



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

**Issued: December 2009**



<b>Flight Delays<sup>1</sup></b>	October 2009 12 Months Ending October 2009
<b>Mishandled Baggage<sup>1</sup></b>	October 2009
<b>Oversales<sup>1</sup></b>	3rd Quarter 2009 January-September 2009
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	October 2009
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	October 2009
<b>Airline Animal Incident Reports<sup>4</sup></b>	October 2009

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

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

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

<sup>4</sup> Data collected by the Aviation Consumer Protection Division

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## **INTRODUCTION**

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

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

The report normally is released by the end of the first week of each month. The report is available via the Internet at <http://airconsumer.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/](http://www.bts.gov/programs/airline_information/airline_ontime_statistics/). Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml>. CDs for earlier months can be purchased by sending an email to: [Orders@bts.gov](mailto:Orders@bts.gov). Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>. Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp).

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

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

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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	69.2	15	93.4
ALASKA AIRLINES S/	18	86.0	50	85.8
JETBLUE AIRWAYS S/	20	82.5	45	82.9
US AIRWAYS S/	29	81.4	77	82.1
UNITED AIRLINES S/	28	81.6	70	81.7
DELTA AIR LINES S/	31	79.0	86	79.4
PINNACLE AIRLINES S/V/	15	75.9	115	78.8
MESA AIRLINES S/	16	80.3	105	78.4
SOUTHWEST AIRLINES S/	21	77.8	67	77.8
SKYWEST AIRLINES S/	19	77.7	134	77.6
AMERICAN AIRLINES S/	29	76.5	75	76.0
AIRTRAN AIRWAYS S/	25	73.9	61	75.3
CONTINENTAL AIRLINES S/	26	74.4	55	75.1
AMERICAN EAGLE S/	18	75.0	115	74.0
FRONTIER AIRLINES S/	22	73.5	38	72.9
COMAIR S/	19	72.4	62	72.7
EXPRESSJET AIRLINES S/	21	68.1	95	72.6
ATLANTIC SOUTHEAST AIRLINES S/	10	68.3	102	71.6
NORTHWEST AIRLINES S/	30	68.1	68	69.3
TOTAL		76.8		77.3

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		AUG - 09		SEP - 09		OCT - 09		12 MONTHS ENDING OCTOBER 2009		DATABASE TO DATE SEP 1987- OCTOBER 2009	
	10 – 12 2008		01 – 03 2009		04 – 06 2009		07 – 09 2009											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	77.0	10	77.4	12	76.4	13	75.4	17	74.2	17	83.4	16	75.3	12	75.8	17	(--)	(--)
ALASKA	74.9	17	72.6	17	84.9	2	87.6	2	85.8	2	90.0	2	85.8	2	80.3	5	75.8	8
AMERICAN	79.3	7	78.0	10	73.8	16	78.2	15	77.2	14	86.0	13	76.0	11	76.7	14	78.0	5
AMERICAN EAGLE	76.8	12	77.4	13	75.6	15	80.6	12	79.6	10	84.8	14	74.0	14	76.5	16	73.9	9
ATLANTIC SOUTHEAST	72.3	19	68.9	19	71.2	18	69.8	18	69.5	18	72.2	19	71.6	18	69.9	18	(--)	(--)
COMAIR	72.3	18	69.1	18	64.7	19	69.1	19	65.9	19	80.5	18	72.7	16	67.6	19	(--)	(--)
CONTINENTAL	75.1	15	76.4	16	78.7	10	82.8	7	82.4	7	88.4	6	75.1	13	77.7	11	78.2	3
DELTA	75.0	16	77.8	11	76.7	12	78.7	14	78.6	13	82.2	17	79.4	6	76.8	13	77.6	6
EXPRESSJET	76.5	13	76.9	15	79.0	8	83.2	5	83.4	5	87.3	10	72.6	17	78.3	8	(--)	(--)
FRONTIER	77.9	9	79.2	8	75.8	14	82.1	9	83.8	4	89.1	4	72.9	15	77.4	12	(--)	(--)
HAWAIIAN	86.2	1	91.2	1	91.6	1	94.1	1	94.7	1	94.1	1	93.4	1	91.1	1	(--)	(--)
JETBLUE	76.9	11	78.4	9	73.7	17	78.7	13	76.0	15	88.7	5	82.9	3	76.6	15	(--)	(--)
MESA	75.7	14	77.0	14	78.7	9	81.5	10	79.2	11	87.0	11	78.4	8	78.1	9	(--)	(--)
NORTHWEST	80.2	4	80.3	5	80.2	6	78.0	16	74.4	16	84.5	15	69.3	19	78.0	10	79.0	2
PINNACLE	79.4	6	83.2	3	84.6	3	81.3	11	79.2	12	86.6	12	78.8	7	81.1	4	(--)	(--)
SKYWEST	78.3	8	80.2	6	84.3	4	85.1	3	84.4	3	87.5	9	77.6	10	81.2	3	(--)	(--)
SOUTHWEST	81.4	2	85.1	2	82.0	5	84.0	4	82.8	6	89.1	3	77.8	9	82.1	2	81.9	1
UNITED	79.9	5	80.4	4	77.7	11	82.3	8	80.1	9	87.9	8	81.7	5	79.6	7	75.9	7
US AIRWAYS	80.5	3	79.6	7	79.1	7	83.2	6	81.4	8	87.9	7	82.1	4	80.1	6	78.2	4
Total	78.2		79.2		78.6		81.0		79.7		86.2		77.3		78.5		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	1235	71.6	93	77.4	H/		32	84.4	31	96.8	26	84.6	H/		31	96.8
AA	561	72.0	1055	78.8	274	83.2	145	80.0	H/		829	83.2	522	73.6	12987	75.7
AS	9	100.0	93	90.3	H/		H/		H/		93	90.3	145	92.4	88	85.2
B6	H/		1550	85.4	116	87.1	174	84.5	H/		H/		84	58.3	H/	
CO	256	63.7	427	80.1	138	78.3	128	78.9	H/		235	82.6	288	64.6	242	64.9
DL	13848	76.5	912	82.8	383	85.1	250	79.6	883	90.9	498	80.9	319	74.3	335	78.2
EV	11107	67.4	H/		H/		10	70.0	377	88.6	H/		H/		H/	
F9	92	70.7	H/		H/		H/		H/		93	84.9	3607	77.2	156	66.7
FL	6681	69.9	588	79.4	1436	84.5	193	68.4	H/		253	77.9	169	55.6	203	61.1
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	57	63.2	816	81.2	119	75.6	238	81.1	442	79.0	899	82.3	H/		7072	66.5
NW	31	71.0	326	73.3	270	89.3	172	73.3	H/		490	79.8	326	55.5	142	51.4
OH	354	52.0	550	80.0	93	83.9	119	73.9	1377	82.1	743	85.9	H/		115	47.0
OO	693	58.7	H/		H/		H/		572	88.5	H/		4514	72.9	297	73.4
UA	93	74.2	765	82.9	378	85.4	112	83.0	32	75.0	449	88.4	4645	81.6	236	70.3
US	417	72.2	1674	84.5	361	89.8	6674	84.1	H/		1802	90.8	398	71.4	573	74.3
WN	H/		292	80.8	4734	86.2	H/		H/		H/		3238	72.9	H/	
XE	219	70.3	53	86.8	182	85.2	311	75.9	237	67.5	248	82.3	H/		148	64.2
YV	115	61.7	26	69.2	H/		1460	80.1	H/		H/		1148	69.3	H/	
TOTAL	35768	71.3	9220	82.0	8484	85.7	10018	82.3	3951	84.4	6658	85.3	19403	75.1	22625	72.1

\* 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	4414	84.3	H/		H/		114	86.0	133	83.5	H/		H/		H/	
AA	181	84.5	446	74.0	181	76.2	300	80.0	305	75.1	895	85.3	670	76.3	2298	75.4
AS	H/		62	88.7	H/		H/		31	93.5	H/		293	92.5	526	92.2
B6	H/		274	69.0	927	82.3	441	83.9	H/		3630	85.4	270	71.1	102	47.1
CO	138	82.6	3816	77.4	391	83.1	H/		6317	76.0	H/		539	63.5	607	66.2
DL	338	83.7	336	73.2	643	85.7	243	81.5	136	69.1	1394	86.6	584	74.7	968	71.6
EV	H/		26	61.5	62	95.2	33	78.8	51	74.5	H/		H/		H/	
F9	86	73.3	H/		61	73.8	H/		93	65.6	H/		207	72.5	182	61.5
FL	177	69.5	119	56.3	440	78.4	114	75.4	H/		H/		206	62.1	200	56.5
HA	H/		H/		H/		H/		H/		H/		76	64.5	53	71.7
MQ	362	74.0	H/		H/		H/		62	64.5	713	79.7	H/		1323	89.9
NW	5015	80.8	122	63.9	178	76.4	32	93.8	162	59.3	217	78.8	484	63.4	568	57.9
OH	693	67.5	H/		54	75.9	31	83.9	67	50.7	2089	72.1	H/		H/	
OO	108	87.0	53	75.5	H/		H/		226	72.1	H/		282	89.7	3265	84.5
UA	32	81.2	347	76.7	H/		1980	88.9	247	81.0	392	89.0	929	83.2	2134	80.1
US	230	85.7	323	73.1	523	85.1	22	100.0	285	75.4	119	86.6	1393	77.0	502	66.9
WN	481	76.5	H/		1332	87.5	298	84.9	H/		H/		6659	77.5	3327	72.6
XE	167	71.3	3540	68.5	H/		31	77.4	7347	67.9	H/		H/		H/	
YV	109	67.9	136	70.6	H/		1643	79.6	6	50.0	74	78.4	442	90.5	178	83.1
TOTAL	12531	80.8	9600	72.9	4792	83.8	5282	84.1	15468	71.8	9523	82.2	13034	77.1	16233	77.1

\* 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	123	71.5	H/		36	83.3	H/		1600	53.3	59	78.0	H/		94	71.3
AA	1331	75.7	682	80.2	H/		3255	82.8	455	54.3	4999	77.4	155	54.8	450	78.0
AS	H/		62	91.9	H/		31	96.8	62	56.5	124	79.0	723	84.1	H/	
B6	239	75.3	1123	86.4	H/		H/		H/		163	73.6	80	82.5	H/	
CO	277	76.2	514	80.4	H/		235	85.5	2	50.0	439	72.7	155	60.6	138	72.5
DL	1046	80.9	986	87.4	119	88.2	452	84.3	340	66.2	228	75.4	217	77.9	363	79.3
EV	H/		H/		31	58.1	H/		H/		9	66.7	H/		H/	
F9	62	72.6	60	68.3	124	78.2	H/		126	50.0	H/		120	71.7	31	54.8
FL	489	73.8	1689	87.9	313	80.5	87	75.9	224	51.3	H/		H/		277	70.0
HA	H/		H/		H/		H/		H/		H/		62	69.4	H/	
MQ	982	78.7	H/		H/		580	82.2	H/		7006	76.3	H/		62	79.0
NW	801	73.3	416	77.4	145	72.4	124	79.8	5153	54.9	411	67.2	147	68.0	274	58.8
OH	854	71.2	H/		136	61.8	H/		186	33.3	155	60.0	H/		88	59.1
OO	H/		H/		H/		H/		94	37.2	3491	76.2	980	83.3	110	73.6
UA	561	78.6	460	88.5	H/		8	37.5	461	52.1	6179	84.5	373	79.1	377	77.2
US	1082	85.2	723	84.0	H/		262	84.0	354	51.4	662	75.5	179	69.3	3660	81.1
WN	234	70.1	2685	87.2	6327	83.1	H/		327	40.7	H/		1110	73.2	1709	74.8
XE	79	89.9	3	100.0	H/		23	73.9	371	35.8	111	76.6	H/		56	78.6
YV	122	77.9	H/		H/		H/		H/		2723	76.6	H/		H/	
TOTAL	8282	77.3	9403	85.7	7231	82.2	5057	82.9	9755	52.8	26759	78.1	4301	76.7	7689	77.3

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

OCTOBER 2009

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *															
	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/		89	85.4	H/		
AA	429	67.4	496	66.1	455	75.6	972	65.4	212	63.2	1254	82.6	491	76.2	
AS	234	92.3	305	90.8	3748	85.0	305	75.1	H/		H/		H/		
B6	53	54.7	137	67.9	119	84.0	203	77.8	115	68.7	H/		248	86.3	
CO	329	64.4	271	59.0	342	62.6	398	52.5	62	67.7	H/		351	86.9	
DL	312	67.9	345	76.8	407	86.0	377	73.2	2050	81.3	167	83.8	475	87.2	
EV	H/		H/		H/		H/		H/		62	64.5	H/		
F9	199	62.3	142	69.7	123	69.9	122	47.5	108	63.0	88	83.0	31	74.2	
FL	52	63.5	30	53.3	91	80.2	93	54.8	H/		184	73.9	540	78.9	
HA	31	77.4	31	74.2	76	76.3	31	45.2	H/		H/		H/		
MQ	H/		553	89.3	H/		53	56.6	H/		243	77.4	H/		
NW	287	56.1	133	55.6	320	69.7	315	62.2	171	46.2	223	72.2	383	78.6	
OH	H/		H/		H/		H/		H/		62	62.9	3	100.0	
OO	336	82.1	581	84.3	663	82.5	3676	69.2	6292	82.9	66	71.2	H/		
UA	401	75.6	623	79.9	613	83.0	3233	76.8	60	71.7	H/		226	85.8	
US	4933	81.7	302	76.8	306	77.1	561	63.1	119	90.8	150	86.7	604	87.3	
WN	5048	72.5	2792	73.3	1190	74.6	1324	57.2	1224	73.6	2079	78.5	1992	87.2	
XE	48	54.2	H/		H/		H/		18	61.1	208	62.0	19	94.7	
YV	2435	90.1	91	92.3	H/		H/		26	80.8	H/		H/		
TOTAL	15127	78.0	6832	75.8	8453	80.6	11663	68.6	10457	80.0	4875	78.5	5363	84.6	

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

OCTOBER 2009

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	92.6	95.9	91.3	88.9	J/	J/	J/	84.6	93.5	92.8	J/	91.4	92.8	89.4	J/	88.6	100.0	95.1
700 - 759 AM	87.8	92.7	93.2	92.1	92.5	92.0	83.4	84.4	86.5	92.7	100.0	94.0	73.6	89.0	95.5	94.0	91.8	100.0
800 - 859 AM	72.9	85.5	96.5	84.5	89.1	94.5	83.8	80.3	83.1	91.4	96.8	98.1	73.6	90.8	91.1	88.4	89.7	91.2
900 - 959 AM	73.4	90.4	96.0	84.0	87.3	96.0	79.6	75.5	85.0	93.7	94.0	98.1	73.3	91.5	84.0	89.1	89.7	93.5
1000 - 1059 AM	72.1	90.7	93.8	78.6	86.9	87.7	77.1	76.4	90.7	91.0	85.9	91.5	65.1	92.7	78.9	75.6	85.8	93.6
1100 - 1159 AM	78.5	89.8	91.5	85.3	84.0	86.2	77.2	74.9	82.8	85.9	89.1	86.1	74.4	89.4	82.0	76.1	84.4	91.6
1200 - 1259 PM	76.4	88.9	89.1	84.2	J/	87.1	80.2	74.2	86.5	81.4	85.9	90.8	73.8	90.3	81.7	79.3	83.9	90.9
100 - 159 PM	75.0	88.8	88.6	85.2	85.8	92.1	74.0	74.6	82.9	75.4	83.6	90.6	72.0	83.0	75.1	73.4	80.7	90.4
200 - 259 PM	69.6	85.3	88.0	84.2	80.2	88.5	77.4	70.2	78.7	61.3	83.3	87.3	74.2	77.8	75.2	75.9	74.4	86.6
300 - 359 PM	66.7	85.6	87.2	80.5	86.3	87.5	73.7	73.6	82.7	64.7	83.3	84.0	78.6	79.1	75.7	78.7	75.8	86.8
400 - 459 PM	66.9	78.7	82.7	88.2	81.1	86.0	72.0	69.9	83.7	61.6	81.1	75.5	69.4	75.6	70.4	72.4	74.2	85.2
500 - 559 PM	69.4	77.6	80.4	77.7	62.3	81.2	71.3	67.2	78.2	65.7	82.1	82.4	68.5	81.0	74.6	75.1	75.3	84.0
600 - 659 PM	67.1	75.5	85.0	81.2	88.1	81.0	67.8	65.7	67.0	62.5	79.9	80.2	66.6	72.0	71.9	71.6	69.9	83.0
700 - 759 PM	61.9	73.8	82.0	77.9	83.4	82.7	67.0	64.9	79.4	63.6	82.6	84.0	69.4	74.2	71.6	70.4	67.4	81.1
800 - 859 PM	63.8	76.3	75.8	82.1	91.7	79.0	68.4	66.3	80.8	63.7	78.9	82.2	65.6	75.6	70.4	73.0	70.7	78.4
900 - 959 PM	65.5	69.3	78.4	80.7	65.3	80.2	79.7	69.6	76.6	66.2	81.0	77.2	69.8	79.4	73.6	74.4	67.8	76.1
1000 - 1059 PM	75.8	75.6	76.2	81.7	76.6	76.7	72.2	66.9	77.8	64.9	82.6	62.8	64.2	81.7	69.1	68.3	67.6	75.6
1100 - 559 AM	81.8	81.0	77.4	77.7	77.3	74.7	68.0	74.1	74.2	79.2	76.8	84.7	85.5	89.7	64.2	79.2	74.9	74.7
TOTAL, ALL ARRIVALS, BY AIRPORT	71.3	82.0	85.7	82.3	84.4	85.3	75.1	72.1	80.8	72.9	83.8	84.1	71.8	82.2	77.1	77.1	77.3	85.7

\* 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/	90.2	88.4	92.8	78.7	93.0	86.9	85.7	89.3	91.8	J/	J/	J/	91.0
700 - 759 AM	86.9	90.2	70.9	89.9	94.8	85.5	91.1	96.1	98.1	90.5	92.0	92.9	95.9	87.8
800 - 859 AM	94.1	93.5	71.6	86.6	94.3	85.9	90.5	91.9	91.6	85.2	89.0	91.1	100.0	83.6
900 - 959 AM	92.6	90.9	64.3	87.6	87.0	83.3	82.9	86.2	86.6	74.2	79.1	85.3	94.4	83.4
1000 - 1059 AM	90.4	86.6	58.2	84.8	78.7	87.8	79.9	83.2	83.8	64.6	79.3	84.2	89.6	80.0
1100 - 1159 AM	90.8	83.9	62.1	84.7	65.1	85.5	89.1	79.2	82.1	57.0	74.8	84.5	89.9	81.1
1200 - 1259 PM	87.2	79.4	53.2	81.1	81.9	86.5	78.8	80.1	83.8	57.5	83.7	87.5	91.1	79.9
100 - 159 PM	88.9	91.8	47.6	78.1	75.8	74.1	77.9	76.2	85.9	58.6	80.0	86.9	92.1	77.6
200 - 259 PM	83.0	86.6	45.2	78.0	80.1	79.0	83.0	75.8	79.8	68.2	81.5	87.1	85.8	76.5
300 - 359 PM	77.3	82.7	50.4	73.7	79.5	74.2	73.0	76.6	82.6	69.6	83.0	79.6	79.4	76.2
400 - 459 PM	79.2	85.3	46.8	74.0	80.7	73.1	66.7	68.0	83.6	67.4	77.3	78.3	81.7	73.6
500 - 559 PM	81.1	76.3	42.8	70.5	73.0	67.6	76.9	70.0	78.3	67.3	71.6	78.0	79.0	72.3
600 - 659 PM	75.6	83.3	37.3	67.3	68.5	72.6	66.1	70.0	71.2	69.9	81.1	66.4	82.0	70.5
700 - 759 PM	72.1	72.7	46.9	67.2	74.6	72.3	67.4	62.1	77.2	64.6	74.5	65.6	81.6	69.9
800 - 859 PM	72.4	79.9	44.8	66.6	74.1	64.9	67.7	70.4	74.1	69.7	75.6	72.4	79.5	70.2
900 - 959 PM	73.2	80.3	49.4	68.6	62.1	75.5	72.1	67.0	77.3	67.4	74.4	68.6	85.5	72.3
1000 - 1059 PM	67.1	72.9	54.9	75.9	69.6	77.2	69.8	71.6	75.0	62.9	59.5	64.8	81.3	71.6
1100 - 559 AM	75.1	74.8	73.7	87.1	83.4	75.7	79.7	82.8	81.8	78.8	65.6	71.8	70.2	78.3
TOTAL, ALL ARRIVALS, BY AIRPORT	82.2	82.9	52.8	78.1	76.7	77.3	78.0	75.8	80.6	68.6	80.0	78.5	84.6	76.8

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	95.1	95.4	96.2	91.8	91.3	96.7	90.0	89.4	95.7	94.3	97.4	93.5	93.8	95.0	95.0	93.3	95.2	96.2
700 - 759 AM	94.7	93.3	95.4	91.0	88.1	92.8	94.0	86.6	92.0	89.9	96.4	97.0	92.1	96.5	95.2	91.5	92.4	94.8
800 - 859 AM	90.3	93.3	91.6	85.2	90.1	93.7	83.8	81.2	87.0	90.4	95.3	91.1	85.3	90.4	91.1	91.0	92.3	95.2
900 - 959 AM	80.2	90.2	89.1	87.7	89.7	91.6	74.5	75.7	90.8	91.2	94.2	96.0	86.5	93.3	85.3	86.8	89.8	96.2
1000 - 1059 AM	84.3	88.0	87.4	64.6	89.1	95.4	77.2	74.1	86.6	89.8	90.1	87.9	81.9	94.1	76.6	84.0	89.6	92.4
1100 - 1159 AM	84.1	90.6	83.7	83.4	85.0	86.6	74.8	73.7	84.9	86.8	83.9	93.5	75.1	89.7	81.2	78.3	85.2	89.1
1200 - 1259 PM	81.5	88.5	81.5	79.6	83.3	83.1	74.0	70.4	84.6	86.3	81.0	87.9	79.3	91.2	79.8	75.5	85.3	86.9
100 - 159 PM	80.8	85.4	73.6	87.3	61.3	90.2	73.6	68.8	84.4	78.1	76.6	86.5	81.6	88.1	71.9	78.2	82.3	84.0
200 - 259 PM	74.6	85.2	72.1	82.1	85.5	87.8	67.9	66.1	83.9	75.5	75.4	83.0	76.6	89.5	69.1	72.0	84.5	81.4
300 - 359 PM	73.1	84.0	79.7	74.4	81.0	87.6	71.4	66.5	82.5	67.2	81.2	77.9	77.4	83.9	67.1	69.2	77.0	80.7
400 - 459 PM	73.4	80.7	63.4	82.2	79.7	85.6	68.0	67.7	77.8	64.2	80.0	69.0	80.0	82.6	72.4	79.6	78.4	78.2
500 - 559 PM	72.7	75.0	73.3	78.0	73.3	88.3	64.4	66.7	79.0	64.6	69.0	78.9	71.8	80.1	64.0	72.2	75.2	79.4
600 - 659 PM	72.9	77.1	67.1	82.2	67.0	79.9	68.0	64.7	74.8	69.0	70.8	79.5	76.6	87.7	71.2	76.6	77.9	76.3
700 - 759 PM	72.9	72.6	72.2	85.4	78.8	82.3	63.8	65.4	75.9	68.8	74.5	72.6	75.2	82.1	66.7	71.5	74.4	76.6
800 - 859 PM	69.0	78.2	73.2	81.4	86.3	80.3	66.7	66.1	80.8	67.5	85.2	70.0	77.0	74.7	65.1	70.5	76.3	79.5
900 - 959 PM	72.1	J/	78.2	76.9	J/	92.3	68.2	66.8	87.3	65.8	J/	77.8	83.0	77.3	76.9	82.9	74.9	54.8
1000 - 1059 PM	71.6	J/	J/	88.3	J/	J/	J/	72.2	90.4	J/	J/	82.4	J/	83.3	89.6	87.7	J/	J/
1100 - 559 AM	96.8	96.3	94.0	J/	J/	96.3	86.0	90.9	87.1	98.4	95.1	95.5	89.8	93.2	93.9	83.5	96.8	94.8
TOTAL, ALL DEPARTURES, BY AIRPORT	78.1	86.1	80.4	84.5	84.6	88.7	73.4	71.5	84.2	78.9	83.3	84.5	80.5	86.6	77.5	81.0	83.9	85.8

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *														
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	99.3	97.9	89.4	89.2	93.6	94.5	94.7	93.1	94.9	93.1	94.1	94.0	98.2	93.6
700 - 759 AM	93.7	90.6	88.1	89.8	95.0	92.5	93.3	93.3	93.9	92.7	96.4	94.0	93.8	92.5
800 - 859 AM	81.4	89.9	81.3	89.0	91.9	90.6	86.2	90.1	92.0	88.4	92.0	93.8	96.1	89.3
900 - 959 AM	89.9	86.6	81.7	86.1	88.7	87.8	85.6	83.6	90.2	86.2	83.9	87.9	92.7	85.4
1000 - 1059 AM	82.1	83.0	82.1	81.3	87.5	85.5	84.5	82.8	86.3	71.7	84.3	78.8	93.5	83.0
1100 - 1159 AM	76.7	81.9	67.9	81.5	80.0	86.0	78.6	78.4	83.4	64.6	88.1	75.2	90.1	80.7
1200 - 1259 PM	74.3	81.3	55.2	80.6	59.1	87.1	81.5	77.6	80.5	60.1	78.2	78.4	85.9	79.3
100 - 159 PM	75.0	77.7	62.7	80.0	85.9	75.1	83.2	75.3	84.5	61.3	85.3	73.7	83.7	78.1
200 - 259 PM	68.3	80.5	52.1	75.4	81.0	71.1	63.5	71.5	82.1	56.1	70.5	85.3	83.8	74.4
300 - 359 PM	65.7	73.0	58.6	73.5	80.0	77.9	70.4	67.5	81.5	66.9	86.4	79.3	77.5	74.5
400 - 459 PM	59.7	78.2	44.8	69.6	68.0	75.0	71.9	70.7	87.4	68.2	79.3	68.0	72.7	73.7
500 - 559 PM	61.8	72.1	56.4	65.7	85.0	63.7	65.4	64.0	87.3	64.4	85.7	72.9	73.3	72.1
600 - 659 PM	57.2	73.4	40.5	67.7	69.3	76.2	75.8	72.2	79.6	68.7	70.1	65.8	71.9	72.0
700 - 759 PM	49.1	71.0	63.6	67.5	74.4	71.2	48.1	53.3	84.1	74.3	86.5	56.9	74.5	70.6
800 - 859 PM	32.4	74.0	J/	71.3	71.2	84.7	72.4	64.7	75.7	69.9	86.3	63.8	83.9	72.2
900 - 959 PM	J/	78.9	64.7	76.1	83.0	85.7	83.3	76.3	89.1	72.6	93.5	J/	J/	76.6
1000 - 1059 PM	J/	66.7	75.2	69.6	83.3	J/	81.0	95.5	87.0	84.5	J/	J/	J/	81.9
1100 - 559 AM	96.8	87.1	94.3	94.4	95.2	93.8	81.3	J/	88.0	82.4	74.8	92.6	97.9	89.4
TOTAL, ALL DEPARTURES, BY AIRPORT	71.8	79.4	68.1	77.9	84.4	81.4	78.7	78.3	86.7	74.2	86.0	79.2	84.7	79.6

\* 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
WN	3545	PHX-SMF	1025	22	95.45	43 28
WN	1366	MDW-MSP	1445	26	92.31	108 75
WN	2544	PHX-LAX	2015	26	92.31	41 30
OH	6352	IAH-JFK	1140	31	90.32	59 41
9E	4285	FSD-MSP	1637	20	90.00	72 48
WN	303	MDW-MSP	1635	26	88.46	103 51
XE	2917	MSP-IAH	1910	26	88.46	94 61
WN	1245	DEN-SLC	1920	26	88.46	38 42
WN	494	PHX-SNA	2010	26	88.46	32 29
NW	592	SLC-DTW	1455	26	88.46	29 30
WN	502	PHX-SMF	2010	26	88.46	28 27
XE	3130	EWB-MSP	1555	31	87.10	109 99
EV	5114	CAE-ATL	740	22	86.36	48 46
WN	1323	MSP-MDW	1635	26	84.62	101 61
WN	665	MSP-MDW	1830	26	84.62	97 53
WN	1323	MDW-STL	1825	26	84.62	90 86
OO	4547	ATL-OKC	1548	26	84.62	63 52
XE	2993	EWB-MSP	1130	26	84.62	57 32
WN	1719	DEN-SFO	1920	26	84.62	40 32
WN	155	DEN-SEA	1920	26	84.62	34 35
WN	1497	PHX-SAN	2010	26	84.62	28 28
XE	2236	MSP-EWR	1300	31	83.87	83 71
XE	2161	IAH-MSP	752	22	81.82	49 26
XE	2147	MSP-EWR	1815	26	80.77	97 91

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

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## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS // ARRIVING LATE 80% OF THE TIME OR MORE

CARRIER*	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
XE	2575	EWR-MSP	1359	26	80.77	81	46
NW	1590	GEG-MSP	1305	26	80.77	80	46
XE	2161	MSP-EWR	1110	26	80.77	67	42
WN	665	MDW-BWI	2030	26	80.77	66	34
9E	4293	SDF-MSP	1650	26	80.77	65	36
WN	49	DAL-HOU	1900	26	80.77	55	50
WN	49	LIT-DAL	1735	26	80.77	50	48
WN	3612	PHX-SEA	1940	26	80.77	41	28
WN	412	HRL-SAT	1815	26	80.77	38	31
WN	1294	SAT-HRL	1705	26	80.77	37	34
WN	2975	PHX-ELP	2005	26	80.77	34	32
OH	6533	GSO-ATL	1239	26	80.77	33	25
WN	3714	DEN-SMF	1855	26	80.77	32	30
WN	1215	STL-OKC	1850	26	80.77	32	25
WN	3404	DEN-SJC	1920	26	80.77	32	26
WN	2975	SJC-PHX	1755	26	80.77	30	31
NW	1705	DCA-MSP	1204	31	80.65	49	34
NW	1028	SLC-MSP	1650	31	80.65	47	32
OH	5070	OMA-MSP	1652	31	80.65	43	30
NW	1026	SLC-MSP	940	31	80.65	38	32
FL	314	ATL-CLT	920	31	80.65	30	26
NW	496	BIS-MSP	1632	25	80.00	60	44
NW	1705	MSP-BIS	1435	25	80.00	34	25

\* 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	397	8	2.0
SOUTHWEST	3,210	61	1.9
NORTHWEST	773	13	1.7
EXPRESSJET	921	14	1.5
PINNACLE	738	5	0.7
ATLANTIC SOUTHEAST	790	4	0.5
FRONTIER	248	1	0.4
SKYWEST	1,552	5	0.3
AIRTRAN	699	2	0.3
US AIRWAYS	1,179	3	0.3
CONTINENTAL	731	1	0.1
AMERICAN	1,510	2	0.1
DELTA	1,251	1	0.1
AMERICAN EAGLE	1,272	1	0.1
UNITED	1,023	0	0.0
MESA	694	0	0.0
JETBLUE	503	0	0.0
ALASKA	375	0	0.0
HAWAIIAN	192	0	0.0
<b>TOTAL</b>	<b>18,058</b>	<b>121</b>	<b>0.7</b>

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

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## 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)	59.4	78.3	212	212
ADAK ISLAND AK (ADK)	100.0	88.9	9	9
AGUADILLA PR (BQN)	94.7	94.6	94	93
AKRON OH (CAK)	75.5	83.2	751	751
ALBANY GA (ABY)	78.3	79.5	83	83
ALBANY NY (ALB)	82.8	85.5	1,030	1,031
ALBUQUERQUE NM (ABQ)	77.0	79.5	2,914	2,915
ALEXANDRIA LA (AEX)	65.1	75.7	292	292
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	83.9	88.5	355	356
AMARILLO TX (AMA)	69.4	77.1	506	507
ANCHORAGE AK (ANC)	81.4	90.5	1,378	1,377
APPLETON WI (ATW)	72.7	76.9	396	398
ASHEVILLE NC (AVL)	77.2	78.6	429	429
ASPEN CO (ASE)	64.6	68.5	260	260
ATLANTA GA (ATL)	71.3	78.1	35,768	35,773
ATLANTIC CITY NJ (ACY)	73.7	80.0	76	75
AUGUSTA GA (AGS)	79.8	81.9	282	282
AUSTIN TX (AUS)	73.6	80.9	3,418	3,419
BAKERSFIELD CA (BFL)	84.1	89.9	277	276
BALTIMORE MD (BWI)	85.7	80.4	8,484	8,487
BANGOR ME (BGR)	80.6	91.6	155	155
BARROW AK (BRW)	76.4	72.2	72	72
BATON ROUGE LA (BTR)	70.3	76.2	771	770
BELLINGHAM WA (BLI)	83.3	94.4	18	18
BEND/REDMOND OR (RDM)	89.8	93.9	264	264
BETHEL AK (BET)	94.4	91.0	89	89
BILLINGS MT (BIL)	79.4	82.0	310	311
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	82.5	93.0	57	57
BIRMINGHAM AL (BHM)	74.5	78.4	1,751	1,751
BISMARCK/MANDAN ND (BIS)	68.8	69.9	288	289
BLOOMINGTON IL (BMI)	76.0	81.4	404	404
BOISE ID (BOI)	78.3	84.4	1,163	1,163
BOSTON MA (BOS)	82.0	86.1	9,220	9,220
BOZEMAN MT (BZN)	77.4	88.8	257	258
BRANSON MO (BKG)	64.5	64.5	62	62
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	78.3	80.3	295	295
BROWNSVILLE TX (BRO)	63.8	78.0	235	236
BRUNSWICK GA (BQK)	86.6	89.0	82	82
BUFFALO NY (BUF)	84.2	84.9	2,037	2,038
BURBANK CA (BUR)	79.4	83.0	2,344	2,344
BURLINGTON VT (BTV)	83.9	87.8	484	483
BUTTE MT (BTM)	87.7	96.5	57	57
CARLSBAD CA (CLD)	88.7	93.0	186	186

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CASPER WY (CPR)	75.9	81.5	195	195
CEDAR CITY UT (CDC)	84.9	83.3	53	54
CEDAR RAPIDS/IOWA CITY IA (CID)	71.9	73.6	776	776
CHAMPAIGN/URBANA IL (CMI)	74.0	84.6	208	208
CHARLESTON SC (CHS)	78.3	80.8	1,046	1,046
CHARLESTON/DUNBAR WV (CRW)	79.6	79.7	304	305
CHARLOTTE AMALIE VI (STT)	69.3	87.4	127	127
CHARLOTTE NC (CLT)	82.3	84.5	10,018	10,020
CHARLOTTESVILLE VA (CHO)	82.4	82.4	119	119
CHATTANOOGA TN (CHA)	81.0	83.0	405	405
CHICAGO IL (MDW)	82.2	71.8	7,231	7,228
CHICAGO IL (ORD)	78.1	77.9	26,759	26,789
CHICO CA (CIC)	62.2	72.3	119	119
CHRISTIANSTED VI (STX)	90.3	90.3	31	31
CLEVELAND OH (CLE)	83.9	88.0	4,649	4,651
CODY WY (COD)	72.3	84.0	94	94
COLLEGE STATION/BRYAN TX (CLL)	69.9	73.1	93	93
COLORADO SPRINGS CO (COS)	67.5	76.1	1,123	1,123
COLUMBIA SC (CAE)	75.1	81.0	808	809
COLUMBUS GA (CSG)	81.5	84.7	124	124
COLUMBUS MS (GTR)	73.6	69.8	53	53
COLUMBUS OH (CMH)	80.6	83.8	2,500	2,500
CORDOVA AK (CDV)	83.9	83.9	62	62
CORPUS CHRISTI TX (CRP)	69.5	79.9	583	583
COVINGTON KY (CVG)	84.4	84.6	3,951	3,952
CRESCENT CITY CA (CEC)	59.8	54.9	92	91
DALLAS TX (DAL)	77.7	73.7	3,979	3,977
DALLAS/FT. WORTH TX (DFW)	72.1	71.5	22,625	22,616
DAYTON OH (DAY)	79.3	84.4	1,085	1,085
DAYTONA BEACH FL (DAB)	75.1	75.7	181	181
DEADHORSE AK (SCC)	82.3	80.6	62	62
DENVER CO (DEN)	75.1	73.4	19,403	19,380
DES MOINES IA (DSM)	71.5	77.6	1,144	1,143
DETROIT MI (DTW)	80.8	84.2	12,531	12,531
DOTHAN AL (DHN)	75.8	79.8	120	119
DUBUQUE IA (DBQ)	72.7	85.2	88	88
DULUTH MN (DLH)	77.8	77.8	180	180
DURANGO CO (DRO)	74.5	80.8	275	276
EAGLE CO (EGE)	60.4	64.9	134	134
EL CENTRO CA (IPL)	93.5	91.9	62	62
EL PASO TX (ELP)	72.4	80.5	1,853	1,854
ELKO NV (EKO)	84.0	93.3	119	119
ELMIRA/CORNING NY (ELM)	82.5	93.9	114	114

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ERIE PA (ERI)	92.6	91.4	81	81
EUGENE OR (EUG)	80.9	83.9	430	428
EUREKA/ARCATA CA (ACV)	67.9	68.3	265	265
EVANSVILLE IN (EVV)	78.5	83.4	326	326
FAIRBANKS AK (FAI)	86.2	90.3	318	318
FARGO ND (FAR)	72.3	72.3	368	368
FAYETTEVILLE AR (XNA)	66.7	76.5	1,163	1,164
FAYETTEVILLE NC (FAY)	73.5	78.6	291	290
FLAGSTAFF AZ (FLG)	90.0	88.7	140	141
FLINT MI (FNT)	78.2	84.3	650	651
FLORENCE SC (FLO)	87.1	100.0	31	31
FORT LAUDERDALE FL (FLL)	83.8	83.3	4,792	4,788
FORT SMITH AR (FSM)	64.5	71.3	93	94
FORT WAYNE IN (FWA)	77.9	86.1	416	416
FRESNO CA (FAT)	82.4	83.8	1,101	1,100
FT. MYERS FL (RSW)	81.6	83.9	1,660	1,654
GAINESVILLE FL (GNV)	77.4	77.4	195	195
GILLETTE WY (GCC)	72.5	83.2	120	119
GRAND FORKS ND (GFK)	80.4	70.2	56	57
GRAND JUNCTION CO (GJT)	79.6	83.3	432	431
GRAND RAPIDS MI (GRR)	78.7	82.6	1,102	1,102
GREAT FALLS MT (GTF)	82.2	87.7	146	146
GREEN BAY/CLINTONVILLE WI (GRB)	79.0	80.0	520	521
GREENSBORO/HIGH POINT NC (GSO)	75.3	79.1	746	746
GREENVILLE/SPARTANBURG SC (GSP)	74.3	79.3	768	768
GULFPORT/BILOXI MS (GPT)	75.0	78.8	595	594
GUNNISON CO (GUC)	62.3	68.9	61	61
HARLINGEN/SAN BENITO TX (HRL)	76.0	83.9	441	441
HARRISBURG PA (MDT)	80.3	83.0	406	407
HARTFORD CT (BDL)	84.6	88.9	1,880	1,878
HELENA MT (HLN)	82.2	90.4	146	146
HILO HI (ITO)	89.4	90.5	698	698
HONOLULU HI (HNL)	86.9	91.0	4,657	4,657
HOUSTON TX (HOU)	73.4	68.7	4,405	4,406
HOUSTON TX (IAH)	71.8	80.5	15,468	15,473
HUNTSVILLE AL (HSV)	74.7	81.3	983	983
IDAHO FALLS ID (IDA)	84.0	89.2	212	212
INDIANAPOLIS IN (IND)	79.6	83.7	3,167	3,165
INDIO/PALM SPRINGS CA (PSP)	81.9	86.1	888	887
INYOKERN CA (IYK)	85.9	90.6	85	85
ISLIP NY (ISP)	86.9	89.6	662	663
ITHACA/CORTLAND NY (ITH)	87.7	93.0	57	57
JACKSON WY (JAC)	74.0	78.5	181	181

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON/VICKSBURG MS (JAN)	73.4	77.8	1,095	1,095
JACKSONVILLE FL (JAX)	82.8	85.7	2,407	2,406
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	77.4	81.5	124	124
JUNEAU AK (JNU)	80.1	78.0	341	341
KAHULUI HI (OGG)	89.5	93.1	1,699	1,699
KALAMAZOO MI (AZO)	80.1	85.7	287	287
KALISPELL MT (FCA)	77.4	92.2	115	115
KANSAS CITY MO (MCI)	76.7	80.6	4,196	4,192
KETCHIKAN AK (KTN)	83.3	83.9	186	186
KEY WEST FL (EYW)	74.0	69.4	73	72
KILLEEN TX (GRK)	61.3	68.0	243	241
KLAMATH FALLS OR (LMT)	72.6	70.2	124	124
KNOXVILLE TN (TYS)	78.6	80.9	1,174	1,173
KODIAK AK (ADQ)	71.9	71.9	57	57
KONA HI (KOA)	91.3	93.4	991	991
KOTZEBUE AK (OTZ)	88.2	84.9	93	93
LA CROSSE WI (LSE)	74.3	78.6	292	294
LAFAYETTE LA (LFT)	72.6	82.2	526	527
LAKE CHARLES LA (LCH)	69.7	81.8	132	132
LANSING MI (LAN)	83.8	86.1	309	309
LAREDO TX (LRD)	65.2	76.5	221	221
LAS VEGAS NV (LAS)	77.1	77.5	13,034	13,035
LAWTON/FORT SILL OK (LAW)	58.1	61.3	31	31
LEWISTON ID (LWS)	94.3	96.2	53	53
LEXINGTON KY (LEX)	76.7	83.0	632	634
LIHUE HI (LIH)	89.4	92.0	1,035	1,035
LINCOLN NE (LNK)	68.8	72.6	237	237
LITTLE ROCK AR (LIT)	69.9	74.1	1,697	1,698
LONG BEACH CA (LGB)	83.5	90.2	1,188	1,189
LONGVIEW/KILGOR/GLADWATR TX (GGG)	53.2	64.5	62	62
LOS ANGELES CA (LAX)	77.1	81.0	16,233	16,231
LOUISVILLE KY (SDF)	75.8	78.5	1,572	1,571
LUBBOCK TX (LBB)	66.1	75.1	657	658
LYNCHBURG VA (LYH)	70.0	81.3	80	80
MADISON WI (MSN)	78.7	82.3	1,066	1,065
MANCHESTER NH (MHT)	83.3	85.1	1,163	1,164
MANHATTAN/FT. RILEY KS (MHK)	62.9	64.5	62	62
MARQUETTE MI (MQT)	67.5	88.6	114	114
MEDFORD OR (MFR)	77.9	83.1	326	325
MELBOURNE FL (MLB)	77.4	75.0	124	124
MEMPHIS TN (MEM)	77.0	84.5	5,838	5,830
MERIDIAN MS (MEI)	89.5	89.5	57	57
MIAMI FL (MIA)	82.9	79.4	5,057	5,058

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MIDLAND/ODESSA TX (MAF)	66.9	80.9	523	524
MILWAUKEE WI (MKE)	79.8	81.5	3,504	3,502
MINNEAPOLIS MN (MSP)	52.8	68.1	9,755	9,759
MINOT ND (MOT)	74.2	45.2	31	31
MISSION/MCALLEN/EDINBURG TX (MFE)	74.3	85.3	354	354
MISSOULA MT (MSO)	78.1	81.8	224	225
MOBILE AL (MOB)	78.4	81.9	631	630
MODESTO CA (MOD)	70.5	71.2	146	146
MOLINE IL (MLI)	76.0	79.8	642	642
MONROE LA (MLU)	65.3	74.6	199	201
MONTEREY CA (MRY)	79.1	80.7	508	509
MONTGOMERY AL (MGM)	81.8	79.7	384	385
MONTROSE/DELTA CO (MTJ)	59.6	66.0	141	141
MOSES LAKE WA (MWH)	90.0	95.1	60	61
MYRTLE BEACH SC (MYR)	85.8	85.3	352	353
NASHVILLE TN (BNA)	78.6	79.0	4,610	4,609
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	87.1	95.2	62	62
NEW ORLEANS LA (MSY)	76.3	80.4	2,924	2,921
NEW YORK NY (JFK)	82.2	86.6	9,523	9,523
NEW YORK NY (LGA)	77.3	83.9	8,282	8,289
NEWARK NJ (EWR)	72.9	78.9	9,600	9,606
NEWBURGH/POUGHKEEPSIE NY (SWF)	89.5	90.6	181	181
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	79.1	84.3	517	517
NOME AK (OME)	84.9	84.9	93	93
NORFOLK VA (ORF)	79.6	84.5	1,345	1,347
NORTH BEND/COOS BAY OR (OTH)	61.2	61.2	98	98
OAKLAND CA (OAK)	76.5	78.8	4,129	4,131
OKLAHOMA CITY OK (OKC)	69.7	78.0	1,849	1,849
OMAHA NE (OMA)	75.8	80.5	2,085	2,087
ONTARIO/SAN BERNARDINO CA (ONT)	79.3	84.4	2,132	2,133
ORLANDO FL (MCO)	85.7	85.8	9,403	9,396
OXNARD/VENTURA CA (OXR)	85.2	86.4	88	88
PANAMA CITY FL (PFN)	77.4	80.8	323	323
PASCO/KENNEWICK/RICHLAND WA (PSC)	82.4	93.2	296	296
PENSACOLA FL (PNS)	76.2	79.3	858	858
PEORIA IL (PIA)	77.6	85.6	362	361
PETERSBURG AK (PSG)	80.6	77.4	62	62
PHILADELPHIA PA (PHL)	77.3	81.4	7,689	7,688
PHOENIX AZ (PHX)	78.0	78.7	15,127	15,117
PIERRE SD (PIR)	100.0	100.0	2	2
PITTSBURGH PA (PIT)	84.0	85.3	2,907	2,907
POCATELLO ID (PIH)	85.5	89.5	124	124
PONCE PR (PSE)	88.2	94.1	51	51

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PORTLAND ME (PWM)	85.7	90.3	595	595
PORTLAND OR (PDX)	76.7	84.4	4,301	4,306
PROVIDENCE RI (PVD)	83.6	84.6	1,514	1,514
RALEIGH/DURHAM NC (RDU)	81.9	84.1	4,358	4,361
RAPID CITY SD (RAP)	73.5	78.1	306	306
REDDING CA (RDD)	68.5	75.8	124	124
RENO NV (RNO)	79.2	81.9	1,561	1,562
RICHMOND VA (RIC)	82.6	83.4	1,419	1,420
ROANOKE VA (ROA)	76.2	81.8	303	303
ROCHESTER MN (RST)	76.6	80.9	209	209
ROCHESTER NY (ROC)	81.1	84.2	1,189	1,191
ROCK SPRINGS WY (RKS)	71.5	74.2	151	151
ROSWELL NM (ROW)	56.6	76.2	106	105
SACRAMENTO CA (SMF)	75.0	78.7	3,877	3,880
SAGINAW/BAY CITY/MIDLAND MI (MBS)	82.5	86.6	292	291
SALT LAKE CITY UT (SLC)	80.0	86.0	10,457	10,451
SAN ANGELO TX (SJT)	64.5	67.7	62	62
SAN ANTONIO TX (SAT)	73.7	79.3	3,196	3,199
SAN DIEGO CA (SAN)	75.8	78.3	6,832	6,831
SAN FRANCISCO CA (SFO)	68.6	74.2	11,663	11,654
SAN JOSE CA (SJC)	77.2	81.7	3,962	3,960
SAN JUAN PR (SJU)	80.3	87.3	1,500	1,499
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	79.1	80.2	358	358
SANTA ANA CA (SNA)	78.2	80.2	3,864	3,868
SANTA BARBARA CA (SBA)	85.3	85.5	984	985
SANTA FE NM (SAF)	71.0	74.2	31	31
SANTA MARIA CA (SMX)	89.7	89.7	117	117
SARASOTA/BRADENTON FL (SRQ)	81.5	83.9	373	373
SAVANNAH GA (SAV)	76.5	78.7	910	910
SCRANTON/WILKES-BARRE PA (AVP)	78.0	84.7	150	150
SEATTLE WA (SEA)	80.6	86.7	8,453	8,453
SHREVEPORT LA (SHV)	70.5	77.8	431	428
SIOUX FALLS SD (FSD)	69.8	75.1	398	398
SITKA AK (SIT)	76.3	82.8	93	93
SOUTH BEND IN (SBN)	80.0	78.2	315	316
SPOKANE WA (GEG)	81.0	86.1	1,050	1,051
SPRINGFIELD IL (SPI)	75.9	83.0	145	147
SPRINGFIELD MO (SGF)	70.3	76.7	713	711
ST. GEORGE UT (SGU)	84.3	89.9	198	198
ST. LOUIS MO (STL)	78.5	79.2	4,875	4,875
STATE COLLEGE PA (SCE)	84.1	86.4	88	88
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	74.2	83.9	62	62
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	83.9	86.2	174	174

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SYRACUSE NY (SYR)	83.0	88.2	754	756
TALLAHASSEE FL (TLH)	76.4	78.0	610	610
TAMPA FL (TPA)	84.6	84.7	5,363	5,358
TEXARKANA AR (TXK)	65.3	73.4	124	124
TOLEDO OH (TOL)	76.1	83.0	88	88
TRAVERSE CITY MI (TVC)	80.8	88.1	385	385
TUCSON AZ (TUS)	76.6	84.4	1,820	1,820
TULSA OK (TUL)	71.7	79.0	1,718	1,718
TWIN FALLS ID (TWF)	89.5	91.1	124	124
TYLER TX (TYR)	50.0	52.4	62	63
VALDOSTA GA (VLD)	80.7	83.0	88	88
VALPARAISO FL (VPS)	72.6	78.8	690	690
WASHINGTON DC (DCA)	85.3	88.7	6,658	6,657
WASHINGTON DC (IAD)	84.1	84.5	5,282	5,282
WATERLOO IA (ALO)	61.3	54.8	31	31
WAUSAU/MARSHFIELD WI (CWA)	77.8	80.2	212	212
WEST PALM BEACH/PALM BEACH FL (PBI)	80.4	83.6	1,793	1,792
WHITE PLAINS NY (HPN)	83.5	85.8	831	833
WICHITA FALLS TX (SPS)	73.7	70.2	57	57
WICHITA KS (ICT)	71.0	76.8	1,134	1,134
WILMINGTON NC (ILM)	77.1	81.3	288	288
WRANGELL AK (WRG)	82.3	85.5	62	62
YAKUTAT AK (YAK)	83.9	87.1	62	62
YUMA AZ (YUM)	94.2	95.2	330	330

OCTOBER 2009

## AIR TRAVEL CONSUMER REPORT

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
PINNACLE	15	8,105	195	2.4	115	21,529	505	2.3
AMERICAN EAGLE	18	21,580	448	2.1	115	38,125	863	2.3
MESA	16	10,735	186	1.7	105	20,838	448	2.1
EXPRESSJET	21	13,425	232	1.7	95	25,753	392	1.5
SKYWEST	19	26,309	324	1.2	136	46,523	662	1.4
UNITED	28	26,339	353	1.3	70	30,637	420	1.4
FRONTIER	22	5,913	63	1.1	39	7,220	75	1.0
NORTHWEST	30	17,843	153	0.9	69	22,673	202	0.9
COMAIR	19	7,768	60	0.8	62	11,486	95	0.8
US AIRWAYS	29	29,188	228	0.8	77	34,428	262	0.8
AMERICAN	29	37,281	257	0.7	75	45,676	301	0.7
SOUTHWEST	21	48,396	294	0.6	67	93,100	530	0.6
DELTA	31	29,951	166	0.6	86	36,659	192	0.5
ALASKA	18	6,936	9	0.1	50	11,440	54	0.5
AIRTRAN	25	14,850	79	0.5	61	20,884	98	0.5
ATLANTIC SOUTHEAST	10	11,764	43	0.4	103	23,079	96	0.4
JETBLUE	20	10,049	24	0.2	45	14,723	39	0.3
CONTINENTAL	26	17,035	28	0.2	55	20,950	36	0.2
HAWAIIAN	7	359	1	0.3	15	6,076	3	0.0
Total		343,826	3,143	0.9	Total	531,799	5,273	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.

**OCTOBER 2009  
AIR TRAVEL CONSUMER REPORT**

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	21529	16970	78.82%	505	2.35%	60	0.28%	984	4.57%	119	0.55%	1866	8.67%	3	0.01%	1022	4.75%
AA	45676	34701	75.97%	301	0.66%	132	0.29%	3111	6.81%	263	0.58%	4002	8.76%	4	0.01%	3161	6.92%
AS	11440	9819	85.83%	54	0.47%	27	0.24%	372	3.25%	39	0.34%	751	6.56%	2	0.02%	377	3.29%
B6	14723	12200	82.86%	39	0.26%	61	0.41%	534	3.63%	12	0.08%	1270	8.63%	1	0.01%	606	4.11%
CO	20950	15725	75.06%	36	0.17%	46	0.22%	1072	5.12%	184	0.88%	2962	14.14%	47	0.22%	878	4.19%
DL	36659	29119	79.43%	192	0.52%	49	0.13%	1586	4.33%	145	0.40%	3847	10.49%	2	0.01%	1719	4.69%
EV	23079	16517	71.57%	96	0.42%	49	0.21%	1267	5.49%	119	0.52%	2829	12.26%	4	0.02%	2198	9.52%
F9	7220	5263	72.89%	75	1.04%	8	0.11%	355	4.91%	19	0.26%	659	9.12%	0	0.00%	842	11.66%
FL	20884	15727	75.31%	98	0.47%	32	0.15%	865	4.14%	5	0.02%	2002	9.59%	0	0.00%	2155	10.32%
HA	6076	5672	93.35%	3	0.05%	5	0.08%	286	4.70%	2	0.04%	0	0.01%	0	0.00%	108	1.77%
MQ	38125	28199	73.96%	863	2.26%	87	0.23%	2175	5.70%	262	0.69%	2877	7.55%	5	0.01%	3656	9.59%
NW	22673	15721	69.34%	202	0.89%	58	0.26%	1639	7.23%	444	1.96%	3102	13.68%	6	0.03%	1501	6.62%
OH	11486	8353	72.72%	95	0.83%	18	0.16%	836	7.28%	230	2.01%	1648	14.35%	1	0.01%	305	2.66%
OO	46523	36102	77.60%	662	1.42%	88	0.19%	1651	3.55%	90	0.19%	3514	7.55%	12	0.03%	4404	9.47%
UA	30637	25042	81.74%	420	1.37%	41	0.13%	1082	3.53%	43	0.14%	2224	7.26%	2	0.01%	1783	5.82%
US	34428	28274	82.13%	262	0.76%	34	0.10%	1221	3.55%	22	0.06%	3328	9.67%	7	0.02%	1280	3.72%
WN	93100	72466	77.84%	530	0.57%	125	0.13%	5452	5.86%	295	0.32%	3644	3.91%	57	0.06%	10531	11.31%
XE	25753	18685	72.55%	392	1.52%	118	0.46%	1014	3.94%	213	0.83%	3547	13.77%	14	0.05%	1770	6.87%
YV	20838	16341	78.42%	448	2.15%	43	0.21%	2495	11.97%	263	1.26%	1217	5.84%	17	0.08%	14	0.07%
TOTAL	531799	410896		5273		1081		27997		2768		45289		185		38309	
			77.27%		0.99%		0.20%		5.26%		0.52%		8.52%		0.03%		7.20%

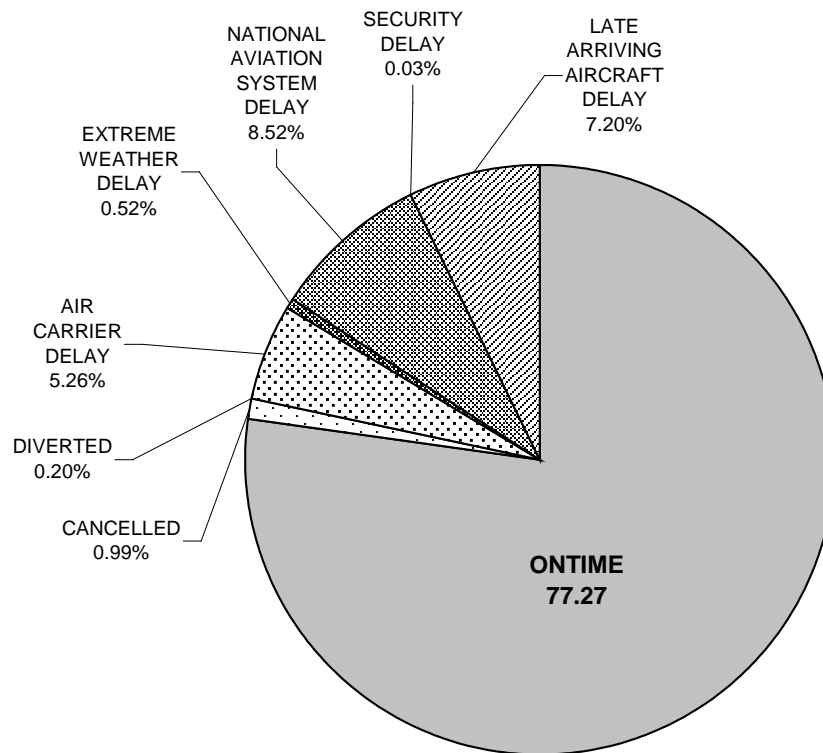
**\*Causes of Delay:**

- 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.**

OCTOBER 2009  
AIR TRAVEL CONSUMER REPORT  
TABLE 10. OVERALL CAUSES OF DELAY\*



**Causes of Delay:**

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

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



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## AIR TRAVEL CONSUMER REPORT

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

There were no flights with tarmac delays of 4 hours or more reported for October

OCTOBER 2009

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 3 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
B6	14,723	3	0.020
OH	11,486	2	0.017
DL	36,659	5	0.014
AA	45,676	1	0.002
OO	46,523	1	0.002
9E	21,529	0	0.000
AS	11,440	0	0.000
CO	20,950	0	0.000
EV	23,079	0	0.000
F9	7,220	0	0.000
FL	20,884	0	0.000
HA	6,076	0	0.000
MQ	38,125	0	0.000
NW	22,673	0	0.000
UA	30,637	0	0.000
US	34,428	0	0.000
WN	93,100	0	0.000
XE	25,753	0	0.000
YV	20,838	0	0.000
TOTAL	531,799	12	0.002

\* 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

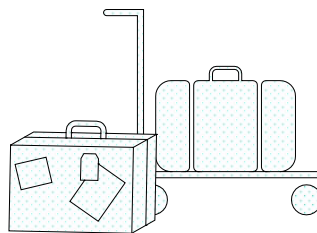
#### Data to DOT and to CRS Vendors

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.



**OCTOBER**  
**MISHANDLED BAGGAGE REPORTS FILED BY PASSENGERS**  
**U.S. AIRLINES\***

RANK	AIRLINE	OCTOBER 2009			OCTOBER 2008		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	3,028	2,041,375	1.48	3,800	2,029,054	1.87
2	HAWAIIAN AIRLINES	1,319	709,977	1.86	1,556	656,306	2.37
3	JETBLUE AIRWAYS	3,334	1,616,914	2.06	4,601	1,559,379	2.95
4	CONTINENTAL AIRLINES	6,555	2,780,978	2.36	7,556	2,825,027	2.67
5	FRONTIER AIRLINES	1,967	825,891	2.38	2,009	861,098	2.33
6	US AIRWAYS	10,000	3,916,281	2.55	12,715	4,124,334	3.08
7	NORTHWEST AIRLINES	7,804	2,604,396	3.00	5,299	2,986,719	1.77
8	SOUTHWEST AIRLINES**	27,629	9,012,758	3.07	27,554	8,844,835	3.12
9	EXPRESSJET AIRLINES	3,414	1,006,023	3.39	3,648	930,309	3.92
10	AMERICAN AIRLINES	20,223	5,840,296	3.46	21,119	6,144,492	3.44
11	UNITED AIRLINES	14,513	4,008,420	3.62	15,429	4,445,721	3.47
12	MESA AIRLINES	3,752	987,194	3.80	5,485	986,780	5.56
13	ALASKA AIRLINES	4,729	1,198,295	3.95	3,110	1,220,472	2.55
14	DELTA AIR LINES	22,080	5,016,182	4.40	26,142	5,345,864	4.89
15	SKYWEST AIRLINES	9,526	1,910,067	4.99	8,036	1,747,242	4.60
16	COMAIR	2,707	533,391	5.08	3,027	596,558	5.07
17	PINNACLE AIRLINES	5,597	955,144	5.86	3,791	901,669	4.20
18	ATLANTIC SOUTHEAST AIRLINES	7,069	1,071,407	6.60	8,411	975,206	8.62
19	AMERICAN EAGLE AIRLINES	10,000	1,405,670	7.11	9,110	1,347,035	6.76
TOTALS		165,246	47,440,659	3.48	172,398	48,528,100	3.55

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 October 2008. This table reflects the corrected numbers for that month.

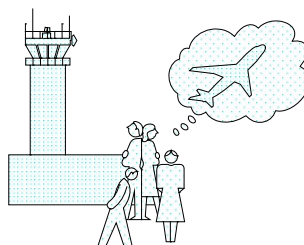
## **OVERSALES**

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.



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

RANK	AIRLINE	JULY - SEPTEMBER 2009				JULY - SEPTEMBER 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	<b>JETBLUE AIRWAYS</b>	4	0	6,011,251	<b>0.00</b>	25	3	5,637,086	<b>0.01</b>
1	<b>HAWAIIAN AIRLINES</b>	36	0	2,202,143	<b>0.00</b>	42	11	2,049,060	<b>0.05</b>
3	<b>AIRTRAN AIRWAYS</b>	7,699	55	6,533,184	<b>0.08</b>	14,827	321	6,612,928	<b>0.49</b>
4	<b>NORTHWEST AIRLINES</b>	11,998	427	9,787,432	<b>0.44</b>	11,540	536	11,008,983	<b>0.49</b>
5	<b>AMERICAN AIRLINES</b>	14,645	969	19,794,039	<b>0.49</b>	10,960	1,101	21,237,007	<b>0.52</b>
6	<b>SKYWEST AIRLINES</b>	10,818	423	5,644,301	<b>0.75</b>	12,280	672	5,338,081	<b>1.26</b>
7	<b>UNITED AIRLINES</b>	20,574	1,091	13,750,493	<b>0.79</b>	29,613	2,586	15,278,008	<b>1.69</b>
8	<b>DELTA AIR LINES</b>	16,313	1,473	16,549,227	<b>0.89</b>	18,629	2,838	17,188,020	<b>1.65</b>
9	<b>PINNACLE AIRLINES</b>	6,369	264	2,869,462	<b>0.92</b>	353	39	268,585	<b>1.45</b>
10	<b>US AIRWAYS</b>	14,840	1,441	13,259,011	<b>1.09</b>	18,559	1,252	14,263,574	<b>0.88</b>
11	<b>SOUTHWEST AIRLINES**</b>	29,147	2,978	26,434,803	<b>1.13</b>	14,145	1,585	25,694,071	<b>0.62</b>
12	<b>EXPRESSJET AIRLINES</b>	4,747	426	3,448,058	<b>1.24</b>	4,798	582	3,457,303	<b>1.68</b>
13	<b>CONTINENTAL AIRLINES</b>	9,743	1,339	9,873,769	<b>1.36</b>	9,036	1,348	10,171,175	<b>1.33</b>
14	<b>MESA AIRLINES</b>	5,353	400	2,909,167	<b>1.37</b>	6,718	412	2,883,119	<b>1.43</b>
15	<b>ATLANTIC SOUTHEAST AIRLINES</b>	8,633	587	3,565,266	<b>1.65</b>	7,432	1,219	3,132,410	<b>3.89</b>
16	<b>ALASKA AIRLINES</b>	2,311	862	4,131,885	<b>2.09</b>	1,877	210	4,330,749	<b>0.48</b>
17	<b>FRONTIER AIRLINES</b>	2,708	601	2,646,678	<b>2.27</b>	1,053	173	2,869,297	<b>0.60</b>
18	<b>COMAIR</b>	5,588	405	1,645,034	<b>2.46</b>	5,058	721	2,078,403	<b>3.47</b>
19	<b>AMERICAN EAGLE AIRLINES</b>	4,170	1,410	4,130,995	<b>3.41</b>	2,588	692	4,191,353	<b>1.65</b>
	<b>TOTALS</b>	175,696	15,151	155,186,198	<b>0.98</b>	169,533	16,301	157,689,212	<b>1.03</b>

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

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

\*\*Southwest Airlines submitted a correction to its originally-filed "Involuntary" Denied Boardings for July - September 2008. This table reflects the corrected number for that quarter.



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

RANK	AIRLINE	JANUARY - SEPTEMBER 2009				JANUARY - SEPTEMBER 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	<b>JETBLUE AIRWAYS</b>	28	7	16,810,507	<b>0.00</b>	51	17	16,792,270	<b>0.01</b>
2	<b>HAWAIIAN AIRLINES</b>	132	15	6,278,133	<b>0.02</b>	240	47	5,936,036	<b>0.08</b>
3	<b>AIRTRAN AIRWAYS</b>	24,868	432	18,086,257	<b>0.24</b>	30,929	662	18,864,674	<b>0.35</b>
4	<b>AMERICAN AIRLINES</b>	42,786	2,904	57,596,105	<b>0.50</b>	46,506	4,472	63,142,044	<b>0.71</b>
5	<b>NORTHWEST AIRLINES</b>	35,915	1,698	27,688,084	<b>0.61</b>	40,624	2,499	33,413,788	<b>0.75</b>
6	<b>SKYWEST AIRLINES</b>	30,399	1,660	15,479,814	<b>1.07</b>	25,319	1,533	10,817,929	<b>1.42</b>
7	<b>UNITED AIRLINES</b>	66,749	4,923	39,040,412	<b>1.26</b>	72,320	5,360	44,701,166	<b>1.20</b>
8	<b>PINNACLE AIRLINES</b>	20,225	1,015	7,936,061	<b>1.28</b>	808	160	592,424	<b>2.70</b>
9	<b>SOUTHWEST AIRLINES**</b>	85,732	9,832	76,319,391	<b>1.29</b>	57,154	8,328	77,953,568	<b>1.07</b>
10	<b>DELTA AIR LINES***</b>	46,597	6,399	46,857,073	<b>1.37</b>	49,256	8,044	49,644,761	<b>1.62</b>
11	<b>CONTINENTAL AIRLINES</b>	29,335	3,937	28,330,914	<b>1.39</b>	29,738	4,354	31,066,373	<b>1.40</b>
12	<b>MESA AIRLINES</b>	18,164	1,189	8,286,108	<b>1.43</b>	18,296	1,018	7,247,949	<b>1.40</b>
13	<b>US AIRWAYS</b>	64,974	5,890	39,466,005	<b>1.49</b>	66,079	5,854	40,225,335	<b>1.46</b>
14	<b>EXPRESSJET AIRLINES</b>	15,668	1,779	9,243,153	<b>1.92</b>	*	*	*	*
15	<b>FRONTIER AIRLINES</b>	5,463	1,472	7,217,345	<b>2.04</b>	3,315	656	8,149,208	<b>0.80</b>
16	<b>ALASKA AIRLINES</b>	6,750	2,344	11,165,509	<b>2.10</b>	6,357	690	12,033,542	<b>0.57</b>
17	<b>ATLANTIC SOUTHEAST AIRLINES</b>	25,739	2,861	9,881,226	<b>2.90</b>	15,253	2,512	6,424,955	<b>3.91</b>
18	<b>COMAIR</b>	14,172	1,554	4,711,995	<b>3.30</b>	9,540	1,449	3,989,794	<b>3.63</b>
19	<b>AMERICAN EAGLE AIRLINES</b>	13,097	4,006	11,551,164	<b>3.47</b>	3,278	1,010	5,296,911	<b>1.91</b>
	<b>TOTALS</b>	546,793	53,917	441,945,256	<b>1.22</b>	475,063	48,665	436,292,727	<b>1.12</b>

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

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

\*\* Southwest Airlines submitted corrections to its originally-filed "Involuntary" Denied Boardings for each of the first three quarters of 2008. This table reflects the corrected numbers for each quarter.

\*\*\* This table was revised on July 23, 2010 to reflect data corrections by Delta to what was originally submitted for the 2<sup>nd</sup> 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**

	<b>OCTOBER 2009</b>				<b>OCTOBER 2008</b>			
	<u>COMPLAINTS</u>	<u>OPINIONS</u>	<u>COMPLIMENTS</u>	<u>INFO REQUESTS</u>	<u>COMPLAINTS</u>	<u>OPINIONS</u>	<u>COMPLIMENTS</u>	<u>INFO REQUESTS</u>
U. S. AIRLINES	527	24	2	75	518	60	3	78
FOREIGN AIRLINES	346	5	0	25	104	3	0	11
TRAVEL AGENTS	23	0	0	107	3	0	0	1
TOUR OPERATORS	0	0	0	0	1	0	0	0
MISCELLANEOUS	0	0	0	0	3	0	0	2
INDUSTRY TOTALS	896	29	2	207	629	63	3	92

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	OCTOBER 2009			OCTOBER 2008		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
RES/TKTG/BOARDING	1	348		3	100	
BAGGAGE	2	136		2	110	
FLIGHT PROBLEMS	3	128		1	152	
CANCELLATIONS			58			65
DELAYS			34			25
MISCONNECTIONS			19			41
CUSTOMER SERVICE	4	84		4	89	
DISABILITY	5	52		6	41	
REFUNDS	5	52		5	56	
FARES	7	34		8	23	
OTHER	8	24		7	25	
FREQUENT FLYER			17			19
OVERSALES	9	20		9	20	
DISCRIMINATION	10	10		10	10	
ADVERTISING	11	8		11	3	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		896			629	

\* 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\*

OCTOBER 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													
AIRTRAN AIRWAYS	1	1	2	1	0	4	1	2	0	0	0	0	12
ALLEGIAN AIR	2	0	1	2	1	0	1	0	0	0	0	1	8
AMERICAN AIRLINES	13	1	8	1	7	18	6	5	1	1	0	2	63
ATLANTIC SOUTHEAST AIRLINES	5	0	1	0	0	2	0	3	0	0	0	0	11
COMAIR	4	1	0	0	0	0	0	0	0	0	0	0	5
CONTINENTAL AIRLINES	4	1	0	1	1	9	2	2	0	0	0	1	21
DELTA AIR LINES	13	3	18	7	8	22	11	4	1	1	0	10	98
EXECUTIVE AIRLINES	3	0	0	0	0	2	0	0	0	0	0	0	5
EXPRESSJET AIRLINES	2	0	1	0	0	0	1	0	0	0	0	1	5
FRONTIER AIRLINES	2	0	1	0	0	0	1	3	0	0	0	0	7
JETBLUE AIRWAYS	1	0	2	0	0	1	1	3	0	1	0	3	12
MESA AIRLINES	3	0	0	0	0	1	0	0	0	1	0	0	5
MESABA AVIATION	7	0	0	0	0	0	1	0	0	0	0	0	8
NORTHWEST AIRLINES	9	0	4	2	3	8	3	7	0	2	0	1	39
PIEDMONT AIRLINES	1	4	0	0	0	0	2	0	0	0	0	0	7
PINNACLE AIRLINES	2	1	2	0	0	0	0	2	0	0	0	0	7
SKYWEST AIRLINES	2	0	0	0	0	1	2	4	0	0	0	0	9
SOUTHWEST AIRLINES	5	2	3	0	2	6	4	2	0	0	0	0	24
SPIRIT AIRLINES	1	2	4	3	1	4	3	0	1	0	0	0	19
UNITED AIRLINES	7	0	6	5	7	13	12	2	1	2	0	0	55
US AIRWAYS	10	2	11	4	4	8	7	3	0	0	0	2	51
OTHER U. S. AIRLINES	20	2	8	1	3	7	5	7	1	1	0	1	56
<b>TOTAL OCTOBER 2009</b>	<b>117</b>	<b>20</b>	<b>72</b>	<b>27</b>	<b>37</b>	<b>106</b>	<b>63</b>	<b>49</b>	<b>5</b>	<b>9</b>	<b>0</b>	<b>22</b>	<b>527</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>22.2</b>	<b>3.8</b>	<b>13.7</b>	<b>5.1</b>	<b>7.0</b>	<b>20.1</b>	<b>12.0</b>	<b>9.3</b>	<b>0.9</b>	<b>1.7</b>	<b>0</b>	<b>4.2</b>	
<b>TOTAL OCTOBER 2008</b>	<b>132</b>	<b>16</b>	<b>75</b>	<b>18</b>	<b>45</b>	<b>85</b>	<b>82</b>	<b>34</b>	<b>3</b>	<b>9</b>	<b>0</b>	<b>19</b>	<b>518</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>25.5</b>	<b>3.1</b>	<b>14.5</b>	<b>3.5</b>	<b>8.7</b>	<b>16.4</b>	<b>15.8</b>	<b>6.6</b>	<b>0.6</b>	<b>1.7</b>	<b>0</b>	<b>3.7</b>	

\* 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

OCTOBER 2009

U. S. AIRLINES*	COMPS RECD IN OCT	INCI- DENTS IN OCT	PERCENT	INCI- DENTS IN SEP	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	12	6	50.0	3	25.0	3	25.0	0	0.0
ALLEGiant AIR	8	2	25.0	1	12.5	4	50.0	1	12.5
AMERICAN AIRLINES	63	23	36.5	8	12.7	21	33.3	11	17.5
ATLANTIC SOUTHEAST AIRLINES	11	4	36.4	4	36.4	2	18.2	1	9.1
COMAIR	5	2	40.0	1	20.0	2	40.0	0	0.0
CONTINENTAL AIRLINES	21	9	42.9	5	23.8	6	28.6	1	4.8
DELTA AIR LINES	98	30	30.6	13	13.3	37	37.8	18	18.4
EXECUTIVE AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
EXPRESSJET AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
FRONTIER AIRLINES	7	4	57.1	0	0.0	3	42.9	0	0.0
JETBLUE AIRWAYS	12	3	25.0	3	25.0	4	33.3	2	16.7
MESA AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
MESABA AVIATION	8	7	87.5	0	0.0	1	12.5	0	0.0
NORTHWEST AIRLINES	39	20	51.3	4	10.3	12	30.8	3	7.7
PIEDMONT AIRLINES	7	5	71.4	1	14.3	1	14.3	0	0.0
PINNACLE AIRLINES	7	4	57.1	1	14.3	1	14.3	1	14.3
SKYWEST AIRLINES	9	4	44.4	3	33.3	0	0.0	2	22.2
SOUTHWEST AIRLINES	24	10	41.7	4	16.7	7	29.2	3	12.5
SPIRIT AIRLINES	19	3	15.8	3	15.8	4	21.1	9	47.4
UNITED AIRLINES	55	19	34.5	9	16.4	21	38.2	6	10.9
US AIRWAYS	51	21	41.2	9	17.6	13	25.5	8	15.7
OTHER U. S. AIRLINES	56	31	55.4	12	21.4	7	12.5	6	10.7
<b>TOTALS</b>	<b>527</b>	<b>218</b>	<b>41.4</b>	<b>88</b>	<b>16.7</b>	<b>149</b>	<b>28.3</b>	<b>72</b>	<b>13.7</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>518</b>	<b>179</b>	<b>34.6</b>	<b>82</b>	<b>15.8</b>	<b>186</b>	<b>35.9</b>	<b>71</b>	<b>13.7</b>

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

Table 5

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

OCTOBER 2009

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	0	0	0	0	0	5	1	1	0	0	0	1	8
BRITISH AIRWAYS	1	0	244	1	2	4	3	0	0	0	0	0	255
JET AIRWAYS	0	0	1	0	0	2	1	0	1	0	0	0	5
KLM	0	0	0	0	1	2	2	0	0	0	0	0	5
LUFTHANSA	0	0	1	1	0	3	2	0	1	0	0	0	8
QATAR AIRWAYS	0	0	2	0	0	2	1	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	10	0	7	5	10	12	11	2	1	1	0	1	60
<b>TOTALS</b>	<b>11</b>	<b>0</b>	<b>255</b>	<b>7</b>	<b>13</b>	<b>30</b>	<b>21</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>346</b>
<b><u>TRAVEL AGENTS</u></b>													
ORBITZ. COM	0	0	14	0	1	0	0	0	0	0	0	0	15
OTHER TRAVEL AGENTS	0	0	7	0	1	0	0	0	0	0	0	0	8
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>21</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>23</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* 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

## OCTOBER

## CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES \*

RANK	AIRLINE	OCTOBER 2009			OCTOBER 2008		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b><i>SOUTHWEST AIRLINES</i></b>	24	8,780,839	<b>0.27</b>	14	8,575,144	<b>0.16</b>
2	<b><i>AMERICAN EAGLE AIRLINES</i></b>	4	1,461,252	<b>0.27</b>	6	1,370,184	<b>0.44</b>
3	<b><i>ALASKA AIRLINES</i></b>	4	1,230,026	<b>0.33</b>	3	1,270,047	<b>0.24</b>
4	<b><i>HAWAIIAN AIRLINES</i></b>	3	700,569	<b>0.43</b>	4	646,756	<b>0.62</b>
5	<b><i>EXPRESSJET AIRLINES</i></b>	5	1,142,569	<b>0.44</b>	2	1,038,016	<b>0.19</b>
6	<b><i>SKYWEST AIRLINES</i></b>	9	1,904,153	<b>0.47</b>	5	1,736,271	<b>0.29</b>
7	<b><i>MESA AIRLINES</i></b>	5	952,219	<b>0.53</b>	6	949,750	<b>0.63</b>
8	<b><i>CONTINENTAL AIRLINES</i></b>	21	3,542,475	<b>0.59</b>	30	3,575,738	<b>0.84</b>
9	<b><i>AIRTRAN AIRWAYS</i></b>	12	1,995,096	<b>0.60</b>	13	1,969,880	<b>0.66</b>
10	<b><i>JETBLUE AIRWAYS</i></b>	12	1,723,405	<b>0.70</b>	19	1,598,391	<b>1.19</b>
11	<b><i>PINNACLE AIRLINES</i></b>	7	930,452	<b>0.75</b>	5	910,709	<b>0.55</b>
12	<b><i>FRONTIER AIRLINES</i></b>	7	822,723	<b>0.85</b>	10	829,589	<b>1.21</b>
13	<b><i>AMERICAN AIRLINES</i></b>	63	7,125,619	<b>0.88</b>	64	7,437,440	<b>0.86</b>
14	<b><i>COMAIR</i></b>	5	544,497	<b>0.92</b>	3	612,749	<b>0.49</b>
15	<b><i>ATLANTIC SOUTHEAST AIRLINES</i></b>	11	1,075,360	<b>1.02</b>	1	982,630	<b>0.10</b>
16	<b><i>UNITED AIRLINES</i></b>	55	4,668,631	<b>1.18</b>	70	5,147,016	<b>1.36</b>
17	<b><i>US AIRWAYS</i></b>	51	4,202,862	<b>1.21</b>	69	4,401,269	<b>1.57</b>
18	<b><i>NORTHWEST AIRLINES</i></b>	39	3,151,098	<b>1.24</b>	22	3,749,475	<b>0.59</b>
19	<b><i>DELTA AIR LINES</i></b>	98	5,767,262	<b>1.70</b>	90	6,056,889	<b>1.49</b>
	<b>TOTAL</b>	<b>435</b>	<b>51,721,107</b>	<b>0.84</b>	<b>436</b>	<b>52,857,943</b>	<b>0.82</b>

**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.

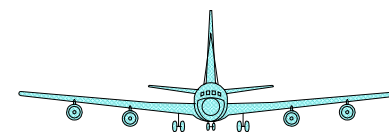
**Disability:** Civil rights complaints by air travelers with disabilities.

**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 October 2009 as provided by the Transportation Security Administration<sup>a</sup>

The Transportation Security Administration screened approximately 53.4 million airline passengers and their 48 million checked bags during October 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 October.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public <sup>c</sup>	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
294	.0006	134	.0003	63	.0001	511	.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
148	.0003	651	.001

### NOTES

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

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

<sup>c</sup> The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of October.

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.

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<b><i>Total</i></b>	<b>0</b>	<b>0</b>	<b>0</b>