



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

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

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Office of Aviation Enforcement and Proceedings



FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

DECEMBER 2009

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	82.8	15	87.0
ALASKA AIRLINES S/	18	86.1	49	84.0
UNITED AIRLINES S/	28	77.8	74	77.3
DELTA AIR LINES S/	31	75.8	94	76.0
US AIRWAYS S/	29	75.1	79	75.2
NORTHWEST AIRLINES S/	29	74.8	74	74.4
PINNACLE AIRLINES S/V/	16	71.2	121	73.7
ATLANTIC SOUTHEAST AIRLINES S/	10	69.9	105	73.2
SOUTHWEST AIRLINES S/	21	72.7	68	73.2
AMERICAN AIRLINES S/	29	73.5	79	73.1
MESA AIRLINE S/	19	71.7	107	71.6
CONTINENTAL AIRLINES S/	26	70.2	57	70.7
SKYWEST AIRLINES S/	20	69.5	145	68.9
FRONTIER AIRLINES S/	23	68.8	37	67.7
JETBLUE AIRWAYS S/	20	66.6	45	66.8
EXPRESSJET AIRLINES S/	22	63.5	99	66.8
AIRTRAN AIRWAYS S/	23	64.9	60	66.4
COMAIR S/	20	65.8	67	65.9
AMERICAN EAGLE S/	17	65.9	114	64.5
TOTAL		71.9		72.0

- 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.
- 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,” “Consumer Complaints,” and “Oversales” sections of this report.

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	1st QUARTER		2nd QUARTER		3rd QUARTER		4th QUARTER		OCT - 09		NOV - 09		DEC - 09		12 MONTHS ENDING DECEMBER 2009		DATABASE TO DATE SEPT 1987- DECEMBER 2009	
	01 - 03 2009		04 - 06 2009		07 - 09 2009		10 - 12 2009		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	77.4	12	76.4	13	75.4	17	74.1	19	75.3	12	80.6	18	66.4	17	75.8	17	(--)	(--)
ALASKA	72.6	17	84.9	2	87.6	2	86.0	2	85.8	2	88.3	8	84.0	2	82.9	3	75.9	8
AMERICAN	78.0	10	73.8	16	78.2	15	78.8	10	76.0	11	87.8	10	73.1	10	77.2	16	78.0	5
AMERICAN EAGLE	77.4	13	75.6	15	80.6	12	75.2	17	74.0	14	87.2	14	64.5	19	77.2	15	73.9	9
ATLANTIC SOUTHEAST	68.9	19	71.2	18	69.8	18	75.2	16	71.6	18	80.5	19	73.2	8	71.2	18	(--)	(--)
COMAIR	69.1	18	64.7	19	69.1	19	74.3	18	72.7	16	85.1	17	65.9	18	69.0	19	(--)	(--)
CONTINENTAL	76.4	16	78.7	10	82.8	7	77.2	13	75.1	13	86.2	16	70.7	12	78.8	10	78.2	3
DELTA	77.8	11	76.7	12	78.7	14	81.0	6	79.4	6	87.4	13	76.0	4	78.6	12	77.6	6
EXPRESSJET	76.9	15	79.0	8	83.2	5	75.3	15	72.6	17	87.7	11	66.8	16	78.7	11	(--)	(--)
FRONTIER	79.2	8	75.8	14	82.1	9	75.8	14	72.9	15	87.0	15	67.7	14	78.3	13	(--)	(--)
HAWAIIAN	91.2	1	91.6	1	94.1	1	91.2	1	93.4	1	93.3	1	87.0	1	92.1	1	(--)	(--)
JETBLUE	78.4	9	73.7	17	78.7	13	79.2	8	82.9	3	89.1	7	66.8	15	77.5	14	(--)	(--)
MESA	77.0	14	78.7	9	81.5	10	79.1	9	78.4	8	87.6	12	71.6	11	79.1	9	(--)	(--)
NORTHWEST	80.3	5	80.2	6	78.0	16	78.1	12	69.3	19	91.1	5	74.4	6	79.2	8	79.0	2
PINNACLE	83.2	3	84.6	3	81.3	11	81.1	5	78.8	7	91.3	4	73.7	7	82.5	4	(--)	(--)
SKYWEST	80.2	6	84.3	4	85.1	3	78.7	11	77.6	10	90.8	6	68.9	13	82.1	5	(--)	(--)
SOUTHWEST	85.1	2	82.0	5	84.0	4	80.9	7	77.8	9	92.0	3	73.2	9	83.0	2	81.9	1
UNITED	80.4	4	77.7	11	82.3	8	83.7	3	81.7	5	92.6	2	77.3	3	81.0	6	76.0	7
US AIRWAYS	79.6	7	79.1	7	83.2	6	81.7	4	82.1	4	87.8	9	75.2	5	80.9	7	78.2	4
Total	79.2		78.6		81.0		79.2		77.3		88.6		72.0		79.5		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. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report.

DECEMBER 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 *																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# 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	1005	65.7	86	81.4	H/		29	62.1	3	66.7	18	66.7	H/		45	68.9
AA	522	67.0	944	75.5	270	66.7	140	75.7	H/		849	68.9	524	76.0	12938	77.4
AS	31	96.8	62	77.4	H/		H/		H/		90	72.2	121	89.3	62	88.7
B6	H/		1760	73.4	118	81.4	141	59.6	H/		H/		83	60.2	H/	
CO	195	59.5	347	74.9	143	74.8	115	68.7	H/		231	78.8	330	68.2	268	68.7
DL	12755	73.8	931	78.5	360	75.8	151	72.8	968	83.8	455	77.8	328	81.7	293	75.1
EV	11449	69.5	H/		H/		60	73.3	277	81.6	3	100.0	H/		H/	
F9	72	66.7	25	44.0	H/		H/		H/		93	68.8	2995	74.0	152	71.1
FL	6038	64.8	573	72.4	1491	70.2	177	57.6	H/		331	69.2	184	65.8	209	58.9
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	57	43.9	781	73.5	119	59.7	241	66.4	416	63.9	883	67.0	H/		7071	65.6
NW	31	67.7	325	69.2	233	76.0	132	72.7	H/		419	75.9	323	74.6	127	74.0
OH	488	46.5	417	72.9	31	71.0	116	65.5	1516	73.3	659	69.3	H/		118	59.3
OO	625	58.1	H/		H/		H/		570	73.3	H/		4799	68.3	194	71.6
UA	89	68.5	696	80.7	376	77.4	73	78.1	31	67.7	387	77.8	4563	80.3	237	75.9
US	405	70.9	1349	79.8	346	76.9	6689	75.5	H/		1707	78.7	371	74.9	557	73.6
WN	H/		298	68.1	4595	74.1	H/		H/		H/		3281	75.6	H/	
XE	236	58.5	110	71.8	182	65.4	325	69.2	242	64.5	199	68.8	278	74.5	202	68.3
YV	124	48.4	29	51.7	H/		1485	72.5	H/		H/		884	77.0	H/	
TOTAL	34122	69.3	8733	75.3	8264	73.3	9874	73.8	4023	74.8	6324	73.4	19064	74.5	22473	73.0

* 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 *																
CARRIER*	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# 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	4670	72.3	13	61.5	H/		131	77.1	117	67.5	H/		H/		H/	
AA	208	81.2	441	68.0	278	65.1	361	69.3	304	70.1	964	80.6	655	73.4	2361	72.9
AS	H/		62	75.8	H/		H/		31	93.5	H/		300	90.3	471	89.4
B6	H/		382	51.6	1246	62.2	513	67.4	H/		3975	68.2	292	67.1	91	58.2
CO	143	82.5	3817	68.7	431	65.7	H/		6401	74.0	H/		416	67.8	659	62.7
DL	344	80.8	329	60.5	804	71.6	164	71.3	98	70.4	1478	76.0	574	78.9	986	75.8
EV	H/		H/		55	87.3	63	76.2	49	75.5	H/		H/		H/	
F9	62	80.6	H/		62	54.8	H/		92	70.7	H/		263	58.2	190	55.3
FL	155	72.3	H/		630	55.7	110	66.4	H/		H/		160	73.1	167	50.9
HA	H/		H/		H/		H/		H/		H/		78	92.3	70	72.9
MQ	355	62.3	H/		H/		H/		62	41.9	711	69.1	H/		1278	85.8
NW	5024	79.9	134	51.5	268	61.6	H/		157	58.0	188	64.4	512	76.6	595	72.4
OH	786	63.6	26	57.7	24	50.0	34	70.6	74	52.7	1971	65.6	H/		H/	
OO	48	54.2	53	50.9	H/		28	57.1	213	61.0	H/		285	79.3	3292	82.4
UA	30	66.7	272	68.4	H/		2004	79.7	254	75.6	392	90.1	754	79.7	2106	77.5
US	198	79.3	324	67.3	636	64.5	18	88.9	291	69.8	122	81.1	1044	77.3	524	65.8
WN	466	67.0	H/		1405	67.8	294	64.6	H/		H/		6425	76.7	3311	72.4
XE	184	59.8	3624	54.9	H/		308	71.1	8009	65.8	H/		H/		H/	
YV	134	73.1	109	45.9	H/		1334	65.7	17	58.8	53	54.7	474	81.9	167	77.8
TOTAL	12807	74.7	9586	61.9	5839	64.9	5362	72.3	16169	69.2	9854	71.0	12232	76.6	16268	75.9

* 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 *																
CARRIER*	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# 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	96	74.0	H/		94	66.0	H/		1495	70.8	78	67.9	H/		98	66.3
AA	1373	72.4	742	67.9	H/		3648	70.4	443	72.5	4916	69.7	124	63.7	420	70.0
AS	H/		62	90.3	H/		31	80.6	61	85.2	124	50.8	732	83.7	H/	
B6	274	63.1	1273	65.0	H/		H/		H/		176	59.7	88	64.8	H/	
CO	284	78.5	542	64.2	H/		268	61.6	32	46.9	405	65.4	168	66.7	146	68.5
DL	1050	75.3	1135	76.6	118	75.4	504	74.8	347	84.4	195	72.3	202	81.7	367	72.8
EV	H/		H/		16	56.2	H/		H/		4	50.0	H/		H/	
F9	62	67.7	116	53.4	120	67.5	H/		92	69.6	H/		122	58.2	31	51.6
FL	569	62.2	1937	64.8	407	73.7	88	48.9	236	69.5	H/		H/		272	62.1
HA	H/		H/		H/		H/		H/		H/		62	79.0	H/	
MQ	965	71.7	H/		H/		711	57.1	H/		6682	60.6	H/		91	58.2
NW	880	66.9	442	64.3	92	72.8	162	67.3	5004	76.9	376	70.2	151	70.9	301	63.8
OH	604	63.9	H/		80	61.2	H/		270	65.6	179	58.7	H/		116	58.6
OO	H/		H/		H/		H/		74	59.5	3608	58.8	1001	78.8	67	50.7
UA	475	71.4	531	77.8	H/		37	78.4	368	72.0	5448	76.7	349	77.1	337	73.3
US	876	81.4	731	61.4	H/		295	64.4	302	76.8	624	66.0	153	81.0	3581	73.2
WN	242	52.5	2815	72.3	6246	69.8	H/		323	53.6	H/		1053	75.8	1559	67.2
XE	39	84.6	32	78.1	H/		26	69.2	352	67.3	322	62.7	H/		39	76.9
YV	102	69.6	H/		H/		H/		1	100.0	2579	60.6	H/		H/	
TOTAL	7891	70.9	10358	68.8	7173	70.0	5770	68.1	9400	73.9	25716	65.9	4205	76.9	7425	70.1

* 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 *														
CARRIER*	PHX		SAN		SEA		SFO		SLC		STL		TPA	
	# 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/		118	81.4	H/	
AA	488	71.1	433	70.2	390	80.0	976	68.4	213	69.5	1002	74.8	522	74.3
AS	249	92.0	281	90.4	3394	87.2	276	78.3	H/		H/		H/	
B6	52	63.5	91	61.5	114	78.1	209	57.9	93	71.0	H/		284	58.8
CO	342	68.1	323	68.4	395	64.3	404	63.1	78	73.1	H/		380	70.3
DL	299	74.9	276	76.8	405	84.9	376	75.0	2035	80.7	100	83.0	547	79.3
EV	H/		H/		H/		H/		H/		102	74.5	H/	
F9	236	64.4	88	61.4	78	61.5	122	52.5	107	62.6	91	71.4	73	53.4
FL	85	63.5	H/		31	45.2	93	48.4	H/		114	62.3	566	58.7
HA	31	83.9	31	93.5	74	83.8	31	74.2	H/		H/		H/	
MQ	H/		511	86.1	H/		H/		H/		65	64.6	H/	
NW	338	73.4	156	77.6	371	75.7	303	73.9	162	70.4	104	76.0	518	66.8
OH	H/		H/		H/		H/		H/		63	76.2	7	42.9
OO	323	75.9	597	77.2	676	79.4	3590	68.8	6260	68.0	175	61.7	H/	
UA	443	76.1	582	76.8	568	82.6	3176	76.2	70	71.4	H/		245	72.7
US	5060	80.6	325	68.0	265	80.0	507	63.7	137	87.6	141	83.0	602	66.3
WN	5014	76.1	2774	72.1	1067	78.8	1309	63.3	1120	73.1	2022	74.3	2168	70.7
XE	57	63.2	H/		H/		H/		34	44.1	245	66.9	31	87.1
YV	2600	83.3	93	86.0	H/		30	76.7	25	88.0	4	75.0	H/	
TOTAL	15617	78.3	6561	74.7	7828	82.1	11402	69.8	10334	71.4	4346	73.7	5943	69.2

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	91.9	83.9	86.7	82.8	J/	J/	J/	79.2	73.3	72.0	65.2	81.1	87.3	75.4	90.2	89.6	94.1	77.0
700 - 759 AM	81.5	85.8	91.5	81.5	85.4	83.1	80.0	80.4	67.6	84.7	38.7	77.7	78.7	72.8	89.1	90.6	83.8	95.7
800 - 859 AM	68.1	83.6	86.0	80.3	75.7	83.6	87.8	77.0	74.0	86.1	89.4	82.8	69.1	83.9	88.3	86.9	81.9	85.0
900 - 959 AM	71.0	80.4	86.1	72.0	90.0	81.4	81.7	76.7	74.3	81.7	70.2	73.9	75.4	81.8	87.6	80.0	82.9	75.7
1000 - 1059 AM	70.9	82.7	82.3	75.3	75.5	76.6	77.4	78.7	81.7	80.9	75.8	78.5	71.3	83.4	81.7	80.0	73.4	78.5
1100 - 1159 AM	74.2	83.7	80.1	75.8	78.4	74.6	79.7	77.9	76.8	77.1	72.5	76.5	76.5	71.3	82.4	77.2	69.5	70.7
1200 - 1259 PM	73.0	77.4	83.7	80.0	70.0	72.3	78.9	74.8	81.7	71.0	68.9	72.6	73.3	75.8	81.3	76.5	69.0	72.9
100 - 159 PM	72.5	80.9	79.4	79.4	75.9	77.0	72.7	74.3	76.4	65.7	68.1	74.8	67.6	73.3	74.0	75.9	74.7	74.4
200 - 259 PM	67.5	79.6	71.9	80.3	71.3	73.4	73.7	73.0	73.5	51.4	66.5	71.9	69.9	69.0	74.6	77.2	72.4	67.6
300 - 359 PM	66.4	75.2	69.7	71.1	80.3	71.8	69.0	73.0	70.9	54.8	69.0	75.7	70.3	76.8	79.5	77.5	71.0	70.0
400 - 459 PM	69.0	75.4	72.1	74.5	75.7	72.5	72.9	71.0	78.8	54.5	62.0	69.4	67.5	73.2	74.0	71.8	71.0	69.2
500 - 559 PM	65.7	71.8	64.4	68.5	52.1	72.9	70.5	66.9	73.9	55.1	62.6	71.3	66.4	71.7	71.5	71.6	66.9	63.1
600 - 659 PM	66.5	73.9	65.7	68.3	74.1	72.2	73.3	67.0	71.9	47.6	60.4	71.8	63.2	63.8	66.9	72.5	69.2	65.0
700 - 759 PM	61.5	67.6	67.6	62.7	73.8	75.1	63.8	67.9	74.0	44.0	61.1	72.0	64.1	60.8	69.3	75.1	65.6	60.7
800 - 859 PM	63.0	74.9	62.1	68.6	64.4	69.7	67.4	69.0	76.6	46.8	54.2	71.4	59.1	61.4	70.5	70.0	67.0	61.2
900 - 959 PM	66.2	67.1	63.4	71.3	53.3	68.6	68.9	69.7	74.0	52.2	58.8	68.4	59.0	65.5	65.9	69.4	63.7	65.0
1000 - 1059 PM	68.0	66.9	65.3	57.9	66.8	68.7	74.1	66.5	65.0	61.5	54.1	53.6	65.1	69.1	69.1	65.5	68.5	65.1
1100 - 559 AM	77.7	69.8	67.9	68.9	70.7	63.7	66.3	78.7	76.7	68.5	59.2	67.9	75.9	67.2	78.8	74.8	67.1	63.4
TOTAL, ALL ARRIVALS, BY AIRPORT	69.3	75.3	73.3	73.8	74.8	73.4	74.5	73.0	74.7	61.9	64.9	72.3	69.2	71.0	76.6	75.9	70.9	68.8

* 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/	83.9	76.5	77.4	72.1	72.2	83.3	87.5	66.4	90.3	79.3	J/	J/	81.4
700 - 759 AM	83.6	72.6	74.5	75.8	69.0	89.3	83.5	89.7	93.5	87.6	77.2	93.6	J/	80.3
800 - 859 AM	77.1	75.5	78.5	71.0	92.4	78.8	90.2	90.1	92.6	83.4	76.6	88.8	83.9	77.9
900 - 959 AM	80.2	77.6	76.1	70.8	86.3	76.3	87.0	85.8	91.6	75.5	76.3	83.9	80.8	78.6
1000 - 1059 AM	81.0	76.3	76.9	69.5	83.2	75.5	81.1	81.4	82.3	63.9	71.2	81.4	79.2	76.5
1100 - 1159 AM	75.8	72.6	74.4	68.0	78.7	75.8	82.0	80.1	87.8	65.9	72.0	81.6	75.0	76.0
1200 - 1259 PM	74.5	70.2	81.2	66.8	85.2	75.5	86.9	77.8	90.2	67.8	76.9	79.4	73.6	75.7
100 - 159 PM	75.2	75.7	71.2	64.6	85.1	72.0	77.0	78.4	85.6	65.1	71.5	81.3	69.7	73.6
200 - 259 PM	71.5	73.1	75.1	65.1	75.3	74.9	81.2	73.5	85.9	71.0	72.1	75.5	69.5	71.6
300 - 359 PM	72.1	67.4	76.1	63.4	80.2	63.7	80.3	71.3	76.9	67.5	73.2	67.1	74.6	71.2
400 - 459 PM	66.8	66.6	76.0	63.0	79.2	65.6	73.3	70.0	82.3	66.3	69.3	79.5	68.0	70.4
500 - 559 PM	64.5	66.9	73.5	59.7	73.4	65.8	73.2	69.9	76.0	69.4	68.6	69.6	61.9	67.5
600 - 659 PM	59.1	55.3	66.4	59.6	74.4	59.4	76.2	72.1	81.5	68.0	68.0	66.5	59.5	67.0
700 - 759 PM	60.6	53.9	74.3	57.0	64.7	65.9	73.5	64.6	80.8	63.7	67.0	58.0	69.5	64.6
800 - 859 PM	60.2	57.7	69.9	60.4	69.8	62.7	71.8	68.4	77.8	67.9	65.1	63.1	63.7	66.2
900 - 959 PM	64.6	68.2	56.7	64.4	75.7	66.1	66.9	67.7	78.9	68.6	63.5	63.8	65.9	67.0
1000 - 1059 PM	62.9	61.9	65.5	67.1	70.2	72.9	69.9	66.7	78.2	59.0	62.8	60.0	62.0	65.9
1100 - 559 AM	62.1	61.8	77.4	83.2	71.9	70.9	69.7	77.0	76.4	74.1	68.3	67.9	60.3	70.8
TOTAL, ALL ARRIVALS, BY AIRPORT	70.0	68.1	73.9	65.9	76.9	70.1	78.3	74.7	82.1	69.8	71.4	73.7	69.2	71.9

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

DECEMBER 2009

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	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	94.2	88.7	86.5	88.3	90.4	80.2	93.4	86.2	90.6	84.4	92.0	81.4	90.1	83.0	95.0	91.1	88.4	95.3
700 - 759 AM	89.5	86.9	87.7	87.5	89.7	80.0	91.0	84.9	84.5	82.6	93.3	78.3	88.8	81.6	93.0	90.4	85.8	91.9
800 - 859 AM	86.6	83.1	78.5	83.5	84.6	78.5	83.3	76.8	75.2	76.7	89.0	78.4	79.7	76.0	83.9	85.8	84.0	93.7
900 - 959 AM	79.2	81.7	78.6	84.5	82.8	81.6	74.4	72.2	81.5	80.1	77.2	76.4	78.1	73.8	82.9	81.4	80.1	89.2
1000 - 1059 AM	78.4	82.2	75.9	70.9	80.6	80.6	73.9	74.5	79.4	73.0	76.3	67.2	79.5	73.0	77.1	73.2	82.0	79.1
1100 - 1159 AM	78.4	81.6	70.5	78.5	75.3	75.6	73.3	70.9	75.8	75.3	74.1	70.4	78.1	76.5	79.3	74.4	75.0	73.1
1200 - 1259 PM	76.7	84.1	70.4	68.6	77.6	68.6	74.5	68.5	76.1	71.0	61.5	74.3	72.9	71.5	75.8	72.9	72.0	71.8
100 - 159 PM	74.0	72.9	63.8	78.6	51.7	77.1	68.4	64.6	76.9	63.1	64.6	66.7	71.6	67.6	72.4	70.0	68.3	70.9
200 - 259 PM	72.5	78.1	63.7	76.4	72.7	71.5	66.6	65.2	75.0	63.5	58.9	68.9	67.5	69.6	66.7	72.9	74.7	65.0
300 - 359 PM	70.6	73.2	63.0	60.4	66.7	69.8	68.3	69.4	70.5	55.8	67.9	59.2	70.8	65.6	70.0	71.4	70.4	64.3
400 - 459 PM	70.7	73.7	60.0	72.8	71.7	72.4	59.1	63.8	52.8	52.1	61.4	58.4	71.5	70.8	64.8	74.9	70.2	63.0
500 - 559 PM	68.3	69.3	54.2	69.0	61.6	69.3	64.3	67.4	74.4	53.0	58.9	65.9	64.5	72.4	61.8	71.3	70.6	63.8
600 - 659 PM	68.9	69.2	54.4	71.6	36.7	71.7	64.3	62.4	71.3	53.2	58.6	60.1	66.3	65.5	58.3	74.9	65.7	60.3
700 - 759 PM	71.0	69.2	51.0	68.3	58.1	73.0	66.6	62.9	74.0	48.1	54.8	66.0	68.1	59.7	53.5	72.9	69.0	56.3
800 - 859 PM	65.9	69.9	47.2	69.9	70.5	76.4	65.9	61.5	76.6	43.3	53.6	52.1	61.1	59.2	60.1	68.3	70.0	61.1
900 - 959 PM	71.0	76.2	61.4	61.1	J/	84.3	67.6	67.2	77.6	43.4	35.5	59.4	73.3	51.9	63.7	74.1	68.5	53.7
1000 - 1059 PM	64.4	J/	J/	78.2	J/	J/	100.0	70.0	83.8	J/	40.0	69.5	58.3	58.5	75.3	82.9	J/	J/
1100 - 559 AM	90.3	84.2	87.0	J/	87.1	88.5	78.1	89.5	83.3	95.2	85.3	89.3	83.0	70.4	87.4	79.0	83.9	81.9
TOTAL, ALL DEPARTURES, BY AIRPORT	74.6	78.5	67.9	76.7	74.6	75.3	71.4	69.4	76.6	64.8	70.3	69.9	73.8	69.5	73.3	77.4	75.4	73.2

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *														
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	93.8	93.2	85.7	78.5	94.7	82.2	94.6	91.9	94.1	89.5	94.3	91.8	95.8	88.5
700 - 759 AM	92.3	84.0	83.3	78.8	92.1	79.5	94.0	92.0	92.3	84.0	88.2	89.7	93.8	87.3
800 - 859 AM	68.3	83.5	78.4	72.8	90.5	76.6	89.2	90.5	88.1	84.7	81.7	91.4	94.9	82.3
900 - 959 AM	70.4	79.7	78.0	71.9	84.3	76.8	86.4	89.4	88.8	82.4	77.4	91.9	85.6	79.4
1000 - 1059 AM	67.0	74.3	75.4	68.0	79.0	72.8	80.9	77.1	87.1	69.3	77.6	71.3	84.0	75.9
1100 - 1159 AM	67.1	76.9	72.1	62.6	82.6	69.1	84.0	78.5	81.9	70.9	80.4	80.3	74.3	75.4
1200 - 1259 PM	64.3	64.2	78.8	67.3	72.8	71.6	77.4	69.9	85.1	66.4	75.9	65.3	73.1	72.7
100 - 159 PM	50.1	70.4	73.0	64.2	83.6	69.4	78.6	74.0	82.3	68.6	73.4	69.8	66.7	70.3
200 - 259 PM	57.1	61.1	68.7	61.0	82.9	67.5	76.3	75.1	81.1	66.5	69.8	67.9	63.9	68.9
300 - 359 PM	55.6	65.8	72.3	61.4	77.7	63.3	65.7	63.8	82.3	64.2	74.8	61.8	68.1	67.9
400 - 459 PM	52.2	59.3	63.2	58.0	71.8	64.0	76.8	72.6	77.2	65.3	68.5	66.3	63.3	66.7
500 - 559 PM	45.8	65.7	70.3	57.5	78.9	60.0	68.8	72.5	78.5	69.5	71.4	64.2	62.9	66.2
600 - 659 PM	42.6	64.0	65.4	56.6	60.9	66.4	57.1	66.8	82.5	66.8	60.9	51.2	56.3	63.2
700 - 759 PM	29.8	58.6	71.2	55.9	82.7	55.3	74.0	63.6	79.0	70.0	67.1	50.2	54.3	64.2
800 - 859 PM	32.5	57.4	J/	57.7	61.4	70.5	62.0	58.6	87.9	62.9	81.8	46.2	82.8	62.9
900 - 959 PM	J/	63.9	78.0	61.8	80.8	75.3	77.4	58.2	81.5	66.4	76.6	J/	J/	69.1
1000 - 1059 PM	J/	72.0	71.7	50.9	81.3	74.2	80.9	90.3	83.0	78.0	J/	J/	25.0	75.1
1100 - 559 AM	96.9	J/	87.3	90.3	79.8	89.0	82.3	J/	85.5	70.2	81.1	93.3	97.6	82.8
TOTAL, ALL DEPARTURES, BY AIRPORT	58.6	68.9	74.3	64.6	82.5	70.4	78.4	77.5	85.3	73.1	76.6	73.3	74.2	72.9

* 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
US	807	CLT-HNL	945	15	100.00	117	94
XE	2412	MSP-EWR	1045	15	93.33	58	25
FL	608	MKE-BWI	1845	15	93.33	57	33
F9	752	LAX-MKE	1004	31	90.32	43	33
HA	5	LAS-HNL	1705	16	87.50	74	40
OH	6700	JFK-IAH	1925	16	87.50	44	55
WN	1669	MDW-BHM	1910	23	86.96	58	37
XE	2922	DCA-EWR	1445	15	86.67	83	52
HA	9	LAX-HNL	1705	27	85.19	52	35
WN	2674	MDW-DTW	1835	25	84.00	37	27
MQ	3905	PIT-MIA	1520	31	83.87	54	32
HA	1	LAX-HNL	835	31	83.87	30	32
WN	946	MDW-CMH	1955	23	82.61	49	42
US	22	PHX-HNL	1455	17	82.35	39	31
NW	2333	LAX-HNL	1445	16	81.25	31	30
NW	803	ATL-HNL	1050	31	80.65	53	37
F9	745	MKE-LAS	1630	31	80.65	52	44
HA	47	OAK-HNL	830	31	80.65	32	26
HA	15	SAN-HNL	915	31	80.65	30	33
US	20	PHX-HNL	1159	31	80.65	30	28
HA	35	PHX-HNL	805	31	80.65	27	26
NW	7330	DTW-EWR	1530	15	80.00	77	60
B6	506	FLL-EWR	1330	15	80.00	73	45
OO	6592	ORD-AVL	1900	15	80.00	64	62
XE	3086	JAX-EWR	1358	15	80.00	60	45
OH	6543	BOS-JFK	1700	15	80.00	59	51
B6	505	EWR-FLL	1324	15	80.00	49	23
9E	4104	DTW-CMH	1255	15	80.00	44	32
WN	2924	RDU-BWI	1915	20	80.00	38	25
B6	41	JFK-MCO	841	15	80.00	35	25
NW	2215	MSP-FLL	1015	15	80.00	31	37
FL	1209	MDW-RSW	1438	15	80.00	24	21

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

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TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 70% OF THE TIME OR MORE

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
HAWAIIAN	181	9	5.0
FRONTIER	240	6	2.5
AIRTRAN	711	13	1.8
EXPRESSJET	829	15	1.8
COMAIR	361	6	1.7
JETBLUE	589	9	1.5
NORTHWEST	794	7	0.9
MESA	591	4	0.7
SOUTHWEST	3,170	21	0.7
AMERICAN EAGLE	1,244	7	0.6
SKYWEST	1,543	7	0.5
CONTINENTAL	716	3	0.4
US AIRWAYS	1,115	4	0.4
ALASKA	355	1	0.3
PINNACLE	734	2	0.3
ATLANTIC SOUTHEAST	737	2	0.3
DELTA	1,278	2	0.2
UNITED	962	1	0.1
AMERICAN	1,535	0	0.0
TOTAL	17,685	119	0.7

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.

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	60.5	71.9	210	210
ADAK ISLAND AK (ADK)	44.4	33.3	9	9
AGUADILLA PR (BQN)	72.4	79.6	152	152
AKRON OH (CAK)	72.5	74.9	721	722
ALBANY GA (ABY)	84.3	75.9	83	83
ALBANY NY (ALB)	71.3	77.5	970	970
ALBUQUERQUE NM (ABQ)	75.7	78.0	2,844	2,845
ALEXANDRIA LA (AEX)	66.3	69.9	335	336
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	69.9	76.9	319	320
AMARILLO TX (AMA)	67.3	76.2	542	543
ANCHORAGE AK (ANC)	77.2	84.1	1,278	1,274
APPLETON WI (ATW)	64.0	71.8	420	422
ASHEVILLE NC (AVL)	70.4	67.5	398	397
ASHLAND WV (HTS)	50.0	50.0	10	10
ASPEN CO (ASE)	56.1	63.1	456	452
ATLANTA GA (ATL)	69.3	74.6	34,122	34,103
ATLANTIC CITY NJ (ACY)	75.8	85.7	91	91
AUGUSTA GA (AGS)	78.1	80.5	251	251
AUSTIN TX (AUS)	71.8	77.2	3,480	3,479
BAKERSFIELD CA (BFL)	76.8	85.9	297	298
BALTIMORE MD (BWI)	73.3	67.9	8,264	8,265
BANGOR ME (BGR)	75.4	82.1	122	123
BARROW AK (BRW)	79.7	58.0	69	69
BATON ROUGE LA (BTR)	70.6	75.9	748	748
BELLINGHAM WA (BLI)	81.3	75.0	16	16
BEND/REDMOND OR (RDM)	79.8	80.1	267	267
BETHEL AK (BET)	78.8	71.8	85	85
BILLINGS MT (BIL)	64.4	74.9	303	303
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	70.2	84.2	57	57
BIRMINGHAM AL (BHM)	72.3	76.8	1,810	1,810
BISMARCK/MANDAN ND (BIS)	67.6	67.2	238	238
BLOOMINGTON IL (BMI)	68.5	75.7	375	375
BOISE ID (BOI)	71.3	79.1	1,075	1,076
BOSTON MA (BOS)	75.3	78.5	8,733	8,739
BOZEMAN MT (BZN)	69.5	75.1	311	309
BRANSON MO (BKG)	68.9	68.9	45	45
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	81.4	81.9	226	226
BROWNSVILLE TX (BRO)	65.7	76.2	239	239
BRUNSWICK GA (BQK)	85.2	88.9	81	81
BUFFALO NY (BUF)	70.7	74.8	1,953	1,954
BURBANK CA (BUR)	75.3	77.1	2,291	2,290
BURLINGTON VT (BTV)	73.5	74.2	457	457
BUTTE MT (BTM)	67.2	86.2	58	58

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	89.0	90.2	163	163
CASPER WY (CPR)	78.0	86.0	186	186
CEDAR CITY UT (CDC)	79.6	81.5	54	54
CEDAR RAPIDS/IOWA CITY IA (CID)	62.4	65.7	727	728
CHAMPAIGN/URBANA IL (CMI)	53.2	71.7	173	173
CHARLESTON SC (CHS)	69.1	75.0	857	856
CHARLESTON/DUNBAR WV (CRW)	67.6	73.1	247	249
CHARLOTTE AMALIE VI (STT)	67.1	76.3	304	304
CHARLOTTE NC (CLT)	73.8	76.7	9,874	9,877
CHARLOTTESVILLE VA (CHO)	78.8	77.9	104	104
CHATTANOOGA TN (CHA)	76.7	79.7	369	369
CHICAGO IL (MDW)	70.0	58.6	7,173	7,178
CHICAGO IL (ORD)	65.9	64.6	25,716	25,727
CHICO CA (CIC)	67.2	74.1	116	116
CHRISTIANSTED VI (STX)	74.1	86.0	58	57
CLEVELAND OH (CLE)	77.5	81.0	4,485	4,494
CODY WY (COD)	61.3	72.0	93	93
COLLEGE STATION/BRYAN TX (CLL)	64.5	69.9	93	93
COLORADO SPRINGS CO (COS)	71.8	78.8	1,088	1,086
COLUMBIA SC (CAE)	71.9	77.3	770	771
COLUMBUS GA (CSG)	81.5	84.4	135	135
COLUMBUS MS (GTR)	77.8	79.6	54	54
COLUMBUS OH (CMH)	70.7	76.3	2,499	2,498
CORDOVA AK (CDV)	70.2	71.9	57	57
CORPUS CHRISTI TX (CRP)	67.6	77.2	635	635
COVINGTON KY (CVG)	74.8	74.6	4,023	4,022
CRESCENT CITY CA (CEC)	79.5	70.1	88	87
DALLAS TX (DAL)	78.1	73.7	3,915	3,913
DALLAS/FT.WORTH TX (DFW)	73.0	69.4	22,473	22,471
DAYTON OH (DAY)	73.9	79.6	1,014	1,016
DAYTONA BEACH FL (DAB)	75.5	78.6	159	159
DEADHORSE AK (SCC)	94.6	83.9	56	56
DENVER CO (DEN)	74.5	71.4	19,064	19,072
DES MOINES IA (DSM)	62.0	69.1	1,170	1,172
DETROIT MI (DTW)	74.7	76.6	12,807	12,802
DOTHAN AL (DHN)	70.7	77.6	116	116
DUBUQUE IA (DBQ)	62.5	67.0	88	88
DULUTH MN (DLH)	66.7	73.0	186	185
DURANGO CO (DRO)	76.1	76.4	306	305
EAGLE CO (EGE)	68.9	75.8	325	322
EL CENTRO CA (IPL)	90.2	91.9	61	62
EL PASO TX (ELP)	70.9	77.1	1,844	1,843
ELKO NV (EKO)	58.7	75.2	121	121

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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)	73.0	80.2	111	111
ERIE PA (ERI)	72.2	80.6	72	72
EUGENE OR (EUG)	75.4	78.1	414	415
EUREKA/ARCATA CA (ACV)	78.5	74.9	265	267
EVANSVILLE IN (EVV)	70.4	78.4	365	366
FAIRBANKS AK (FAI)	83.7	86.8	319	319
FARGO ND (FAR)	63.2	69.0	361	361
FAYETTEVILLE AR (XNA)	67.0	74.6	1,083	1,082
FAYETTEVILLE NC (FAY)	73.9	77.7	264	264
FLAGSTAFF AZ (FLG)	83.7	87.1	147	147
FLINT MI (FNT)	69.0	79.5	630	629
FLORENCE SC (FLO)	86.2	93.3	29	30
FORT LAUDERDALE FL (FLL)	64.9	70.3	5,839	5,835
FORT SMITH AR (FSM)	64.3	70.7	140	140
FORT WAYNE IN (FWA)	68.3	71.4	438	437
FRESNO CA (FAT)	79.6	81.3	1,069	1,069
FT. MYERS FL (RSW)	69.6	75.0	2,627	2,623
GAINESVILLE FL (GNV)	79.0	79.0	181	181
GILLETTE WY (GCC)	68.5	76.6	124	124
GRAND FORKS ND (GFK)	78.0	81.0	41	42
GRAND JUNCTION CO (GJT)	76.6	81.2	458	458
GRAND RAPIDS MI (GRR)	65.9	71.1	1,022	1,022
GREAT FALLS MT (GTF)	70.1	80.8	147	146
GREEN BAY/CLINTONVILLE WI (GRB)	65.4	70.7	460	461
GREENSBORO/HIGH POINT NC (GSO)	68.7	74.8	763	763
GREENVILLE/SPARTANBURG SC (GSP)	71.6	77.2	768	768
GULFPORT/BILOXI MS (GPT)	74.6	81.1	595	597
GUNNISON CO (GUC)	75.9	74.8	108	107
HARLINGEN/SAN BENITO TX (HRL)	67.5	77.1	446	446
HARRISBURG PA (MDT)	77.9	82.4	420	421
HARTFORD CT (BDL)	75.5	81.0	1,874	1,875
HELENA MT (HLN)	68.7	73.2	147	149
HILO HI (ITO)	91.7	92.4	661	661
HONOLULU HI (HNL)	73.0	86.9	4,637	4,643
HOUSTON TX (HOU)	70.6	62.2	4,473	4,473
HOUSTON TX (IAH)	69.2	73.8	16,169	16,173
HUNTSVILLE AL (HSV)	75.8	80.2	922	925
IDAHO FALLS ID (IDA)	65.1	82.5	212	212
INDIANAPOLIS IN (IND)	73.7	76.7	3,259	3,262
INDIO/PALM SPRINGS CA (PSP)	79.1	84.1	1,041	1,041
INYOKERN CA (IYK)	90.6	88.2	85	85
ISLIP NY (ISP)	73.1	76.3	721	722
ITHACA/CORTLAND NY (ITH)	78.9	87.7	57	57

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON WY (JAC)	64.3	78.2	258	257
JACKSON/VICKSBURG MS (JAN)	69.5	74.8	1,058	1,062
JACKSONVILLE FL (JAX)	70.6	78.4	2,307	2,306
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	80.2	81.0	126	126
JUNEAU AK (JNU)	75.6	69.7	291	290
KAHULUI HI (OGG)	80.3	88.7	1,692	1,689
KALAMAZOO MI (AZO)	61.4	71.9	285	285
KALISPELL MT (FCA)	63.6	84.0	132	131
KANSAS CITY MO (MCI)	72.0	74.2	4,298	4,301
KETCHIKAN AK (KTN)	79.8	76.4	178	178
KEY WEST FL (EYW)	63.1	70.9	103	103
KILLEEN TX (GRK)	64.1	74.2	287	287
KLAMATH FALLS OR (LMT)	79.8	71.0	124	124
KNOXVILLE TN (TYS)	72.2	77.5	1,185	1,185
KODIAK AK (ADQ)	67.3	65.5	55	55
KONA HI (KOA)	82.0	88.5	1,049	1,049
KOTZEBUE AK (OTZ)	70.0	61.1	90	90
LA CROSSE WI (LSE)	63.3	68.4	237	237
LAFAYETTE LA (LFT)	69.0	79.9	484	483
LAKE CHARLES LA (LCH)	54.5	77.9	121	122
LANSING MI (LAN)	66.8	79.9	283	283
LAREDO TX (LRD)	47.6	61.1	227	226
LAS VEGAS NV (LAS)	76.6	73.3	12,232	12,226
LEWISTON ID (LWS)	53.7	77.8	54	54
LEXINGTON KY (LEX)	71.3	79.1	568	570
LIHUE HI (LIH)	85.1	91.3	964	964
LINCOLN NE (LNK)	55.6	62.8	234	234
LITTLE ROCK AR (LIT)	69.9	73.6	1,603	1,604
LONG BEACH CA (LGB)	72.9	75.4	1,175	1,176
LONGVIEW/KILGOR/GLADWATR TX (GGG)	62.9	75.8	62	62
LOS ANGELES CA (LAX)	75.9	77.4	16,268	16,257
LOUISVILLE KY (SDF)	69.0	71.5	1,603	1,604
LUBBOCK TX (LBB)	69.1	72.7	683	684
LYNCHBURG VA (LYH)	79.1	74.6	67	67
MADISON WI (MSN)	63.2	71.0	940	939
MANCHESTER NH (MHT)	71.5	75.9	1,191	1,188
MANHATTAN/FT. RILEY KS (MHK)	56.5	46.8	62	62
MARQUETTE MI (MQT)	51.8	76.5	85	85
MEDFORD OR (MFR)	60.1	63.8	331	329
MELBOURNE FL (MLB)	79.8	82.6	178	178
MEMPHIS TN (MEM)	76.0	82.7	5,944	5,937
MERIDIAN MS (MEI)	74.1	84.5	58	58
MIAMI FL (MIA)	68.1	68.9	5,770	5,768

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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)	62.4	73.8	559	558
MILWAUKEE WI (MKE)	67.2	70.8	3,824	3,819
MINNEAPOLIS MN (MSP)	73.9	74.3	9,400	9,396
MINOT ND (MOT)	28.6	45.0	21	20
MISSION/MCALLEN/EDINBURG TX (MFE)	71.5	80.5	365	365
MISSOULA MT (MSO)	62.4	64.8	250	247
MOBILE AL (MOB)	75.9	82.8	584	583
MODESTO CA (MOD)	71.6	72.3	141	141
MOLINE IL (MLI)	66.1	70.6	598	596
MONROE LA (MLU)	72.3	76.7	202	202
MONTEREY CA (MRY)	76.5	82.6	506	506
MONTGOMERY AL (MGM)	81.1	80.8	380	380
MONTROSE/DELTA CO (MTJ)	76.9	75.7	212	214
MOSES LAKE WA (MWH)	81.5	85.2	54	54
MYRTLE BEACH SC (MYR)	79.1	81.8	301	302
NASHVILLE TN (BNA)	73.3	71.9	4,452	4,453
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	86.8	90.8	76	76
NEW ORLEANS LA (MSY)	71.5	75.5	3,037	3,042
NEW YORK NY (JFK)	71.0	69.5	9,854	9,849
NEW YORK NY (LGA)	70.9	75.4	7,891	7,895
NEWARK NJ (EWR)	61.9	64.8	9,586	9,587
NEWBURGH/POUGHKEEPSIE NY (SWF)	71.3	79.6	181	181
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	67.4	76.6	482	483
NOME AK (OME)	66.7	66.7	90	90
NORFOLK VA (ORF)	67.9	75.8	1,285	1,286
NORTH BEND/COOS BAY OR (OTH)	76.3	75.3	93	93
OAKLAND CA (OAK)	75.5	73.9	4,117	4,115
OKLAHOMA CITY OK (OKC)	67.8	74.8	1,775	1,777
OMAHA NE (OMA)	64.3	66.6	1,962	1,964
ONTARIO/SAN BERNARDINO CA (ONT)	76.4	79.6	2,086	2,087
ORLANDO FL (MCO)	68.8	73.2	10,358	10,351
OXNARD/VENTURA CA (OXR)	91.8	91.8	85	85
PANAMA CITY FL (PFN)	75.3	81.5	324	325
PASCO/KENNEWICK/RICHLAND WA (PSC)	68.1	81.0	295	294
PENSACOLA FL (PNS)	74.9	79.4	825	825
PEORIA IL (PIA)	61.5	69.4	356	356
PETERSBURG AK (PSG)	64.4	67.8	59	59
PHILADELPHIA PA (PHL)	70.1	70.4	7,425	7,424
PHOENIX AZ (PHX)	78.3	78.4	15,617	15,614
PIERRE SD (PIR)	50.0	50.0	2	2
PITTSBURGH PA (PIT)	75.2	77.3	2,873	2,875
POCATELLO ID (PIH)	63.9	82.4	119	119
PONCE PR (PSE)	67.7	75.8	62	62

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PORTLAND ME (PWM)	73.5	79.5	550	550
PORTLAND OR (PDX)	76.9	82.5	4,205	4,203
PROVIDENCE RI (PVD)	74.8	77.2	1,422	1,422
RALEIGH/DURHAM NC (RDU)	73.2	75.3	4,227	4,228
RAPID CITY SD (RAP)	61.8	70.3	319	320
REDDING CA (RDD)	70.6	77.3	119	119
RENO NV (RNO)	69.5	72.6	1,552	1,552
RICHMOND VA (RIC)	70.5	73.7	1,448	1,450
ROANOKE VA (ROA)	67.0	72.9	303	303
ROCHESTER MN (RST)	57.6	64.9	205	205
ROCHESTER NY (ROC)	66.6	70.2	1,090	1,090
ROCK SPRINGS WY (RKS)	68.4	69.0	155	155
ROSWELL NM (ROW)	68.2	70.8	107	106
SACRAMENTO CA (SMF)	75.4	76.3	3,718	3,721
SAGINAW/BAY CITY/MIDLAND MI (MBS)	66.1	76.5	319	319
SALT LAKE CITY UT (SLC)	71.4	76.6	10,334	10,340
SAN ANGELO TX (SJT)	57.4	67.2	61	61
SAN ANTONIO TX (SAT)	71.3	79.7	3,102	3,108
SAN DIEGO CA (SAN)	74.7	77.5	6,561	6,558
SAN FRANCISCO CA (SFO)	69.8	73.1	11,402	11,400
SAN JOSE CA (SJC)	75.6	76.5	3,597	3,598
SAN JUAN PR (SJU)	67.6	74.4	2,044	2,036
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	81.2	82.9	362	362
SANTA ANA CA (SNA)	77.7	79.2	3,636	3,634
SANTA BARBARA CA (SBA)	82.2	85.6	908	909
SANTA FE NM (SAF)	65.6	62.4	93	93
SANTA MARIA CA (SMX)	90.8	90.8	120	120
SARASOTA/BRADENTON FL (SRQ)	69.0	74.6	552	551
SAVANNAH GA (SAV)	69.0	73.1	823	822
SCRANTON/WILKES-BARRE PA (AVP)	63.8	70.5	149	149
SEATTLE WA (SEA)	82.1	85.3	7,828	7,828
SHREVEPORT LA (SHV)	62.7	70.3	472	472
SIoux FALLS SD (FSD)	61.2	66.3	343	344
SITKA AK (SIT)	73.9	75.3	88	89
SOUTH BEND IN (SBN)	68.9	68.6	293	293
SPOKANE WA (GEG)	77.9	84.7	1,027	1,029
SPRINGFIELD IL (SPI)	57.6	67.7	125	124
SPRINGFIELD MO (SGF)	66.7	73.8	670	673
ST. GEORGE UT (SGU)	65.2	83.2	198	197
ST. LOUIS MO (STL)	73.7	73.2	4,346	4,346
STATE COLLEGE PA (SCE)	78.4	80.7	88	88
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	73.2	64.9	194	194
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	51.3	63.2	193	193

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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)	67.9	71.6	842	843
TALLAHASSEE FL (TLH)	75.0	78.2	592	592
TAMPA FL (TPA)	69.2	74.2	5,943	5,937
TELLURIDE CO (TEX)	78.3	87.0	23	23
TEXARKANA AR (TXK)	60.3	70.2	121	121
TOLEDO OH (TOL)	50.0	67.4	86	86
TRAVERSE CITY MI (TVC)	60.4	65.9	328	328
TUCSON AZ (TUS)	73.9	82.1	1,851	1,852
TULSA OK (TUL)	69.2	75.5	1,710	1,713
TWIN FALLS ID (TWF)	55.7	79.8	122	124
TYLER TX (TYR)	56.5	58.1	62	62
VALDOSTA GA (VLD)	79.3	82.8	87	87
VALPARAISO FL (VPS)	69.8	75.6	629	628
WASHINGTON DC (DCA)	73.4	75.3	6,324	6,329
WASHINGTON DC (IAD)	72.3	69.9	5,362	5,362
WATERLOO IA (ALO)	61.3	83.9	31	31
WAUSAU/MARSHFIELD WI (CWA)	60.9	66.5	233	233
WEST PALM BEACH/PALM BEACH FL (PBI)	65.0	71.7	2,483	2,485
WHITE PLAINS NY (HPN)	72.9	71.9	932	932
WICHITA FALLS TX (SPS)	60.7	67.9	56	56
WICHITA KS (ICT)	67.8	75.5	1,017	1,018
WILMINGTON NC (ILM)	72.3	80.1	282	281
WRANGELL AK (WRG)	72.9	69.5	59	59
YAKUTAT AK (YAK)	75.4	70.2	57	57
YUMA AZ (YUM)	89.0	90.3	362	362

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
COMAIR	20	7,580	464	6.1	67	11,429	694	6.1
AMERICAN EAGLE	17	20,996	1,209	5.8	114	36,819	2,167	5.9
MESA	19	10,244	479	4.7	108	19,754	870	4.4
EXPRESSJET	22	15,086	703	4.7	99	27,898	1,184	4.2
JETBLUE	20	11,252	391	3.5	45	16,774	545	3.2
SKYWEST	20	26,497	717	2.7	145	46,832	1,487	3.2
US AIRWAYS	29	28,177	894	3.2	79	33,498	1,048	3.1
PINNACLE	16	8,091	256	3.2	121	21,537	657	3.1
UNITED	28	24,889	750	3.0	74	29,110	849	2.9
DELTA	31	28,956	747	2.6	94	35,280	843	2.4
AMERICAN	29	37,450	886	2.4	79	46,065	1,070	2.3
ATLANTIC SOUTHEAST	10	12,074	248	2.1	106	23,517	520	2.2
AIRTRAN	23	14,627	281	1.9	60	21,261	384	1.8
SOUTHWEST	21	47,780	854	1.8	68	92,293	1,652	1.8
NORTHWEST	29	17,826	303	1.7	74	22,649	364	1.6
CONTINENTAL	26	17,249	230	1.3	57	21,377	280	1.3
ALASKA	18	6,443	15	0.2	49	10,754	80	0.7
FRONTIER	23	5,342	28	0.5	38	6,589	34	0.5
HAWAIIAN	7	375	0	0.0	15	5,833	2	0.0
Total		340,934	9,455	2.8	Total	529,269	14,730	2.8

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

**DECEMBER 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	21537	15871	73.69%	657	3.05%	56	0.26%	1331	6.18%	120	0.56%	2248	10.44%	4	0.02%	1249	5.80%
AA	46065	33666	73.08%	1070	2.32%	125	0.27%	3334	7.24%	924	2.01%	3835	8.33%	21	0.05%	3089	6.71%
AS	10754	9036	84.02%	80	0.74%	60	0.56%	404	3.75%	73	0.68%	621	5.77%	4	0.03%	477	4.43%
B6	16774	11210	66.83%	545	3.25%	36	0.21%	1450	8.64%	65	0.39%	1717	10.24%	15	0.09%	1735	10.34%
CO	21377	15108	70.67%	280	1.31%	43	0.20%	1527	7.14%	318	1.49%	2708	12.67%	86	0.40%	1307	6.11%
DL	35280	26820	76.02%	843	2.39%	64	0.18%	1791	5.08%	211	0.60%	3675	10.42%	14	0.04%	1862	5.28%
EV	23517	17218	73.22%	520	2.21%	84	0.36%	1222	5.19%	188	0.80%	2242	9.54%	5	0.02%	2038	8.67%
F9	6589	4460	67.69%	34	0.52%	6	0.09%	399	6.06%	20	0.30%	734	11.15%	0	0.00%	936	14.20%
FL	21261	14114	66.38%	384	1.81%	38	0.18%	1439	6.77%	34	0.16%	2191	10.30%	0	0.00%	3061	14.40%
HA	5833	5076	87.02%	2	0.03%	3	0.05%	492	8.44%	6	0.11%	5	0.09%	1	0.02%	247	4.23%
MQ	36819	23765	64.55%	2167	5.89%	102	0.28%	2439	6.62%	819	2.22%	3365	9.14%	13	0.03%	4149	11.27%
NW	22649	16857	74.43%	364	1.61%	84	0.37%	1843	8.14%	249	1.10%	2061	9.10%	18	0.08%	1173	5.18%
OH	11429	7527	65.86%	694	6.07%	48	0.42%	1011	8.85%	363	3.18%	1376	12.04%	16	0.14%	394	3.45%
OO	46832	32289	68.95%	1487	3.18%	141	0.30%	2608	5.57%	232	0.49%	4245	9.06%	25	0.05%	5805	12.39%
UA	29110	22508	77.32%	849	2.92%	57	0.20%	1248	4.29%	230	0.79%	2191	7.53%	0	0.00%	2027	6.96%
US	33498	25191	75.20%	1048	3.13%	97	0.29%	1682	5.02%	157	0.47%	3347	9.99%	34	0.10%	1943	5.80%
WN	92293	67539	73.18%	1652	1.79%	289	0.31%	6528	7.07%	651	0.70%	3654	3.96%	100	0.11%	11881	12.87%
XE	27898	18636	66.80%	1184	4.24%	102	0.37%	1543	5.53%	365	1.31%	3716	13.32%	46	0.16%	2306	8.27%
YV	19754	14140	71.58%	870	4.40%	53	0.27%	2735	13.85%	523	2.65%	1404	7.11%	14	0.07%	15	0.08%
TOTAL	529269	381031		14730		1488		35027		5549		45335		416		45693	
			71.99%		2.78%		0.28%		6.62%		1.05%		8.57%		0.08%		8.63%

***Causes of Delay:**

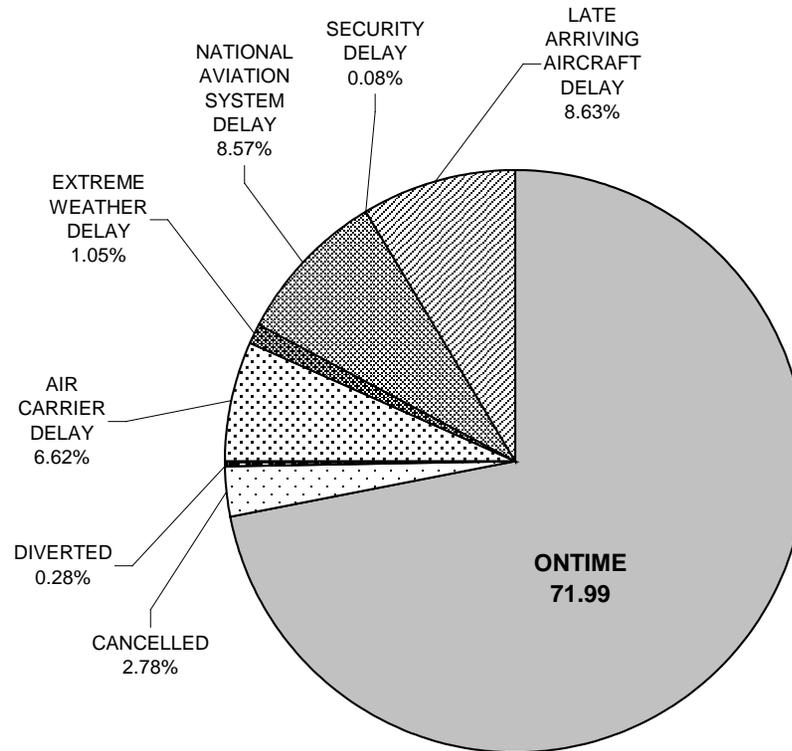
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the 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.

DECEMBER 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.

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>

DECEMBER 2009

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
MQ	2808	DFW	MLI	12/24/2009	1430	248

*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.

DECEMBER 2009

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 3 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
MQ	36,819	9	0.024
US	33,498	8	0.024
AA	46,065	10	0.022
UA	29,110	3	0.010
AS	10,754	1	0.009
YV	19,754	1	0.005
FL	21,261	1	0.005
WN	92,293	2	0.002
9E	21,537	0	0.000
CO	21,377	0	0.000
OO	46,832	0	0.000
OH	11,429	0	0.000
NW	22,649	0	0.000
HA	5,833	0	0.000
B6	16,774	0	0.000
F9	6,589	0	0.000
EV	23,517	0	0.000
XE	27,898	0	0.000
DL	35,280	0	0.000
TOTAL	529,269	35	0.007

* 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

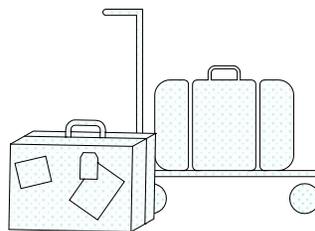
**Air Carriers Voluntarily Reporting
Data to DOT and to CRS Vendors**

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.



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

RANK	AIRLINE	DECEMBER 2009			DECEMBER 2008		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,179	710,349	1.66	1,803	652,571	2.76
2	AIRTRAN AIRWAYS	4,274	2,020,491	2.12	4,905	2,001,294	2.45
3	JETBLUE AIRWAYS	5,799	1,791,665	3.24	6,436	1,750,758	3.68
4	FRONTIER AIRLINES	2,425	693,376	3.50	3,612	724,969	4.98
5	CONTINENTAL AIRLINES	9,813	2,790,026	3.52	12,232	2,808,231	4.36
6	NORTHWEST AIRLINES	9,010	2,496,209	3.61	15,092	2,817,378	5.36
7	ALASKA AIRLINES	4,835	1,200,663	4.03	7,144	1,161,839	6.15
8	US AIRWAYS	16,179	3,645,317	4.44	21,051	3,963,950	5.31
9	SOUTHWEST AIRLINES	38,510	8,579,488	4.49	52,381	8,196,177	6.39
10	EXPRESSJET AIRLINES	5,758	1,061,074	5.43	6,899	904,883	7.62
11	AMERICAN AIRLINES	30,747	5,633,230	5.46	38,967	5,804,542	6.71
12	PINNACLE AIRLINES	5,308	890,225	5.96	10,558	854,339	12.36
13	DELTA AIR LINES	27,862	4,531,411	6.15	46,132	5,014,403	9.20
14	UNITED AIRLINES	22,845	3,652,201	6.26	29,803	3,962,678	7.52
15	MESA AIRLINES	5,872	893,681	6.57	8,010	933,263	8.58
16	COMAIR	3,609	472,353	7.64	6,287	544,657	11.54
17	SKYWEST AIRLINES	15,829	1,817,098	8.71	17,622	1,640,350	10.74
18	AMERICAN EAGLE AIRLINES	12,496	1,250,744	9.99	15,475	1,174,653	13.17
19	ATLANTIC SOUTHEAST AIRLINES	11,387	1,006,621	11.31	15,182	999,621	15.19
TOTALS		233,737	45,136,222	5.18	319,591	45,910,556	6.96

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," "Oversales," and "Consumer Complaints" sections of this report.

JANUARY - DECEMBER
MISHANDLED BAGGAGE REPORTS FILED BY PASSENGERS
U.S. AIRLINES*

RANK	AIRLINE	JANUARY - DECEMBER 2009			JANUARY - DECEMBER 2008		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	40,931	24,565,776	1.67	73,088	25,465,698	2.87
2	HAWAIIAN AIRLINES	16,075	8,465,984	1.90	23,573	7,947,315	2.97
3	FRONTIER AIRLINES	23,782	9,524,184	2.50	46,461	10,359,873	4.48
4	JETBLUE AIRWAYS	53,262	20,788,303	2.56	74,020	21,361,147	3.47
5	NORTHWEST AIRLINES	89,886	33,522,302	2.68	138,919	39,581,942	3.51
6	CONTINENTAL AIRLINES	90,690	33,252,683	2.73	142,961	36,027,443	3.97
7	US AIRWAYS	139,632	46,057,753	3.03	240,285	50,388,949	4.77
8	SOUTHWEST AIRLINES **	357,525	104,235,484	3.43	480,231	104,981,092	4.57
9	EXPRESSJET AIRLINES	46,676	11,931,767	3.91	89,509	14,018,563	6.39
10	ALASKA AIRLINES	58,475	14,692,489	3.98	69,467	15,546,453	4.47
11	UNITED AIRLINES	196,356	47,948,918	4.10	283,357	54,114,611	5.24
12	AMERICAN AIRLINES	299,257	69,208,708	4.32	424,796	74,446,833	5.71
13	MESA AIRLINES	51,437	11,387,988	4.52	91,538	11,608,433	7.89
14	DELTA AIR LINES	284,136	58,116,315	4.89	370,120	61,910,660	5.98
15	PINNACLE AIRLINES	59,794	11,027,102	5.42	77,324	10,237,024	7.55
16	SKYWEST AIRLINES	122,072	21,467,249	5.69	160,210	21,041,977	7.61
17	COMAIR	38,516	6,379,831	6.04	68,186	8,190,831	8.32
18	AMERICAN EAGLE AIRLINES	120,994	15,547,802	7.78	160,730	16,244,392	9.89
19	ATLANTIC SOUTHEAST AIRLINES	104,215	13,235,879	7.87	121,171	12,344,839	9.82
TOTALS		2,193,711	561,356,517	3.91	3,135,946	595,818,075	5.26

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," "Oversales," and "Consumer Complaints" sections of this report.

**Southwest Airlines submitted a correction to its originally-filed "Total Baggage Reports" and "Enplaned Passengers" for January through November 2008. This table reflects the corrected numbers for each of those months.

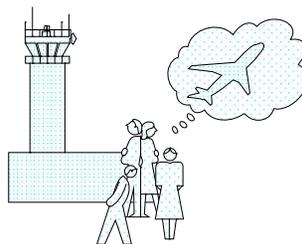
OVERSALES

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

RANK	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		
1	JETBLUE AIRWAYS	33	9	22,267,349	0.00	58	22	21,900,554	0.01
2	HAWAIIAN AIRLINES	173	22	8,344,628	0.03	317	54	7,856,711	0.07
3	AIRTRAN AIRWAYS	33,910	569	23,997,810	0.24	41,877	834	24,619,120	0.34
4	AMERICAN AIRLINES	57,070	4,304	76,245,981	0.56	56,649	5,568	82,247,704	0.68
5	NORTHWEST AIRLINES	44,057	2,123	35,599,219	0.60	48,473	3,027	42,519,162	0.71
6	SKYWEST AIRLINES	40,925	2,134	20,721,633	1.03	34,155	2,090	15,572,248	1.34
7	DELTA AIR LINES ***	57,102	6,956	61,886,229	1.12	62,243	10,403	65,735,090	1.58
8	PINNACLE AIRLINES	26,253	1,223	10,509,282	1.16	6,572	540	3,160,628	1.71
9	SOUTHWEST AIRLINES **	114,298	13,113	101,770,164	1.29	73,403	10,677	102,045,003	1.05
10	UNITED AIRLINES	81,813	6,645	50,971,409	1.30	92,624	6,812	57,568,962	1.18
11	US AIRWAYS	75,498	7,297	51,741,773	1.41	85,001	7,205	53,145,064	1.36
12	MESA AIRLINES	22,480	1,618	10,984,365	1.47	25,048	1,355	9,947,777	1.36
13	CONTINENTAL AIRLINES	37,915	5,893	37,524,185	1.57	37,825	5,671	40,283,669	1.41
14	FRONTIER AIRLINES	6,618	1,769	9,419,052	1.88	4,436	983	10,497,522	0.94
15	EXPRESSJET AIRLINES	20,492	2,386	12,394,332	1.93	*	*	*	*
16	ALASKA AIRLINES	9,228	2,980	14,692,489	2.03	8,128	983	15,546,453	0.63
17	ATLANTIC SOUTHEAST AIRLINES	30,782	2,937	12,952,513	2.27	22,982	3,610	9,290,037	3.89
18	COMAIR	18,885	1,610	6,131,756	2.63	13,461	1,909	5,599,468	3.41
19	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

	DECEMBER 2009				DECEMBER 2008			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	579	31	2	93	599	33	0	73
FOREIGN AIRLINES	106	0	0	11	94	2	0	6
TRAVEL AGENTS	7	0	0	1	7	0	0	0
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	0	0	0	1	2	3	0	0
INDUSTRY TOTALS	692	31	2	106	702	38	0	79

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	DECEMBER 2009			DECEMBER 2008		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	171		1	206	
CANCELLATIONS			76			90
DELAYS			47			54
MISCONNECTIONS			29			30
BAGGAGE	2	164		2	147	
RES/TKTG/BOARDING	3	102		3	93	
CUSTOMER SERVICE	4	79		4	84	
DISABILITY	5	38		6	34	
REFUNDS	5	38		5	48	
FARES	7	33		8	30	
OVERSALES	8	25		7	32	
OTHER	9	23		9	17	
FREQUENT FLYER			19			16
DISCRIMINATION	10	12		10	7	
ADVERTISING	11	6		11	4	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		692			702	

* 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*

DECEMBER 2009

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	3	2	4	2	0	2	2	2	1	1	0	0	19
ALLEGIAN AIR	4	0	3	1	0	1	0	1	0	0	0	0	10
AMERICAN AIRLINES	13	1	13	3	3	18	6	4	0	1	0	4	66
AMERICAN EAGLE AIRLINES	4	0	0	0	0	3	0	0	0	0	0	0	7
COMAIR	5	0	1	0	0	0	1	0	0	0	0	0	7
CONTINENTAL AIRLINES	9	1	4	1	1	7	9	2	0	2	0	2	38
DELTA AIR LINES	25	6	12	7	6	32	9	6	1	1	1	6	112
EXPRESSJET AIRLINES	2	0	1	0	1	1	0	0	0	0	0	0	5
FRONTIER AIRLINES	3	0	1	0	0	1	0	0	0	0	0	0	5
HAWAIIAN AIRLINES	1	0	0	1	1	2	0	1	0	0	0	0	6
JETBLUE AIRWAYS	3	1	1	0	1	1	4	3	0	0	0	0	14
NORTHWEST AIRLINES	9	1	7	1	5	8	5	3	0	0	0	1	40
PIEDMONT AIRLINES	5	1	0	0	0	1	0	1	0	0	0	0	8
PINNACLE AIRLINES	4	1	0	0	0	0	0	0	0	0	0	0	5
REPUBLIC AIRWAYS	6	0	0	0	0	0	0	1	0	0	0	0	7
SKYWEST AIRLINES	3	0	0	0	0	0	2	0	0	0	0	0	5
SOUTHWEST AIRLINES	5	0	2	0	0	5	2	1	0	1	0	0	16
SPIRIT AIRLINES	5	0	6	0	0	1	0	0	1	0	0	0	13
UNITED AIRLINES	13	4	10	8	2	19	14	4	0	1	0	5	80
US AIRWAYS	14	2	14	3	1	16	12	3	0	2	0	1	68
OTHER U. S. AIRLINES	24	0	3	1	5	9	1	1	2	2	0	0	48
TOTAL DECEMBER 2009	160	20	82	28	26	127	67	33	5	11	1	19	579
% OF TOTAL COMPLAINTS	27.6	3.5	14.2	4.8	4.5	21.9	11.6	5.7	0.9	1.9	0.2	3.3	
TOTAL DECEMBER 2008	196	24	71	24	35	119	73	31	3	6	0	17	599
% OF TOTAL COMPLAINTS	32.7	4	11.9	4	5.8	19.9	12.2	5.2	0.5	1	0	2.8	

* 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

DECEMBER 2009

U. S. AIRLINES*	COMPS RECD IN DEC	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN NOV	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	19	8	42.1	4	21.1	6	31.6	1	5.3
ALLEGIAN AIR	10	6	60.0	2	20.0	1	10.0	1	10.0
AMERICAN AIRLINES	66	31	47.0	11	16.7	18	27.3	6	9.1
AMERICAN EAGLE AIRLINES	7	5	71.4	0	0.0	1	14.3	1	14.3
COMAIR	7	6	85.7	1	14.3	0	0.0	0	0.0
CONTINENTAL AIRLINES	38	22	57.9	7	18.4	8	21.1	1	2.6
DELTA AIR LINES	112	65	58.0	13	11.6	22	19.6	12	10.7
EXPRESSJET AIRLINES	5	1	20.0	3	60.0	1	20.0	0	0.0
FRONTIER AIRLINES	5	2	40.0	2	40.0	1	20.0	0	0.0
HAWAIIAN AIRLINES	6	2	33.3	0	0.0	4	66.7	0	0.0
JETBLUE AIRWAYS	14	13	92.9	0	0.0	1	7.1	0	0.0
NORTHWEST AIRLINES	40	16	40.0	3	7.5	17	42.5	4	10.0
PIEDMONT AIRLINES	8	4	50.0	3	37.5	1	12.5	0	0.0
PINNACLE AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
REPUBLIC AIRWAYS	7	7	100.0	0	0.0	0	0.0	0	0.0
SKYWEST AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
SOUTHWEST AIRLINES	16	10	62.5	2	12.5	3	18.8	1	6.2
SPIRIT AIRLINES	13	5	38.5	1	7.7	4	30.8	3	23.1
UNITED AIRLINES	80	48	60.0	12	15.0	12	15.0	8	10.0
US AIRWAYS	68	41	60.3	9	13.2	13	19.1	5	7.4
OTHER U. S. AIRLINES	48	26	54.2	7	14.6	9	18.8	6	12.5
TOTALS	579	326	56.3	82	14.2	122	21.1	49	8.5
PREVIOUS YEAR' S TOTALS	599	326	54.4	86	14.4	126	21.0	61	10.2

*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**

DECEMBER 2009

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	1	1	1	0	0	3	0	1	0	0	0	0	7
ALITALIA AIRLINES	2	1	0	0	1	4	1	0	0	0	0	1	10
BRITISH AIRWAYS	3	0	2	1	1	0	1	0	0	0	0	1	9
LUFTHANSA	0	0	1	0	0	2	1	1	0	0	0	0	5
MEXICANA	1	0	2	0	1	2	0	1	0	0	0	1	8
ROYAL AIR MAROC	0	0	0	1	0	3	2	0	0	1	0	0	7
OTHER FOREIGN AIRLINES	4	3	10	1	9	23	6	2	1	0	0	1	60
TOTALS	11	5	16	3	12	37	11	5	1	1	0	4	106
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	4	2	0	0	1	0	0	0	0	0	7
TOTALS	0	0	4	2	0	0	1	0	0	0	0	0	7
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0

* 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

DECEMBER

CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES *

RANK	AIRLINE	DECEMBER 2009			DECEMBER 2008		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	16	8,361,945	0.19	15	7,970,545	0.19
2	<i>ATLANTIC SOUTHEAST AIRLINES</i>	2	1,003,568	0.20	11	999,243	1.10
3	<i>ALASKA AIRLINES</i>	3	1,318,459	0.23	5	1,277,796	0.39
4	<i>SKYWEST AIRLINES</i>	5	1,811,394	0.28	4	1,629,907	0.25
5	<i>MESA AIRLINES</i>	3	860,624	0.35	7	895,127	0.78
6	<i>EXPRESSJET AIRLINES</i>	5	1,185,339	0.42	6	1,024,169	0.59
7	<i>AMERICAN EAGLE AIRLINES</i>	7	1,296,631	0.54	13	1,203,115	1.08
8	<i>PINNACLE AIRLINES</i>	5	863,837	0.58	6	838,559	0.72
9	<i>FRONTIER AIRLINES</i>	5	714,520	0.70	3	798,269	0.38
10	<i>JETBLUE AIRWAYS</i>	14	1,957,564	0.72	16	1,836,349	0.87
11	<i>HAWAIIAN AIRLINES</i>	6	700,967	0.86	3	644,538	0.47
12	<i>AMERICAN AIRLINES</i>	66	7,076,938	0.93	62	7,278,277	0.85
13	<i>AIRTRAN AIRWAYS</i>	19	1,973,336	0.96	20	1,941,589	1.03
14	<i>CONTINENTAL AIRLINES</i>	38	3,719,269	1.02	39	3,659,948	1.07
15	<i>NORTHWEST AIRLINES</i>	40	3,059,097	1.31	37	3,512,069	1.05
16	<i>COMAIR</i>	7	482,773	1.45	8	560,803	1.43
17	<i>US AIRWAYS</i>	68	4,011,730	1.70	73	4,332,236	1.69
18	<i>UNITED AIRLINES</i>	80	4,341,997	1.84	84	4,661,828	1.80
19	<i>DELTA AIR LINES</i>	112	5,369,330	2.09	97	5,825,557	1.67
	TOTAL	501	50,109,318	1.00	509	50,889,924	1.00

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

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

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS

	JANUARY - DECEMBER 2009				JANUARY - DECEMBER 2008			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	7,233	513	22	1,081	9,227	970	37	1,282
FOREIGN AIRLINES	1,450	61	3	136	1,304	34	0	111
TRAVEL AGENTS	105	3	0	114	96	3	0	3
TOUR OPERATORS	2	0	0	0	6	0	0	0
MISCELLANEOUS	29	7	0	5	15	6	0	6
INDUSTRY TOTALS	8,819	584	25	1,336	10,648	1,013	37	1,402

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - DECEMBER 2009			JANUARY - DECEMBER 2008		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	2,041		1	3,247	
CANCELLATIONS			801			1,394
DELAYS			557			919
MISCONNECTI ONS			431			557
BAGGAGE	2	1,606		2	2,081	
RES/TKTG/BOARDING	3	1,583		3	1,404	
CUSTOMER SERVICE	4	1,103		4	1,333	
REFUNDS	5	669		5	804	
DISABILITY	6	517		6	477	
FARES	7	436		8	389	
OVERSALES	8	370		7	432	
OTHER	9	304		9	322	
FREQUENT FLYER			232			241
DISCRIMINATION	10	132		10	115	
ADVERTISING	11	53		11	39	
ANIMALS	12	5		12	5	
COMPLAINT TOTAL		8,819			10,648	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

COMPLAINTS AGAINST U. S. AIRLINES/ BY COMPLAINT CATEGORY*/JANUARY - DECEMBER 2009

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	25	4	2	0	0	1	5	1	0	1	0	1	40
AIRTRAN AIRWAYS	60	20	27	11	8	43	39	15	1	8	0	2	234
ALASKA AIRLINES	22	2	15	4	5	14	10	5	1	0	0	0	78
ALLEGIAN AIR	24	1	16	9	9	8	16	9	3	0	0	1	96
AMERICAN AIRLINES	211	21	119	46	62	230	127	49	3	15	1	29	913
AMERICAN EAGLE AIRLINES	43	1	8	0	2	35	13	4	0	1	0	4	111
ATLANTIC SOUTHEAST AIRLINES	53	6	4	0	0	7	9	6	0	0	0	1	86
CHAUTAUQUA AIRLINES	14	2	0	0	0	4	1	2	0	2	0	0	25
COLGAN AIRWAYS	21	3	1	0	1	3	3	2	0	0	0	0	34
COMAIR	46	5	7	0	0	3	9	3	0	0	0	0	73
CONTINENTAL AIRLINES	104	24	77	25	21	65	60	35	3	13	2	11	440
DELTA AIR LINES	231	66	236	79	90	277	159	67	6	15	2	99	1,327
EXECUTIVE AIRLINES	18	3	1	0	1	12	1	0	0	0	0	1	37
EXPRESSJET AIRLINES	24	1	5	1	2	2	4	2	0	0	0	3	44
FREEDOM AIRLINES	7	3	1	0	0	1	0	0	0	0	0	0	12
FRONTIER AIRLINES	28	4	15	4	5	8	13	7	2	1	0	1	88
GO!	10	1	2	0	1	7	1	0	1	0	0	0	23
GOJET AIRLINES	8	0	0	0	1	0	1	1	0	0	0	0	11
GREAT LAKES AVIATION	8	0	1	0	0	2	1	1	0	0	0	0	13
HAWAIIAN AIRLINES	6	0	8	12	7	10	8	10	0	0	0	1	62
HORIZON AIRLINES	5	1	1	0	0	3	3	3	0	0	0	0	16
JETBLUE AIRWAYS	53	5	27	8	15	16	31	21	0	4	0	9	189
MESA AIRLINES	40	3	3	0	0	6	11	2	0	2	0	0	67
MESABA AVIATION	20	4	2	0	0	4	8	3	0	3	0	2	46
MIDWEST AIRLINES	10	1	3	0	2	2	1	0	1	0	0	2	22
NORTHWEST AIRLINES	118	15	78	24	41	94	63	44	0	7	0	14	498
PIEDMONT AIRLINES	33	9	3	0	0	12	9	7	0	1	0	0	74
PINNACLE AIRLINES	46	8	7	0	0	8	6	9	0	0	0	0	84
PSA AIRLINES	13	2	0	0	0	1	2	0	0	0	0	0	18
REPUBLIC AIRWAYS	28	1	1	0	0	1	3	1	0	1	0	0	36
SHUTTLE AMERICA	10	0	1	0	0	5	2	1	0	0	0	0	19
SKYWEST AIRLINES	49	4	11	0	0	15	9	15	0	0	0	1	104
SOUTHWEST AIRLINES	35	11	22	3	16	43	35	30	0	11	0	4	210
SPIRIT AIRLINES	73	23	116	20	52	49	48	10	8	2	0	10	411
TRANS STATES AIRLINES	19	0	1	0	0	5	2	5	0	0	0	0	32
UNITED AIRLINES	150	28	119	41	43	145	117	46	5	13	0	44	751
UNITED EXPRESS	15	2	5	0	0	12	6	1	0	1	0	0	42
US AIRWAYS	140	46	116	47	42	100	107	40	1	4	0	25	668
US AIRWAYS EXPRESS	1	0	0	2	0	3	4	0	0	1	0	0	11
USA3000	6	0	2	0	1	0	1	2	0	0	0	0	12
VIRGIN AMERICA	2	0	1	4	0	3	3	1	0	0	0	1	15
OTHER U. S. AIRLINES	41	2	21	8	33	22	23	5	3	1	0	2	161
TOTAL JAN-DEC 2009	1,870	332	1,085	348	460	1,281	974	465	38	107	5	268	7,233
% OF TOTAL COMPLAINTS	25.9	4.6	15.0	4.8	6.4	17.7	13.5	6.4	0.5	1.5	0.1	3.7	
TOTAL JAN-DEC 2008	3,016	370	1,151	326	634	1,674	1,206	431	29	99	5	286	9,227
% OF TOTAL COMPLAINTS	32.7	4.0	12.5	3.5	6.9	18.1	13.1	4.7	0.3	1.1	0.1	3.1	

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

** AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) 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 (YTD)

COMPANIES OTHER THAN U. S. AIRLINES/BY COMPLAINT CATEGORY**/JANUARY - DECEMBER 2009

	<u>FLIGHT PROBLEMS</u>	<u>OVER-SALES</u>	<u>RES/TKTG/BOARDING</u>	<u>FARES</u>	<u>REFUNDS</u>	<u>BAGGAGE</u>	<u>CUSTOMER SERVICE</u>	<u>DISABILITY</u>	<u>ADVERTISING</u>	<u>DISCRIMINATION</u>	<u>ANIMALS</u>	<u>OTHER</u>	<u>TOTAL</u>
<u>FOREIGN AIRLINES</u>													
AER LINGUS	3	0	2	1	1	3	1	1	0	1	0	0	13
AEROMEXICO	5	2	5	5	7	5	2	1	0	0	0	0	32
AIR CANADA	6	1	6	0	2	8	3	1	0	0	0	0	27
AIR FRANCE	8	4	19	8	12	34	10	6	0	3	0	8	112
AIR INDIA	6	1	3	1	8	10	1	4	0	0	0	0	34
AIR JAMAICA	5	2	1	3	4	12	1	0	0	0	0	0	28
ALITALIA AIRLINES	15	1	6	2	10	28	9	2	0	0	0	2	75
BRITISH AIRWAYS	13	0	266	5	17	24	10	7	1	2	0	2	347
CATHAY PACIFIC AIRWAYS	1	0	0	1	2	1	3	0	0	2	0	0	10
COPA COMPANIA PANAMENA	2	2	6	2	5	6	2	1	0	1	0	0	27
EMIRATES AIRLINES	0	3	6	0	0	13	8	1	0	1	0	0	32
ETIHAD AIRWAYS	3	0	2	1	4	5	1	0	0	0	0	2	18
IBERIA AIRLINES	9	3	4	1	3	14	3	2	0	1	0	0	40
KLM	2	2	1	1	2	7	6	1	0	0	0	1	23
KOREAN AIR LINES	2	0	3	2	3	1	1	1	0	0	0	1	14
KUWAIT AIRWAYS	1	0	4	0	1	2	2	0	0	0	0	0	10
LAN AIRLINES	0	0	1	3	3	1	0	0	2	0	0	0	10
LUFTHANSA	7	1	10	3	5	22	12	3	1	1	0	3	68
MEXICANA	10	4	25	7	14	14	2	3	1	1	0	1	82
QATAR AIRWAYS	0	0	3	0	1	9	4	1	0	1	0	3	22
ROYAL AIR MAROC	5	1	1	1	1	6	4	0	0	1	0	1	21
ROYAL JORDANIAN AIRLINES	0	1	1	0	2	6	0	0	0	0	0	0	10
TACA INTERNATIONAL AIRLINES	1	1	5	0	8	5	2	0	0	0	0	0	22
TURKISH AIRLINES	1	0	3	0	0	5	0	0	1	0	0	1	11
VIRGIN ATLANTIC AIRWAYS	3	0	4	4	8	5	4	4	1	1	0	0	34
OTHER FOREIGN AIRLINES	56	9	50	24	51	77	29	12	5	7	0	8	328
TOTALS	164	38	437	75	174	323	120	51	12	23	0	33	1,450
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	2	0	10	5	7	0	1	0	0	0	0	0	25
ORBITZ.COM	1	0	19	2	6	0	2	0	1	0	0	0	31
PRICELINE.COM	0	0	8	2	3	0	0	0	0	0	0	0	13
TRAVELCITY.COM	0	0	10	2	3	0	1	0	1	0	0	0	17
OTHER TRAVEL AGENTS	2	0	11	1	5	0	0	0	0	0	0	0	19
TOTALS	5	0	58	12	24	0	4	0	2	0	0	0	105
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	1	0	0	0	0	0	2
TOTALS	0	0	0	0	1	0	1	0	0	0	0	0	2
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	2	0	3	1	10	2	4	1	1	2	0	3	29
TOTALS	2	0	3	1	10	2	4	1	1	2	0	3	29

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) 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 5 (YTD)

JANUARY – DECEMBER

CONSUMER COMPLAINTS: RANKINGS/ U.S. AIRLINES *

RANK	AIRLINE	JANUARY - DECEMBER 2009			JANUARY - DECEMBER 2008		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	210	101,417,913	0.21	250	102,041,876	0.25
2	<i>EXPRESSJET AIRLINES</i>	44	13,441,156	0.33	65	15,527,869	0.42
3	<i>SKYWEST AIRLINES</i>	104	21,320,662	0.49	99	20,854,997	0.47
4	<i>ALASKA AIRLINES</i>	78	15,561,087	0.50	75	16,809,469	0.45
5	<i>MESA AIRLINES</i>	67	10,962,035	0.61	87	11,182,883	0.78
6	<i>AMERICAN EAGLE AIRLINES</i>	111	17,321,151	0.64	171	16,558,194	1.03
7	<i>ATLANTIC SOUTHEAST AIRLINES</i>	86	13,198,240	0.65	110	12,558,604	0.88
8	<i>HAWAIIAN AIRLINES</i>	62	8,344,839	0.74	61	7,856,494	0.78
9	<i>PINNACLE AIRLINES</i>	84	10,591,084	0.79	91	10,219,741	0.89
10	<i>JETBLUE AIRWAYS</i>	189	22,122,542	0.85	223	21,846,693	1.02
11	<i>FRONTIER AIRLINES</i>	88	9,612,613	0.92	80	10,554,842	0.76
12	<i>AIRTRAN AIRWAYS</i>	234	24,037,905	0.97	271	24,586,032	1.10
13	<i>CONTINENTAL AIRLINES</i>	440	43,995,409	1.00	518	46,946,338	1.10
14	<i>COMAIR</i>	73	7,103,710	1.03	105	8,355,396	1.26
15	<i>AMERICAN AIRLINES</i>	913	85,720,516	1.07	1,237	92,772,044	1.33
16	<i>NORTHWEST AIRLINES</i>	498	41,116,559	1.21	423	48,920,621	0.86
17	<i>US AIRWAYS</i>	668	51,016,029	1.31	1,103	54,820,105	2.01
18	<i>UNITED AIRLINES</i>	751	56,070,670	1.34	1,172	63,149,339	1.86
19	<i>DELTA AIR LINES</i>	1,327	67,852,554	1.96	1,289	71,727,986	1.80
	TOTAL	6,027	620,806,674	0.97	7,430	657,289,523	1.13

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," "Mishandled Baggage," and "Oversales" 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 December 2009 as provided by the Transportation Security Administration^{a *}

The Transportation Security Administration screened approximately 51.5 million airline passengers and their 44.4 checked bags during December 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 December.

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
242	.0005	124	.0002	69	.0001	502	.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
230	.0004	775	.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 December.

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.

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

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

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

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

Carrier	Death	Injury	Loss
<u>Alaska</u>		1	
<u>American</u>	1		
<u>Delta</u>	1		
Total	2	1	0