141	9.95
15	DELTA AIR LINES	18,706	4,186,779	4.47	32,127	4,653,661	6.90
16	COMAIR	2,005	437,557	4.58	5,269	623,413	8.45
17	SKYWEST AIRLINES	9,347	1,490,522	6.27	18,048	1,616,522	11.16
18	ATLANTIC SOUTHEAST AIRLINES	6,387	919,844	6.94	11,363	938,092	12.11
19	AMERICAN EAGLE AIRLINES	7,538	1,059,322	7.12	15,795	1,232,636	12.81
TOTALS **		141,912	39,829,684	3.56	292,032	45,547,673	6.41

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 table 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 February 2008 reflect the deletion of Aloha's data for that month.

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

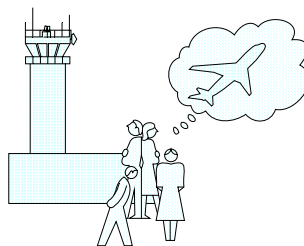
OVERSALES

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

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues *and* operate aircraft with a passenger capacity of 30 or more seats (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 CFR 250.10.

These tables give information by carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boardings per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boardings include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the oversales rule. There are four exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; 3) aircraft of smaller capacity is substituted; and (4) passenger is denied boarding due to safety-related weight restrictions on an aircraft with 60 or fewer seats. Totals appear at the end of each table.

The enplanements figures that are used to calculate the involuntary denied boarding rate do not include "shuttle" service on which reservations are not offered, nor do they include inbound international service, since the rule does not apply to these flights.



**PASSENGERS DENIED BOARDING
BY U.S. AIRLINES***

RANK	AIRLINE *	OCTOBER - DECEMBER 2008				OCTOBER - DECEMBER 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	JETBLUE AIRWAYS	7	5	5,108,284	0.01	10	3	5,180,468	0.01
2	HAWAIIAN AIRLINES	77	7	1,920,675	0.04	220	18	1,767,774	0.10
3	AIRTRAN AIRWAYS	10,948	172	5,754,446	0.30	5,614	46	5,934,141	0.08
4	AMERICAN AIRLINES	10,143	1,096	19,105,660	0.57	15,666	1,608	21,656,205	0.74
5	NORTHWEST AIRLINES	7,849	528	9,105,374	0.58	11,065	473	11,327,726	0.42
6	ALASKA AIRLINES	1,771	293	3,512,911	0.83	3,741	347	3,780,367	0.92
7	SOUTHWEST AIRLINES	16,249	2,349	24,091,435	0.98	16,793	2,354	24,875,699	0.95
8	US AIRWAYS	18,922	1,351	12,919,729	1.05	18,439	1,315	13,030,439	1.01
9	UNITED AIRLINES	20,304	1,452	12,867,796	1.13	16,380	937	14,671,409	0.64
10	SKYWEST AIRLINES	8,836	557	4,754,319	1.17	3,090	187	1,954,068	0.96
11	MESA AIRLINES	6,752	337	2,699,828	1.25	2,972	355	1,706,790	2.08
12	FRONTIER AIRLINES	1,121	327	2,348,314	1.39	1,077	196	2,458,627	0.80
13	CONTINENTAL AIRLINES	8,087	1,317	9,217,296	1.43	6,669	843	10,424,519	0.81
14	DELTA AIR LINES	12,987	2,359	16,090,329	1.47	8,671	2,009	16,229,841	1.24
15	PINNACLE AIRLINES	5,764	380	2,568,204	1.48	3	0	9,242	0.00
16	EXPRESSJET AIRLINES	4,321	461	2,786,163	1.65	*	*	*	*
17	COMAIR	3,921	460	1,609,674	2.86	992	131	502,829	2.61
18	AMERICAN EAGLE AIRLINES	3,825	1,174	3,643,632	3.22	354	123	629,569	1.95
19	ATLANTIC SOUTHEAST AIRLINES	7,729	1,098	2,865,082	3.83	1,946	412	1,089,178	3.78
	TOTALS **	149,613	15,723	142,969,151	1.10	113,702	11,357	137,228,891	0.83

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.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more (prior to the 2nd quarter 2008, the reporting threshold was for aircraft with more than 60 seats). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," " Mishandled Baggage," and "Consumer Complaints" sections of this report. ExpressJet Airlines' ranking in this table was effective the 2nd quarter 2008.

** 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 October-December 2007 reflect the deletion of Aloha's data for that quarter.

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

RANK	AIRLINE *	JANUARY - DECEMBER 2008				JANUARY - DECEMBER 2007			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	58	22	21,900,554	0.01	13	43	21,386,573	0.02
2	HAWAIIAN AIRLINES	317	54	7,856,711	0.07	1,061	119	7,098,609	0.17
3	AIRTRAN AIRWAYS	41,877	834	24,619,120	0.34	28,949	348	23,780,058	0.15
4	ALASKA AIRLINES	8,128	983	15,546,453	0.63	16,106	1,164	15,985,172	0.73
5	AMERICAN AIRLINES	56,649	5,568	82,247,704	0.68	75,852	6,764	87,781,244	0.77
6	NORTHWEST AIRLINES	48,473	3,027	42,519,162	0.71	72,115	3,969	47,779,125	0.83
7	FRONTIER AIRLINES	4,436	983	10,497,522	0.94	4,631	969	10,436,638	0.93
8	SOUTHWEST AIRLINES	73,403	10,362	102,045,003	1.02	88,248	11,288	101,910,758	1.11
9	UNITED AIRLINES	92,624	6,812	57,568,962	1.18	90,639	4,448	62,732,171	0.71
10	SKYWEST AIRLINES	34,155	2,090	15,572,248	1.34	19,507	1,339	7,937,530	1.69
11	US AIRWAYS	85,001	7,205	53,145,064	1.36	77,001	6,544	54,991,550	1.19
12	MESA AIRLINES	25,048	1,355	9,947,777	1.36	15,590	1,120	7,262,198	1.54
13	CONTINENTAL AIRLINES	37,825	5,671	40,283,669	1.41	36,049	6,100	42,576,293	1.43
14	DELTA AIR LINES	62,243	10,403	65,735,090	1.58	78,837	16,691	67,455,072	2.47
15	PINNACLE AIRLINES	6,572	540	3,160,628	1.71	*	*	*	*
16	AMERICAN EAGLE AIRLINES	7,103	2,184	8,940,543	2.44	1,269	336	2,485,956	1.35
17	COMAIR	13,461	1,909	5,599,468	3.41	5,455	556	1,763,507	3.15
18	ATLANTIC SOUTHEAST AIRLINES	22,982	3,610	9,290,037	3.89	9,913	1,968	4,377,102	4.50
*	EXPRESSJET AIRLINES	*	*	*	*	*	*	*	*
	TOTALS **	620,355	63,612	576,475,715	1.10	621,235	63,766	567,739,556	1.12

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more (prior to the 2nd quarter 2008, the reporting threshold was for aircraft with more than 60 seats). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report. Pinnacle Airlines' ranking in this table was effective the 4th quarter 2007. ExpressJet Airlines' ranking in this table was effective the 2nd 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 January-December 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

	FEBRUARY 2009				FEBRUARY 2008			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	481	31	3	86	806	48	2	129
FOREIGN AIRLINES	82	3	0	8	115	0	0	12
TRAVEL AGENTS	7	0	0	2	12	0	0	1
TOUR OPERATORS	3	3	0	0	4	0	0	1
MISCELLANEOUS	3	1	0	9	0	0	0	0
INDUSTRY TOTALS	576	38	3	105	937	48	2	143

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	FEBRUARY 2009			FEBRUARY 2008		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
BAGGAGE	1	118		2	177	
FLIGHT PROBLEMS	2	116		1	336	
CANCELLATIONS			50			133
DELAYS			28			103
MISCONNECTIONS			21			61
RES/TKTG/BOARDING	3	105		4	109	
CUSTOMER SERVICE	4	72		3	122	
REFUNDS	5	48		5	54	
DISABILITY	6	33		7	35	
FARES	7	33		8	27	
OVERSALES	8	23		6	41	
OTHER	9	22		9	25	
FREQUENT FLYER			14			20
DISCRIMINATION	10	3		10	9	
ADVERTISING	11	3		11	2	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		576			937	

* 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*

FEBRUARY 2009

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	1	0	1	5	1	1	0	0	0	0	14
ALASKA AIRLINES	5	0	0	0	1	0	2	1	0	0	0	0	9
ALLEGiant AIR	3	0	3	0	0	0	3	3	0	0	0	0	12
AMERICAN AIRLINES	11	1	6	3	4	22	10	1	0	0	0	2	60
AMERICAN EAGLE AIRLINES	2	0	0	0	0	1	1	0	0	0	0	1	5
COMAIR	3	0	1	0	0	0	1	1	0	0	0	0	6
CONTINENTAL AIRLINES	3	2	4	2	1	2	1	4	0	2	0	1	22
DELTA AIRLINES	4	2	16	2	5	12	7	4	0	0	0	5	57
FRONTIER AIRLINES	0	1	0	0	0	3	1	1	1	0	0	1	8
JETBLUE AIRWAYS	3	0	2	1	1	0	2	1	0	0	0	0	10
MESA AIRLINES	3	1	0	0	0	0	2	0	0	0	0	0	6
NORTHWEST AIRLINES	4	1	9	3	4	5	4	3	0	1	0	1	35
Piedmont AIRLINES	4	0	0	0	0	1	0	0	0	0	0	0	5
Pinnacle AIRLINES	5	0	0	0	0	1	0	0	0	0	0	0	6
SKYWEST AIRLINES	1	0	1	0	0	3	0	1	0	0	0	0	6
SOUTHWEST AIRLINES	4	0	2	0	1	2	2	1	0	0	0	0	12
Spirit AIRLINES	3	5	20	5	7	5	10	1	1	0	0	2	59
UNITED AIRLINES	9	0	14	1	1	6	2	3	1	0	0	3	40
UNITED EXPRESS	2	1	0	0	0	2	1	0	0	0	0	0	6
US AIRWAYS	9	6	11	8	5	8	11	3	0	0	0	2	63
OTHER U. S. AIRLINES	17	0	4	2	0	10	4	1	0	0	0	2	40
TOTAL FEBRUARY 2009	98	22	94	27	31	88	65	30	3	3	0	20	481
% OF TOTAL COMPLAINTS	20.4	4.6	19.5	5.6	6.4	18.3	13.5	6.2	0.6	0.6	0	4.2	
TOTAL FEBRUARY 2008	305	33	84	23	42	144	111	33	1	7	0	23	806
% OF TOTAL COMPLAINTS	37.8	4.1	10.4	2.9	5.2	17.9	13.8	4.1	0.1	0.9	0	2.9	

* 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

FEBRUARY 2009

U. S. AIRLINES*	COMPS RECD IN FEB	INCI - DENTS IN FEB	PERCENT	INCI - DENTS IN JAN	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	14	3	21.4	1	7.1	9	64.3	1	7.1
ALASKA AIRLINES	9	1	11.1	2	22.2	5	55.6	1	11.1
ALLEGiant AIR	12	6	50.0	2	16.7	3	25.0	1	8.3
AMERICAN AIRLINES	60	18	30.0	8	13.3	28	46.7	6	10.0
AMERICAN EAGLE AIRLINES	5	2	40.0	1	20.0	1	20.0	1	20.0
COMAIR	6	2	33.3	2	33.3	2	33.3	0	0.0
CONTINENTAL AIRLINES	22	4	18.2	6	27.3	9	40.9	3	13.6
DELTA AIRLINES	57	13	22.8	11	19.3	25	43.9	8	14.0
FRONTIER AIRLINES	8	0	0.0	3	37.5	3	37.5	2	25.0
JETBLUE AIRWAYS	10	2	20.0	3	30.0	4	40.0	1	10.0
MESA AIRLINES	6	2	33.3	1	16.7	2	33.3	1	16.7
NORTHWEST AIRLINES	35	9	25.7	2	5.7	16	45.7	8	22.9
Piedmont AIRLINES	5	3	60.0	0	0.0	2	40.0	0	0.0
Pinnacle AIRLINES	6	2	33.3	2	33.3	2	33.3	0	0.0
SKYWEST AIRLINES	6	2	33.3	1	16.7	2	33.3	1	16.7
SOUTHWEST AIRLINES	12	5	41.7	1	8.3	4	33.3	2	16.7
Spirit AIRLINES	59	20	33.9	3	5.1	27	45.8	9	15.3
UNITED AIRLINES	40	13	32.5	6	15.0	14	35.0	7	17.5
UNITED EXPRESS	6	4	66.7	0	0.0	2	33.3	0	0.0
US AIRWAYS	63	28	44.4	12	19.0	19	30.2	4	6.3
OTHER U. S. AIRLINES	40	11	27.5	10	25.0	14	35.0	5	12.5
TOTALS	481	150	31.2	77	16.0	193	40.1	61	12.7
PREVIOUS YEAR'S TOTALS	806	328	40.7	119	14.8	233	28.9	126	15.6

*AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

Table 5

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U. S. AIRLINES*
BY COMPLAINT CATEGORY**

FEBRUARY 2009

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DI SCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	1	0	0	0	3	1	2	0	0	0	0	0	7
ALITALIA AIRLINES	1	0	1	0	0	7	0	0	0	0	0	0	9
BRITISH AIRWAYS	3	0	1	0	3	2	0	0	0	0	0	0	9
IBERIA AIRLINES	1	0	1	1	0	2	0	0	0	0	0	0	5
LUFTHANSA	0	0	0	0	1	2	2	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	8	1	6	3	8	16	1	3	0	0	0	1	47
TOTALS	14	1	9	4	15	30	5	3	0	0	0	1	82
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	2	0	2	1	2	0	0	0	0	0	0	0	7
TOTALS	2	0	2	1	2	0	0	0	0	0	0	0	7
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	0	0	0	0	1	0	0	0	0	1	3
TOTALS	1	0	0	0	0	0	1	0	0	0	0	1	3
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	1	0	0	1	0	0	1	0	0	0	0	0	3
TOTALS	1	0	0	1	0	0	1	0	0	0	0	0	3

* 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

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

RANK	AIRLINE *	FEBRUARY 2009			FEBRUARY 2008		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	12	7,072,214	0.17	22	7,750,755	0.28
2	EXPRESSJET AIRLINES	3	859,882	0.35	9	1,283,573	0.70
3	SKYWEST AIRLINES	6	1,477,025	0.41	14	1,604,641	0.87
4	ATLANTIC SOUTHEAST AIRLINES	4	914,057	0.44	12	968,799	1.24
5	AMERICAN EAGLE AIRLINES	5	1,078,915	0.46	21	1,262,178	1.66
6	HAWAIIAN AIRLINES	3	641,067	0.47	6	557,008	1.08
7	JETBLUE AIRWAYS	10	1,636,610	0.61	10	1,708,186	0.59
8	CONTINENTAL AIRLINES	22	3,059,069	0.72	45	3,609,297	1.25
9	MESA AIRLINES	6	768,144	0.78	14	836,958	1.67
10	PINNACLE AIRLINES	6	740,486	0.81	16	799,028	2.00
11	ALASKA AIRLINES	9	1,096,268	0.82	3	1,287,448	0.23
12	AIRTRAN AIRWAYS	14	1,609,522	0.87	19	1,885,723	1.01
13	AMERICAN AIRLINES	60	6,212,104	0.97	125	7,139,433	1.75
14	UNITED AIRLINES	40	3,968,603	1.01	97	4,721,880	2.05
15	NORTHWEST AIRLINES	35	3,006,946	1.16	33	3,836,665	0.86
16	FRONTIER AIRLINES	8	666,807	1.20	8	771,003	1.04
17	DELTA AIR LINES	57	4,740,933	1.20	99	5,246,421	1.89
18	COMAIR	6	450,755	1.33	7	636,480	1.10
19	US AIRWAYS	63	3,843,035	1.64	97	4,259,150	2.28
TOTAL **		369	43,842,442	0.84	657	50,164,626	1.31

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 table 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 February 2008 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.

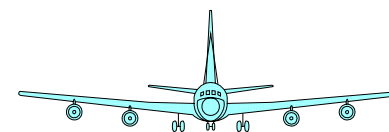
Disability: Civil rights complaints by air travelers with disabilities.

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 February 2009 as provided by the Transportation Security Administration^a

The Transportation Security Administration screened approximately 44.1 million airline passengers and their 36.7 million checked bags during February 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 February.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public ^c	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
203	.0005	58	.0001	39	.00009	381	.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
233	.0005	755	.002

NOTES

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

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

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

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.

February 2009 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

[Section 710](#) of the Wendell H. Ford Aviation Investment and Reform Act for the 21st Century (“AIR-21”; P.L. 106-81) requires U.S. airlines that perform scheduled passenger transportation to file reports with the Department concerning incidents involving the loss, injury or death of animals during air transportation. This requirement was implemented through the issuance of 14 CFR 234.13 ([70 FR 7392](#)) as supplemented by a Reporting Directive published at [70 FR 9217](#).

An airline is required to submit a report for any month in which it experienced a loss, injury or death of a pet during air transportation. DOT publishes these reports monthly and also forwards the reports to the U.S. Department of Agriculture, which enforces the Animal Welfare Act. The copies of the reports that appear here are redacted to remove identifying information about individuals, including the owner of the pet.

A statistical summary of the reports appears in the table below. To see the actual (redacted) reports filed by these airlines, click the airline’s name in the web version of the report (see <http://airconsumer.ost.dot.gov/reports/index.htm>).

Carrier	Death	Injury	Loss
American	1		
Delta			1
<i>Total</i>	1	0	1