



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	August 2009 12 Months Ending August 2009
Mishandled Baggage¹	August 2009
Oversales¹	2nd Quarter 2009 January-June 2009
Consumer Complaints² (Includes Disability and Discrimination Complaints)	August 2009
Customer Service Reports to the Dept. of Homeland Security³	August 2009
Airline Animal Incident Reports⁴	August 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.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	79.9	15	94.7
ALASKA AIRLINES S/	16	87.0	51	85.8
SKYWEST AIRLINES S/	19	84.7	136	84.4
FRONTIER AIRLINES S/	22	84.3	40	83.8
EXPRESSJET AIRLINES S/	22	82.3	96	83.4
SOUTHWEST AIRLINES S/	21	82.7	67	82.8
CONTINENTAL AIRLINES S/	26	82.0	58	82.4
US AIRWAYS S/	29	81.3	73	81.4
UNITED AIRLINES S/	29	80.4	72	80.1
AMERICAN EAGLE S/	18	80.2	117	79.6
MESA AIRLINE S/	18	80.6	102	79.2
PINNACLE AIRLINES S/V	16	77.1	121	79.2
DELTA AIR LINES S/	31	78.5	92	78.6
AMERICAN AIRLINES S/	29	77.5	76	77.2
JETBLUE AIRWAYS S/	19	75.2	45	76.0
NORTHWEST AIRLINES S/	30	74.2	80	74.4
AIRTRAN AIRWAYS S/	25	73.4	62	74.2
ATLANTIC SOUTHEAST AIRLINES S/	10	68.2	112	69.5
COMAIR S/	20	64.4	70	65.9
TOTAL		79.2		79.7

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

* 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	3rd QUARTER		4th QUARTER		1st QUARTER		2nd QUARTER		JUN - 09		JULY - 09		AUG - 09		12 MONTHS ENDING AUGUST 2009		DATABASE TO DATE SEPT 1987- AUGUST 2009	
	07 - 09 2008		10 - 12 2008		01 - 03 2009		04 - 06 2009											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	78.6	9	77.0	10	77.4	12	76.4	13	75.3	10	69.8	17	74.2	17	76.9	16	(--)	(--)
ALASKA	81.9	7	74.9	17	72.6	17	84.9	2	84.5	2	87.2	2	85.8	2	80.1	7	75.8	8
AMERICAN	73.6	16	79.3	7	78.0	10	73.8	16	69.2	17	72.2	16	77.2	14	77.0	15	78.0	5
AMERICAN EAGLE	78.6	10	76.8	12	77.4	13	75.6	15	74.4	12	77.7	11	79.6	10	77.5	13	73.9	9
ATLANTIC SOUTHEAST	75.7	14	72.3	19	68.9	19	71.2	18	73.2	14	68.3	18	69.5	18	71.3	18	(--)	(--)
COMAIR	68.9	19	72.3	18	69.1	18	64.7	19	59.8	19	63.6	19	65.9	19	68.8	19	(--)	(--)
CONTINENTAL	77.0	11	75.1	15	76.4	16	78.7	10	80.5	5	78.5	10	82.4	7	77.8	11	78.2	3
DELTA	76.8	12	75.0	16	77.8	11	76.7	12	76.1	9	75.5	13	78.6	13	77.2	14	77.6	6
EXPRESSJET	75.9	13	76.5	13	76.9	15	79.0	8	82.0	3	79.6	7	83.4	5	78.6	10	(--)	(--)
FRONTIER	84.9	4	77.9	9	79.2	8	75.8	14	68.0	18	74.2	14	83.8	4	79.0	9	(--)	(--)
HAWAIIAN	90.1	1	86.2	1	91.2	1	91.6	1	93.3	1	93.6	1	94.7	1	90.9	1	(--)	(--)
JETBLUE	69.3	18	76.9	11	78.4	9	73.7	17	71.2	16	73.1	15	76.0	15	76.3	17	(--)	(--)
MESA	74.7	15	75.7	14	77.0	14	78.7	9	74.2	13	78.6	8	79.2	11	77.6	12	(--)	(--)
NORTHWEST	84.4	6	80.2	4	80.3	5	80.2	6	75.3	11	76.4	12	74.4	16	80.1	6	79.0	2
PINNACLE	88.6	2	79.4	6	83.2	3	84.6	3	80.7	4	78.6	9	79.2	12	82.4	3	(--)	(--)
SKYWEST	84.8	5	78.3	8	80.2	6	84.3	4	80.4	6	83.6	3	84.4	3	82.0	4	(--)	(--)
SOUTHWEST	85.4	3	81.4	2	85.1	2	82.0	5	78.1	7	80.7	4	82.8	6	83.1	2	82.0	1
UNITED	73.3	17	79.9	5	80.4	4	77.7	11	72.6	15	79.6	6	80.1	9	79.5	8	75.9	7
US AIRWAYS	81.0	8	80.5	3	79.6	7	79.1	7	78.0	8	80.6	5	81.4	8	80.3	5	78.2	4
Total	79.4		78.2		79.2		78.6		76.1		77.6		79.7		79.2		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	1390	71.3	108	71.3	H/		59	81.4	96	68.8	190	73.7	H/		2	100.0
AA	586	72.7	1076	73.2	278	72.7	149	76.5	H/		888	77.0	545	71.7	13493	81.3
AS	H/		93	79.6	H/		H/		H/		93	84.9	197	88.3	92	79.3
B6	H/		1763	77.4	H/		207	73.4	H/		H/		93	81.7	H/	
CO	306	75.8	474	77.8	145	82.8	120	71.7	H/		264	86.0	330	83.3	298	78.2
DL	12858	76.3	1039	77.5	372	77.4	184	65.8	1164	88.7	556	75.7	341	81.5	359	79.4
EV	13544	67.7	H/		H/		16	37.5	426	88.0	H/		H/		H/	
F9	93	77.4	H/		H/		H/		H/		93	76.3	3930	87.2	181	82.3
FL	7212	73.2	668	71.9	1685	76.4	220	65.9	H/		252	76.2	155	72.9	328	66.5
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	57	63.2	857	75.5	119	73.9	258	75.6	444	84.7	896	77.6	H/		7015	80.9
NW	31	87.1	393	63.4	374	69.8	184	63.6	H/		488	74.4	352	72.7	231	75.3
OH	400	46.0	552	72.1	181	68.0	120	61.7	1761	75.4	537	76.4	H/		132	63.6
OO	319	77.1	H/		H/		H/		325	87.7	H/		4833	83.7	195	87.2
UA	93	69.9	805	76.0	430	77.9	118	69.5	25	72.0	452	68.8	5373	84.4	291	82.8
US	314	71.3	1623	81.2	364	79.4	6433	79.4	H/		1849	85.2	403	82.4	547	85.2
WN	H/		150	66.0	4779	81.2	H/		H/		H/		3354	83.1	H/	
XE	199	79.9	43	81.4	181	75.7	331	74.6	261	78.5	137	75.9	35	100.0	103	78.6
YV	97	71.1	57	54.4	8	87.5	1626	77.4	H/		H/		1402	78.7	H/	
TOTAL	37499	72.0	9701	75.7	8916	78.7	10025	77.4	4502	81.9	6695	78.8	21343	83.5	23267	80.9

* 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	4917	79.4	7	42.9	H/		148	77.0	91	92.3	H/		H/		H/	
AA	251	77.7	453	74.0	184	74.5	304	72.0	309	76.4	919	74.3	676	77.5	2396	77.8
AS	H/		62	80.6	H/		H/		H/		H/		298	93.6	545	93.2
B6	H/		333	67.9	1014	73.2	551	77.3	H/		4572	73.3	274	81.0	119	76.5
CO	145	84.1	4208	73.9	399	80.7	H/		6740	88.6	H/		498	81.1	721	81.6
DL	364	81.6	342	66.1	725	79.0	245	78.4	112	81.2	1708	70.8	609	84.2	1082	81.3
EV	H/		40	37.5	12	50.0	13	61.5	61	85.2	H/		H/		H/	
F9	93	71.0	H/		31	90.3	H/		91	74.7	H/		186	81.7	181	81.2
FL	186	72.0	150	56.7	496	74.2	148	66.2	H/		H/		186	83.9	265	76.6
HA	H/		H/		H/		H/		H/		H/		79	87.3	83	88.0
MQ	290	72.1	H/		H/		H/		62	83.9	737	72.0	H/		1123	94.9
NW	5554	77.5	196	49.0	196	71.9	17	88.2	158	74.1	182	61.0	500	75.4	688	68.0
OH	460	71.7	16	25.0	29	55.2	74	70.3	93	51.6	2588	58.2	H/		H/	
OO	10	60.0	52	71.2	H/		H/		233	72.5	H/		273	87.5	3422	90.9
UA	30	66.7	399	67.7	H/		2167	84.3	214	78.5	392	77.8	987	82.8	2518	82.8
US	233	76.4	336	65.5	529	76.4	28	89.3	239	84.5	124	71.8	1810	89.3	663	78.7
WN	476	71.0	H/		1387	82.5	310	79.0	H/		H/		6835	86.4	3407	82.4
XE	171	72.5	3352	68.4	H/		580	90.2	8310	88.5	H/		H/		H/	
YV	99	78.8	87	65.5	H/		1470	75.3	83	83.1	74	67.6	37	100.0	60	86.7
TOTAL	13279	77.6	10033	70.0	5002	77.6	6055	80.1	16796	87.4	11296	69.4	13248	85.4	17273	83.7

* 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 *																
	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	134	66.4	H/		29	82.8	H/		1509	76.3	17	94.1	H/		93	69.9
AA	1457	69.6	730	72.6	H/		3447	74.6	451	73.4	5201	76.4	176	71.0	450	75.1
AS	H/		62	83.9	H/		31	58.1	62	66.1	155	71.0	758	91.8	H/	
B6	248	68.5	1329	77.8	H/		H/		H/		181	73.5	93	82.8	H/	
CO	310	81.6	592	82.3	H/		272	76.8	126	77.8	405	76.8	216	77.8	155	80.6
DL	1093	75.8	1048	82.4	148	77.0	427	78.0	401	78.3	282	78.0	218	83.9	366	74.3
EV	H/		H/		1	0.0	7	71.4	H/		H/		H/		H/	
F9	62	58.1	31	74.2	150	84.7	H/		176	73.9	H/		124	87.1	31	58.1
FL	527	63.8	1728	76.3	406	74.1	93	71.0	292	75.3	H/		H/		285	65.6
HA	H/		H/		H/		H/		H/		H/		62	74.2	H/	
MQ	969	76.0	H/		H/		583	79.9	H/		6814	78.5	H/		62	67.7
NW	881	67.5	435	68.0	201	80.1	170	77.6	6333	75.9	522	70.1	196	83.2	268	59.7
OH	1077	59.5	H/		H/		55	56.4	94	56.4	247	54.7	H/		188	62.2
OO	H/		H/		H/		H/		123	74.0	3043	80.7	1182	90.3	109	73.4
UA	592	69.1	592	78.0	H/		1	100.0	484	68.8	6478	79.2	386	80.3	428	73.6
US	1097	80.9	715	74.5	H/		278	74.1	310	74.2	667	81.4	213	81.7	3792	75.6
WN	233	65.2	2960	83.4	6423	82.6	H/		326	66.0	H/		1148	85.6	1815	75.8
XE	98	70.4	13	100.0	H/		28	100.0	304	74.0	783	84.5	H/		41	80.5
YV	73	72.6	H/		H/		H/		14	71.4	2780	78.7	H/		H/	
TOTAL	8851	70.8	10235	79.0	7358	82.0	5392	75.4	11005	75.0	27575	78.3	4772	85.9	8083	74.2

* 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/		99	78.8	H/		
AA	405	83.0	496	73.0	487	79.5	980	74.0	216	79.2	1260	81.2	495	77.8	
AS	245	89.8	309	89.3	4126	86.7	331	79.8	H/		H/		H/		
B6	62	72.6	186	84.4	199	78.4	217	76.5	124	80.6	H/		310	78.1	
CO	311	83.6	363	83.5	485	83.3	475	77.9	62	85.5	H/		371	85.7	
DL	345	81.7	391	83.1	562	85.6	486	79.6	2750	85.2	101	86.1	508	80.7	
EV	H/		H/		H/		H/		H/		80	67.5	H/		
F9	164	83.5	145	86.9	124	83.9	124	68.5	185	82.7	93	78.5	31	77.4	
FL	62	77.4	79	89.9	200	80.5	158	73.4	H/		217	71.0	537	73.6	
HA	31	80.6	31	67.7	76	75.0	31	74.2	H/		H/		H/		
MQ	H/		593	91.7	H/		128	78.1	H/		487	89.7	H/		
NW	309	68.9	192	72.4	453	77.5	380	76.3	140	70.7	258	78.7	400	71.5	
OH	H/		H/		H/		H/		H/		112	74.1	19	63.2	
OO	344	85.2	621	92.4	679	90.7	3734	73.1	7239	89.1	90	81.1	H/		
UA	412	79.6	665	82.7	655	82.7	3507	80.2	91	75.8	31	87.1	248	85.5	
US	5001	88.7	420	82.6	372	83.6	593	72.7	124	93.5	88	87.5	538	77.0	
WN	5207	84.4	2891	84.1	1230	86.4	1326	72.2	1275	83.9	2118	81.2	2166	85.1	
XE	31	93.5	H/		H/		H/		31	90.3	300	78.3	14	100.0	
YV	2740	89.5	H/		H/		H/		31	83.9	84	83.3	H/		
TOTAL	15669	86.1	7382	84.4	9648	85.1	12470	75.8	12268	87.0	5418	81.1	5637	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 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	89.8	88.9	67.2	86.5	J/	85.7	91.9	85.3	86.3	77.5	93.8	84.4	95.3	80.8	92.7	93.1	95.2	95.8
700 - 759 AM	89.8	86.0	93.5	87.5	86.3	90.7	93.7	88.0	82.5	90.1	96.7	92.9	92.6	78.4	95.5	95.1	88.5	90.8
800 - 859 AM	76.7	85.5	95.0	79.8	86.4	91.5	94.7	89.5	83.5	93.9	96.2	90.9	94.1	85.8	95.1	94.5	87.0	95.2
900 - 959 AM	76.8	87.0	93.0	80.9	90.6	91.2	92.0	86.4	84.4	93.7	89.3	91.3	92.3	90.3	92.8	92.3	86.8	94.7
1000 - 1059 AM	84.5	86.9	93.4	78.7	84.1	81.1	89.7	87.4	86.8	92.2	88.4	87.3	93.1	84.1	88.4	89.2	80.8	90.6
1100 - 1159 AM	85.7	84.6	89.1	82.5	86.9	86.2	89.0	86.1	82.6	87.0	87.3	90.3	93.2	80.4	88.8	86.4	84.8	87.9
1200 - 1259 PM	78.3	85.7	90.8	87.0	84.1	84.9	88.9	82.9	81.8	84.6	84.4	92.3	94.4	81.9	89.9	88.5	81.8	87.8
100 - 159 PM	70.6	83.2	86.5	81.8	84.1	85.8	84.1	83.9	80.6	79.4	84.9	86.5	89.1	75.5	87.2	86.2	77.1	87.1
200 - 259 PM	69.5	82.1	82.8	85.5	87.7	81.2	85.4	82.2	76.8	65.1	77.7	81.7	91.0	68.6	83.4	85.8	70.0	78.5
300 - 359 PM	67.6	78.8	79.6	77.9	86.2	78.4	81.8	81.5	79.1	65.7	75.9	83.6	89.2	68.5	85.4	85.4	74.8	83.2
400 - 459 PM	65.4	74.0	75.7	77.6	77.5	77.2	77.1	80.4	76.0	57.2	77.6	75.1	84.5	67.5	82.1	80.6	70.3	77.5
500 - 559 PM	60.3	68.8	72.1	73.5	82.1	73.4	76.2	75.8	73.4	54.6	72.8	76.7	80.8	59.6	82.9	78.1	62.6	72.2
600 - 659 PM	66.4	62.6	64.4	69.3	77.5	72.9	75.2	73.3	68.9	54.4	71.0	75.7	78.3	54.4	80.9	83.7	60.7	69.8
700 - 759 PM	58.4	66.5	64.3	69.0	77.9	72.6	77.9	75.3	71.9	55.2	71.6	71.8	79.6	49.0	79.7	76.5	53.3	70.4
800 - 859 PM	62.1	67.5	63.8	75.4	56.3	75.2	73.6	72.4	75.4	51.2	71.8	73.7	78.0	49.1	80.0	75.6	56.2	66.3
900 - 959 PM	66.2	63.3	68.5	72.0	73.5	72.4	78.1	72.2	70.1	60.2	62.2	71.8	75.2	51.5	80.6	77.8	58.4	66.6
1000 - 1059 PM	69.5	68.3	68.2	64.5	63.6	67.1	74.3	69.7	66.5	61.1	67.7	69.5	73.3	66.9	75.7	71.3	56.8	69.4
1100 - 559 AM	78.5	73.2	73.0	66.8	82.1	66.8	77.0	82.4	77.6	76.0	67.0	72.4	84.5	75.5	77.7	80.5	64.9	69.2
TOTAL, ALL ARRIVALS, BY AIRPORT	72.0	75.7	78.7	77.4	81.9	78.8	83.5	80.9	77.6	70.0	77.6	80.1	87.4	69.4	85.4	83.7	70.8	79.0

* 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	96.7	82.3	85.6	91.6	94.1	88.9	96.1	J/	84.2	93.9	100.0	J/	J/	89.8
700 - 759 AM	94.3	91.9	84.7	88.2	95.2	95.3	92.9	92.9	96.9	91.2	96.5	94.4	97.7	90.0
800 - 859 AM	93.4	89.3	81.2	84.1	93.6	83.8	92.7	93.0	94.8	88.3	91.7	90.6	96.5	86.9
900 - 959 AM	93.8	88.2	85.0	82.4	96.8	88.2	87.8	89.6	91.5	75.3	92.1	88.5	95.9	87.9
1000 - 1059 AM	93.9	84.2	81.3	83.6	90.4	82.2	90.8	88.3	89.7	65.1	88.2	89.0	90.4	86.3
1100 - 1159 AM	93.6	86.0	78.5	83.4	91.2	85.8	91.2	89.4	86.4	66.8	87.2	91.4	90.8	85.9
1200 - 1259 PM	92.3	77.9	79.9	85.1	86.8	85.7	90.1	90.7	87.2	68.7	91.3	88.2	88.8	85.2
100 - 159 PM	88.3	80.9	76.8	82.6	89.4	79.2	87.5	86.0	87.4	71.8	86.4	87.0	87.3	82.1
200 - 259 PM	85.3	77.3	71.3	80.4	86.5	76.2	85.7	86.6	89.0	83.9	88.7	90.2	82.6	80.6
300 - 359 PM	78.5	73.6	74.8	78.3	82.5	72.5	85.8	83.0	86.1	73.2	87.1	83.5	82.7	78.9
400 - 459 PM	77.0	63.4	74.0	77.4	87.7	67.9	81.6	83.3	82.3	77.2	85.5	76.2	79.5	75.8
500 - 559 PM	76.3	73.1	66.5	70.3	83.2	63.5	84.7	84.2	84.7	79.7	79.1	77.1	75.6	73.0
600 - 659 PM	69.5	69.6	63.6	67.0	87.7	66.4	80.6	76.1	83.1	79.0	87.0	71.5	70.5	71.8
700 - 759 PM	71.0	64.0	72.6	67.3	79.8	65.0	81.1	79.3	83.9	78.4	84.1	73.2	69.9	71.0
800 - 859 PM	66.0	68.6	69.0	67.3	78.8	62.2	78.3	77.3	83.9	75.6	80.7	68.7	69.9	70.7
900 - 959 PM	70.2	60.5	67.9	69.2	78.1	68.0	78.9	74.7	81.5	73.1	78.6	66.2	73.7	70.2
1000 - 1059 PM	69.3	61.0	70.4	69.5	81.0	68.2	79.2	79.4	79.6	64.8	74.1	66.9	70.8	70.0
1100 - 559 AM	76.8	67.9	74.9	85.9	84.1	74.6	74.1	85.9	78.3	79.6	75.5	77.7	69.9	76.2
TOTAL, ALL ARRIVALS, BY AIRPORT	82.0	75.4	75.0	78.3	85.9	74.2	86.1	84.4	85.1	75.8	87.0	81.1	80.8	79.2

* 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	94.9	92.5	93.2	92.0	93.9	95.0	95.6	89.8	92.7	95.6	97.0	93.4	95.8	90.7	95.7	95.2	93.8	96.0
700 - 759 AM	93.1	92.8	95.8	89.0	87.4	91.8	95.1	88.4	95.1	91.8	96.6	92.2	93.1	88.9	93.8	93.3	90.1	94.3
800 - 859 AM	91.0	89.4	92.8	84.6	86.4	92.3	92.5	82.8	88.3	89.9	93.8	91.9	92.8	87.0	90.4	89.9	87.9	94.8
900 - 959 AM	83.2	87.9	89.2	86.8	88.7	91.0	87.8	81.5	85.0	88.8	90.6	91.8	94.1	86.3	88.4	86.1	87.9	92.0
1000 - 1059 AM	84.5	88.4	83.2	73.1	86.5	91.0	86.0	78.4	84.6	88.1	90.1	88.8	93.1	86.4	85.2	86.0	87.3	89.6
1100 - 1159 AM	86.5	84.2	83.7	86.2	85.6	85.0	85.7	76.9	79.6	87.5	83.0	86.6	89.5	82.4	85.4	85.5	83.9	88.3
1200 - 1259 PM	81.8	86.4	80.2	74.7	80.6	82.1	84.8	77.1	82.4	84.1	80.3	87.8	91.0	75.6	84.0	84.0	87.8	86.1
100 - 159 PM	79.6	80.1	72.5	80.2	88.5	86.4	78.4	73.0	78.7	76.5	78.4	87.7	89.4	77.0	78.8	87.5	80.4	83.9
200 - 259 PM	69.7	79.3	71.1	80.1	79.7	80.6	74.5	74.4	74.9	71.8	72.8	78.0	85.2	73.2	76.6	80.6	79.8	73.6
300 - 359 PM	69.1	79.3	69.7	69.6	77.6	79.1	79.4	72.3	72.9	64.2	73.8	76.2	88.5	72.3	64.3	84.2	72.9	70.5
400 - 459 PM	70.4	72.9	62.7	73.7	77.7	79.9	71.0	71.5	58.8	59.4	71.2	73.0	80.9	65.8	78.2	82.5	73.1	70.5
500 - 559 PM	65.9	65.4	59.8	76.4	85.8	76.8	66.3	73.5	69.0	56.1	67.5	71.7	81.7	68.4	73.5	83.6	68.6	69.3
600 - 659 PM	64.0	64.8	59.1	73.8	78.9	70.9	71.6	71.4	61.6	56.8	60.5	66.8	76.7	63.1	75.4	82.4	67.5	64.1
700 - 759 PM	65.7	60.0	53.4	73.9	77.0	75.8	70.8	70.3	72.5	58.6	63.7	65.1	79.2	61.2	76.2	81.9	61.2	59.2
800 - 859 PM	66.4	67.4	54.8	74.2	77.2	75.4	69.6	69.2	69.0	56.3	64.7	67.2	77.0	53.8	73.8	80.9	63.6	57.9
900 - 959 PM	67.6	59.6	58.7	54.8	J/	84.6	76.6	67.9	76.2	57.7	J/	69.4	82.7	54.8	79.0	77.8	60.9	60.3
1000 - 1059 PM	65.6	J/	J/	80.6	J/	J/	77.7	75.1	71.6	J/	J/	70.3	80.2	61.6	87.9	88.7	J/	J/
1100 - 559 AM	71.9	92.2	95.0	90.0	J/	88.0	85.6	94.6	87.0	91.1	95.2	100.0	93.0	83.1	89.5	82.2	84.6	83.7
TOTAL, ALL DEPARTURES, BY AIRPORT	75.7	80.2	75.1	80.2	82.0	84.1	80.4	76.1	78.5	75.3	79.5	80.8	87.0	73.8	81.7	85.8	79.1	79.7

* 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	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	95.9	92.0	92.4	88.1	94.8	91.9	95.6	95.6	93.5	94.3	95.6	96.6	94.9	93.6
700 - 759 AM	95.0	90.7	89.9	88.7	92.9	90.3	93.0	95.3	94.3	93.6	93.5	94.6	96.6	92.4
800 - 859 AM	89.3	85.8	91.1	87.0	89.6	91.6	89.8	87.6	89.7	90.7	91.4	92.4	95.3	89.9
900 - 959 AM	89.9	82.4	87.5	82.9	95.5	85.0	84.4	85.5	91.1	84.1	89.7	90.1	92.1	86.4
1000 - 1059 AM	87.2	75.1	88.2	82.6	93.5	90.1	84.9	87.6	86.4	70.7	90.9	89.5	93.8	85.8
1100 - 1159 AM	81.3	83.5	81.2	80.2	85.8	82.2	85.1	85.5	86.5	69.3	88.4	87.0	87.1	84.1
1200 - 1259 PM	84.7	81.4	77.5	81.2	82.5	83.2	84.5	89.8	85.9	66.7	89.2	82.8	86.8	82.5
100 - 159 PM	70.7	68.3	75.4	78.9	85.0	79.9	83.8	86.3	84.1	70.3	87.5	83.6	82.7	79.8
200 - 259 PM	68.3	58.7	70.2	74.2	88.0	73.2	73.9	84.4	89.7	75.7	80.1	82.7	76.2	75.9
300 - 359 PM	67.9	61.7	72.5	74.8	88.7	70.2	79.1	83.0	85.7	79.4	88.5	81.6	75.2	75.6
400 - 459 PM	61.3	60.3	65.9	69.0	74.4	69.5	80.2	80.3	87.0	73.8	84.7	67.2	73.9	73.0
500 - 559 PM	59.3	59.2	74.6	69.0	89.8	62.7	69.4	83.6	84.7	77.3	81.3	77.7	70.6	71.3
600 - 659 PM	52.0	60.2	64.3	66.5	81.7	66.8	79.5	79.0	84.2	83.1	73.6	64.3	65.4	69.2
700 - 759 PM	50.3	57.8	79.0	64.9	86.3	62.9	69.1	78.0	84.1	83.2	88.1	69.4	68.5	70.6
800 - 859 PM	41.3	58.1	67.6	68.9	72.2	69.4	76.6	77.2	89.9	81.1	82.9	73.9	61.6	68.4
900 - 959 PM	45.8	62.2	77.7	70.2	96.9	76.1	89.6	83.9	87.9	77.0	87.8	J/	100.0	73.7
1000 - 1059 PM	J/	58.6	85.1	72.2	91.0	69.2	84.4	93.2	91.8	82.4	J/	J/	J/	77.3
1100 - 559 AM	93.5	92.1	93.2	92.8	85.8	98.7	87.3	100.0	86.6	84.7	81.3	97.1	100.0	85.6
TOTAL, ALL DEPARTURES, BY AIRPORT	72.8	70.6	79.2	76.9	88.4	77.9	82.8	86.4	88.2	79.6	87.9	82.8	82.0	79.9

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

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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
9E	896	TYS-ATL	730	17	94.12	45	46
9E	2923	DTW-LSE	910	17	88.24	54	30
OH	6332	JFK-BOS	2210	16	87.50	47	46
FL	333	PHL-ATL	1812	31	87.10	57	42
OH	6511	OMA-ATL	1635	20	85.00	61	39
OH	6469	BDL-JFK	1835	26	84.62	50	36
OH	6671	PWM-JFK	1847	26	84.62	46	20
OH	6717	ROC-JFK	1732	31	83.87	51	25
OH	6424	ATL-ORD	1600	17	82.35	56	30
NW	335	DTW-LAX	915	17	82.35	41	27
NW	347	DTW-SFO	1935	17	82.35	41	36
9E	865	GSP-ATL	740	26	80.77	32	25
OH	6676	DCA-JFK	1450	31	80.65	67	31
OH	6614	ORD-JFK	1740	31	80.65	59	45

* 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 // 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	370	18	4.9
PINNACLE	606	6	1.0
NORTHWEST	828	8	1.0
ATLANTIC SOUTHEAST	790	7	0.9
SOUTHWEST	118	1	0.8
AIRTRAN	748	5	0.7
ALASKA	421	1	0.2
EXPRESSJET	1,011	2	0.2
DELTA	1,146	1	0.1
US AIRWAYS	1,146	1	0.1
AMERICAN	1,574	1	0.1
SKYWEST	1,577	0	0.0
AMERICAN EAGLE	1,280	0	0.0
UNITED	1,070	0	0.0
CONTINENTAL	782	0	0.0
MESA	690	0	0.0
JETBLUE	572	0	0.0
FRONTIER	256	0	0.0
HAWAIIAN	208	0	0.0
TOTAL	15,193	51	0.3

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.

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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)	76.4	87.3	212	212
ADAK ISLAND AK (ADK)	77.8	77.8	9	9
AGUADILLA PR (BQN)	85.1	87.4	134	135
AKRON OH (CAK)	72.6	82.1	778	778
ALBANY GA (ABY)	74.4	83.7	86	86
ALBANY NY (ALB)	74.7	80.7	1,154	1,154
ALBUQUERQUE NM (ABQ)	85.1	86.4	3,126	3,126
ALEXANDRIA LA (AEX)	80.6	84.8	263	263
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	75.9	81.1	365	365
AMARILLO TX (AMA)	79.5	83.4	590	590
ANCHORAGE AK (ANC)	79.0	86.1	1,972	1,973
APPLETON WI (ATW)	75.5	86.0	478	479
ASHEVILLE NC (AVL)	75.4	75.8	415	414
ASPEN CO (ASE)	73.5	76.3	422	422
ATLANTA GA (ATL)	72.0	75.7	37,499	37,476
ATLANTIC CITY NJ (ACY)	75.0	80.5	76	77
AUGUSTA GA (AGS)	68.1	72.6	285	285
AUSTIN TX (AUS)	81.5	85.2	3,595	3,595
BAKERSFIELD CA (BFL)	85.3	92.0	300	300
BALTIMORE MD (BWI)	78.7	75.1	8,916	8,919
BANGOR ME (BGR)	71.4	78.2	217	216
BARROW AK (BRW)	71.8	70.4	71	71
BATON ROUGE LA (BTR)	80.9	85.0	813	816
BELLINGHAM WA (BLI)	88.9	88.9	18	18
BEMIDJI MN (BJI)	91.7	91.7	12	12
BEND/REDMOND OR (RDM)	86.4	91.4	279	279
BETHEL AK (BET)	78.4	76.1	88	88
BILLINGS MT (BIL)	82.5	90.0	417	418
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	78.9	91.2	57	57
BIRMINGHAM AL (BHM)	78.1	83.9	1,858	1,859
BISMARCK/MANDAN ND (BIS)	79.2	87.5	279	279
BLOOMINGTON IL (BMI)	75.8	82.1	447	448
BOISE ID (BOI)	85.8	87.9	1,121	1,121
BOSTON MA (BOS)	75.7	80.2	9,701	9,694
BOZEMAN MT (BZN)	86.4	88.2	382	382
BRANSON MO (BKG)	79.0	79.0	62	62
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	64.7	71.5	275	274
BROWNSVILLE TX (BRO)	85.8	91.6	261	262
BRUNSWICK GA (BQK)	77.4	83.3	84	84
BUFFALO NY (BUF)	77.5	80.2	2,172	2,173
BURBANK CA (BUR)	85.9	88.4	2,371	2,371
BURLINGTON VT (BTV)	73.9	80.3	632	631
BUTTE MT (BTM)	91.7	96.7	60	60

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	93.8	93.8	192	192
CASPER WY (CPR)	86.0	89.5	228	228
CEDAR CITY UT (CDC)	88.9	94.4	18	18
CEDAR RAPIDS/IOWA CITY IA (CID)	79.3	83.0	759	760
CHAMPAIGN/URBANA IL (CMI)	79.5	88.1	176	176
CHARLESTON SC (CHS)	77.2	80.4	1,235	1,236
CHARLESTON/DUNBAR WV (CRW)	74.7	75.8	296	297
CHARLOTTE AMALIE VI (STT)	83.3	85.2	222	223
CHARLOTTE NC (CLT)	77.4	80.2	10,025	10,028
CHARLOTTESVILLE VA (CHO)	71.1	74.3	135	136
CHATTANOOGA TN (CHA)	76.2	77.9	378	380
CHICAGO IL (MDW)	82.0	72.8	7,358	7,359
CHICAGO IL (ORD)	78.3	76.9	27,575	27,572
CHICO CA (CIC)	69.4	77.4	124	124
CHRISTIANSTED VI (STX)	79.4	79.4	34	34
CLEVELAND OH (CLE)	82.5	85.5	5,001	5,001
CODY WY (COD)	87.1	95.7	93	93
COLLEGE STATION/BRYAN TX (CLL)	80.6	83.9	93	93
COLORADO SPRINGS CO (COS)	79.2	83.7	1,204	1,205
COLUMBIA SC (CAE)	74.3	81.8	848	850
COLUMBUS GA (CSG)	63.6	72.7	110	110
COLUMBUS MS (GTR)	71.7	66.0	53	53
COLUMBUS OH (CMH)	77.7	84.0	2,580	2,582
CORDOVA AK (CDV)	59.7	61.3	62	62
CORPUS CHRISTI TX (CRP)	85.1	90.6	511	510
COVINGTON KY (CVG)	81.9	82.0	4,502	4,498
CRESCENT CITY CA (CEC)	68.8	59.3	93	91
DALLAS TX (DAL)	84.1	81.5	4,023	4,024
DALLAS/FT.WORTH TX (DFW)	80.9	76.1	23,267	23,263
DAYTON OH (DAY)	77.9	84.9	1,287	1,287
DAYTONA BEACH FL (DAB)	63.4	72.4	232	232
DEADHORSE AK (SCC)	80.6	75.8	62	62
DENVER CO (DEN)	83.5	80.4	21,343	21,350
DES MOINES IA (DSM)	77.7	83.4	1,292	1,292
DETROIT MI (DTW)	77.6	78.5	13,279	13,266
DILLINGHAM AK (DLG)	81.8	59.1	22	22
DOTHAN AL (DHN)	72.3	72.3	119	119
DUBUQUE IA (DBQ)	81.8	84.1	88	88
DULUTH MN (DLH)	76.3	80.9	173	173
DURANGO CO (DRO)	81.5	81.6	308	309
EL CENTRO CA (IPL)	93.0	94.7	57	57
EL PASO TX (ELP)	83.5	85.9	1,865	1,864
ELKO NV (EKO)	93.3	98.3	119	119

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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.
ELMIRA/CORNING NY (ELM)	81.3	83.0	112	112
ERIE PA (ERI)	73.1	82.7	104	104
EUGENE OR (EUG)	87.7	84.7	470	470
EUREKA/ARCATA CA (ACV)	74.0	70.2	292	295
EVANSVILLE IN (EVV)	80.5	86.5	406	407
FAIRBANKS AK (FAI)	79.4	82.2	433	433
FARGO ND (FAR)	77.8	85.8	472	473
FAYETTEVILLE AR (XNA)	75.7	82.6	1,188	1,187
FAYETTEVILLE NC (FAY)	66.4	70.3	256	256
FLAGSTAFF AZ (FLG)	89.5	91.5	153	153
FLINT MI (FNT)	74.8	83.5	757	758
FLORENCE SC (FLO)	74.4	79.1	86	86
FORT LAUDERDALE FL (FLL)	77.6	79.5	5,002	5,005
FORT SMITH AR (FSM)	77.7	88.6	202	202
FORT WAYNE IN (FWA)	80.0	84.2	444	444
FRESNO CA (FAT)	85.9	87.1	1,092	1,092
FT. MYERS FL (RSW)	78.0	82.7	1,772	1,773
GAINESVILLE FL (GNV)	67.3	73.2	220	220
GILLETTE WY (GCC)	83.1	94.4	124	124
GRAND FORKS ND (GFK)	80.2	91.1	101	101
GRAND JUNCTION CO (GJT)	83.1	86.1	497	497
GRAND RAPIDS MI (GRR)	78.3	86.0	1,163	1,163
GREAT FALLS MT (GTF)	87.8	91.2	181	181
GREEN BAY/CLINTONVILLE WI (GRB)	79.4	82.2	499	501
GREENSBORO/HIGH POINT NC (GSO)	73.4	78.5	861	862
GREENVILLE/SPARTANBURG SC (GSP)	79.7	83.2	959	961
GULFPORT/BILOXI MS (GPT)	80.1	86.6	568	568
GUNNISON CO (GUC)	80.5	81.4	113	113
GUSTAVUS AK (GST)	86.4	81.8	22	22
HANCOCK/HOUGHTON MI (CMX)	74.3	91.4	35	35
HARLINGEN/SAN BENITO TX (HRL)	85.6	91.1	452	451
HARRISBURG PA (MDT)	72.4	80.3	634	638
HARTFORD CT (BDL)	73.2	82.4	2,063	2,065
HELENA MT (HLN)	89.9	92.9	169	169
HILO HI (ITO)	92.1	95.1	711	711
HONOLULU HI (HNL)	87.3	92.9	5,104	5,103
HOUSTON TX (HOU)	81.3	77.4	4,411	4,410
HOUSTON TX (IAH)	87.4	87.0	16,796	16,789
HUNTSVILLE AL (HSV)	75.9	83.8	1,007	1,008
IDAHO FALLS ID (IDA)	87.1	93.5	278	278
INDIANAPOLIS IN (IND)	80.3	83.1	3,331	3,332
INDIO/PALM SPRINGS CA (PSP)	87.9	90.8	774	774
INYOKERN CA (IYK)	100.0	100.0	82	82

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ISLIP NY (ISP)	78.3	82.1	709	710
ITHACA/CORTLAND NY (ITH)	75.0	92.6	28	27
JACKSON WY (JAC)	81.2	85.7	451	453
JACKSON/VICKSBURG MS (JAN)	76.9	81.0	1,069	1,069
JACKSONVILLE FL (JAX)	76.1	81.3	2,538	2,540
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	70.4	80.4	179	179
JUNEAU AK (JNU)	82.1	73.2	469	470
KAHULUI HI (OGG)	89.6	93.4	1,915	1,915
KALAMAZOO MI (AZO)	78.4	86.9	329	329
KALISPELL MT (FCA)	86.2	88.4	196	198
KANSAS CITY MO (MCI)	80.2	83.7	4,337	4,336
KETCHIKAN AK (KTN)	85.4	78.1	247	247
KEY WEST FL (EYW)	60.8	64.9	97	97
KILLEEN TX (GRK)	77.2	80.0	180	180
KING SALMON AK (AKN)	90.9	86.4	22	22
KLAMATH FALLS OR (LMT)	81.5	75.8	124	124
KNOXVILLE TN (TYS)	80.8	83.7	1,341	1,341
KODIAK AK (ADQ)	82.5	66.7	57	57
KONA HI (KOA)	90.2	92.6	1,186	1,186
KOTZEBUE AK (OTZ)	87.1	81.7	93	93
LA CROSSE WI (LSE)	68.0	77.4	222	221
LAFAYETTE LA (LFT)	80.1	87.1	428	427
LAKE CHARLES LA (LCH)	76.7	89.1	129	129
LANSING MI (LAN)	75.7	84.2	304	304
LAREDO TX (LRD)	84.1	89.0	227	228
LAS VEGAS NV (LAS)	85.4	81.7	13,248	13,245
LAWTON/FORT SILL OK (LAW)	50.0	50.0	2	2
LEWISBURG WV (LWB)	55.6	33.3	9	9
LEWISTON ID (LWS)	90.2	94.1	51	51
LEXINGTON KY (LEX)	74.4	81.8	676	676
LIHUE HI (LIH)	89.7	93.8	1,139	1,138
LINCOLN NE (LNK)	78.5	85.0	260	260
LITTLE ROCK AR (LIT)	78.0	82.4	1,534	1,534
LONG BEACH CA (LGB)	87.1	88.1	1,251	1,251
LONGVIEW/KILGOR/GLADWATR TX (GGG)	79.0	91.9	62	62
LOS ANGELES CA (LAX)	83.7	85.8	17,273	17,269
LOUISVILLE KY (SDF)	76.0	79.1	1,663	1,664
LUBBOCK TX (LBB)	81.0	87.3	753	754
LYNCHBURG VA (LYH)	66.7	77.0	87	87
MADISON WI (MSN)	79.1	84.7	1,082	1,084
MANCHESTER NH (MHT)	78.8	82.3	1,234	1,235
MANHATTAN/FT. RILEY KS (MHK)	85.7	84.6	14	13
MARQUETTE MI (MQT)	69.3	80.4	114	112

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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.
MEDFORD OR (MFR)	84.8	86.3	402	402
MELBOURNE FL (MLB)	65.4	78.4	153	153
MEMPHIS TN (MEM)	82.9	86.3	6,229	6,224
MERIDIAN MS (MEI)	71.9	84.2	57	57
MIAMI FL (MIA)	75.4	70.6	5,392	5,393
MIDLAND/ODESSA TX (MAF)	80.2	87.0	648	647
MILWAUKEE WI (MKE)	82.3	83.7	4,001	3,999
MINNEAPOLIS MN (MSP)	75.0	79.2	11,005	10,987
MISSION/MCALLEN/EDINBURG TX (MFE)	83.5	89.6	442	443
MISSOULA MT (MSO)	84.4	86.5	416	415
MOBILE AL (MOB)	78.4	83.3	653	654
MODESTO CA (MOD)	64.0	62.7	150	150
MOLINE IL (MLI)	77.5	85.7	631	631
MONROE LA (MLU)	75.7	84.0	206	206
MONTEREY CA (MRY)	81.1	82.2	523	523
MONTGOMERY AL (MGM)	74.9	76.9	386	386
MONTROSE/DELTA CO (MTJ)	80.0	83.0	265	265
MOSES LAKE WA (MWH)	88.7	95.2	62	62
MYRTLE BEACH SC (MYR)	72.4	76.1	503	503
NANTUCKET MA (ACK)	74.0	64.4	104	104
NASHVILLE TN (BNA)	80.3	81.4	4,788	4,796
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	69.9	71.8	103	103
NEW ORLEANS LA (MSY)	80.6	85.5	2,995	2,997
NEW YORK NY (JFK)	69.4	73.8	11,296	11,296
NEW YORK NY (LGA)	70.8	79.1	8,851	8,847
NEWARK NJ (EWR)	70.0	75.3	10,033	10,040
NEWBURGH/POUGHKEEPSIE NY (SWF)	71.8	79.6	181	181
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	72.1	77.4	545	545
NOME AK (OME)	88.2	78.5	93	93
NORFOLK VA (ORF)	74.9	79.6	1,465	1,463
NORTH BEND/COOS BAY OR (OTH)	78.2	71.8	124	124
OAKLAND CA (OAK)	86.0	85.8	4,283	4,282
OKLAHOMA CITY OK (OKC)	79.4	85.1	1,929	1,929
OMAHA NE (OMA)	78.3	84.2	2,247	2,246
ONTARIO/SAN BERNARDINO CA (ONT)	85.0	87.9	2,229	2,228
ORLANDO FL (MCO)	79.0	79.7	10,235	10,249
OXNARD/VENTURA CA (OXR)	97.2	97.2	107	107
PANAMA CITY FL (PFN)	77.2	76.3	334	334
PASCO/KENNEWICK/RICHLAND WA (PSC)	90.4	95.5	313	313
PELLSTON MI (PLN)	76.9	77.4	52	53
PENSACOLA FL (PNS)	75.4	77.7	892	891
PEORIA IL (PIA)	76.5	83.8	438	438
PETERSBURG AK (PSG)	66.1	54.8	62	62

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PHILADELPHIA PA (PHL)	74.2	77.9	8,083	8,079
PHOENIX AZ (PHX)	86.1	82.8	15,669	15,667
PITTSBURGH PA (PIT)	78.2	82.6	2,958	2,958
POCATELLO ID (PIH)	92.7	97.6	124	124
PONCE PR (PSE)	79.0	85.5	62	62
PORTLAND ME (PWM)	73.0	75.8	789	789
PORTLAND OR (PDX)	85.9	88.4	4,772	4,773
PROVIDENCE RI (PVD)	76.0	79.2	1,586	1,585
RALEIGH/DURHAM NC (RDU)	77.9	81.8	4,700	4,707
RAPID CITY SD (RAP)	84.2	87.8	385	386
REDDING CA (RDD)	71.8	75.0	124	124
RENO NV (RNO)	84.2	87.6	1,687	1,685
RICHMOND VA (RIC)	74.9	78.6	1,470	1,469
ROANOKE VA (ROA)	70.6	80.2	327	328
ROCHESTER MN (RST)	79.8	85.4	267	267
ROCHESTER NY (ROC)	76.9	81.0	1,266	1,266
ROCK SPRINGS WY (RKS)	86.5	89.4	141	141
ROSWELL NM (ROW)	77.2	85.9	92	92
SACRAMENTO CA (SMF)	83.8	85.9	4,014	4,014
SAGINAW/BAY CITY/MIDLAND MI (MBS)	74.9	88.4	354	354
SALT LAKE CITY UT (SLC)	87.0	87.9	12,268	12,265
SAN ANGELO TX (SJT)	84.8	83.7	92	92
SAN ANTONIO TX (SAT)	82.7	87.4	3,230	3,230
SAN DIEGO CA (SAN)	84.4	86.4	7,382	7,387
SAN FRANCISCO CA (SFO)	75.8	79.6	12,470	12,460
SAN JOSE CA (SJC)	86.1	87.8	4,210	4,209
SAN JUAN PR (SJU)	74.5	79.7	1,807	1,809
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	81.7	83.7	361	361
SANTA ANA CA (SNA)	85.5	86.4	4,059	4,059
SANTA BARBARA CA (SBA)	84.9	87.5	1,027	1,026
SANTA FE NM (SAF)	93.5	87.1	31	31
SANTA MARIA CA (SMX)	94.1	93.3	119	119
SARASOTA/BRADENTON FL (SRQ)	74.8	78.7	404	404
SAVANNAH GA (SAV)	77.9	80.5	1,068	1,070
SCRANTON/WILKES-BARRE PA (AVP)	76.6	87.4	197	198
SEATTLE WA (SEA)	85.1	88.2	9,648	9,651
SHREVEPORT LA (SHV)	83.1	87.0	391	391
SIOUX FALLS SD (FSD)	78.6	84.6	487	488
SITKA AK (SIT)	76.0	76.7	146	146
SOUTH BEND IN (SBN)	73.2	76.8	410	410
SPOKANE WA (GEG)	85.2	88.9	1,157	1,157
SPRINGFIELD IL (SPI)	76.5	80.3	132	132
SPRINGFIELD MO (SGF)	77.3	82.8	679	681

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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.
ST. GEORGE UT (SGU)	92.3	94.2	259	259
ST. LOUIS MO (STL)	81.1	82.8	5,418	5,416
STATE COLLEGE PA (SCE)	68.9	75.7	74	74
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	79.6	90.3	93	93
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	89.5	93.1	248	248
SYRACUSE NY (SYR)	73.1	79.6	841	843
TALLAHASSEE FL (TLH)	76.3	77.0	515	514
TAMPA FL (TPA)	80.8	82.0	5,637	5,640
TEXARKANA AR (TXK)	82.3	82.3	124	124
TOLEDO OH (TOL)	80.7	86.4	88	88
TRAVERSE CITY MI (TVC)	79.0	82.5	557	560
TUCSON AZ (TUS)	84.4	88.8	1,859	1,859
TULSA OK (TUL)	79.4	87.4	1,813	1,815
TWIN FALLS ID (TWF)	91.9	99.2	124	124
TYLER TX (TYR)	77.4	83.1	124	124
VALDOSTA GA (VLD)	75.8	80.2	91	91
VALPARAISO FL (VPS)	74.0	78.8	628	627
WACO TX (ACT)	74.2	78.5	120	121
WASHINGTON DC (DCA)	78.8	84.1	6,695	6,696
WASHINGTON DC (IAD)	80.1	80.8	6,055	6,054
WATERLOO IA (ALO)	68.8	64.7	16	17
WAUSAU/MARSHFIELD WI (CWA)	75.3	79.5	263	263
WEST PALM BEACH/PALM BEACH FL (PBI)	74.5	79.3	1,800	1,800
WEST YELLOWSTONE MT (WYS)	90.3	93.1	72	72
WHITE PLAINS NY (HPN)	75.6	80.5	873	873
WICHITA FALLS TX (SPS)	100.0	100.0	13	13
WICHITA KS (ICT)	78.2	85.8	1,197	1,200
WILMINGTON NC (ILM)	76.8	78.9	336	337
WRANGELL AK (WRG)	71.0	67.7	62	62
YAKUTAT AK (YAK)	66.1	66.1	62	62
YUMA AZ (YUM)	89.5	91.1	258	258

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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
COMAIR	20	8,732	342	3.9	70	13,052	557	4.3
PINNACLE	16	8,884	148	1.7	120	23,063	411	1.8
ATLANTIC SOUTHEAST	9	14,189	219	1.5	111	27,952	497	1.8
AMERICAN EAGLE	18	21,492	353	1.6	117	38,205	623	1.6
MESA	18	10,818	156	1.4	102	21,420	329	1.5
UNITED	28	28,865	446	1.5	71	33,622	488	1.5
JETBLUE	19	11,874	163	1.4	45	17,375	238	1.4
US AIRWAYS	29	29,704	305	1.0	73	35,257	367	1.0
AMERICAN	29	38,753	409	1.1	76	47,470	489	1.0
SKYWEST	19	26,822	167	0.6	136	48,566	387	0.8
EXPRESSJET	22	15,343	137	0.9	96	29,632	233	0.8
NORTHWEST	30	20,658	149	0.7	80	27,098	201	0.7
DELTA	31	31,185	164	0.5	92	37,146	196	0.5
SOUTHWEST	21	49,821	171	0.3	67	95,673	392	0.4
AIRTRAN	25	16,534	59	0.4	62	22,750	87	0.4
ALASKA	16	7,455	4	0.1	51	12,652	47	0.4
HAWAIIAN	7	394	0	0.0	15	6,602	18	0.3
FRONTIER	22	6,319	17	0.3	40	7,861	21	0.3
CONTINENTAL	26	18,791	30	0.2	58	22,905	37	0.2
Total		366,633	3,439	0.9	Total	568,301	5,618	1.0

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	23063	18270	79.22%	411	1.78%	77	0.33%	1300	5.63%	141	0.61%	1669	7.24%	8	0.03%	1188	5.15%
AA	47470	36624	77.15%	489	1.03%	165	0.35%	3372	7.10%	724	1.53%	3039	6.40%	12	0.03%	3045	6.41%
AS	12652	10850	85.76%	47	0.37%	22	0.17%	535	4.23%	47	0.37%	626	4.95%	13	0.11%	511	4.04%
B6	17375	13210	76.03%	238	1.37%	51	0.29%	1118	6.43%	39	0.22%	1521	8.76%	5	0.03%	1193	6.87%
CO	22905	18876	82.41%	37	0.16%	114	0.50%	1076	4.70%	141	0.62%	1807	7.89%	37	0.16%	818	3.57%
DL	37146	29208	78.63%	196	0.53%	103	0.28%	1975	5.32%	174	0.47%	3501	9.43%	2	0.01%	1987	5.35%
EV	27952	19425	69.49%	497	1.78%	65	0.23%	1731	6.19%	188	0.67%	2739	9.80%	5	0.02%	3303	11.82%
F9	7861	6584	83.76%	21	0.27%	10	0.13%	284	3.61%	29	0.36%	407	5.17%	0	0.00%	527	6.70%
FL	22750	16890	74.24%	87	0.38%	64	0.28%	1082	4.76%	49	0.21%	1886	8.29%	0	0.00%	2692	11.83%
HA	6602	6252	94.70%	18	0.27%	4	0.06%	272	4.13%	1	0.01%	1	0.01%	1	0.01%	54	0.81%
MQ	38205	30408	79.59%	623	1.63%	87	0.23%	2092	5.48%	270	0.71%	2017	5.28%	8	0.02%	2700	7.07%
NW	27098	20165	74.42%	201	0.74%	67	0.25%	2081	7.68%	266	0.98%	2648	9.77%	29	0.11%	1641	6.06%
OH	13052	8597	65.87%	557	4.27%	48	0.37%	1155	8.85%	473	3.62%	1763	13.51%	2	0.02%	458	3.51%
OO	48566	40990	84.40%	387	0.80%	114	0.23%	1607	3.31%	105	0.22%	2077	4.28%	21	0.04%	3265	6.72%
UA	33622	26916	80.05%	488	1.45%	67	0.20%	1492	4.44%	154	0.46%	1940	5.77%	4	0.01%	2560	7.62%
US	35257	28709	81.43%	367	1.04%	72	0.20%	1463	4.15%	177	0.50%	2950	8.37%	16	0.05%	1502	4.26%
WN	95673	79175	82.76%	392	0.41%	145	0.15%	4783	5.00%	552	0.58%	2642	2.76%	68	0.07%	7915	8.27%
XE	29632	24727	83.45%	233	0.79%	119	0.40%	1056	3.56%	155	0.52%	2047	6.91%	20	0.07%	1275	4.30%
YV	21420	16971	79.23%	329	1.54%	60	0.28%	2534	11.83%	227	1.06%	1271	5.93%	12	0.06%	16	0.08%
TOTAL	568301	452847		5618		1454		31008		3913		36550		262		36649	
			79.68%		0.99%		0.26%		5.46%		0.69%		6.43%		0.05%		6.45%

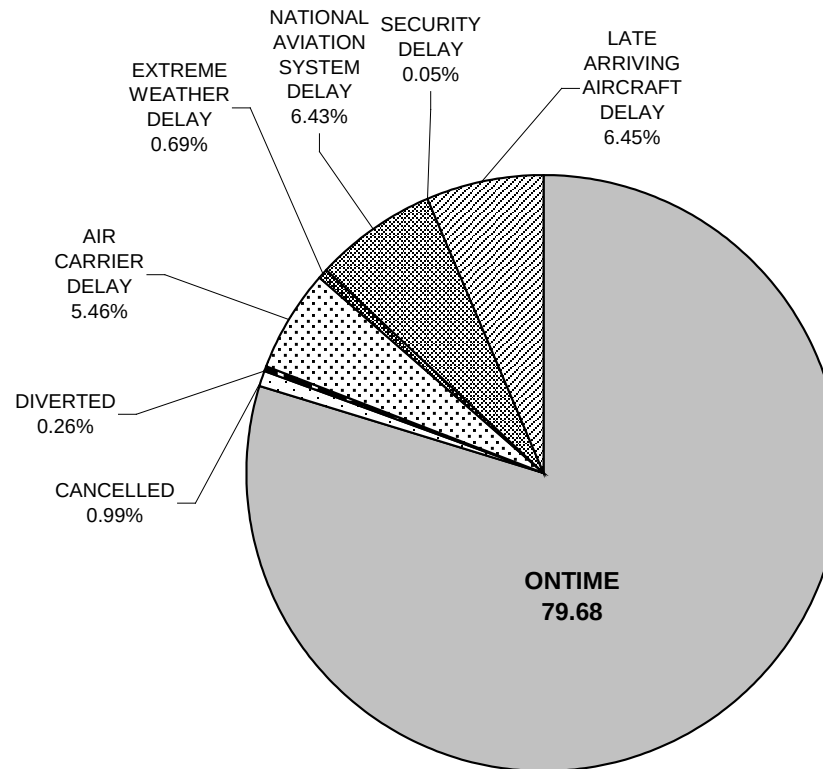
***Causes of Delay:**

- 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
XE	2816	IAH	MSP	8/7/2009	2110	337
FL	782	ATL	STL	8/12/2009	1400	253
US	2135	BOS	LGA	8/21/2009	1600	252
US	2131	BOS	LGA	8/21/2009	1400	244
B6	1258	IAD	BOS	8/21/2009	1646	241
US	2042	DCA	BOS	8/21/2009	1730	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	13,052	4	0.031
UA	33,622	10	0.030
B6	17,375	5	0.029
DL	37,146	10	0.027
AA	47,470	11	0.023
US	35,257	8	0.023
NW	27,098	6	0.022
XE	29,632	6	0.020
CO	22,905	3	0.013
FL	22,750	2	0.009
MQ	38,205	2	0.005
EV	27,952	1	0.004
WN	95,673	2	0.002
9E	23,063	0	0.000
OO	48,566	0	0.000
YV	21,420	0	0.000
AS	12,652	0	0.000
HA	6,602	0	0.000
F9	7,861	0	0.000
Total	568,301	70	0.012

* 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

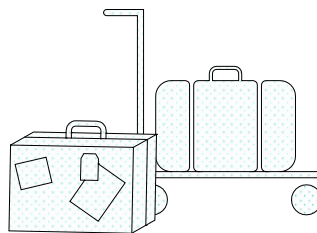
Data to DOT and to CRS Vendors

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.



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

RANK	AIRLINE	AUGUST 2009			AUGUST 2008		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	4,088	2,344,074	1.74	7,482	2,488,789	3.01
2	HAWAIIAN AIRLINES	1,604	758,452	2.11	2,121	734,667	2.89
3	FRONTIER AIRLINES	2,089	930,672	2.24	3,789	1,000,298	3.79
4	CONTINENTAL AIRLINES	8,820	3,049,351	2.89	13,769	3,313,977	4.15
5	US AIRWAYS	11,738	4,042,821	2.90	18,135	4,435,179	4.09
6	JETBLUE AIRWAYS	5,845	1,997,608	2.93	8,790	2,014,288	4.36
7	NORTHWEST AIRLINES	10,132	3,237,085	3.13	10,318	3,537,194	2.92
8	SOUTHWEST AIRLINES **	32,727	9,171,498	3.57	38,515	9,272,787	4.15
9	UNITED AIRLINES	18,646	4,520,375	4.12	32,827	5,062,719	6.48
10	EXPRESSJET AIRLINES	5,060	1,157,926	4.37	8,160	1,355,619	6.02
11	ALASKA AIRLINES	6,419	1,459,518	4.40	6,638	1,542,477	4.30
12	AMERICAN AIRLINES	27,443	6,165,084	4.45	34,713	6,673,101	5.20
13	MESA AIRLINES	4,619	1,020,124	4.53	7,842	1,015,414	7.72
14	DELTA AIR LINES	26,572	5,291,360	5.02	28,982	5,463,742	5.30
15	SKYWEST AIRLINES	10,455	1,989,872	5.25	12,774	1,911,054	6.68
16	PINNACLE AIRLINES	6,454	1,031,869	6.25	4,910	872,448	5.63
17	ATLANTIC SOUTHEAST AIRLINES	9,589	1,256,156	7.63	9,655	1,116,684	8.65
18	AMERICAN EAGLE AIRLINES	10,832	1,387,128	7.81	12,148	1,438,511	8.44
19	COMAIR	4,670	569,552	8.20	7,334	753,449	9.73
TOTALS		207,802	51,380,525	4.04	268,902	54,002,397	4.98

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

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

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

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

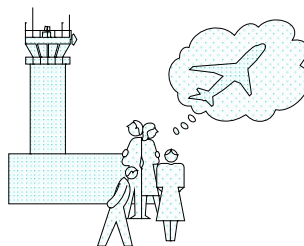
OVERSALES

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.



APRIL - JUNE
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	APRIL - JUNE 2009				APRIL - JUNE 2008			
		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	HAWAIIAN AIRLINES	14	1	2,080,657	0.00	45	20	2,153,980	0.09
2	JETBLUE AIRWAYS	23	7	5,690,972	0.01	3	5	5,637,086	0.01
3	AIRTRAN AIRWAYS	6,899	189	6,208,390	0.30	6,877	139	6,533,427	0.21
4	AMERICAN AIRLINES	15,231	1,153	19,703,056	0.59	13,654	1,389	21,673,408	0.64
5	NORTHWEST AIRLINES	11,828	702	9,535,634	0.74	13,229	730	11,690,963	0.62
6	SKYWEST AIRLINES	9,927	517	5,242,638	0.99	10,029	490	3,645,605	1.34
7	SOUTHWEST AIRLINES	33,825	3,526	26,517,691	1.33	17,578	2,433	27,550,957	0.88
8	PINNACLE AIRLINES	7,330	375	2,710,661	1.38	306	76	228,366	3.33
9	CONTINENTAL AIRLINES	9,795	1,368	9,830,277	1.39	10,245	1,420	10,819,897	1.31
10	DELTA AIR LINES **	16,303	2,554	15,881,066	1.61	15,169	2,370	16,734,131	1.42
11	ALASKA AIRLINES	2,113	626	3,774,628	1.66	1,995	183	4,083,082	0.45
12	MESA AIRLINES	7,091	486	2,882,497	1.69	6,099	417	2,780,662	1.50
13	UNITED AIRLINES	26,845	2,282	13,336,497	1.71	29,157	1,535	15,576,992	0.99
14	US AIRWAYS	27,196	2,556	13,626,407	1.88	21,367	2,042	13,205,783	1.55
15	EXPRESSJET AIRLINES	5,730	738	3,225,197	2.29	2,966	332	1,905,479	1.74
16	FRONTIER AIRLINES	2,123	639	2,476,619	2.58	1,115	150	2,771,920	0.54
17	ATLANTIC SOUTHEAST AIRLINES	8,132	1,131	3,417,449	3.31	5,014	741	2,234,774	3.32
18	AMERICAN EAGLE AIRLINES	5,081	1,536	4,046,770	3.80	345	164	552,779	2.97
19	COMAIR	5,219	712	1,689,159	4.22	3,056	483	1,364,690	3.54
	TOTALS	200,705	21,098	151,876,265	1.39	158,249	15,119	151,143,981	1.00

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.

** This table was revised on July 23, 2010 to reflect data corrections by Delta to what was originally submitted for the 2nd quarter 2009.

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

RANK	AIRLINE	JANUARY-JUNE 2009				JANUARY-JUNE 2008			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	24	7	10,799,256	0.01	26	14	11,155,184	0.01
2	HAWAIIAN AIRLINES	96	15	4,075,990	0.04	198	36	3,886,976	0.09
3	AIRTRAN AIRWAYS	17,169	377	11,553,073	0.33	16,102	341	12,251,746	0.28
4	AMERICAN AIRLINES	28,141	1,935	37,802,066	0.51	35,546	3,371	41,905,037	0.80
5	NORTHWEST AIRLINES	23,917	1,271	17,900,652	0.71	29,084	1,963	22,404,805	0.88
6	SKYWEST AIRLINES	19,581	1,237	9,835,513	1.26	13,039	861	5,479,848	1.57
7	SOUTHWEST AIRLINES	56,585	6,854	49,884,588	1.37	43,009	6,743	52,259,497	1.29
8	CONTINENTAL AIRLINES	19,592	2,598	18,457,145	1.41	20,702	3,006	20,895,198	1.44
9	MESA AIRLINES	12,811	789	5,376,941	1.47	11,578	606	4,364,830	1.39
10	PINNACLE AIRLINES	13,856	751	5,066,599	1.48	455	121	323,839	3.74
11	UNITED AIRLINES	46,175	3,832	25,289,919	1.52	42,707	2,774	29,423,158	0.94
12	DELTA AIR LINES**	30,284	4,926	30,307,846	1.63	30,627	5,206	32,456,741	1.60
13	US AIRWAYS	50,134	4,449	26,206,994	1.70	47,520	4,602	25,961,761	1.77
14	FRONTIER AIRLINES	2,755	871	4,570,667	1.91	2,262	483	5,279,911	0.91
15	ALASKA AIRLINES	4,439	1,482	7,033,624	2.11	4,480	480	7,702,793	0.62
16	EXPRESSJET AIRLINES	10,921	1,353	5,795,095	2.33	*	*	*	*
17	AMERICAN EAGLE AIRLINES	8,927	2,596	7,420,169	3.50	690	318	1,105,558	2.88
18	ATLANTIC SOUTHEAST AIRLINES	17,106	2,274	6,315,960	3.60	7,821	1,293	3,292,545	3.93
19	COMAIR	8,584	1,149	3,066,961	3.75	4,482	728	1,911,391	3.81
	TOTALS	371,097	38,766	286,759,058	1.35	310,328	32,946	282,060,818	1.17

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.

** This table was revised on July 23, 2010 to reflect data corrections by Delta to what was originally submitted for the 2nd quarter 2009.

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

	AUGUST 2009				AUGUST 2008			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	777	56	2	88	874	71	0	113
FOREIGN AIRLINES	91	1	1	11	119	1	0	9
TRAVEL AGENTS	17	2	1	0	9	1	0	1
TOUR OPERATORS	0	0	0	0	1	0	0	0
MISCELLANEOUS	3	7	0	7	3	10	0	7
INDUSTRY TOTALS	888	66	4	106	1,006	83	0	130

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

AUGUST 2009				AUGUST 2008		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	255		1	358	
CANCELLATIONS			103			148
DELAYS			73			110
MISCONNECTIONS			46			57
BAGGAGE	2	146		2	174	
RES/TKTG/BOARDING	3	131		4	118	
CUSTOMER SERVICE	4	115		3	134	
OVERSALES	5	53		8	37	
REFUNDS	6	50		6	43	
DISABILITY	7	47		7	41	
FARES	8	39		5	52	
OTHER	9	32		9	29	
FREQUENT FLYER			23			18
DISCRIMINATION	10	16		10	17	
ADVERTISING	11	4		11	3	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		888			1,006	

* 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*

AUGUST 2009

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	6	1	0	0	0	0	1	0	0	0	0	0	8
AIRTRAN AIRWAYS	8	4	3	0	2	5	5	1	0	1	0	0	29
ALASKA AIRLINES	3	0	0	0	0	0	3	0	0	0	0	0	6
ALLEGiant AIR	3	0	1	2	0	2	1	0	0	0	0	0	9
AMERICAN AIRLINES	27	3	10	5	4	20	13	4	0	2	0	3	91
AMERICAN EAGLE AIRLINES	3	0	1	0	0	2	2	0	0	0	0	1	9
ATLANTIC SOUTHEAST AIRLINES	6	0	0	0	0	2	2	0	0	0	0	0	10
COLGAN AIRWAYS CORPORATION	3	0	0	0	0	1	1	0	0	0	0	0	5
COMAIR	6	1	1	0	0	0	1	0	0	0	0	0	9
CONTINENTAL AIRLINES	9	3	10	2	0	9	3	4	0	0	0	0	40
DELTA AIR LINES	35	13	29	9	8	27	24	4	2	1	0	13	165
EXECUTIVE AIRLINES	5	0	0	0	0	1	0	0	0	0	0	0	6
FRONTIER AIRLINES	3	2	3	0	2	2	4	1	0	0	0	0	17
GO!	3	0	0	0	0	1	0	0	1	0	0	0	5
JETBLUE AIRWAYS	9	1	2	1	0	2	3	1	0	0	0	0	19
LYNXAIR INTERNATIONAL	2	0	3	0	2	0	3	0	0	0	0	0	10
MESA AIRLINES	4	0	0	0	0	0	1	0	0	0	0	0	5
MESABA AVIATION	4	1	1	0	0	1	2	1	0	0	0	0	10
NORTHWEST AIRLINES	24	1	9	3	3	8	4	4	0	2	0	0	58
PIEDMONT AIRLINES	3	2	0	0	0	0	0	1	0	0	0	0	6
PINNACLE AIRLINES	5	1	2	0	0	0	0	1	0	0	0	0	9
REPUBLIC AIRWAYS	5	1	1	0	0	0	1	0	0	0	0	0	8
SKYWEST AIRLINES	3	1	2	0	0	1	0	2	0	0	0	0	9
SOUTHWEST AIRLINES	4	1	2	1	4	6	2	8	0	2	0	1	31
SPIRIT AIRLINES	14	2	6	3	4	2	4	2	0	0	0	0	37
UNITED AIRLINES	18	3	10	2	4	21	14	5	1	2	0	4	84
UNITED EXPRESS	3	0	0	0	0	2	1	0	0	0	0	0	6
US AIRWAYS	8	3	6	5	6	9	6	5	0	1	0	1	50
OTHER U.S. AIRLINES	10	1	5	1	1	1	4	1	0	1	0	1	26
TOTAL AUGUST 2009	236	45	107	34	40	125	105	45	4	12	0	24	777
% OF TOTAL COMPLAINTS	30.4	5.8	13.8	4.4	5.1	16.1	13.5	5.8	0.5	1.5	0	3.1	
TOTAL AUGUST 2008	334	31	95	49	32	137	119	33	3	16	0	25	874
% OF TOTAL COMPLAINTS	38.2	3.5	10.9	5.6	3.7	15.7	13.6	3.8	0.3	1.8	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

AUGUST 2009

U.S. AIRLINES*	COMPS RECD IN AUG	INCI- DENTS IN AUG	PERCENT	INCI- DENTS IN JULY	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	8	4	50.0	2	25.0	2	25.0	0	0.0
AIRTRAN AIRWAYS	29	12	41.4	7	24.1	6	20.7	4	13.8
ALASKA AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
ALLEGiant AIR	9	4	44.4	0	0.0	4	44.4	1	11.1
AMERICAN AIRLINES	91	31	34.1	18	19.8	25	27.5	17	18.7
AMERICAN EAGLE AIRLINES	9	5	55.6	2	22.2	1	11.1	1	11.1
ATLANTIC SOUTHEAST AIRLINES	10	8	80.0	2	20.0	0	0.0	0	0.0
COLGAN AIRWAYS CORPORATION	5	4	80.0	0	0.0	0	0.0	1	20.0
COMAIR	9	4	44.4	2	22.2	2	22.2	1	11.1
CONTINENTAL AIRLINES	40	13	32.5	11	27.5	11	27.5	5	12.5
DELTA AIR LINES	165	59	35.8	39	23.6	43	26.1	24	14.5
EXECUTIVE AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
FRONTIER AIRLINES	17	10	58.8	5	29.4	1	5.9	1	5.9
GO!	5	1	20.0	1	20.0	3	60.0	0	0.0
JETBLUE AIRWAYS	19	8	42.1	1	5.3	6	31.6	4	21.1
LYNXAIR INTERNATIONAL	10	1	10.0	1	10.0	6	60.0	2	20.0
MESA AIRLINES	5	2	40.0	3	60.0	0	0.0	0	0.0
MESABA AVIATION	10	7	70.0	3	30.0	0	0.0	0	0.0
NORTHWEST AIRLINES	58	22	37.9	18	31.0	8	13.8	10	17.2
PIEDMONT AIRLINES	6	2	33.3	3	50.0	1	16.7	0	0.0
PINNACLE AIRLINES	9	5	55.6	1	11.1	1	11.1	2	22.2
REPUBLIC AIRWAYS	8	2	25.0	5	62.5	1	12.5	0	0.0
SKYWEST AIRLINES	9	4	44.4	5	55.6	0	0.0	0	0.0
SOUTHWEST AIRLINES	31	16	51.6	7	22.6	7	22.6	1	3.2
SPIRIT AIRLINES	37	10	27.0	9	24.3	8	21.6	10	27.0
UNITED AIRLINES	84	32	38.1	15	17.9	26	31.0	11	13.1
UNITED EXPRESS	6	4	66.7	0	0.0	1	16.7	1	16.7
US AIRWAYS	50	18	36.0	8	16.0	12	24.0	12	24.0
OTHER U.S. AIRLINES	26	15	57.7	1	3.8	7	26.9	3	11.5
TOTALS	777	311	40.0	171	22.0	184	23.7	111	14.3
PREVIOUS YEAR'S TOTALS	874	376	43.0	213	24.4	195	22.3	90	10.3

*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**

AUGUST 2009

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	2	0	4	0	1	3	1	0	0	1	0	2	14
AIR INDIA	0	0	0	1	0	3	1	0	0	0	0	0	5
BRITISH AIRWAYS	1	0	2	0	0	0	0	1	0	0	0	1	5
IBERIA AIRLINES	1	2	0	0	0	1	0	0	0	1	0	0	5
MEXICANA	0	2	1	0	3	0	0	0	0	1	0	0	7
OTHER FOREIGN AIRLINES	7	4	11	2	5	12	8	0	0	1	0	5	55
TOTALS	11	8	18	3	9	19	10	1	0	4	0	8	91
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	7	0	5	2	1	2	0	0	0	0	0	0	17
TOTALS	7	0	5	2	1	2	0	0	0	0	0	0	17
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	1	0	1	0	0	0	0	1	0	0	0	0	3
TOTALS	1	0	1	0	0	0	0	1	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

AUGUST

CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES *

RANK	AIRLINE	AUGUST 2009			AUGUST 2008		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HAWAIIAN AIRLINES	0	746,646	0.00	13	725,272	1.79
2	EXPRESSJET AIRLINES	3	1,304,490	0.23	6	1,475,842	0.41
3	SOUTHWEST AIRLINES	31	8,892,428	0.35	20	8,979,791	0.22
4	ALASKA AIRLINES	6	1,498,087	0.40	5	1,619,403	0.31
5	SKYWEST AIRLINES	9	1,987,796	0.45	8	1,884,760	0.42
6	MESA AIRLINES	5	983,021	0.51	9	980,811	0.92
7	AMERICAN EAGLE AIRLINES	9	1,427,804	0.63	19	1,463,663	1.30
8	ATLANTIC SOUTHEAST AIRLINES	10	1,253,838	0.80	14	1,139,586	1.23
9	PINNACLE AIRLINES	9	1,003,437	0.90	5	882,823	0.57
10	CONTINENTAL AIRLINES	40	4,191,479	0.95	49	4,483,734	1.09
11	JETBLUE AIRWAYS	19	1,922,566	0.99	46	2,100,767	2.19
12	US AIRWAYS	50	4,531,226	1.10	121	4,900,762	2.47
13	AMERICAN AIRLINES	91	7,723,404	1.18	103	8,439,285	1.22
14	AIRTRAN AIRWAYS	29	2,418,572	1.20	33	2,410,809	1.37
15	NORTHWEST AIRLINES	58	3,951,591	1.47	32	4,391,405	0.73
16	COMAIR	9	588,347	1.53	16	774,013	2.07
17	UNITED AIRLINES	84	5,330,077	1.58	109	5,923,618	1.84
18	FRONTIER AIRLINES	17	928,735	1.83	8	1,018,245	0.79
19	DELTA AIR LINES	165	6,329,684	2.61	116	6,486,363	1.79
TOTAL		644	57,013,228	1.13	732	60,080,952	1.22

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

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

COMPLAINT CATEGORIES

Flight Problems: Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

Oversales: All bumping problems, whether or not the airline complied with DOT oversales regulations.

Reservations, Ticketing, Boarding: Airline or travel agent mistakes made in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets; problems boarding the aircraft (except oversales).

Fares: Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

Refunds: Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

Baggage: Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claims procedures.

Customer Service: Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

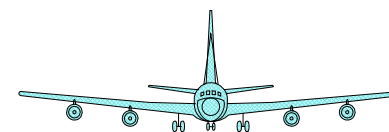
Disability: Civil rights complaints by air travelers with disabilities.

Advertising: Advertising that is unfair, misleading or offensive to consumers.

Discrimination: Civil rights complaints by air travelers (other than disability); for example, complaints based on race, national origin, religion, etc.

Animals: Loss, injury or death of an animal during air transport provided by an air carrier.

Other: Frequent flyer, smoking, tours credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.



Customer Service Reports to the Department of Homeland Security for the Month of August 2009 as provided by the Transportation Security Administration^a

The Transportation Security Administration screened approximately 57.3 million airline passengers and their 51.5 million checked bags during August 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 August.

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
329	.0006	132	.0002	66	.0001	629	.001

In addition, TSA also processes damage claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. While in most cases TSA screeners handle checked baggage for a very small amount of time relative to the airline personnel, liability is no longer clearly exclusive to the airlines. Consequently, the data for checked baggage claims below includes claims for which TSA and/or the airlines may be liable.

Number of Damage Claims Received			
Checkpoint (TSA)	% of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	% of Total Checked Bags Screened
222	.0004	822	.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 August.

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.

August 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		
Continental	1		
Delta	1		
Total	3	0	0