



U.S. Department
of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	February 2010 12 Months Ending February 2010
Mishandled Baggage¹	February 2010
Oversales¹	4 th Quarter 2009 January-December 2009
Consumer Complaints² (Includes Disability and Discrimination Complaints)	February 2010
Customer Service Reports to the Dept. of Homeland Security³	February 2010
Airline Animal Incident Reports⁴	February 2010

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the sixteen (16*) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the two (2**) carriers that currently report flight delay data voluntarily.

The rule requires carriers to currently report on operations to and from the 29 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 18 reporting air carriers, 12 carriers (AirTran, American Eagle, Atlantic Southeast, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Pinnacle, Southwest, United, and US Airways) use ACARS exclusively; 2 carriers (American and Continental) use a combination of ACARS and DGS; 1 carrier (Comair) records arrival times manually; and 3 carriers (Alaska, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 29 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 29 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

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

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the 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.

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

****ExpressJet Airlines and Pinnacle Airlines currently report flight delay data voluntarily, as permitted by Part 234.**

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AIR TRAVEL CONSUMER REPORT

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

	AT 29 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/V/	7	87.0	15	88.2
ALASKA AIRLINES S/	18	87.2	49	86.2
SOUTHWEST AIRLINES S/	20	79.2	68	79.8
FRONTIER AIRLINES S/V/	21	80.9	36	79.7
UNITED AIRLINES S/	27	79.6	75	79.6
MESA AIRLINES S/	19	76.7	108	77.7
SKYWEST AIRLINES S/	15	76.7	145	76.2
US AIRWAYS S/	28	75.0	79	75.3
CONTINENTAL AIRLINES S/	26	75.0	57	75.0
DELTA AIRLINES S/	29	74.3	107	74.7
AMERICAN AIRLINES S/	28	73.6	79	73.4
ATLANTIC SOUTHEAST AIRLINES S/	9	70.5	106	72.3
AIRTRAN AIRWAYS S/	22	71.2	61	71.9
AMERICAN EAGLE S/	15	71.0	114	70.8
EXPRESSJET AIRLINES S/	19	67.0	100	68.5
JETBLUE AIRWAYS S/	20	67.4	45	67.9
PINNACLE AIRLINES S/	15	62.5	124	64.0
COMAIR S/	18	60.5	67.0	62.2
TOTAL		74.4		74.7

➤ 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.

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

FEBRUARY 2010

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	1st QUARTER		2nd QUARTER		3rd QUARTER		4th QUARTER		DEC - 09		JAN - 10		FEB - 10		12 MONTHS ENDING FEBRUARY 2010		DATABASE TO DATE SEP 1987- FEBRUARY 2010	
	01 - 03 2009		04 - 06 2009		07 - 09 2009		10 - 12 2009											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	77.4	12	76.4	13	75.4	17	74.1	19	66.4	17	79.5	10	71.9	13	75.3	16	(--)	(--)
ALASKA	72.6	17	84.9	2	87.6	2	86.0	2	84.0	2	85.8	2	86.2	2	84.8	2	75.9	7
AMERICAN	78.0	10	73.8	16	78.2	15	78.8	10	73.1	10	79.8	9	73.4	11	77.0	13	78.0	4
AMERICAN EAGLE	77.4	13	75.6	15	80.6	12	75.2	17	64.5	19	72.8	18	70.8	14	76.4	14	73.9	8
ATLANTIC SOUTHEAST	68.9	19	71.2	18	69.8	18	75.2	16	73.2	8	78.3	12	72.3	12	71.6	17	(--)	(--)
COMAIR	69.1	18	64.7	19	69.1	19	74.3	18	65.9	18	73.0	17	62.2	18	69.3	18	(--)	(--)
CONTINENTAL	76.4	16	78.7	10	82.8	7	77.2	13	70.7	12	82.3	5	75.0	9	79.0	9	78.2	2
DELTA	77.8	11	76.7	12	78.7	14	81.0	6	76.0	4	81.4	6	74.7	10	78.3	11	77.6	5
EXPRESSJET	76.9	15	79.0	8	83.2	5	75.3	15	66.8	16	76.0	13	68.5	15	77.5	12	(--)	(--)
FRONTIER	79.2	8	75.8	14	82.1	9	75.8	14	67.7	14	83.2	4	79.7	4	78.6	10	(--)	(--)
HAWAIIAN	91.2	1	91.6	1	94.1	1	91.2	1	87.0	1	86.7	1	88.2	1	91.5	1	(--)	(--)
JETBLUE	78.4	9	73.7	17	78.7	13	79.2	8	66.8	15	74.5	15	67.9	16	76.4	15	(--)	(--)
MESA	77.0	14	78.7	9	81.5	10	79.1	9	71.6	11	80.0	8	77.7	6	79.3	8	(--)	(--)
NORTHWEST	80.3	5	80.2	6	78.0	16	78.1	12	74.4	6	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
PINNACLE	83.2	3	84.6	3	81.3	11	81.1	5	73.7	7	73.0	16	64.0	17	80.4	7	(--)	(--)
SKYWEST	80.2	6	84.3	4	85.1	3	78.7	11	68.9	13	74.6	14	76.2	7	81.5	4	(--)	(--)
SOUTHWEST	85.1	2	82.0	5	84.0	4	80.9	7	73.2	9	80.1	7	79.8	3	82.1	3	81.9	1
UNITED	80.4	4	77.7	11	82.3	8	83.7	3	77.3	3	83.7	3	79.6	5	81.2	5	76.0	6
US AIRWAYS	79.6	7	79.1	7	83.2	6	81.7	4	75.2	5	79.4	11	75.3	8	80.5	6	78.2	3
Total	79.2		78.6		81.0		79.2		72.0		78.7		74.7		79.0		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 (ExpressJet and Pinnacle). Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta data in this table.

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	1039	59.8	58	69.0	1	100.0	25	68.0	19	52.6	H/		39	82.1	4296	59.7
AA	476	76.1	855	65.5	247	60.3	126	77.0	766	61.0	473	77.4	11845	76.8	188	73.4
AS	28	92.9	51	76.5	H/		H/		84	69.0	104	91.3	56	80.4	H/	
B6	H/		1755	69.2	107	73.8	127	72.4	H/		77	72.7	H/		H/	
CO	135	68.1	351	70.4	128	75.8	99	81.8	210	68.6	268	78.0	219	74.0	110	77.3
DL	11967	73.0	1175	68.5	556	60.3	283	72.1	808	58.4	618	80.3	345	76.5	4621	75.7
EV	11080	70.4	H/		H/		2	100.0	H/		H/		H/		H/	
F9	80	82.5	H/		H/		H/		84	60.7	2848	85.5	134	76.1	56	76.8
FL	5172	75.4	518	62.5	1290	66.4	142	69.7	306	67.6	146	77.4	180	75.0	131	76.3
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	52	69.2	711	69.1	108	70.4	220	71.8	811	61.0	H/		6423	67.4	298	71.1
OH	268	54.1	385	64.2	28	57.1	93	67.7	583	58.8	H/		105	67.6	927	57.8
OO	95	65.3	H/		H/		H/		H/		4856	76.0	242	75.2	90	76.7
UA	55	67.3	597	70.9	346	71.1	59	71.2	387	69.0	4320	86.2	249	82.7	32	78.1
US	353	73.1	1505	67.4	322	64.6	5943	78.8	1741	66.6	327	82.3	517	75.8	203	76.4
WN	H/		378	62.4	4016	63.0	H/		H/		3017	85.7	H/		364	67.3
XE	300	66.0	45	68.9	163	56.4	326	70.2	162	55.6	H/		203	74.9	242	62.4
YV	153	72.5	34	58.8	9	55.6	1436	77.4	H/		759	82.3	4	100.0	73	71.2
TOTAL	31253	71.8	8418	67.6	7321	64.1	8881	77.4	5961	63.1	17813	82.3	20561	73.8	11631	67.7

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

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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 *																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	28	67.9	H/		76	44.7	135	72.6	H/		H/		H/		105	55.2
AA	397	67.8	254	70.1	327	60.6	271	73.1	888	72.1	598	77.4	2163	73.8	1248	68.3
AS	56	80.4	H/		H/		28	100.0	H/		281	92.5	392	91.3	H/	
B6	398	67.3	1136	65.8	406	62.1	H/		3424	68.6	246	77.6	84	84.5	250	64.0
CO	3457	70.5	413	67.8	H/		5402	80.0	H/		417	80.3	485	68.7	235	76.2
DL	390	66.9	1038	70.2	199	59.3	192	76.6	1530	70.4	972	81.7	1415	84.2	1907	65.5
EV	H/		36	72.2	293	74.4	43	67.4	2	50.0	H/		H/		56	51.8
F9	H/		55	67.3	H/		80	77.5	H/		238	80.3	180	77.2	56	53.6
FL	H/		558	63.3	100	71.0	H/		H/		133	85.7	156	74.4	503	63.2
HA	H/		H/		H/		H/		H/		68	91.2	48	89.6	H/	
MQ	H/		H/		H/		56	62.5	644	69.9	H/		1160	88.8	883	69.8
OH	34	47.1	45	75.6	71	46.5	83	66.3	1838	62.6	H/		H/		465	58.3
OO	H/		H/		H/		111	82.0	H/		268	79.9	3370	83.2	H/	
UA	271	76.0	H/		1757	68.6	267	84.6	359	79.7	698	87.2	1912	84.8	359	66.9
US	294	70.1	529	65.8	8	75.0	263	79.1	111	68.5	796	82.2	418	82.8	1025	66.9
WN	H/		1337	76.0	257	65.4	H/		H/		5742	87.0	2909	83.3	219	53.9
XE	3289	56.4	H/		777	61.1	7168	73.1	H/		H/		H/		83	53.0
YV	106	62.3	H/		1170	62.4	14	92.9	98	48.0	279	76.7	108	78.7	54	66.7
TOTAL	8720	64.8	5401	69.4	5441	64.5	14113	76.2	8894	68.3	10736	84.7	14800	82.1	7448	65.6

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

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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 *																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		98	66.3	H/		1294	73.7	85	65.9	H/		51	45.1	H/	
AA	672	71.3	H/		3313	72.0	409	74.8	4560	74.2	112	75.0	379	64.9	442	77.6
AS	56	91.1	H/		28	96.4	52	78.8	111	64.0	641	89.9	H/		210	91.9
B6	1194	61.4	H/		H/		H/		139	67.6	83	67.5	H/		49	77.6
CO	519	70.3	H/		278	72.7	28	75.0	301	77.1	112	76.8	128	69.5	288	73.3
DL	1449	71.5	107	66.4	665	69.3	4965	77.6	442	71.3	303	87.1	502	55.8	624	83.0
EV	H/		49	77.6	H/		H/		167	72.5	H/		H/		H/	
F9	104	69.2	107	75.7	H/		88	71.6	H/		108	83.3	28	50.0	215	75.8
FL	1674	65.5	382	81.4	81	71.6	206	76.7	H/		H/		234	63.7	67	80.6
HA	H/		H/		H/		H/		H/		56	82.1	H/		28	92.9
MQ	H/		H/		644	61.5	H/		6001	73.1	H/		84	59.5	H/	
OH	H/		66	57.6	H/		337	64.4	154	64.3	H/		121	47.9	H/	
OO	H/		H/		H/		342	86.8	3902	69.1	932	86.9	H/		268	88.4
UA	498	76.1	H/		54	85.2	317	80.1	4694	79.5	330	84.2	280	66.4	425	87.1
US	653	61.4	H/		257	69.3	242	76.0	524	68.5	139	87.1	3308	64.3	4529	88.5
WN	2607	77.9	5178	78.7	H/		354	73.7	H/		917	87.4	1397	60.3	4645	85.5
XE	17	70.6	H/		4	50.0	328	65.2	1063	67.6	H/		21	61.9	50	56.0
YV	H/		H/		H/		H/		1594	71.9	H/		42	42.9	2136	90.6
TOTAL	9443	70.5	5987	78.1	5324	70.6	8962	76.1	23737	73.3	3733	86.0	6575	62.3	13976	86.5

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *										
	SAN		SEA		SFO		SLC		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		H/		H/		H/		H/	
AA	391	76.5	352	80.1	879	66.2	192	71.9	472	72.0
AS	248	92.3	3013	88.4	220	58.2	H/		H/	
B6	81	80.2	108	75.9	297	57.6	84	75.0	264	63.3
CO	247	70.0	273	82.4	334	63.8	54	88.9	332	75.9
DL	390	83.3	596	86.9	612	77.5	1965	86.7	988	73.9
EV	H/		H/		H/		H/		H/	
F9	80	80.0	80	77.5	108	57.4	136	77.9	59	88.1
FL	H/		28	89.3	56	71.4	H/		519	70.3
HA	28	82.1	68	85.3	28	85.7	H/		H/	
MQ	464	90.3	H/		H/		H/		H/	
OH	H/		H/		H/		H/		1	0.0
OO	624	83.0	650	85.2	3350	55.6	5801	86.6	H/	
UA	520	82.5	512	87.1	2845	75.3	52	80.8	253	77.1
US	251	85.7	195	89.7	352	61.6	115	83.5	554	64.8
WN	2519	85.0	828	89.0	1135	62.2	1043	84.3	1969	79.5
XE	H/		H/		H/		42	57.1	7	85.7
YV	H/		H/		91	42.9	23	78.3	H/	
TOTAL	5843	83.9	6703	86.9	10307	64.6	9507	85.6	5418	74.4

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	85.3	72.1	86.1	85.1	J/	85.7	78.3	74.5	66.7	65.0	72.4	86.1	68.2	96.4	91.5	70.0	71.1	J/
700 - 759 AM	77.4	69.9	69.8	82.7	73.3	86.6	79.8	61.5	62.4	J/	70.7	77.6	72.7	93.4	93.4	71.1	J/	78.6
800 - 859 AM	69.5	70.3	75.3	84.0	71.1	87.8	78.7	66.7	68.4	82.2	73.3	73.4	77.4	95.1	90.8	69.8	78.4	85.2
900 - 959 AM	68.6	72.1	68.5	64.9	68.7	87.1	73.2	66.7	74.2	86.0	80.9	83.4	75.6	89.8	87.0	72.4	72.7	79.0
1000 - 1059 AM	71.0	76.6	67.1	78.6	60.1	85.2	73.9	78.7	76.2	77.0	76.2	76.3	79.7	86.9	85.2	68.1	79.4	85.5
1100 - 1159 AM	74.0	73.8	72.1	75.8	64.2	84.8	75.1	72.7	69.9	73.0	68.3	87.6	66.9	86.3	81.5	68.1	70.7	84.2
1200 - 1259 PM	72.8	71.4	72.3	79.7	63.4	87.4	75.0	71.0	66.7	79.6	70.1	81.8	73.5	86.5	84.4	70.4	72.0	85.9
100 - 159 PM	73.0	75.7	68.3	78.6	67.5	83.1	77.3	64.5	69.0	71.0	70.9	78.0	68.9	80.1	83.0	67.3	73.2	87.7
200 - 259 PM	72.2	75.8	65.8	85.6	65.1	82.0	75.4	67.4	64.7	71.7	63.1	81.7	66.3	85.5	82.0	67.9	73.2	77.6
300 - 359 PM	72.6	70.3	65.0	77.2	64.6	80.2	72.5	75.1	67.7	71.6	61.5	76.7	67.1	84.4	79.8	66.4	69.6	79.3
400 - 459 PM	71.8	71.9	62.3	74.8	66.0	81.8	72.0	72.2	71.2	67.7	57.1	74.4	67.9	84.1	78.7	65.5	73.2	76.7
500 - 559 PM	70.1	64.4	57.7	78.3	60.1	79.9	71.6	62.6	67.3	69.1	57.9	75.3	63.5	83.8	78.1	64.9	65.2	74.5
600 - 659 PM	71.0	61.5	62.1	71.1	63.0	78.3	71.4	58.7	54.6	58.3	63.1	72.4	63.5	82.3	80.2	62.7	72.0	73.1
700 - 759 PM	68.6	60.8	59.0	73.6	63.4	75.6	69.8	71.9	54.6	65.8	63.5	68.8	67.6	79.9	78.3	60.3	65.0	74.1
800 - 859 PM	70.8	59.0	57.2	74.5	59.9	75.9	70.6	69.1	56.3	67.1	58.5	64.7	68.4	82.4	78.3	63.9	59.0	70.8
900 - 959 PM	71.3	60.9	53.0	70.0	57.6	78.4	72.7	67.0	58.6	61.7	66.1	69.0	65.4	80.5	78.1	57.7	66.5	70.0
1000 - 1059 PM	67.9	57.4	57.8	67.9	58.4	79.7	72.6	68.4	62.1	62.4	62.5	68.0	64.2	79.2	76.9	61.2	69.0	72.3
1100 - 559 AM	77.9	66.2	61.4	76.1	56.9	84.1	75.3	76.4	65.3	64.4	62.8	83.6	64.2	83.2	84.5	62.4	67.0	67.7
TOTAL, ALL ARRIVALS, BY AIRPORT	71.8	67.6	64.1	77.4	63.1	82.3	73.8	67.7	64.8	69.4	64.5	76.2	68.3	84.7	82.1	65.6	70.5	78.1

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	76.6	84.2	84.8	93.8	63.0	100.0	J/	80.5	88.7	J/	70.6	81.3
700 - 759 AM	68.4	80.4	77.9	86.7	75.0	91.6	96.1	100.0	86.5	88.4	J/	79.4
800 - 859 AM	79.5	75.1	75.1	95.6	68.3	92.9	92.1	94.0	84.3	90.4	88.6	78.4
900 - 959 AM	77.6	78.6	75.0	93.8	59.1	93.0	95.5	93.8	74.3	88.6	77.7	78.6
1000 - 1059 AM	73.6	79.0	75.6	87.6	62.1	85.9	87.1	87.4	54.1	85.6	74.7	77.9
1100 - 1159 AM	71.1	79.2	77.2	88.8	65.2	85.1	85.7	90.5	52.7	86.1	75.5	76.2
1200 - 1259 PM	72.7	81.2	76.0	91.0	68.3	91.2	87.7	91.8	49.0	89.8	78.4	76.9
100 - 159 PM	72.4	76.2	75.1	84.5	63.6	87.3	85.1	86.8	50.1	84.9	70.1	76.0
200 - 259 PM	76.1	79.1	76.4	90.1	63.4	85.1	82.5	91.4	53.9	83.6	75.3	74.6
300 - 359 PM	74.3	78.4	72.4	88.7	66.4	87.9	83.1	85.6	57.9	86.4	78.1	74.5
400 - 459 PM	74.2	73.8	72.2	84.1	62.7	83.4	78.8	87.5	66.7	84.3	76.2	73.2
500 - 559 PM	64.5	75.1	71.0	88.5	57.3	84.8	82.0	80.1	61.8	83.4	74.2	72.1
600 - 659 PM	60.8	67.6	68.3	83.4	59.7	86.3	86.3	84.5	63.4	87.6	70.2	70.6
700 - 759 PM	60.9	77.2	67.0	83.7	60.3	82.0	75.3	85.7	70.4	81.9	79.1	70.2
800 - 859 PM	64.5	73.1	65.2	77.0	59.0	86.4	76.8	83.9	68.7	84.9	70.8	71.1
900 - 959 PM	68.9	70.8	66.5	83.2	58.5	83.0	86.3	87.6	68.3	81.5	71.1	70.3
1000 - 1059 PM	68.6	66.4	72.3	87.5	55.2	78.0	76.2	82.0	63.0	72.5	66.3	69.0
1100 - 559 AM	62.0	82.5	79.4	83.1	62.1	83.1	82.7	84.6	79.6	78.5	76.6	73.4
TOTAL, ALL ARRIVALS, BY AIRPORT	70.6	76.1	73.3	86.0	62.3	86.5	83.9	86.9	64.6	85.6	74.4	74.4

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	86.6	84.6	74.5	85.3	69.0	93.9	83.8	87.1	73.9	92.9	75.0	93.5	77.6	94.3	92.2	75.4	92.0	80.9
700 - 759 AM	84.4	81.7	73.9	85.6	67.8	90.7	82.8	80.3	74.3	87.2	73.2	90.1	78.3	90.0	90.2	74.6	88.6	85.0
800 - 859 AM	81.3	80.8	71.0	83.9	70.4	89.3	77.3	73.6	69.0	86.8	69.5	85.7	72.7	93.4	88.7	71.4	89.4	82.2
900 - 959 AM	74.3	72.9	67.0	82.6	71.8	83.9	70.3	74.6	75.4	81.5	73.9	86.5	76.8	88.8	84.9	73.2	81.7	80.8
1000 - 1059 AM	73.1	75.2	64.0	75.4	68.9	82.2	70.3	67.3	69.3	80.9	73.3	84.2	74.6	83.7	81.4	70.4	81.0	76.8
1100 - 1159 AM	74.6	79.1	65.2	80.4	65.3	82.4	69.5	79.6	74.7	76.7	74.7	83.1	75.6	85.3	79.7	70.9	76.0	75.9
1200 - 1259 PM	74.0	81.5	69.3	69.2	60.0	81.9	69.9	70.0	70.1	70.1	65.9	84.6	67.7	80.3	81.3	70.3	69.6	76.2
100 - 159 PM	73.8	71.8	62.6	81.5	62.0	82.6	67.3	68.1	65.2	74.9	57.7	81.1	69.7	77.2	80.2	72.4	69.8	74.5
200 - 259 PM	69.7	73.9	56.6	77.0	65.8	77.5	71.0	64.0	67.8	67.9	63.0	77.7	65.4	76.5	78.3	66.7	65.9	70.7
300 - 359 PM	72.4	71.1	60.0	74.7	64.9	75.7	68.6	63.6	66.4	67.0	61.7	78.2	66.4	78.9	75.8	65.4	67.3	68.2
400 - 459 PM	72.3	69.5	53.3	77.6	65.6	72.5	68.2	70.8	63.7	65.8	56.4	75.7	66.2	74.7	79.1	65.2	65.7	63.6
500 - 559 PM	72.6	67.1	52.5	70.2	66.3	75.5	69.0	66.0	71.8	64.5	58.3	70.9	72.0	73.5	79.0	67.5	69.0	60.1
600 - 659 PM	72.5	65.7	55.5	76.3	59.9	75.2	70.6	60.1	61.3	62.5	61.2	75.8	64.2	79.1	79.0	65.4	63.3	60.1
700 - 759 PM	72.0	62.1	52.2	75.0	63.6	76.7	69.0	61.8	54.1	55.9	63.4	66.0	63.3	73.6	79.1	61.0	63.6	49.8
800 - 859 PM	72.2	59.4	42.7	72.9	63.8	75.0	69.6	63.9	56.2	60.8	62.0	63.2	61.7	74.0	80.0	65.8	60.6	53.0
900 - 959 PM	75.8	56.8	50.4	78.6	66.9	77.9	74.6	68.4	52.2	26.1	58.4	76.2	63.5	77.1	82.0	61.8	56.3	J/
1000 - 1059 PM	74.2	J/	J/	77.8	J/	50.0	72.0	72.5	J/	71.4	71.7	59.3	70.0	80.7	83.6	71.4	J/	J/
1100 - 559 AM	91.3	86.1	74.1	J/	85.7	87.4	81.2	91.5	83.9	86.8	71.4	79.2	70.9	88.6	83.9	77.8	83.5	92.6
TOTAL, ALL DEPARTURES, BY AIRPORT	74.4	74.2	61.6	78.6	66.1	80.4	71.5	69.0	67.0	73.3	65.4	79.1	69.3	81.7	82.6	69.2	73.5	70.5

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	81.1	88.0	82.3	96.0	73.0	95.3	94.7	95.3	92.9	93.3	93.2	86.0
700 - 759 AM	82.1	86.0	84.9	91.0	70.8	94.9	89.9	91.0	86.1	93.4	91.0	84.6
800 - 859 AM	84.8	83.5	79.7	93.9	69.5	92.4	92.5	90.0	86.5	91.6	91.3	82.0
900 - 959 AM	74.7	80.5	76.4	95.0	69.3	89.0	93.0	91.4	84.2	87.3	84.8	79.4
1000 - 1059 AM	79.7	79.0	75.7	89.3	65.0	84.5	87.0	86.0	70.0	88.3	81.0	76.9
1100 - 1159 AM	73.4	76.0	75.2	91.8	63.8	84.9	83.6	88.6	59.9	91.0	74.6	78.0
1200 - 1259 PM	71.5	87.5	78.7	82.6	68.0	81.7	82.7	86.6	61.9	84.0	71.8	74.6
100 - 159 PM	70.2	78.4	75.1	89.5	64.9	84.6	81.5	89.0	52.5	86.2	73.4	74.6
200 - 259 PM	66.4	73.1	76.9	83.9	61.2	84.4	81.6	83.6	57.4	74.9	68.9	72.1
300 - 359 PM	72.5	74.3	72.9	90.6	63.9	81.1	80.0	89.5	55.6	88.9	65.5	71.7
400 - 459 PM	66.0	73.2	69.7	80.1	63.3	83.3	78.6	89.1	68.5	84.8	70.7	71.6
500 - 559 PM	63.0	72.1	68.3	88.8	58.3	81.2	79.9	92.6	62.5	87.9	74.0	70.8
600 - 659 PM	72.1	67.3	68.0	82.8	65.9	73.7	79.2	83.8	61.8	77.7	66.7	69.7
700 - 759 PM	63.3	73.7	64.4	83.4	54.4	82.5	75.6	83.7	71.5	86.1	69.5	68.8
800 - 859 PM	59.0	39.3	67.7	93.2	70.6	78.8	72.0	91.2	73.1	91.5	74.7	68.9
900 - 959 PM	65.2	73.4	70.4	87.5	72.9	86.5	65.7	84.5	68.4	93.0	100.0	74.7
1000 - 1059 PM	65.9	90.3	70.7	86.8	65.4	J/	89.6	88.9	72.4	100.0	J/	76.0
1100 - 559 AM	66.7	94.1	82.8	93.3	74.6	83.8	J/	86.9	74.5	82.5	92.2	83.7
TOTAL, ALL DEPARTURES, BY AIRPORT	70.7	77.1	74.0	89.8	66.1	84.8	84.1	89.0	70.1	88.6	76.9	75.4

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
DL	503	JFK-STT	810	19	89.47	59	37
OO	5770	OTH-SFO	857	28	89.29	72	68
OH	6767	PHL-DTW	700	17	88.24	44	39
DL	1320	DAB-ATL	710	17	88.24	43	24
WN	3399	PHX-SFO	1000	15	86.67	55	34
WN	778	LAX-SFO	1140	15	86.67	51	69
WN	491	MDW-DTW	1825	15	86.67	30	25
DL	504	STT-JFK	1405	19	84.21	65	48
9E	4096	MBS-DTW	1730	24	83.33	37	29
OO	5942	SFO-SMF	1056	28	82.14	58	55
DL	2523	ATL-HNL	1050	28	82.14	44	40
OO	6653	SFO-MOD	1320	20	80.00	69	59
WN	2807	DEN-BOS	1630	15	80.00	44	28
9E	3697	ERI-DTW	1710	15	80.00	43	25
HA	9	LAX-HNL	1705	20	80.00	29	29

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

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AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS // 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
PINNACLE	713	11	1.5
HAWAIIAN	179	2	1.1
SKYWEST	1,619	17	1.1
COMAIR	387	4	1.0
FRONTIER	230	2	0.9
JETBLUE	572	4	0.7
SOUTHWEST	2,516	15	0.6
MESA	413	2	0.5
AIRTRAN	688	3	0.4
DELTA	1,862	8	0.4
AMERICAN	1,525	4	0.3
EXPRESSJET	980	2	0.2
AMERICAN EAGLE	1,232	2	0.2
US AIRWAYS	1,120	0	0.0
UNITED	945	0	0.0
ATLANTIC SOUTHEAST	823	0	0.0
CONTINENTAL	685	0	0.0
ALASKA	353	0	0.0
TOTAL	16,842	76	0.5

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

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

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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)	65.6	72.9	192	192
ADAK ISLAND AK (ADK)	75.0	75.0	8	8
AGUADILLA PR (BQN)	66.4	67.0	110	109
AKRON OH (CAK)	68.4	74.3	700	701
ALBANY GA (ABY)	75.6	78.2	78	78
ALBANY NY (ALB)	65.6	75.2	887	886
ALBUQUERQUE NM (ABQ)	82.6	83.9	2,471	2,472
ALEXANDRIA LA (AEX)	71.4	76.9	280	281
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	62.3	69.3	273	274
AMARILLO TX (AMA)	66.7	70.1	514	515
ANCHORAGE AK (ANC)	88.6	91.9	1,115	1,116
APPLETON WI (ATW)	66.4	78.8	324	325
ASHEVILLE NC (AVL)	71.7	74.8	414	413
ASPEN CO (ASE)	68.6	71.0	596	596
ATLANTA GA (ATL)	71.8	74.4	31,253	31,258
ATLANTIC CITY NJ (ACY)	70.1	76.6	77	77
AUGUSTA GA (AGS)	71.8	73.0	259	259
AUSTIN TX (AUS)	78.0	81.5	3,136	3,136
BAKERSFIELD CA (BFL)	80.5	82.4	272	272
BALTIMORE MD (BWI)	64.1	61.6	7,321	7,344
BANGOR ME (BGR)	58.6	78.6	111	112
BARROW AK (BRW)	73.4	70.3	64	64
BATON ROUGE LA (BTR)	70.2	75.0	672	672
BELLINGHAM WA (BLI)	91.7	83.3	12	12
BEND/REDMOND OR (RDM)	85.7	90.2	244	244
BETHEL AK (BET)	83.8	76.3	80	80
BILLINGS MT (BIL)	81.4	88.3	231	231
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	67.9	83.0	53	53
BIRMINGHAM AL (BHM)	75.5	78.9	1,614	1,613
BISMARCK/MANDAN ND (BIS)	73.6	81.6	235	234
BLOOMINGTON IL (BMI)	74.4	79.2	312	313
BOISE ID (BOI)	84.2	88.5	1,006	1,005
BOSTON MA (BOS)	67.6	74.2	8,418	8,413
BOZEMAN MT (BZN)	75.6	80.1	352	352
BRANSON MO (BKG)	75.0	78.1	32	32
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	76.5	80.9	204	204
BROWNSVILLE TX (BRO)	73.4	81.5	199	200
BRUNSWICK GA (BQK)	75.3	78.1	73	73
BUFFALO NY (BUF)	69.7	73.7	1,863	1,860
BURBANK CA (BUR)	86.2	87.3	2,071	2,072
BURLINGTON VT (BTV)	60.0	67.6	400	401
BUTTE MT (BTM)	85.2	92.6	54	54
CARLSBAD CA (CLD)	91.4	92.1	152	152

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CASPER WY (CPR)	87.4	88.7	159	159
CEDAR CITY UT (CDC)	97.9	100.0	48	48
CEDAR RAPIDS/IOWA CITY IA (CID)	71.0	74.7	573	573
CHAMPAIGN/URBANA IL (CMI)	68.1	80.0	160	160
CHARLESTON SC (CHS)	69.6	74.8	815	815
CHARLESTON/DUNBAR WV (CRW)	58.0	60.0	243	245
CHARLOTTE AMALIE VI (STT)	66.4	74.5	330	329
CHARLOTTE NC (CLT)	77.4	78.6	8,881	8,878
CHARLOTTESVILLE VA (CHO)	69.4	70.1	108	107
CHATTANOOGA TN (CHA)	75.2	75.6	407	406
CHICAGO IL (MDW)	78.1	70.5	5,987	5,988
CHICAGO IL (ORD)	73.3	74.0	23,737	23,747
CHICO CA (CIC)	65.7	62.0	108	108
CHRISTIANSTED VI (STX)	79.2	89.6	48	48
CLEVELAND OH (CLE)	73.7	79.3	4,076	4,073
CODY WY (COD)	88.2	84.5	85	84
COLLEGE STATION/BRYAN TX (CLL)	72.6	75.0	84	84
COLORADO SPRINGS CO (COS)	73.1	82.4	916	915
COLUMBIA MO (COU)	61.1	70.6	18	17
COLUMBIA SC (CAE)	67.9	76.3	667	668
COLUMBUS GA (CSG)	74.1	78.7	108	108
COLUMBUS MS (GTR)	77.6	79.6	49	49
COLUMBUS OH (CMH)	69.6	74.3	2,268	2,268
CORDOVA AK (CDV)	80.4	85.7	56	56
CORPUS CHRISTI TX (CRP)	73.9	83.4	536	536
COVINGTON KY (CVG)	75.6	74.6	3,521	3,525
CRESCENT CITY CA (CEC)	61.8	51.3	76	76
DALLAS TX (DAL)	78.9	75.5	3,577	3,575
DALLAS/FT.WORTH TX (DFW)	73.8	71.5	20,561	20,563
DAYTON OH (DAY)	70.0	78.2	980	975
DAYTONA BEACH FL (DAB)	70.2	74.2	252	252
DEADHORSE AK (SCC)	84.6	76.9	52	52
DENVER CO (DEN)	82.3	80.4	17,813	17,811
DES MOINES IA (DSM)	67.6	75.6	1,021	1,019
DETROIT MI (DTW)	67.7	69.0	11,631	11,627
DOTHAN AL (DHN)	76.6	73.8	107	107
DUBUQUE IA (DBQ)	81.3	88.8	80	80
DULUTH MN (DLH)	75.2	80.4	214	214
DURANGO CO (DRO)	72.0	80.7	243	244
EAGLE CO (EGE)	70.9	77.7	430	430
EL CENTRO CA (IPL)	96.4	89.3	56	56
EL PASO TX (ELP)	81.0	86.1	1,654	1,655
ELKO NV (EKO)	91.7	93.5	108	108

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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)	46.5	64.6	99	99
ERIE PA (ERI)	54.9	73.5	102	102
EUGENE OR (EUG)	79.9	78.0	364	364
EUREKA/ARCATA CA (ACV)	65.0	57.8	237	237
EVANSVILLE IN (EVV)	71.4	79.5	301	302
FAIRBANKS AK (FAI)	88.9	93.1	288	288
FARGO ND (FAR)	74.8	81.3	365	364
FAYETTEVILLE AR (XNA)	71.9	77.4	1,016	1,017
FAYETTEVILLE NC (FAY)	73.5	73.8	234	233
FLAGSTAFF AZ (FLG)	89.3	87.5	112	112
FLINT MI (FNT)	68.1	78.2	546	546
FLORENCE SC (FLO)	89.3	85.7	28	28
FORT LAUDERDALE FL (FLL)	69.4	73.3	5,401	5,399
FORT SMITH AR (FSM)	62.5	72.4	104	105
FORT WAYNE IN (FWA)	66.5	74.8	424	425
FRESNO CA (FAT)	78.0	83.3	951	951
FT. MYERS FL (RSW)	70.2	75.5	2,699	2,694
GAINESVILLE FL (GNV)	73.3	71.9	180	178
GILLETTE WY (GCC)	84.8	97.3	112	112
GRAND FORKS ND (GFK)	61.5	72.3	65	65
GRAND JUNCTION CO (GJT)	86.3	87.1	400	404
GRAND RAPIDS MI (GRR)	65.8	75.0	1,036	1,038
GREAT FALLS MT (GTF)	81.8	94.7	132	132
GREEN BAY/CLINTONVILLE WI (GRB)	68.0	76.6	463	465
GREENSBORO/HIGH POINT NC (GSO)	64.7	70.7	679	680
GREENVILLE/SPARTANBURG SC (GSP)	70.4	75.0	741	740
GULFPORT/BILOXI MS (GPT)	71.1	72.5	553	553
GUNNISON CO (GUC)	74.3	77.9	140	140
HARLINGEN/SAN BENITO TX (HRL)	77.3	84.4	422	422
HARRISBURG PA (MDT)	64.4	67.7	326	325
HARTFORD CT (BDL)	68.6	77.7	1,716	1,713
HELENA MT (HLN)	85.8	94.3	106	106
HILO HI (ITO)	94.4	95.2	413	413
HONOLULU HI (HNL)	76.3	90.2	3,346	3,347
HOUSTON TX (HOU)	78.8	72.9	3,986	3,987
HOUSTON TX (IAH)	76.2	79.1	14,113	14,115
HUNTSVILLE AL (HSV)	74.0	78.1	772	773
IDAHO FALLS ID (IDA)	81.9	89.8	166	166
INDIANAPOLIS IN (IND)	73.6	75.6	2,973	2,969
INDIO/PALM SPRINGS CA (PSP)	78.2	78.0	1,068	1,067
INYOKERN CA (IYK)	85.0	88.8	80	80
ISLIP NY (ISP)	71.5	73.2	608	608
ITHACA/CORTLAND NY (ITH)	47.3	69.1	55	55

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON WY (JAC)	80.9	84.2	272	272
JACKSON/VICKSBURG MS (JAN)	73.1	76.2	937	936
JACKSONVILLE FL (JAX)	74.8	80.3	2,066	2,065
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	78.2	80.9	110	110
JUNEAU AK (JNU)	73.9	76.1	276	276
KAHULUI HI (OGG)	83.6	88.7	1,298	1,297
KALAMAZOO MI (AZO)	65.2	73.0	293	293
KALISPELL MT (FCA)	80.2	97.3	111	111
KANSAS CITY MO (MCI)	75.7	79.8	3,707	3,702
KETCHIKAN AK (KTN)	87.5	87.5	168	168
KEY WEST FL (EYW)	66.7	67.6	111	111
KILLEEN TX (GRK)	65.4	70.0	263	263
KLAMATH FALLS OR (LMT)	67.0	63.4	112	112
KNOXVILLE TN (TYS)	69.8	77.4	1,054	1,053
KODIAK AK (ADQ)	80.8	88.5	52	52
KONA HI (KOA)	82.4	89.5	716	716
KOTZEBUE AK (OTZ)	88.1	85.7	84	84
LA CROSSE WI (LSE)	74.4	78.8	254	255
LAFAYETTE LA (LFT)	70.2	79.9	447	447
LAKE CHARLES LA (LCH)	67.8	79.1	115	115
LANSING MI (LAN)	63.4	76.0	314	313
LAREDO TX (LRD)	63.4	76.2	202	202
LAS VEGAS NV (LAS)	84.7	81.7	10,736	10,736
LEWISTON ID (LWS)	95.7	95.7	47	47
LEXINGTON KY (LEX)	70.6	74.6	663	662
LIHUE HI (LIH)	86.4	94.1	698	697
LINCOLN NE (LNK)	70.4	80.1	216	216
LITTLE ROCK AR (LIT)	71.7	75.2	1,506	1,507
LONG BEACH CA (LGB)	78.3	78.2	1,053	1,054
LONGVIEW/KILGOR/GLADWATR TX (GGG)	62.5	78.6	56	56
LOS ANGELES CA (LAX)	82.1	82.6	14,800	14,795
LOUISVILLE KY (SDF)	72.7	77.6	1,397	1,395
LUBBOCK TX (LBB)	63.3	70.1	656	656
LYNCHBURG VA (LYH)	78.9	77.5	71	71
MADISON WI (MSN)	72.5	79.8	843	843
MANCHESTER NH (MHT)	64.6	72.6	992	993
MANHATTAN/FT. RILEY KS (MHK)	69.6	73.2	56	56
MARQUETTE MI (MQT)	75.0	93.4	76	76
MEDFORD OR (MFR)	76.2	72.1	315	315
MELBOURNE FL (MLB)	74.4	75.5	160	159
MEMPHIS TN (MEM)	72.3	76.0	5,583	5,586
MERIDIAN MS (MEI)	76.9	80.8	52	52
MIAMI FL (MIA)	70.6	70.7	5,324	5,331

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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)	72.8	82.3	526	526
MILWAUKEE WI (MKE)	71.4	78.2	3,394	3,392
MINNEAPOLIS MN (MSP)	76.1	77.1	8,962	8,962
MISSION/MCALLEN/EDINBURG TX (MFE)	68.2	82.9	321	321
MISSOULA MT (MSO)	84.0	87.6	194	194
MOBILE AL (MOB)	71.1	77.2	540	540
MODESTO CA (MOD)	54.7	59.4	128	128
MOLINE IL (MLI)	74.5	79.7	542	543
MONROE LA (MLU)	69.4	76.3	232	232
MONTEREY CA (MRY)	75.0	77.0	448	448
MONTGOMERY AL (MGM)	75.5	74.5	322	322
MONTROSE/DELTA CO (MTJ)	73.8	76.0	275	275
MOSES LAKE WA (MWH)	100.0	95.8	48	48
MUSKEGON MI (MKG)	71.1	73.7	38	38
MYRTLE BEACH SC (MYR)	78.0	84.2	309	310
NASHVILLE TN (BNA)	76.4	75.0	4,004	4,003
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	80.8	78.8	52	52
NEW ORLEANS LA (MSY)	76.7	79.0	2,766	2,765
NEW YORK NY (JFK)	68.3	69.3	8,894	8,901
NEW YORK NY (LGA)	65.6	69.2	7,448	7,449
NEWARK NJ (EWR)	64.8	67.0	8,720	8,724
NEWBURGH/POUGHKEEPSIE NY (SWF)	57.8	71.3	161	160
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	72.3	78.3	405	406
NOME AK (OME)	85.7	82.1	84	84
NORFOLK VA (ORF)	71.6	76.7	1,168	1,170
NORTH BEND/COOS BAY OR (OTH)	63.1	40.5	84	84
OAKLAND CA (OAK)	86.9	86.3	3,604	3,608
OKLAHOMA CITY OK (OKC)	74.7	83.4	1,551	1,546
OMAHA NE (OMA)	75.5	81.0	1,833	1,833
ONTARIO/SAN BERNARDINO CA (ONT)	83.4	86.0	1,884	1,883
ORLANDO FL (MCO)	70.5	73.5	9,443	9,439
OXNARD/VENTURA CA (OXR)	81.3	86.3	80	80
PADUCAH KY (PAH)	83.8	83.3	37	36
PANAMA CITY FL (PFN)	75.5	73.9	314	314
PASCO/KENNEWICK/RICHLAND WA (PSC)	87.1	91.7	264	264
PELLSTON MI (PLN)	57.7	80.8	26	26
PENSACOLA FL (PNS)	75.9	81.4	744	743
PEORIA IL (PIA)	69.8	78.1	324	324
PETERSBURG AK (PSG)	80.4	78.6	56	56
PHILADELPHIA PA (PHL)	62.3	66.1	6,575	6,576
PHOENIX AZ (PHX)	86.5	84.8	13,976	13,975
PITTSBURGH PA (PIT)	67.1	71.5	2,760	2,757
POCATELLO ID (PIH)	85.7	93.3	105	105

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PONCE PR (PSE)	65.5	81.8	55	55
PORTLAND ME (PWM)	64.1	73.2	479	477
PORTLAND OR (PDX)	86.0	89.8	3,733	3,731
PROVIDENCE RI (PVD)	68.8	72.8	1,298	1,298
RALEIGH/DURHAM NC (RDU)	73.6	77.0	3,851	3,851
RAPID CITY SD (RAP)	75.5	80.2	318	318
REDDING CA (RDD)	57.1	63.4	112	112
RENO NV (RNO)	85.4	84.1	1,523	1,524
RICHMOND VA (RIC)	72.8	77.0	1,235	1,237
ROANOKE VA (ROA)	62.4	64.5	255	256
ROCHESTER MN (RST)	75.9	80.2	249	248
ROCHESTER NY (ROC)	68.3	72.6	985	985
ROCK SPRINGS WY (RKS)	81.4	85.7	140	140
ROSWELL NM (ROW)	72.5	77.5	80	80
SACRAMENTO CA (SMF)	83.6	85.1	3,418	3,420
SAGINAW/BAY CITY/MIDLAND MI (MBS)	61.1	74.0	296	296
SALT LAKE CITY UT (SLC)	85.6	88.6	9,507	9,507
SAN ANGELO TX (SJT)	65.4	63.5	52	52
SAN ANTONIO TX (SAT)	76.0	81.8	2,830	2,831
SAN DIEGO CA (SAN)	83.9	84.1	5,843	5,848
SAN FRANCISCO CA (SFO)	64.6	70.1	10,307	10,303
SAN JOSE CA (SJC)	86.1	87.3	3,247	3,246
SAN JUAN PR (SJU)	70.1	74.7	1,872	1,869
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	74.8	75.1	345	345
SANTA ANA CA (SNA)	85.0	84.0	3,169	3,171
SANTA BARBARA CA (SBA)	81.6	84.5	919	919
SANTA FE NM (SAF)	73.5	76.2	102	101
SANTA MARIA CA (SMX)	87.0	89.8	108	108
SARASOTA/BRADENTON FL (SRQ)	69.7	73.2	613	613
SAVANNAH GA (SAV)	70.5	74.6	786	785
SCRANTON/WILKES-BARRE PA (AVP)	48.5	59.7	134	134
SEATTLE WA (SEA)	86.9	89.0	6,703	6,704
SHREVEPORT LA (SHV)	70.4	76.2	429	429
SIOUX FALLS SD (FSD)	66.6	73.7	404	403
SITKA AK (SIT)	76.2	71.4	84	84
SOUTH BEND IN (SBN)	68.8	77.4	314	314
SPOKANE WA (GEG)	85.6	88.8	994	993
SPRINGFIELD IL (SPI)	74.2	84.5	155	155
SPRINGFIELD MO (SGF)	69.2	74.9	585	585
ST. GEORGE UT (SGU)	87.5	95.1	184	184
ST. LOUIS MO (STL)	76.5	78.2	4,085	4,084
STATE COLLEGE PA (SCE)	50.0	62.2	82	82
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	76.3	80.3	291	290

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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.
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	72.4	74.5	196	196
SYRACUSE NY (SYR)	64.5	72.3	858	859
TALLAHASSEE FL (TLH)	70.7	71.9	566	565
TAMPA FL (TPA)	74.4	76.9	5,418	5,416
TELLURIDE CO (TEX)	80.4	76.9	51	52
TEXARKANA AR (TXK)	67.9	75.9	112	112
TOLEDO OH (TOL)	70.9	84.8	79	79
TRAVERSE CITY MI (TVC)	67.3	79.2	294	293
TUCSON AZ (TUS)	81.4	86.5	1,830	1,828
TULSA OK (TUL)	73.9	82.6	1,511	1,510
TWIN FALLS ID (TWF)	92.0	98.2	112	112
TYLER TX (TYR)	64.3	66.1	56	56
VALDOSTA GA (VLD)	68.4	70.9	79	79
VALPARAISO FL (VPS)	72.4	72.7	561	561
WASHINGTON DC (DCA)	63.1	66.1	5,961	5,959
WASHINGTON DC (IAD)	64.5	65.4	5,441	5,444
WATERLOO IA (ALO)	83.3	82.4	18	17
WAUSAU/MARSHFIELD WI (CWA)	72.4	79.3	221	222
WEST PALM BEACH/PALM BEACH FL (PBI)	66.8	72.8	2,518	2,516
WHITE PLAINS NY (HPN)	66.0	65.1	852	851
WICHITA FALLS TX (SPS)	76.9	78.8	52	52
WICHITA KS (ICT)	74.6	82.6	924	924
WILMINGTON NC (ILM)	76.7	81.6	266	266
WRANGELL AK (WRG)	83.9	87.5	56	56
YAKUTAT AK (YAK)	75.0	87.5	56	56
YUMA AZ (YUM)	86.5	89.0	327	327

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

CARRIER A/	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
COMAIR	18	5,606	863	15.4	67	10,755	1,426	13.3
EXPRESSJET	19	14,300	1,186	8.3	99	27,142	1,945	7.2
US AIRWAYS	28	25,474	1,957	7.7	79	30,574	2,182	7.1
ATLANTIC SOUTHEAST	8	11,734	754	6.4	105	23,305	1,554	6.7
AMERICAN EAGLE	15	18,559	1,300	7.0	114	33,320	2,203	6.6
PINNACLE	15	7,351	471	6.4	124	20,404	1,302	6.4
DELTA	29	41,620	2,614	6.3	107	52,920	3,082	5.8
UNITED	27	22,449	1,354	6.0	75	26,091	1,469	5.6
MESA	20	10,313	594	5.8	45	15,303	833	5.4
JETBLUE	28	33,298	1,927	5.8	79	42,303	2,277	5.4
AMERICAN	22	12,596	756	6.0	61	18,447	973	5.3
AIRTRAN	26	14,825	849	5.7	57	18,438	969	5.3
CONTINENTAL	19	8,173	491	6.0	107	15,563	802	5.2
SOUTHWEST	20	40,835	2,359	5.8	68	82,509	3,888	4.7
SKYWEST	15	24,906	560	2.2	143	45,383	1,202	2.6
FRONTIER	21	4,924	65	1.3	36	6,152	73	1.2
ALASKA	18	5,656	43	0.8	49	9,567	103	1.1
HAWAIIAN	7	324		0.0	15	5,094	17	0.3
Total		302,943	18,143	6.0	Total	483,270	26,300	5.4

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

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

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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	20404	13051	63.96%	1302	6.38%	52	0.25%	1601	7.84%	158	0.77%	2496	12.23%	20	0.10%	1725	8.45%
AA	42303	31070	73.45%	2277	5.38%	95	0.22%	2900	6.86%	513	1.21%	3120	7.37%	9	0.02%	2319	5.48%
AS	9567	8251	86.24%	103	1.08%	41	0.43%	282	2.95%	47	0.50%	493	5.15%	5	0.05%	345	3.60%
B6	15303	10391	67.90%	833	5.44%	30	0.20%	1196	7.82%	122	0.80%	1362	8.90%	24	0.16%	1345	8.79%
CO	18438	13829	75.00%	969	5.26%	46	0.25%	943	5.12%	179	0.97%	1773	9.62%	60	0.33%	639	3.46%
DL	52920	39514	74.67%	3082	5.82%	95	0.18%	3186	6.02%	473	0.89%	3998	7.55%	23	0.04%	2549	4.82%
EV	23305	16848	72.29%	1554	6.67%	33	0.14%	1321	5.67%	182	0.78%	1292	5.54%	5	0.02%	2070	8.88%
F9	6152	4905	79.73%	73	1.19%	2	0.03%	214	3.48%	8	0.13%	466	7.58%	0	0.00%	484	7.86%
FL	18447	13259	71.88%	973	5.27%	32	0.17%	882	4.78%	70	0.38%	1475	8.00%	0	0.00%	1756	9.52%
HA	5094	4491	88.16%	17	0.33%	3	0.06%	389	7.64%	0	0.00%	3	0.07%	1	0.01%	190	3.73%
MQ	33320	23601	70.83%	2203	6.61%	87	0.26%	1641	4.92%	446	1.34%	2609	7.83%	10	0.03%	2724	8.18%
OH	10755	6692	62.22%	1426	13.26%	19	0.18%	1058	9.84%	361	3.35%	1095	10.18%	4	0.04%	101	0.94%
OO	45383	34563	76.16%	1202	2.65%	169	0.37%	1787	3.94%	139	0.31%	3216	7.09%	24	0.05%	4283	9.44%
UA	26091	20760	79.57%	1469	5.63%	51	0.20%	900	3.45%	82	0.31%	1454	5.57%	0	0.00%	1375	5.27%
US	30574	23028	75.32%	2182	7.14%	45	0.15%	1321	4.32%	93	0.30%	2446	8.00%	23	0.07%	1436	4.70%
WN	82509	65877	79.84%	3888	4.71%	226	0.27%	3740	4.53%	437	0.53%	2188	2.65%	50	0.06%	6103	7.40%
XE	27142	18599	68.52%	1945	7.17%	72	0.27%	1512	5.57%	209	0.77%	2881	10.62%	46	0.17%	1878	6.92%
YV	15563	12087	77.66%	802	5.15%	35	0.22%	767	4.93%	102	0.66%	868	5.58%	11	0.07%	891	5.72%
TOTAL	483270	360816		26300		1133		25640		3621		33234		315		32211	
			74.66%		5.44%		0.23%		5.31%		0.75%		6.88%		0.07%		6.67%

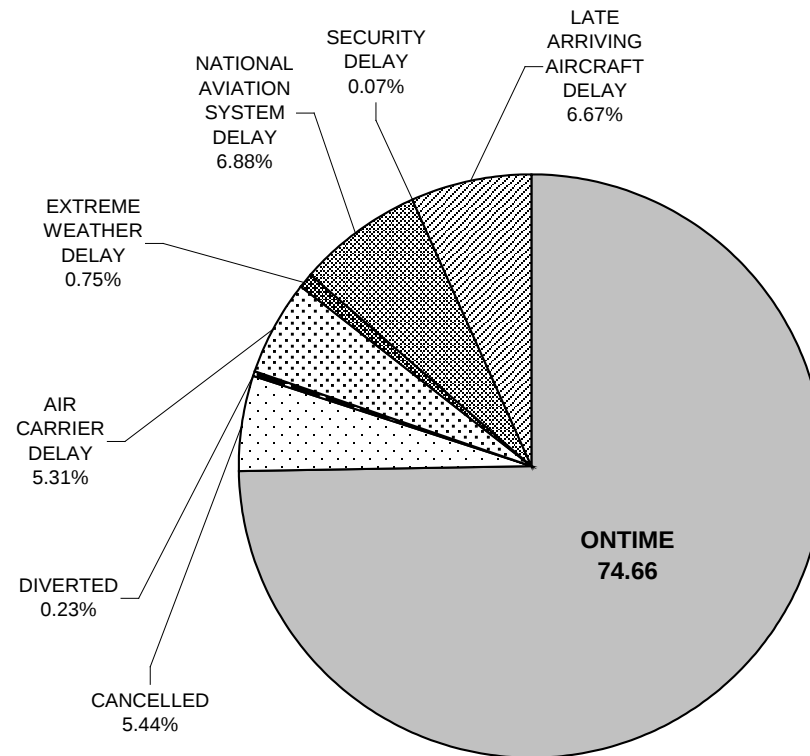
***Causes of Delay:**

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

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

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

FEBRUARY 2010
AIR TRAVEL CONSUMER REPORT
TABLE 10. OVERALL CAUSES OF DELAY*



Causes of Delay:

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

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

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

FEBRUARY 2010

AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Scheduled Departure Time	Minutes of Tarmac Delay
US	1118	DFW	CLT	02/11/2010	1354	298
US	541	DFW	LAS	02/11/2010	730	287
AA	1816	DFW	MEM	02/11/2010	1410	278
US	1015	DFW	CLT	02/11/2010	1015	270
US	1950	DFW	CLT	02/11/2010	1540	264
US	1492	DFW	CLT	02/11/2010	1215	255
DL	1924	DFW	ATL	02/11/2010	1320	254
US	1596	DFW	PHL	02/11/2010	1105	254
US	938	DFW	CLT	02/11/2010	705	252
US	583	DFW	PHX	02/11/2010	825	250
US	1624	CLT	ORD	02/12/2010	2015	248
AA	621	DFW	SEA	02/11/2010	1040	242

*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.

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

**FEBRUARY 2010
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
US	30,574	25	0.082
AA	42,303	16	0.038
F9	6,152	2	0.033
FL	18,447	5	0.027
OH	10,755	1	0.009
UA	26,091	2	0.008
OO	45,383	3	0.007
MQ	33,320	2	0.006
DL	52,920	3	0.006
WN	82,509	2	0.002
9E	20,404	0	0.000
CO	18,438	0	0.000
YV	15,563	0	0.000
AS	9,567	0	0.000
HA	5,094	0	0.000
B6	15,303	0	0.000
EV	23,305	0	0.000
XE	27,142	0	0.000
TOTAL	483,270	61	0.013

* 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.

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 29 airports for which data must be reported. Data include all reported domestic flight operations to the 29 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 29 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- 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
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Portland: International	PDX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Reagan National	DCA
Washington: Dulles	IAD

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

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

Air Carriers Voluntarily Reporting

Data to DOT and to CRS Vendors

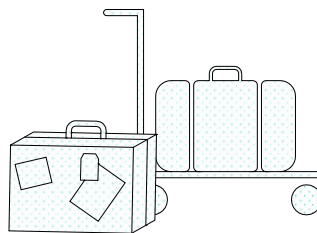
9E	Pinnacle Airlines
XE	ExpressJet Airlines

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

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

MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	FEBRUARY 2010			FEBRUARY 2009		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	2,859	1,645,141	1.74	2,884	1,667,686	1.73
2	HAWAIIAN AIRLINES	1,200	634,551	1.89	1,389	650,746	2.13
3	CONTINENTAL AIRLINES	6,060	2,235,181	2.71	6,060	2,334,667	2.60
4	ALASKA AIRLINES	2,753	1,011,839	2.72	3,518	1,001,236	3.51
5	FRONTIER AIRLINES	1,701	612,224	2.78	1,514	644,098	2.35
6	JETBLUE AIRWAYS	4,178	1,479,414	2.82	3,427	1,524,769	2.25
7	US AIRWAYS	10,422	3,236,669	3.22	10,591	3,443,683	3.08
8	SOUTHWEST AIRLINES	24,377	7,168,426	3.40	21,770	7,274,573	2.99
9	DELTA AIR LINES **	24,728	6,126,573	4.04	18,706	4,186,779	4.47
10	UNITED AIRLINES	13,269	3,155,234	4.21	12,627	3,433,448	3.68
11	AMERICAN AIRLINES	20,376	4,803,312	4.24	19,537	5,053,882	3.87
12	MESA AIRLINES	3,136	720,693	4.35	2,999	801,859	3.74
13	EXPRESSJET AIRLINES	4,458	960,726	4.64	2,561	748,036	3.42
14	COMAIR	2,153	390,618	5.51	2,005	437,557	4.58
15	SKYWEST AIRLINES	9,844	1,727,053	5.70	9,347	1,490,522	6.27
16	PINNACLE AIRLINES	5,479	740,805	7.40	3,206	779,652	4.11
17	AMERICAN EAGLE AIRLINES	8,973	1,068,668	8.40	7,538	1,059,322	7.12
18	ATLANTIC SOUTHEAST AIRLINES	9,258	956,024	9.68	6,387	919,844	6.94
TOTALS		155,224	38,673,151	4.01	136,066	37,452,359	3.63

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

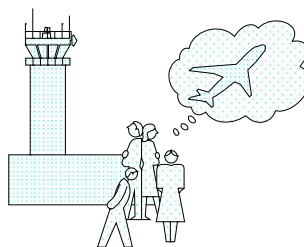
OVERSALES

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

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

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

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



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

RANK	AIRLINE	OCTOBER - DECEMBER 2009				OCTOBER - DECEMBER 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	5	2	5,456,842	0.00	7	5	5,108,284	0.01
2	HAWAIIAN AIRLINES	41	7	2,066,495	0.03	77	7	1,920,675	0.04
3	AIRTRAN AIRWAYS	9,042	137	5,911,553	0.23	10,948	172	5,754,446	0.30
4	ATLANTIC SOUTHEAST AIRLINES	5,043	76	3,071,287	0.25	7,729	1,098	2,865,082	3.83
5	DELTA AIR LINES	10,505	557	15,029,156	0.37	12,987	2,359	16,090,329	1.47
6	COMAIR	4,713	56	1,419,761	0.39	3,921	460	1,609,674	2.86
7	NORTHWEST AIRLINES	8,142	425	7,911,135	0.54	7,849	528	9,105,374	0.58
8	AMERICAN AIRLINES	14,284	1,400	18,649,876	0.75	10,143	1,096	19,105,660	0.57
9	PINNACLE AIRLINES	6,028	208	2,573,221	0.81	5,764	380	2,568,204	1.48
10	SKYWEST AIRLINES	10,526	474	5,241,819	0.90	8,836	557	4,754,319	1.17
11	US AIRWAYS	10,524	1,407	12,275,768	1.15	18,922	1,351	12,919,729	1.05
12	SOUTHWEST AIRLINES	28,566	3,281	25,450,773	1.29	16,249	2,349	24,091,435	0.98
13	FRONTIER AIRLINES	1,155	297	2,201,707	1.35	1,121	327	2,348,314	1.39
14	UNITED AIRLINES	15,064	1,722	11,930,997	1.44	20,304	1,452	12,867,796	1.13
15	MESA AIRLINES	4,316	429	2,698,257	1.59	6,752	337	2,699,828	1.25
16	ALASKA AIRLINES	2,478	636	3,526,980	1.80	1,771	293	3,512,911	0.83
17	EXPRESSJET AIRLINES	4,824	607	3,151,179	1.93	4,321	461	2,786,163	1.65
18	CONTINENTAL AIRLINES	8,580	1,956	9,193,271	2.13	8,087	1,317	9,217,296	1.43
19	AMERICAN EAGLE AIRLINES	4,881	1,822	3,934,563	4.63	3,825	1,174	3,643,632	3.22
	TOTALS	148,717	15,499	141,694,640	1.09	149,613	15,723	142,969,151	1.10

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.

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

AIRLINE	JANUARY - DECEMBER 2009				JANUARY - DECEMBER 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		
JETBLUE AIRWAYS	33	9	22,267,349	0.00	58	22	21,900,554	0.01
HAWAIIAN AIRLINES	173	22	8,344,628	0.03	317	54	7,856,711	0.07
AIRTRAN AIRWAYS	33,910	569	23,997,810	0.24	41,877	834	24,619,120	0.34
AMERICAN AIRLINES	57,070	4,304	76,245,981	0.56	56,649	5,568	82,247,704	0.68
NORTHWEST AIRLINES	44,057	2,123	35,599,219	0.60	48,473	3,027	42,519,162	0.71
SKYWEST AIRLINES	40,925	2,134	20,721,633	1.03	34,155	2,090	15,572,248	1.34
DELTA AIR LINES ***	57,102	6,956	61,886,229	1.12	62,243	10,403	65,735,090	1.58
PINNACLE AIRLINES	26,253	1,223	10,509,282	1.16	6,572	540	3,160,628	1.71
SOUTHWEST AIRLINES **	114,298	13,113	101,770,164	1.29	73,403	10,677	102,045,003	1.05
UNITED AIRLINES	81,813	6,645	50,971,409	1.30	92,624	6,812	57,568,962	1.18
US AIRWAYS	75,498	7,297	51,741,773	1.41	85,001	7,205	53,145,064	1.36
MESA AIRLINES	22,480	1,618	10,984,365	1.47	25,048	1,355	9,947,777	1.36
CONTINENTAL AIRLINES	37,915	5,893	37,524,185	1.57	37,825	5,671	40,283,669	1.41
FRONTIER AIRLINES	6,618	1,769	9,419,052	1.88	4,436	983	10,497,522	0.94
EXPRESSJET AIRLINES	20,492	2,386	12,394,332	1.93	*	*	*	*
ALASKA AIRLINES	9,228	2,980	14,692,489	2.03	8,128	983	15,546,453	0.63
ATLANTIC SOUTHEAST AIRLINES	30,782	2,937	12,952,513	2.27	22,982	3,610	9,290,037	3.89
COMAIR	18,885	1,610	6,131,756	2.63	13,461	1,909	5,599,468	3.41
AMERICAN EAGLE AIRLINES	17,978	5,828	15,485,727	3.76	7,103	2,184	8,940,543	2.44
TOTALS	695,510	69,416	583,639,896	1.19	620,355	63,927	576,475,715	1.11

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.

** Southwest Airlines submitted corrections to its originally-filed "Involuntary" Denied Boardings for the 1st, 2nd, and 3rd 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 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

	FEBRUARY 2010				FEBRUARY 2009			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	637	57	2	91	486	32	3	95
FOREIGN AIRLINES	125	2	0	4	87	3	0	9
TRAVEL AGENTS	4	0	0	1	2	0	0	1
TOUR OPERATORS	2	0	0	0	0	0	0	0
MISCELLANEOUS	1	0	0	0	2	3	0	0
INDUSTRY TOTALS	769	59	2	96	577	38	3	105

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	FEBRUARY 2010			FEBRUARY 2009		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	251		2	116	
CANCELLATIONS			117			50
DELAYS			73			28
MISCONNECTIONS			36			21
BAGGAGE	2	144		1	118	
RES/TKTG/BOARDING	3	95		3	105	
CUSTOMER SERVICE	4	86		4	72	
REFUNDS	5	55		5	48	
FARES	6	41		7	33	
OVERSALES	7	30		8	23	
DISABILITY	8	29		6	33	
OTHER	8	29		9	22	
FREQUENT FLYER			25			14
DISCRIMINATION	10	5		10	4	
ADVERTISING	11	4		11	3	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		769			577	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*

FEBRUARY 2010

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	8	2	4	0	1	1	2	0	0	0	0	0	18
ALASKA AIRLINES	2	0	0	0	1	1	1	0	0	0	0	0	5
ALLEGiant AIR	3	0	0	0	0	0	1	0	1	1	0	0	6
AMERICAN AIRLINES	36	1	3	5	5	18	8	1	0	0	0	3	80
AMERICAN EAGLE AIRLINES	4	0	1	0	0	0	0	0	0	0	0	0	5
ATLANTIC SOUTHEAST AIRLINES	4	0	0	0	0	1	0	0	0	0	0	1	6
COMAIR	7	0	0	0	0	0	0	0	0	0	0	0	7
CONTINENTAL AIRLINES	17	0	5	7	1	4	7	4	0	2	0	4	51
DELTA AIR LINES ***	38	9	25	10	11	29	21	3	1	1	0	8	156
EXPRESSJET AIRLINES	3	0	0	0	1	0	1	0	0	0	0	0	5
FRONTIER AIRLINES	2	1	1	0	1	1	0	1	0	0	0	0	7
HAWAIIAN AIRLINES	4	0	0	1	1	1	1	0	0	0	0	0	8
JETBLUE AIRWAYS	4	1	5	0	0	4	3	2	0	0	0	1	20
MIDWEST AIRLINES	3	0	0	0	1	0	0	1	0	0	0	0	5
PIEDMONT AIRLINES	8	0	1	0	0	4	0	2	0	0	0	0	15
PINNACLE AIRLINES	4	1	0	0	0	0	3	1	0	0	0	0	9
REPUBLIC AIRWAYS	2	0	0	0	0	0	3	0	0	0	0	0	5
SKYWEST AIRLINES	7	0	0	0	1	5	0	2	0	0	0	0	15
SOUTHWEST AIRLINES	13	2	2	0	0	2	2	0	0	0	0	0	21
SPIRIT AIRLINES	8	1	10	1	2	3	3	0	1	0	0	0	29
UNITED AIRLINES	8	5	10	2	6	8	9	3	0	0	0	3	54
US AIRWAYS	29	0	7	6	3	5	5	2	0	1	0	3	61
OTHER U.S. AIRLINES	17	3	3	2	3	15	5	1	0	0	0	0	49
TOTAL FEBRUARY 2010	231	26	77	34	38	102	75	23	3	5	0	23	637
% OF TOTAL COMPLAINTS	36.3	4.1	12.1	5.3	6.0	16	11.8	3.6	0.5	0.8	0	3.6	
TOTAL FEBRUARY 2009	99	22	94	28	31	88	67	30	3	4	0	20	486
% OF TOTAL COMPLAINTS	20.4	4.5	19.3	5.8	6.4	18.1	13.8	6.2	0.6	0.8	0	4.1	

* 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.'

*** EFFECTIVE JANUARY 2010, THE COMPLAINTS OF THE MERGED DELTA AIR LINES AND NORTHWEST AIRLINES ARE COMBINED, AND APPEAR ONLY AS DELTA AIR LINES COMPLAINTS IN THIS TABLE. NORTHWEST AIRLINES IS NO LONGER INCLUDED IN THIS TABLE.

Table 4

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

U.S. AIRLINES*	COMPS RECD IN FEB	INCI- DENTS IN FEB	PERCENT	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	18	11	61.1	2	11.1	5	27.8	0	0.0
ALASKA AIRLINES	5	3	60.0	0	0.0	2	40.0	0	0.0
ALLEGiant AIR	6	4	66.7	0	0.0	1	16.7	1	16.7
AMERICAN AIRLINES	80	30	37.5	17	21.2	28	35.0	5	6.2
AMERICAN EAGLE AIRLINES	5	2	40.0	0	0.0	3	60.0	0	0.0
ATLANTIC SOUTHEAST AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
COMAIR	7	6	85.7	0	0.0	1	14.3	0	0.0
CONTINENTAL AIRLINES	51	20	39.2	4	7.8	20	39.2	7	13.7
DELTA AIR LINES **	156	79	50.6	15	9.6	40	25.6	22	14.1
EXPRESSJET AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
FRONTIER AIRLINES	7	4	57.1	1	14.3	1	14.3	1	14.3
HAWAIIAN AIRLINES	8	4	50.0	1	12.5	2	25.0	1	12.5
JETBLUE AIRWAYS	20	15	75.0	1	5.0	3	15.0	1	5.0
MIDWEST AIRLINES	5	1	20.0	1	20.0	3	60.0	0	0.0
PIEDMONT AIRLINES	15	9	60.0	1	6.7	4	26.7	1	6.7
PINNACLE AIRLINES	9	7	77.8	0	0.0	1	11.1	1	11.1
REPUBLIC AIRWAYS	5	2	40.0	0	0.0	2	40.0	1	20.0
SKYWEST AIRLINES	15	11	73.3	1	6.7	3	20.0	0	0.0
SOUTHWEST AIRLINES	21	8	38.1	4	19.0	8	38.1	1	4.8
SPIRIT AIRLINES	29	11	37.9	4	13.8	9	31.0	5	17.2
UNITED AIRLINES	54	22	40.7	11	20.4	14	25.9	7	13.0
US AIRWAYS	61	29	47.5	6	9.8	20	32.8	6	9.8
OTHER U.S. AIRLINES	49	21	42.9	9	18.4	16	32.7	3	6.1
TOTALS	637	307	48.2	80	12.6	187	29.4	63	9.9
PREVIOUS YEAR'S TOTALS	486	151	31.1	78	16.0	195	40.1	62	12.8

* 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.'

** EFFECTIVE JANUARY 2010, THE COMPLAINTS OF THE MERGED DELTA AIR LINES AND NORTHWEST AIRLINES ARE COMBINED, AND APPEAR ONLY AS DELTA AIR LINES COMPLAINTS IN THIS TABLE. NORTHWEST AIRLINES IS NO LONGER INCLUDED IN THIS TABLE.

Table 5

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

FEBRUARY 2010

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	1	0	1	1	0	1	3	0	0	0	0	0	7
ALITALIA AIRLINES	0	1	0	1	2	5	0	0	0	0	0	0	9
BRITISH AIRWAYS	2	0	1	0	1	6	1	1	0	0	0	2	14
EMIRATES AIRLINES	2	0	1	0	3	5	0	0	0	0	0	0	11
KLM	0	0	0	0	0	5	1	0	1	0	0	0	7
LUFTHANSA	3	0	2	0	1	1	0	0	0	0	0	0	7
MEXICANA	0	0	2	0	2	4	0	0	0	0	0	0	8
OTHER FOREIGN AIRLINES	10	3	10	5	4	15	6	5	0	0	0	4	62
TOTALS	18	4	17	7	13	42	11	6	1	0	0	6	125
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	1	0	0	0	3	0	0	0	0	0	0	0	4
TOTALS	1	0	0	0	3	0	0	0	0	0	0	0	4
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	1	0	0	0	0	0	0	0	0	0	2
TOTALS	1	0	1	0	0	0	0	0	0	0	0	0	2
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	0	0	1	0	0	0	0	0	0	0	1
TOTALS	0	0	0	0	1	0	0	0	0	0	0	0	1

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

** A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

TABLE 6

FEBRUARY

CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES *

RANK	AIRLINE	FEBRUARY 2010			FEBRUARY 2009		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	1	694,632	0.14	6	768,144	0.78
2	SOUTHWEST AIRLINES	21	6,967,457	0.30	12	7,072,214	0.17
3	ALASKA AIRLINES	5	1,105,885	0.45	9	1,096,268	0.82
4	AMERICAN EAGLE AIRLINES	5	1,093,536	0.46	5	1,078,915	0.46
5	EXPRESSJET AIRLINES	5	1,077,481	0.46	3	859,882	0.35
6	ATLANTIC SOUTHEAST AIRLINES	6	958,715	0.63	4	914,057	0.44
7	SKYWEST AIRLINES	15	1,726,476	0.87	6	1,477,025	0.41
8	FRONTIER AIRLINES	7	638,851	1.10	9	666,807	1.35
9	AIRTRAN AIRWAYS	18	1,601,631	1.12	14	1,609,522	0.87
10	PINNACLE AIRLINES	9	797,665	1.13	6	740,486	0.81
11	JETBLUE AIRWAYS	20	1,644,158	1.22	10	1,636,610	0.61
12	HAWAIIAN AIRLINES	8	626,590	1.28	3	641,067	0.47
13	AMERICAN AIRLINES	80	5,960,944	1.34	60	6,212,104	0.97
14	UNITED AIRLINES	54	3,721,463	1.45	40	3,968,603	1.01
15	US AIRWAYS	61	3,609,855	1.69	63	3,843,035	1.64
16	CONTINENTAL AIRLINES	51	3,006,322	1.70	22	3,059,069	0.72
17	COMAIR	7	404,595	1.73	6	450,755	1.33
18	DELTA AIR LINES **	156	7,308,386	2.13	57	4,740,933	1.20
TOTAL		529	42,944,642	1.23	335	40,835,496	0.82

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

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

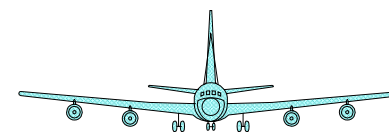
Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



Customer Service Reports to the Department of Homeland Security for the Month of February 2010 as provided by the Transportation Security Administration^a

The Transportation Security Administration screened approximately 43.4 million airline passengers and their 34.7 million checked bags during February as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of February.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public ^c	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
221	.0005	73	.0002	54	.0001	349	.0008

In addition, TSA also processes damage claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. While in most cases TSA screeners handle checked baggage for a very small amount of time relative to the airline personnel, liability is no longer clearly exclusive to the airlines. Consequently, the data 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
175	.0004	726	.002

NOTES

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

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

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

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

February 2010 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

Carrier	Death	Injury	Loss
<u>Alaska</u>	1		
<u>Delta</u>	1		
<u>United</u>	1		
Total	3	0	0