



U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: June 2010



Flight Delays¹	April 2010 12 Months Ending April 2010
Mishandled Baggage¹	April 2010
Oversales¹	1st Quarter 2010
Consumer Complaints² (Includes Disability and Discrimination Complaints)	April 2010
Customer Service Reports to the Dept. of Homeland Security³	April 2010
Airline Animal Incident Reports⁴	April 2010

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

TABLE OF CONTENTS

Section	Page
Introduction	2
Flight Delays	
Explanation	3
Table 1	4
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier	
Table 1A	5
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date	
Table 2	6
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport	
Table 3	10
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day	
Table 4	12
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day	
Table 5	14
List of Regularly Scheduled Flights Arriving Late 80% of the Time or More	
Table 6	15
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More	
Table 7	16
On-Time Arrival and Departure Percentage, by Airport	
Table 8	20
Overall Number and Percentage of Flight Cancellations, by Carrier	
Table 9	21
Flight Causation Data, By Airline and Category	
Table 10	22
Flight Causation Data, Graphic Representation	

Section	Page
Flight Delays (continued)	
Table 11	23
List of Regularly Scheduled Flights with Tarmac Delays of 4 Hours or More, By Carrier	
Table 12	24
Number and Percentage of Regularly Scheduled Flights With Tarmac Delays of 3 Hours or More, By Carrier	
Footnotes	25
Appendix	26
Mishandled Baggage	
Explanation	27
Ranking--Month	28
Oversales	
Explanation	29
Ranking—1st Quarter 2010	30
Consumer Complaints	
Explanation	31
Complaint Tables 1-5	32
Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
Rankings, Table 6 (Month)	37
Complaint Categories	38
Customer Service Reports to the Department of Homeland Security	39
Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation	40

INTRODUCTION

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

APRIL 2010

AIR TRAVEL CONSUMER REPORT

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

	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
CARRIER A/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	81.9	15	93.5
ALASKA AIRLINES S/	18	91.7	49	90.9
US AIRWAYS S/	27	88.9	77	88.6
UNITED AIRLINES S/	27	88.7	74	88.5
ATLANTIC SOUTHEAST AIRLINES S/	10	87.4	109	87.8
AIRTRAN AIRWAYS S/	22	87.7	62	87.7
MESA AIRLINES S/	20	87.7	106	87.4
PINNACLE AIRLINES S/V/	14	86.5	124	86.6
CONTINENTAL AIRLINES S/	26	85.9	55	86.0
JETBLUE AIRWAYS S/	20	85.1	45	85.4
FRONTIER AIRLINES S/	22	85.6	39	85.1
SOUTHWEST AIRLINES S/	20	85.1	68	84.5
DELTA AIR LINES S/	29	84.1	110	84.4
EXPRESSJET AIRLINES S/V/	19	82.3	110	83.8
SKYWEST AIRLINES S/	15	83.9	144	83.7
AMERICAN AIRLINES S/	28	83.3	79	83.2
COMAIR S/	18	80.5	74	82.3
AMERICAN EAGLE AIRLINES S/	18	82.2	126	82.3
TOTAL		85.3		85.3

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

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

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

APRIL 2010

AIR TRAVEL CONSUMER REPORT

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

CARRIER	2nd QUARTER		3rd QUARTER		4th QUARTER		1st QUARTER		FEB - 10		MAR - 10		APR - 10		12 MONTHS ENDING APRIL 2010		DATABASE TO DATE SEP 1987- APRIL 2010	
	04 - 06 2009		07 - 09 2009		10 - 12 2009		01 - 03 2010											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	76.4	13	75.4	17	74.1	19	76.7	11	71.9	13	78.3	11	87.7	6	76.4	16	(--)	(--)
ALASKA	84.9	2	87.6	2	86.0	2	86.4	2	86.2	2	87.3	2	90.9	2	86.8	2	75.9	7
AMERICAN	73.8	16	78.2	15	78.8	10	76.5	12	73.4	11	76.1	16	83.2	16	77.6	13	78.0	4
AMERICAN EAGLE	75.6	15	80.6	12	75.2	17	74.6	14	70.8	14	79.8	10	82.3	18	77.1	14	73.9	8
ATLANTIC SOUTHEAST	71.2	18	69.8	18	75.2	16	76.2	13	72.3	12	77.8	13	87.8	5	74.5	17	(--)	(--)
COMAIR	64.7	19	69.1	19	74.3	18	71.1	18	62.2	18	77.7	15	82.3	17	70.6	18	(--)	(--)
CONTINENTAL	78.7	10	82.8	7	77.2	13	78.4	9	75.0	9	77.7	14	86.0	9	80.5	7	78.2	2
DELTA	76.7	12	78.7	14	81.0	6	78.9	7	74.7	10	80.3	8	84.4	13	79.6	10	77.6	5
EXPRESSJET	79.0	8	83.2	5	75.3	15	73.3	16	68.5	15	75.1	17	83.8	14	78.6	12	(--)	(--)
FRONTIER	75.8	14	82.1	9	75.8	14	80.3	5	79.7	4	78.2	12	85.1	11	79.1	11	(--)	(--)
HAWAIIAN	91.6	1	94.1	1	91.2	1	88.4	1	88.2	1	90.2	1	93.5	1	91.6	1	(--)	(--)
JETBLUE	73.7	17	78.7	13	79.2	8	71.6	17	67.9	16	72.1	18	85.4	10	76.8	15	(--)	(--)
MESA	78.7	9	81.5	10	79.1	9	80.4	4	77.3	6	83.5	5	87.4	7	80.4	8	(--)	(--)
NORTHWEST	80.2	6	78.0	16	78.1	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
PINNACLE	84.6	3	81.3	11	81.1	5	74.1	15	64.0	17	84.2	3	86.6	8	80.3	9	(--)	(--)
SKYWEST	84.3	4	85.1	3	78.7	11	78.2	10	76.2	7	83.4	6	83.7	15	81.4	5	(--)	(--)
SOUTHWEST	82.0	5	84.0	4	80.9	7	80.1	6	79.8	3	80.3	9	84.5	12	81.8	4	81.9	1
UNITED	77.7	11	82.3	8	83.7	3	82.5	3	79.6	5	83.8	4	88.5	4	82.1	3	76.0	6
US AIRWAYS	79.1	7	83.2	6	81.7	4	78.7	8	75.3	8	80.9	7	88.6	3	81.4	6	78.2	3
Total	78.6		81.0		79.2		77.9		74.6		80.0		85.3		79.7		78.2	

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily (ExpressJet and Pinnacle). Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

APRIL 2010

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		DCA		DEN		DFW		DTW	
	# 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	1146	80.8	52	75.0	H/		34	85.3	26	88.5	H/		30	80.0	5218	87.4
AA	428	79.9	905	81.9	266	76.7	141	86.5	869	83.9	504	81.9	12741	87.4	205	82.9
AS	30	96.7	60	91.7	H/		H/		90	93.3	120	90.0	60	91.7	H/	
B6	H/		2051	86.4	146	84.2	149	83.9	H/		90	84.4	H/		H/	
CO	178	88.8	401	86.8	111	85.6	113	93.8	220	92.3	279	81.4	166	89.2	111	85.6
DL	13934	86.6	1198	83.9	637	84.1	288	82.6	908	82.7	640	80.9	376	89.6	5280	84.3
EV	10837	87.6	H/		H/		42	90.5	H/		H/		H/		3	33.3
F9	87	78.2	11	45.5	H/		H/		90	87.8	3082	87.7	147	84.4	58	82.8
FL	5811	89.4	569	83.8	1399	87.8	173	84.4	331	87.9	174	87.4	275	87.3	171	87.7
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	227	63.0	769	87.0	163	77.3	260	66.2	852	84.6	H/		6892	86.7	297	80.8
OH	417	73.9	460	83.3	30	76.7	65	89.2	640	86.7	3	66.7	119	79.8	1038	78.5
OO	87	67.8	H/		H/		H/		H/		5766	82.2	310	81.9	98	84.7
UA	60	81.7	685	86.9	400	90.5	36	91.7	428	85.0	4209	91.3	251	86.1	31	77.4
US	392	86.7	1641	88.2	352	88.9	6379	90.9	1900	90.8	352	86.9	565	89.6	224	90.2
WN	H/		464	77.2	4922	86.9	H/		H/		3480	84.2	H/		478	81.2
XE	359	83.6	72	98.6	178	82.0	329	85.1	129	88.4	H/		237	80.2	228	82.9
YV	184	81.5	25	80.0	10	90.0	1737	91.6	H/		360	84.2	2	100.0	112	84.8
TOTAL	34177	86.7	9363	85.3	8614	86.4	9746	89.6	6483	87.0	19059	85.6	22171	87.1	13552	85.0

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

APRIL 2010

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*	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
	# 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	3	66.7	H/		106	84.9	158	84.2	H/		H/		H/		224	81.2
AA	436	83.5	219	86.3	348	81.3	274	85.8	932	80.9	679	83.7	2335	79.6	1348	84.8
AS	60	90.0	H/		H/		30	96.7	H/		366	94.0	442	94.6	H/	
B6	398	80.4	1196	85.2	454	84.8	H/		3745	86.6	254	83.5	90	81.1	270	86.7
CO	3761	85.3	449	86.9	H/		5427	88.6	H/		491	85.3	587	77.0	257	91.4
DL	492	76.4	965	81.8	248	82.7	137	82.5	1574	79.9	1007	79.4	1555	81.7	2081	82.1
EV	H/		30	76.7	464	89.7	28	82.1	98	87.8	H/		H/		60	81.7
F9	H/		59	71.2	H/		90	78.9	H/		250	88.0	191	82.7	81	67.9
FL	H/		535	83.0	116	82.8	H/		H/		182	85.2	186	83.9	554	83.0
HA	H/		H/		H/		H/		H/		78	89.7	59	72.9	H/	
MQ	72	61.1	H/		H/		110	62.7	690	83.0	H/		1244	94.6	989	87.6
OH	5	100.0	11	100.0	65	83.1	43	74.4	1713	79.6	H/		H/		807	81.3
OO	H/		H/		H/		123	87.8	H/		417	75.5	3702	89.8	H/	
UA	288	85.8	H/		2076	91.4	245	84.5	381	90.8	796	88.8	2075	90.7	468	85.3
US	318	82.7	555	86.8	H/		284	85.9	120	82.5	765	88.4	460	87.2	1106	88.7
WN	H/		1508	84.2	318	78.6	H/		H/		6456	86.6	3250	82.4	232	71.1
XE	3693	78.2	H/		618	89.3	7804	83.4	H/		H/		H/		85	83.5
YV	142	73.9	H/		1432	87.8	28	85.7	8	87.5	333	81.4	146	87.7	61	85.2
TOTAL	9668	81.5	5527	84.3	6245	87.8	14781	85.3	9261	83.5	12074	85.7	16322	85.9	8623	84.1

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

APRIL 2010

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*	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		140	81.4	H/		1098	91.2	71	78.9	H/		36	86.1	H/	
AA	695	81.2	H/		3468	80.1	342	85.4	4750	79.7	142	85.9	384	86.2	453	81.7
AS	32	84.4	H/		30	86.7	60	98.3	120	71.7	730	93.0	H/		233	92.3
B6	1350	85.9	H/		H/		H/		151	85.4	90	71.1	H/		51	84.3
CO	559	85.2	H/		264	88.3	30	80.0	294	81.0	120	85.0	123	82.1	318	83.0
DL	1534	83.8	89	88.8	666	82.4	5139	84.7	423	73.0	373	84.2	532	85.3	672	82.6
EV	H/		32	81.2	H/		H/		254	80.7	H/		H/		H/	
F9	106	79.2	116	84.5	H/		102	88.2	H/		117	88.0	30	56.7	206	85.9
FL	1812	88.9	424	86.6	90	84.4	232	88.8	H/		H/		255	85.1	69	84.1
HA	H/		H/		H/		H/		H/		60	95.0	H/		30	80.0
MQ	H/		H/		911	61.7	100	66.0	6487	78.1	H/		134	66.4	H/	
OH	H/		30	83.3	H/		319	82.8	151	73.5	H/		66	83.3	H/	
OO	H/		H/		H/		1000	77.4	3726	81.6	1000	89.2	H/		290	87.9
UA	534	90.6	H/		40	90.0	306	84.0	5320	88.0	357	91.6	300	87.3	420	89.8
US	712	87.6	H/		292	84.2	262	92.4	541	79.5	150	90.7	3758	87.7	4899	90.4
WN	3208	89.2	6290	86.6	H/		378	77.2	H/		1084	86.6	1484	84.0	5074	85.1
XE	6	83.3	H/		26	84.6	344	77.0	2029	82.9	H/		44	88.6	30	70.0
YV	H/		H/		H/		H/		1437	82.9	H/		33	84.8	2269	92.4
TOTAL	10548	87.1	7121	86.4	5787	78.2	9712	84.3	25754	81.6	4223	88.4	7179	85.9	15014	87.9

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

APRIL 2010

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*	SAN		SEA		SFO		SLC		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		H/		H/		H/		H/	
AA	420	84.5	434	83.6	951	71.8	155	81.9	484	82.2
AS	296	96.6	3359	91.9	240	80.0	H/		H/	
B6	86	88.4	120	89.2	322	69.9	90	80.0	326	82.8
CO	271	81.2	314	80.9	356	68.8	60	90.0	390	85.9
DL	525	82.1	662	87.3	678	73.5	2206	84.0	990	84.5
EV	H/		H/		H/		H/		H/	
F9	106	85.8	99	82.8	128	77.3	122	86.9	56	80.4
FL	H/		30	70.0	85	80.0	H/		560	88.4
HA	30	73.3	73	86.3	30	53.3	H/		H/	
MQ	498	92.8	H/		H/		76	63.2	H/	
OH	H/		H/		H/		H/		H/	
OO	630	86.7	662	92.0	3569	77.0	5863	87.3	H/	
UA	581	86.9	564	91.0	3155	84.9	30	90.0	265	91.3
US	289	88.9	240	90.4	362	78.7	120	87.5	611	88.2
WN	2758	82.7	968	87.5	1210	71.5	1166	84.7	2482	87.8
XE	H/		H/		H/		22	90.9	9	88.9
YV	3	33.3	H/		150	68.0	30	86.7	H/	
TOTAL	6493	85.2	7525	89.6	11236	77.5	9940	86.0	6173	86.7

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

APRIL 2010

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	93.2	87.4	96.7	90.8	100.0	92.3	89.6	81.8	76.1	54.1	94.0	97.5	85.6	J/	94.3	95.5	94.8	95.5
700 - 759 AM	94.4	88.2	97.8	94.3	88.6	91.7	93.9	87.9	95.6	86.4	92.3	90.5	91.4	93.5	96.3	94.9	94.6	96.4
800 - 859 AM	88.0	92.0	95.5	93.7	95.2	91.7	93.4	87.8	94.5	91.7	89.4	88.7	89.9	95.8	93.2	93.5	91.8	92.4
900 - 959 AM	88.2	94.7	94.2	82.1	92.1	90.3	92.7	88.9	93.8	93.7	94.6	91.5	96.0	92.6	91.0	92.6	94.0	95.8
1000 - 1059 AM	89.9	95.5	97.0	92.1	89.9	88.3	92.2	89.4	90.8	90.3	90.3	85.7	92.0	90.3	91.9	85.9	91.5	94.1
1100 - 1159 AM	92.2	90.0	92.6	91.7	92.9	89.8	90.3	90.5	91.1	90.8	90.4	91.1	90.9	89.4	87.2	92.1	91.2	92.0
1200 - 1259 PM	90.4	91.4	93.9	94.9	90.6	90.4	89.9	87.7	90.9	89.0	92.3	88.6	87.9	84.5	91.5	89.9	92.1	90.4
100 - 159 PM	86.9	90.8	90.7	90.9	91.3	87.0	89.8	90.6	87.8	88.3	83.6	84.8	87.9	89.0	87.2	88.0	89.9	93.6
200 - 259 PM	87.7	90.5	91.2	92.0	86.5	85.1	86.0	82.3	81.3	90.0	91.2	87.7	80.9	88.9	86.7	88.2	89.4	92.8
300 - 359 PM	85.7	87.8	88.6	90.6	89.0	82.2	86.6	90.6	79.5	87.5	90.2	83.8	73.9	86.3	86.8	86.1	87.9	88.6
400 - 459 PM	84.9	82.7	86.5	88.7	88.7	85.2	85.7	86.0	77.9	78.9	85.5	84.4	80.7	81.6	80.8	83.7	87.4	85.8
500 - 559 PM	83.5	83.3	82.5	88.7	82.7	81.3	83.4	82.8	75.2	84.7	88.2	81.0	77.5	87.7	83.1	78.0	83.5	85.0
600 - 659 PM	83.9	75.6	85.0	84.1	84.4	80.7	83.5	80.0	71.5	83.3	85.2	83.7	79.8	80.5	79.4	77.3	87.2	79.3
700 - 759 PM	81.6	74.1	81.4	86.8	84.3	79.9	83.5	84.8	66.1	81.5	89.8	76.6	77.9	82.5	83.6	73.8	81.6	81.6
800 - 859 PM	82.0	81.9	73.2	83.3	84.6	80.8	79.3	83.1	69.6	79.4	83.0	77.2	76.0	76.8	80.0	76.2	79.8	74.9
900 - 959 PM	82.8	78.5	75.6	86.8	83.2	81.9	81.4	77.2	72.8	82.0	88.7	82.3	84.2	78.9	81.9	78.0	82.3	78.8
1000 - 1059 PM	85.7	80.9	74.8	86.4	78.2	78.2	79.4	79.0	82.0	75.6	77.3	82.9	85.1	73.2	75.6	79.8	83.2	76.8
1100 - 559 AM	80.8	84.0	77.4	72.8	78.3	83.8	82.9	83.3	83.8	75.9	78.4	85.7	82.8	82.3	85.0	79.6	79.1	71.4
TOTAL, ALL ARRIVALS, BY AIRPORT	86.7	85.3	86.4	89.6	87.0	85.6	87.1	85.0	81.5	84.3	87.8	85.3	83.5	85.7	85.9	84.1	87.1	86.4

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

APRIL 2010

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	85.0	92.1	94.3	92.3	95.6	92.7	84.0	91.7	94.7	96.0	80.0	91.1
700 - 759 AM	85.0	84.3	90.9	96.7	97.7	94.1	92.9	88.6	94.8	92.0	95.5	92.5
800 - 859 AM	89.8	87.9	88.0	96.9	92.6	95.3	93.4	96.5	88.0	92.7	94.4	91.2
900 - 959 AM	85.6	92.6	85.8	93.7	90.3	87.0	92.2	92.6	85.9	90.0	95.8	90.5
1000 - 1059 AM	84.6	87.5	89.0	93.3	91.4	91.3	91.1	95.1	77.9	89.3	95.6	90.1
1100 - 1159 AM	83.9	76.8	87.4	94.6	91.9	94.0	91.2	91.8	80.2	88.2	90.3	90.0
1200 - 1259 PM	78.7	91.5	86.7	92.9	89.6	87.8	88.8	93.2	74.1	92.0	91.6	89.1
100 - 159 PM	85.3	84.5	83.6	87.9	90.9	88.9	87.6	90.7	71.8	86.2	90.4	87.6
200 - 259 PM	78.1	84.9	83.6	88.5	88.5	89.5	83.6	93.2	74.7	84.0	86.4	86.0
300 - 359 PM	82.0	80.3	81.0	87.9	89.1	88.0	88.3	88.9	75.7	84.3	88.3	85.3
400 - 459 PM	68.5	83.3	78.2	83.8	86.4	84.6	83.7	90.9	70.6	82.4	88.8	83.6
500 - 559 PM	78.9	83.0	78.2	85.3	81.8	87.4	83.6	88.5	70.6	80.8	88.9	82.5
600 - 659 PM	70.1	83.1	73.5	88.5	82.6	83.6	81.7	86.9	77.2	88.8	85.0	81.0
700 - 759 PM	70.4	79.6	71.9	87.5	78.2	87.3	77.7	82.9	72.0	79.2	80.3	79.7
800 - 859 PM	70.9	78.3	66.5	88.3	83.1	80.7	78.8	87.1	77.4	85.1	79.1	78.9
900 - 959 PM	68.5	73.8	69.2	82.3	80.1	78.1	79.0	89.5	72.5	76.6	77.4	79.8
1000 - 1059 PM	74.9	81.3	75.4	87.8	80.9	77.6	77.6	81.5	69.2	68.7	74.8	78.5
1100 - 559 AM	70.4	81.4	87.2	81.9	77.4	77.8	86.4	89.4	78.0	80.3	78.7	81.6
TOTAL, ALL ARRIVALS, BY AIRPORT	78.2	84.3	81.6	88.4	85.9	87.9	85.2	89.6	77.5	86.0	86.7	85.3

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

APRIL 2010

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	96.0	95.6	96.0	95.6	95.1	96.3	92.7	94.8	93.4	94.9	96.5	94.3	93.5	96.6	94.7	96.6	96.9	96.5
700 - 759 AM	95.2	92.8	95.5	94.1	94.1	92.9	91.3	91.6	92.5	96.3	95.5	95.7	90.8	93.3	91.7	96.3	95.3	97.2
800 - 859 AM	93.3	91.8	93.2	93.2	94.1	91.7	90.9	89.7	90.9	92.9	93.3	93.8	89.3	92.8	92.0	95.7	94.5	91.4
900 - 959 AM	88.7	91.1	89.8	93.4	92.8	85.8	90.3	90.3	90.9	90.7	92.7	92.6	88.8	91.2	89.1	94.0	93.7	92.2
1000 - 1059 AM	88.4	93.7	90.7	79.2	92.9	84.9	89.3	88.8	92.9	89.2	93.5	92.6	92.9	88.0	86.0	90.7	92.8	88.8
1100 - 1159 AM	87.8	91.6	90.2	90.2	91.0	84.9	85.8	89.7	82.4	88.5	89.1	89.2	89.5	88.8	85.0	91.0	89.1	86.9
1200 - 1259 PM	87.9	89.9	88.3	85.8	88.7	85.3	85.2	87.1	88.7	84.4	89.5	88.2	83.9	85.8	86.1	92.6	89.5	82.0
100 - 159 PM	87.4	90.0	84.2	89.6	88.9	85.2	82.9	86.0	85.3	83.6	84.9	88.1	85.7	81.5	85.6	90.0	90.7	81.0
200 - 259 PM	85.4	86.5	79.1	90.2	89.6	82.0	80.4	85.0	81.6	85.0	83.3	84.0	84.3	83.6	79.5	88.3	83.2	74.9
300 - 359 PM	84.3	89.3	86.7	81.0	84.4	78.9	80.5	78.0	78.8	81.2	83.1	85.7	79.3	80.0	82.2	87.5	83.1	76.7
400 - 459 PM	83.5	81.8	77.9	86.8	86.4	79.8	80.8	82.7	72.9	76.9	80.4	83.2	76.1	74.8	85.9	86.9	80.3	67.4
500 - 559 PM	82.2	77.9	76.6	87.1	87.2	77.8	78.9	81.7	73.4	73.4	87.2	81.6	76.2	77.3	77.8	85.9	78.6	72.4
600 - 659 PM	80.3	79.4	72.2	84.9	80.3	81.1	77.2	75.8	78.0	80.6	84.2	82.3	79.9	79.1	82.2	81.1	75.6	60.6
700 - 759 PM	82.7	74.9	74.6	82.9	85.5	75.1	79.6	78.5	73.1	77.0	79.5	80.9	75.5	74.4	78.8	77.8	79.2	68.5
800 - 859 PM	85.1	76.8	60.9	84.4	87.7	73.4	79.1	80.3	69.2	84.6	76.2	64.4	75.5	75.5	78.0	79.4	75.0	51.3
900 - 959 PM	83.5	71.4	76.0	81.8	86.5	82.6	79.9	80.8	59.4	53.3	86.5	87.3	74.4	73.0	83.2	83.2	81.5	70.5
1000 - 1059 PM	85.4	J/	J/	91.4	J/	100.0	80.0	88.4	76.7	J/	90.6	100.0	82.5	86.8	85.9	75.0	J/	J/
1100 - 559 AM	90.9	91.0	89.5	100.0	100.0	93.4	89.2	100.0	96.8	95.1	100.0	93.7	82.5	89.9	86.4	96.7	91.7	98.0
TOTAL, ALL DEPARTURES, BY AIRPORT	86.4	87.2	83.8	88.9	89.5	83.5	83.9	84.6	82.3	84.9	88.3	87.0	82.9	84.4	85.9	89.1	86.4	78.8

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

APRIL 2010

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	94.5	96.8	92.3	96.7	95.1	95.6	97.2	97.0	95.2	96.2	97.4	95.3
700 - 759 AM	90.0	90.5	89.2	95.5	92.4	94.4	97.0	95.5	91.2	95.3	95.1	93.4
800 - 859 AM	90.6	93.8	87.6	93.8	91.9	91.6	93.0	94.2	89.4	92.4	93.4	91.8
900 - 959 AM	80.7	93.3	88.7	95.8	92.4	84.9	90.8	94.5	86.3	91.9	93.4	90.4
1000 - 1059 AM	80.2	90.3	86.7	93.1	92.9	86.9	89.0	92.1	81.7	89.3	94.9	88.6
1100 - 1159 AM	81.6	88.2	86.1	93.3	91.1	85.0	84.7	93.0	80.3	90.9	89.0	87.8
1200 - 1259 PM	80.3	91.7	82.8	91.6	93.0	85.0	86.9	90.7	79.9	88.2	86.9	86.5
100 - 159 PM	74.6	88.7	85.5	91.6	86.9	84.4	83.1	91.1	72.5	88.4	88.7	85.6
200 - 259 PM	77.2	80.9	80.2	89.9	85.2	84.3	86.0	90.6	72.0	84.1	87.9	83.1
300 - 359 PM	72.0	83.3	80.2	89.9	86.3	83.2	75.2	91.1	72.8	86.1	80.3	81.8
400 - 459 PM	64.0	72.7	77.2	86.3	83.1	80.8	84.4	87.3	76.0	84.3	80.1	80.5
500 - 559 PM	71.8	80.4	75.7	92.0	78.0	72.8	85.9	93.9	71.1	83.5	86.3	79.9
600 - 659 PM	74.6	76.0	75.4	93.3	85.2	83.8	82.9	90.9	78.0	84.5	81.8	79.4
700 - 759 PM	68.5	86.0	71.3	85.5	72.6	71.3	79.8	90.5	79.4	87.6	80.6	78.3
800 - 859 PM	65.3	87.5	71.2	89.0	87.5	83.9	77.1	89.4	74.7	80.3	70.8	76.9
900 - 959 PM	66.5	84.7	72.8	92.6	84.9	69.2	56.0	95.3	75.5	88.4	J/	80.2
1000 - 1059 PM	78.3	95.0	55.6	87.5	85.7	83.7	96.3	88.6	80.8	J/	J/	85.9
1100 - 559 AM	67.7	88.4	94.9	92.5	96.8	89.9	J/	93.1	78.8	84.2	100.0	89.2
TOTAL, ALL DEPARTURES, BY AIRPORT	76.2	86.7	81.4	92.4	87.8	85.3	86.5	92.5	80.4	88.4	88.0	85.2

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

APRIL 2010

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
MQ	3637	MIA-CLT	1635	25	100.00	62	48
MQ	3626	PNS-MIA	1125	25	84.00	24	19
WN	1602	PHX-DEN	1945	26	80.77	42	37
MQ	3638	CLT-MIA	1905	25	80.00	54	43
MQ	3648	CVG-MIA	1325	25	80.00	43	25

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

APRIL 2010

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,236	10	0.8
SOUTHWEST	3,270	7	0.2
SKYWEST	1,694	1	0.1
DELTA	2,052	0	0.0
AMERICAN	1,506	0	0.0
US AIRWAYS	1,133	0	0.0
EXPRESSJET	1,115	0	0.0
UNITED	956	0	0.0
ATLANTIC SOUTHEAST	838	0	0.0
PINNACLE	758	0	0.0
AIRTRAN	694	0	0.0
CONTINENTAL	686	0	0.0
JETBLUE	568	0	0.0
MESA	531	0	0.0
COMAIR	405	0	0.0
ALASKA	364	0	0.0
FRONTIER	231	0	0.0
HAWAIIAN	177	0	0.0
TOTAL	18,214	18	0.1

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

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

APRIL 2010

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	86.9	89.8	206	206
ADAK ISLAND AK (ADK)	77.8	77.8	9	9
AGUADILLA PR (BQN)	89.2	91.7	120	120
AKRON OH (CAK)	86.2	89.7	785	784
ALBANY GA (ABY)	95.3	94.2	86	86
ALBANY NY (ALB)	83.9	89.9	1,038	1,038
ALBUQUERQUE NM (ABQ)	83.8	86.6	2,715	2,716
ALEXANDRIA LA (AEX)	85.7	90.4	280	280
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	86.3	90.1	322	322
AMARILLO TX (AMA)	83.5	86.7	510	511
ANCHORAGE AK (ANC)	84.7	93.8	1,221	1,221
APPLETON WI (ATW)	79.6	86.1	397	397
ASHEVILLE NC (AVL)	87.7	87.7	494	494
ASPEN CO (ASE)	72.1	68.2	240	242
ATLANTA GA (ATL)	86.7	86.4	34,177	34,188
ATLANTIC CITY NJ (ACY)	89.5	93.4	76	76
AUGUSTA GA (AGS)	89.3	88.7	291	292
AUSTIN TX (AUS)	86.5	89.3	3,577	3,577
BAKERSFIELD CA (BFL)	89.2	91.5	295	295
BALTIMORE MD (BWI)	86.4	83.8	8,614	8,614
BANGOR ME (BGR)	83.3	90.3	144	144
BARROW AK (BRW)	84.1	76.8	69	69
BATON ROUGE LA (BTR)	89.3	90.8	778	775
BELLINGHAM WA (BLI)	85.7	92.9	14	14
BEND/REDMOND OR (RDM)	90.7	94.6	259	259
BETHEL AK (BET)	83.1	80.7	83	83
BILLINGS MT (BIL)	87.1	88.5	278	279
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	93.8	98.8	80	80
BIRMINGHAM AL (BHM)	84.1	86.4	1,814	1,813
BISMARCK/MANDAN ND (BIS)	86.0	90.5	285	285
BLOOMINGTON IL (BMI)	90.2	90.8	338	338
BOISE ID (BOI)	84.3	88.9	1,157	1,157
BOSTON MA (BOS)	85.3	87.2	9,363	9,370
BOZEMAN MT (BZN)	80.6	85.1	248	249
BRANSON MO (BKG)	84.7	89.8	59	59
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	93.0	93.4	227	227
BROWNSVILLE TX (BRO)	80.9	91.0	199	199
BRUNSWICK GA (BQK)	91.5	95.1	82	82
BUFFALO NY (BUF)	83.3	89.0	2,175	2,175
BURBANK CA (BUR)	83.6	85.2	2,256	2,256
BURLINGTON VT (BTV)	84.4	86.2	450	449
BUTTE MT (BTM)	84.2	91.2	57	57
CARLSBAD CA (CLD)	90.3	93.3	134	134

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CASPER WY (CPR)	81.5	82.1	173	173
CEDAR CITY UT (CDC)	84.6	86.5	52	52
CEDAR RAPIDS/IOWA CITY IA (CID)	85.7	90.4	467	468
CHAMPAIGN/URBANA IL (CMI)	78.8	88.5	203	208
CHARLESTON SC (CHS)	84.0	84.5	1,051	1,048
CHARLESTON/DUNBAR WV (CRW)	87.0	89.3	385	382
CHARLOTTE AMALIE VI (STT)	87.9	89.8	314	314
CHARLOTTE NC (CLT)	89.6	88.9	9,746	9,741
CHARLOTTESVILLE VA (CHO)	89.7	91.4	116	116
CHATTANOOGA TN (CHA)	86.8	86.5	401	401
CHICAGO IL (MDW)	86.4	78.8	7,121	7,121
CHICAGO IL (ORD)	81.6	81.4	25,754	25,768
CHICO CA (CIC)	84.5	87.9	116	116
CHRISTIANSTED VI (STX)	82.5	75.0	40	40
CLEVELAND OH (CLE)	87.6	90.7	4,707	4,707
CODY WY (COD)	82.2	86.7	90	90
COLLEGE STATION/BRYAN TX (CLL)	81.1	88.9	90	90
COLORADO SPRINGS CO (COS)	82.5	85.7	984	984
COLUMBIA MO (COU)	85.7	87.0	77	77
COLUMBIA SC (CAE)	85.9	89.0	707	707
COLUMBUS GA (CSG)	92.2	91.4	116	116
COLUMBUS MS (GTR)	97.1	91.2	34	34
COLUMBUS OH (CMH)	84.7	89.8	2,408	2,412
CORDOVA AK (CDV)	81.7	85.0	60	60
CORPUS CHRISTI TX (CRP)	84.4	89.6	635	636
COVINGTON KY (CVG)	88.4	87.0	3,346	3,351
CRESCENT CITY CA (CEC)	84.7	81.2	85	85
DALLAS TX (DAL)	85.7	79.4	3,937	3,937
DALLAS/FT.WORTH TX (DFW)	87.1	83.9	22,171	22,165
DAYTON OH (DAY)	85.7	90.7	1,241	1,240
DAYTONA BEACH FL (DAB)	82.7	89.1	248	248
DEADHORSE AK (SCC)	92.9	85.7	56	56
DENVER CO (DEN)	85.6	83.5	19,059	19,039
DES MOINES IA (DSM)	84.1	87.8	1,150	1,150
DETROIT MI (DTW)	85.0	84.6	13,552	13,544
DOTHAN AL (DHN)	91.4	88.8	116	116
DUBUQUE IA (DBQ)	82.6	86.0	86	86
DULUTH MN (DLH)	90.4	93.9	280	279
DURANGO CO (DRO)	81.7	85.6	284	284
EAGLE CO (EGE)	81.2	85.7	117	119
EAU CLAIRE WI (EAU)	88.4	87.2	86	86
EL CENTRO CA (IPL)	78.3	78.3	60	60
EL PASO TX (ELP)	82.2	88.0	1,770	1,770

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

APRIL 2010

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ELKO NV (EKO)	84.5	86.2	116	116
ELMIRA/CORNING NY (ELM)	89.8	96.3	108	108
ERIE PA (ERI)	83.9	87.5	112	112
EUGENE OR (EUG)	87.1	90.6	395	395
EUREKA/ARCATA CA (ACV)	80.0	77.3	260	260
EVANSVILLE IN (EVV)	85.5	86.0	387	386
FAIRBANKS AK (FAI)	93.3	92.3	313	313
FARGO ND (FAR)	86.3	91.7	423	423
FAYETTEVILLE AR (XNA)	82.7	87.4	1,139	1,139
FAYETTEVILLE NC (FAY)	89.2	87.7	268	269
FLAGSTAFF AZ (FLG)	87.1	90.3	124	124
FLINT MI (FNT)	79.8	86.6	519	521
FLORENCE SC (FLO)	95.5	95.5	22	22
FORT LAUDERDALE FL (FLL)	84.3	84.9	5,527	5,533
FORT SMITH AR (FSM)	83.6	85.6	140	139
FORT WAYNE IN (FWA)	83.7	85.8	435	436
FRESNO CA (FAT)	85.7	88.1	1,022	1,022
FT. MYERS FL (RSW)	87.9	86.9	2,800	2,803
GAINESVILLE FL (GNV)	91.5	87.5	200	200
GILLETTE WY (GCC)	81.0	91.7	121	120
GRAND FORKS ND (GFK)	91.0	96.4	111	111
GRAND JUNCTION CO (GJT)	85.8	87.6	429	429
GRAND RAPIDS MI (GRR)	82.7	85.6	1,050	1,051
GREAT FALLS MT (GTF)	84.2	92.5	146	146
GREEN BAY/CLINTONVILLE WI (GRB)	80.5	86.1	483	482
GREENSBORO/HIGH POINT NC (GSO)	81.3	85.3	739	739
GREENVILLE/SPARTANBURG SC (GSP)	84.4	90.1	810	809
GULFPORT/BILOXI MS (GPT)	84.7	87.1	603	603
GUNNISON CO (GUC)	82.2	82.6	45	46
HANCOCK/HOUGHTON MI (CMX)	95.0	93.3	60	60
HARLINGEN/SAN BENITO TX (HRL)	78.5	89.3	438	438
HARRISBURG PA (MDT)	85.2	88.6	439	439
HARTFORD CT (BDL)	82.5	88.6	1,944	1,945
HELENA MT (HLN)	88.7	95.8	142	142
HILO HI (ITO)	94.7	96.2	585	585
HONOLULU HI (HNL)	88.1	93.5	4,289	4,290
HOUSTON TX (HOU)	83.3	74.6	4,388	4,388
HOUSTON TX (IAH)	85.3	87.0	14,781	14,786
HUNTSVILLE AL (HSV)	87.5	90.3	906	903
IDAHO FALLS ID (IDA)	87.2	92.3	195	195
INDIANAPOLIS IN (IND)	84.8	87.0	3,166	3,168
INDIO/PALM SPRINGS CA (PSP)	84.6	85.0	1,073	1,074
INYOKERN CA (IYK)	95.1	97.6	82	82

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ISLIP NY (ISP)	86.2	91.6	730	730
ITHACA/CORTLAND NY (ITH)	79.0	86.4	81	81
JACKSON WY (JAC)	82.9	89.1	164	165
JACKSON/VICKSBURG MS (JAN)	85.6	88.0	1,020	1,019
JACKSONVILLE FL (JAX)	85.1	88.3	2,472	2,470
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	89.2	90.1	111	111
JUNEAU AK (JNU)	87.2	88.2	297	297
KAHULUI HI (OGG)	88.9	92.8	1,644	1,613
KALAMAZOO MI (AZO)	85.6	89.4	263	263
KALISPELL MT (FCA)	88.0	97.4	117	117
KANSAS CITY MO (MCI)	84.6	86.6	4,051	4,052
KETCHIKAN AK (KTN)	89.4	87.2	180	180
KEY WEST FL (EYW)	79.1	79.1	110	110
KILLEEN TX (GRK)	82.5	90.0	269	269
KLAMATH FALLS OR (LMT)	85.0	81.7	120	120
KNOXVILLE TN (TYS)	86.6	88.0	1,277	1,277
KODIAK AK (ADQ)	83.9	83.9	56	56
KONA HI (KOA)	91.4	94.6	932	932
KOTZEBUE AK (OTZ)	82.2	82.2	90	90
LA CROSSE WI (LSE)	84.0	88.5	313	312
LAFAYETTE LA (LFT)	85.0	90.0	479	479
LAKE CHARLES LA (LCH)	83.1	89.4	65	66
LANSING MI (LAN)	88.3	92.4	342	341
LAREDO TX (LRD)	79.3	87.6	241	241
LAS VEGAS NV (LAS)	85.7	84.4	12,074	12,072
LEWISTON ID (LWS)	94.2	98.1	52	52
LEXINGTON KY (LEX)	85.0	89.5	844	844
LIHUE HI (LIH)	90.2	94.7	916	916
LINCOLN NE (LNK)	78.1	83.7	228	227
LITTLE ROCK AR (LIT)	82.1	85.6	1,614	1,611
LONG BEACH CA (LGB)	87.0	85.0	1,139	1,143
LONGVIEW/KILGOR/GLADWATR TX (GGG)	86.7	93.3	60	60
LOS ANGELES CA (LAX)	85.9	85.9	16,322	16,321
LOUISVILLE KY (SDF)	82.9	87.9	1,543	1,540
LUBBOCK TX (LBB)	84.2	89.3	651	652
LYNCHBURG VA (LYH)	85.4	89.0	82	82
MADISON WI (MSN)	81.5	87.4	801	801
MANCHESTER NH (MHT)	85.5	89.1	1,231	1,229
MANHATTAN/FT. RILEY KS (MHK)	85.9	89.4	85	85
MARQUETTE MI (MQT)	76.8	89.3	56	56
MEDFORD OR (MFR)	80.9	84.6	345	345
MELBOURNE FL (MLB)	83.1	85.3	183	184
MEMPHIS TN (MEM)	87.0	88.0	6,133	6,133

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

APRIL 2010
AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MERIDIAN MS (MEI)	91.1	91.1	56	56
MIAMI FL (MIA)	78.2	76.2	5,787	5,789
MIDLAND/ODESSA TX (MAF)	85.5	90.9	594	594
MILWAUKEE WI (MKE)	83.7	86.0	3,639	3,642
MINNEAPOLIS MN (MSP)	84.3	86.7	9,712	9,710
MINOT ND (MOT)	96.0	92.0	25	25
MISSION/MCALLEN/EDINBURG TX (MFE)	84.2	88.3	367	367
MISSOULA MT (MSO)	86.8	90.7	205	205
MOBILE AL (MOB)	87.8	90.8	543	543
MODESTO CA (MOD)	73.6	81.3	144	144
MOLINE IL (MLI)	83.4	88.0	560	560
MONROE LA (MLU)	88.1	90.4	260	260
MONTEREY CA (MRY)	88.5	90.4	480	480
MONTGOMERY AL (MGM)	88.5	87.0	391	391
MONTROSE/DELTA CO (MTJ)	85.9	83.8	142	142
MOSES LAKE WA (MWH)	94.2	98.1	52	52
MUSKEGON MI (MKG)	78.8	81.8	66	66
MYRTLE BEACH SC (MYR)	88.9	89.2	324	324
NASHVILLE TN (BNA)	86.0	85.4	4,451	4,452
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	93.8	96.3	81	81
NEW ORLEANS LA (MSY)	83.4	87.2	3,208	3,210
NEW YORK NY (JFK)	83.5	82.9	9,261	9,258
NEW YORK NY (LGA)	84.1	89.1	8,623	8,628
NEWARK NJ (EWR)	81.5	82.3	9,668	9,667
NEWBURGH/POUGHKEEPSIE NY (SWF)	85.2	90.3	176	176
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	84.8	90.3	433	433
NOME AK (OME)	82.2	84.4	90	90
NORFOLK VA (ORF)	80.5	87.3	1,191	1,192
NORTH BEND/COOS BAY OR (OTH)	76.7	73.3	90	90
OAKLAND CA (OAK)	85.1	83.3	3,932	3,932
OKLAHOMA CITY OK (OKC)	81.8	87.2	1,862	1,865
OMAHA NE (OMA)	82.6	87.3	2,138	2,135
ONTARIO/SAN BERNARDINO CA (ONT)	86.6	87.2	2,086	2,086
ORLANDO FL (MCO)	87.1	86.4	10,548	10,539
OXNARD/VENTURA CA (OXR)	89.5	93.0	86	86
PADUCAH KY (PAH)	78.3	86.7	60	60
PANAMA CITY FL (PFN)	87.2	87.7	335	334
PASCO/KENNEWICK/RICHLAND WA (PSC)	83.2	89.2	286	286
PELLSTON MI (PLN)	80.0	96.4	55	55
PENSACOLA FL (PNS)	86.5	90.6	941	940
PEORIA IL (PIA)	82.1	89.0	319	318
PETERSBURG AK (PSG)	81.7	85.0	60	60
PHILADELPHIA PA (PHL)	85.9	87.8	7,179	7,183

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PHOENIX AZ (PHX)	87.9	85.3	15,014	15,011
PITTSBURGH PA (PIT)	87.8	90.7	3,054	3,053
POCATELLO ID (PIH)	90.4	90.4	115	115
PONCE PR (PSE)	90.0	91.7	60	60
PORTLAND ME (PWM)	80.4	86.9	540	540
PORTLAND OR (PDX)	88.4	92.4	4,223	4,224
PROVIDENCE RI (PVD)	84.6	87.5	1,502	1,501
RALEIGH/DURHAM NC (RDU)	86.0	89.1	3,956	3,958
RAPID CITY SD (RAP)	84.3	86.8	470	470
REDDING CA (RDD)	80.3	93.2	117	117
RENO NV (RNO)	85.7	85.7	1,641	1,641
RICHMOND VA (RIC)	85.1	88.2	1,445	1,444
ROANOKE VA (ROA)	85.5	88.1	276	277
ROCHESTER MN (RST)	86.4	89.5	383	381
ROCHESTER NY (ROC)	86.3	87.4	1,086	1,085
ROCK SPRINGS WY (RKS)	86.6	86.0	149	150
ROSWELL NM (ROW)	89.8	94.4	108	108
SACRAMENTO CA (SMF)	84.9	84.9	3,697	3,727
SAGINAW/BAY CITY/MIDLAND MI (MBS)	85.0	91.9	333	332
SALT LAKE CITY UT (SLC)	86.0	88.4	9,940	9,938
SAN ANGELO TX (SJT)	88.1	88.1	59	59
SAN ANTONIO TX (SAT)	83.4	86.8	3,141	3,140
SAN DIEGO CA (SAN)	85.2	86.5	6,493	6,490
SAN FRANCISCO CA (SFO)	77.5	80.4	11,236	11,231
SAN JOSE CA (SJC)	84.1	85.2	3,610	3,610
SAN JUAN PR (SJU)	86.2	87.1	1,937	1,937
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	85.2	88.5	392	392
SANTA ANA CA (SNA)	86.8	88.1	3,429	3,429
SANTA BARBARA CA (SBA)	88.3	89.3	1,015	1,015
SANTA FE NM (SAF)	89.2	90.0	120	120
SANTA MARIA CA (SMX)	94.0	95.7	116	116
SARASOTA/BRADENTON FL (SRQ)	89.8	92.6	609	609
SAVANNAH GA (SAV)	84.2	87.1	1,030	1,028
SCRANTON/WILKES-BARRE PA (AVP)	83.6	88.4	146	146
SEATTLE WA (SEA)	89.6	92.5	7,525	7,525
SHREVEPORT LA (SHV)	88.7	93.7	441	441
SIOUX FALLS SD (FSD)	81.9	88.4	536	533
SITKA AK (SIT)	87.8	92.2	90	90
SOUTH BEND IN (SBN)	87.0	89.2	445	443
SPOKANE WA (GEG)	83.9	89.5	1,081	1,081
SPRINGFIELD IL (SPI)	81.0	86.2	174	174
SPRINGFIELD MO (SGF)	83.7	88.2	673	672
ST. GEORGE UT (SGU)	87.1	96.4	194	194

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

APRIL 2010

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ST. LOUIS MO (STL)	85.0	85.5	4,521	4,524
STATE COLLEGE PA (SCE)	90.8	94.3	87	87
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	72.2	74.4	90	90
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	80.9	87.3	157	157
SYRACUSE NY (SYR)	86.8	90.1	932	931
TALLAHASSEE FL (TLH)	84.1	84.7	567	569
TAMPA FL (TPA)	86.7	88.0	6,173	6,175
TEXARKANA AR (TXK)	86.7	90.0	120	120
TOLEDO OH (TOL)	81.4	81.4	86	86
TRAVERSE CITY MI (TVC)	84.1	85.9	340	341
TUCSON AZ (TUS)	84.7	88.0	1,910	1,912
TULSA OK (TUL)	83.3	88.9	1,656	1,655
TWIN FALLS ID (TWF)	88.3	90.8	120	120
TYLER TX (TYR)	96.7	96.7	60	60
VALDOSTA GA (VLD)	88.4	90.7	86	86
VALPARAISO FL (VPS)	87.1	87.1	649	649
WASHINGTON DC (DCA)	87.0	89.5	6,483	6,484
WASHINGTON DC (IAD)	87.8	88.3	6,245	6,241
WATERLOO IA (ALO)	87.0	83.3	23	24
WAUSAU/MARSHFIELD WI (CWA)	84.5	85.1	187	188
WEST PALM BEACH/PALM BEACH FL (PBI)	85.9	87.8	2,468	2,472
WHITE PLAINS NY (HPN)	86.6	87.8	904	905
WICHITA FALLS TX (SPS)	88.2	91.2	34	34
WICHITA KS (ICT)	82.2	87.9	997	997
WILMINGTON NC (ILM)	87.1	91.3	264	264
WRANGELL AK (WRG)	86.7	85.0	60	60
YAKUTAT AK (YAK)	85.0	86.7	60	60
YUMA AZ (YUM)	88.6	91.3	333	333

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

APRIL 2010

AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
SKYWEST	15	27,243	331	1.2	144	49,204	733	1.5
AMERICAN EAGLE	18	20,766	253	1.2	126	35,991	443	1.2
MESA	20	8,491	71	0.8	106	15,813	151	1.0
COMAIR	18	5,987	59	1.0	74	11,774	109	0.9
PINNACLE	14	8,345	41	0.5	124	21,926	159	0.7
AIRTRAN	22	14,026	107	0.8	62	20,560	148	0.7
AMERICAN	28	35,300	253	0.7	79	44,684	306	0.7
UNITED	27	24,299	170	0.7	74	28,178	186	0.7
ATLANTIC SOUTHEAST	10	11,847	52	0.4	109	24,529	145	0.6
SOUTHWEST	20	47,210	216	0.5	68	94,136	539	0.6
DELTA	29	45,815	237	0.5	110	59,251	327	0.6
JETBLUE	20	11,425	65	0.6	45	16,846	91	0.5
US AIRWAYS	27	27,649	113	0.4	77	33,130	149	0.4
ALASKA	18	6,359	8	0.1	49	10,696	35	0.3
EXPRESSJET	19	16,250	52	0.3	109	31,153	100	0.3
CONTINENTAL	26	15,651	6	0.0	55	19,460	11	0.1
FRONTIER	22	5,333	3	0.1	39	6,666	3	0.0
HAWAIIAN	7	359	1	0.3	15	5,333	2	0.0
Total		332,355	2,038	0.6	Total	529,330	3,637	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.

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

**APRIL 2010
AIR TRAVEL CONSUMER REPORT**

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

CARRIER**	TOTAL RECORDS	ONTIME	% ONTIME	CANCELED	% CANCELED	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	21926	18980	86.56%	159	0.73%	37	0.17%	964	4.40%	72	0.33%	1011	4.61%	6	0.03%	697	3.18%
AA	44684	37198	83.25%	306	0.68%	145	0.32%	2598	5.81%	291	0.65%	2236	5.00%	8	0.02%	1902	4.26%
AS	10696	9723	90.90%	35	0.33%	15	0.14%	248	2.32%	19	0.18%	406	3.80%	4	0.03%	246	2.30%
B6	16846	14387	85.40%	91	0.54%	32	0.19%	768	4.56%	60	0.35%	757	4.49%	8	0.05%	744	4.41%
CO	19460	16745	86.05%	11	0.06%	23	0.12%	845	4.34%	49	0.25%	1326	6.82%	38	0.19%	423	2.17%
DL	59251	50027	84.43%	327	0.55%	112	0.19%	3011	5.08%	223	0.38%	3524	5.95%	5	0.01%	2022	3.41%
EV	24529	21539	87.81%	145	0.59%	44	0.18%	980	4.00%	78	0.32%	694	2.83%	6	0.03%	1042	4.25%
F9	6666	5670	85.06%	3	0.05%	5	0.08%	231	3.46%	18	0.27%	360	5.40%	0	0.00%	379	5.69%
FL	20560	18039	87.74%	148	0.72%	61	0.30%	571	2.78%	12	0.06%	735	3.58%	0	0.00%	995	4.84%
HA	5333	4986	93.49%	2	0.04%	6	0.11%	237	4.44%	0	0.01%	4	0.07%	0	0.00%	98	1.83%
MQ	35991	29616	82.29%	443	1.23%	46	0.13%	1702	4.73%	241	0.67%	1784	4.96%	1	0.00%	2157	5.99%
OH	11774	9694	82.33%	109	0.93%	15	0.13%	834	7.09%	90	0.77%	941	7.99%	2	0.02%	88	0.75%
OO	49204	41201	83.74%	733	1.49%	95	0.19%	1523	3.09%	119	0.24%	2470	5.02%	12	0.02%	3052	6.20%
UA	28178	24946	88.53%	186	0.66%	40	0.14%	750	2.66%	78	0.28%	1047	3.72%	18	0.06%	1113	3.95%
US	33130	29359	88.62%	149	0.45%	41	0.12%	1019	3.08%	23	0.07%	1702	5.14%	30	0.09%	808	2.44%
WN	94136	79506	84.46%	539	0.57%	161	0.17%	4662	4.95%	257	0.27%	1964	2.09%	63	0.07%	6984	7.42%
XE	31153	26121	83.85%	100	0.32%	44	0.14%	1094	3.51%	86	0.28%	2108	6.77%	25	0.08%	1575	5.06%
YV	15813	13820	87.40%	151	0.95%	30	0.19%	710	4.49%	31	0.20%	460	2.91%	7	0.04%	604	3.82%
TOTAL	529330	451557		3637		952		22747		1747		23530		231		24928	
			85.31%		0.69%		0.18%		4.30%		0.33%		4.45%		0.04%		4.71%

***Causes of Delay:**

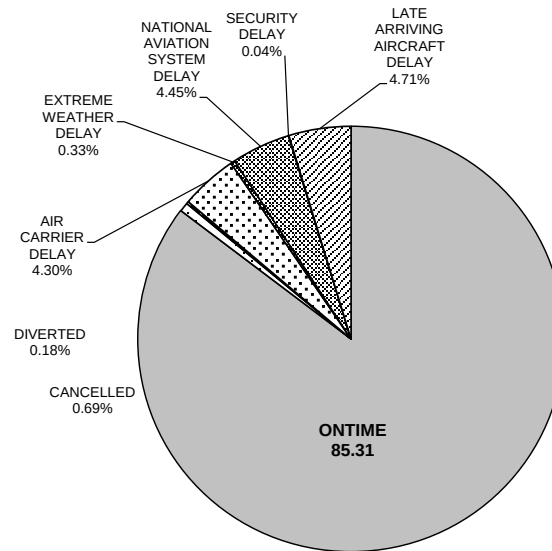
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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



Causes of Delay:

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

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

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

APRIL 2010

AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Scheduled Departure Time	Minutes of Tarmac Delay
AA	687	ATL	MIA	04/26/2010	825	259

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

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

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

APRIL 2010
AIR TRAVEL CONSUMER REPORT

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

CARRIER*	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 3 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
B6	16,846	1	0.006
FL	20,560	1	0.005
AA	44,684	1	0.002
DL	59,251	1	0.002
US	33,130	0	0.000
WN	94,136	0	0.000
9E	21,926	0	0.000
CO	19,460	0	0.000
OO	49,204	0	0.000
YV	15,813	0	0.000
UA	28,178	0	0.000
AS	10,696	0	0.000
OH	11,774	0	0.000
MQ	35,991	0	0.000
HA	5,333	0	0.000
F9	6,666	0	0.000
EV	24,529	0	0.000
XE	31,153	0	0.000
TOTAL	529,330	4	0.001

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

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

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure is expected to last at least through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 29 airports for which data must be reported. Data include all reported domestic flight operations to the 29 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 29 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

APPENDIX

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

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

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

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

Air Carriers Voluntarily Reporting

Data to DOT and to CRS Vendors

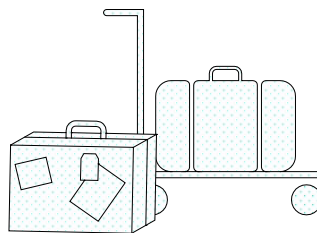
9E	Pinnacle Airlines
XE	ExpressJet Airlines

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

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

MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	APRIL 2010			APRIL 2009		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	2,724	2,081,194	1.31	2,897	2,046,567	1.42
2	HAWAIIAN AIRLINES	1,076	670,004	1.61	1,300	689,131	1.89
3	FRONTIER AIRLINES	1,556	758,414	2.05	1,876	755,239	2.48
4	CONTINENTAL AIRLINES	5,473	2,657,789	2.06	8,753	2,859,730	3.06
5	US AIRWAYS	8,028	3,880,350	2.07	11,536	4,004,945	2.88
6	JETBLUE AIRWAYS	3,925	1,844,883	2.13	4,121	1,814,007	2.27
7	ALASKA AIRLINES	2,988	1,200,581	2.49	3,818	1,177,632	3.24
8	MESA AIRLINES	2,165	835,698	2.59	3,804	970,796	3.92
9	SOUTHWEST AIRLINES	24,811	9,142,727	2.71	29,271	9,043,331	3.24
10	DELTA AIR LINES **	21,646	7,796,971	2.78	24,649	4,880,051	5.05
11	UNITED AIRLINES	11,121	3,782,503	2.94	13,517	4,034,232	3.35
12	AMERICAN AIRLINES	17,889	5,801,270	3.08	27,155	5,841,478	4.65
13	EXPRESSJET AIRLINES	4,537	1,261,067	3.60	4,022	940,714	4.28
14	SKYWEST AIRLINES	8,035	1,975,954	4.07	9,056	1,713,538	5.28
15	COMAIR	2,225	546,230	4.07	2,861	564,174	5.07
16	PINNACLE AIRLINES	4,261	864,961	4.93	4,484	889,501	5.04
17	AMERICAN EAGLE AIRLINES	7,864	1,321,341	5.95	10,547	1,236,837	8.53
18	ATLANTIC SOUTHEAST AIRLINES	7,003	1,117,692	6.27	9,642	1,051,861	9.17
TOTALS		137,327	47,539,629	2.89	173,309	44,513,764	3.89

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

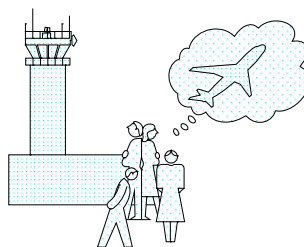
OVERSALES

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

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

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

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



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

RANK	AIRLINE	JANUARY - MARCH 2010				JANUARY - MARCH 2009			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	27	7	5,528,333	0.01	1	0	5,108,284	0.00
2	HAWAIIAN AIRLINES	109	28	1,999,172	0.14	82	14	1,995,333	0.07
3	AIRTRAN AIRWAYS	15,285	283	5,526,408	0.51	10,270	188	5,344,683	0.35
4	ATLANTIC SOUTHEAST AIRLINES	7,192	164	3,088,354	0.53	8,974	1,143	2,898,511	3.94
5	DELTA AIR LINES **	30,969	1,372	21,884,456	0.63	13,981	2,372	14,426,780	1.64
6	PINNACLE AIRLINES	8,241	184	2,493,458	0.74	6,526	376	2,355,938	1.60
7	COMAIR	4,148	132	1,315,764	1.00	3,365	437	1,377,802	3.17
8	SKYWEST AIRLINES	15,730	688	5,402,551	1.27	9,654	720	4,592,875	1.57
9	AMERICAN AIRLINES	16,124	2,284	17,885,435	1.28	12,910	782	18,099,010	0.43
10	ALASKA AIRLINES	2,416	538	3,332,632	1.61	2,326	856	3,258,996	2.63
11	UNITED AIRLINES	15,521	2,142	11,171,323	1.92	19,330	1,550	11,953,422	1.30
12	MESA AIRLINES	4,172	503	2,308,909	2.18	5,720	303	2,494,444	1.21
13	FRONTIER AIRLINES	1,335	476	2,014,717	2.36	632	232	2,094,048	1.11
14	SOUTHWEST AIRLINES	35,668	6,167	23,772,905	2.59	22,760	3,328	23,366,897	1.42
15	EXPRESSJET AIRLINES	6,420	870	3,296,038	2.64	5,191	615	2,569,898	2.39
16	CONTINENTAL AIRLINES	10,013	2,320	8,494,356	2.73	9,797	1,230	8,626,868	1.43
17	US AIRWAYS	19,387	3,593	12,153,896	2.96	22,938	1,893	12,580,587	1.50
18	AMERICAN EAGLE AIRLINES	3,723	1,629	3,550,434	4.59	3,846	1,060	3,373,399	3.14
	TOTALS	196,480	23,380	135,219,141	1.73	158,303	17,099	126,517,775	1.35

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. 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.

** Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Effective the first quarter 2010, Northwest Airlines is no longer ranked in this table. Totals for January-March 2009 reflect the deletion of Northwest's data for that quarter.

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

	APRIL 2010				APRIL 2009			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	754	72	3	92	652	39	2	98
FOREIGN AIRLINES	101	1	0	13	112	1	0	12
TRAVEL AGENTS	10	0	0	0	8	0	0	0
TOUR OPERATORS	8	0	0	0	0	0	0	0
MISCELLANEOUS	5	0	0	0	10	1	0	1
INDUSTRY TOTALS	878	73	3	105	782	41	2	111

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	APRIL 2010			APRIL 2009		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	230		1	189	
CANCELLATIONS			100			71
DELAYS			54			48
MISCONNECTIONS			44			55
BAGGAGE	2	141		2	131	
RES/TKTG/BOARDING	3	122		3	126	
CUSTOMER SERVICE	4	113		4	93	
REFUNDS	5	75		5	72	
OVERSALES	6	56		8	42	
FARES	7	45		7	46	
DISABILITY	8	41		6	47	
OTHER	9	36		9	19	
FREQUENT FLYER			23			16
DISCRIMINATION	10	13		10	15	
ADVERTISING	11	4		11	2	
ANIMALS	12	2		12	0	
COMPLAINT TOTAL		878			782	

* 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*

APRIL 2010

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	14	1	4	1	1	2	2	0	0	0	0	0	25
ALLEGiant AIR	3	1	7	0	2	0	0	2	0	0	0	0	15
AMERICAN AIRLINES	38	3	12	1	7	19	13	2	0	0	0	5	100
AMERICAN EAGLE AIRLINES	4	1	0	1	0	5	1	0	0	1	0	0	13
ATLANTIC SOUTHEAST AIRLINES	2	0	0	0	0	2	0	1	0	0	0	1	6
COMAIR	3	1	0	0	0	1	2	0	0	0	0	0	7
CONTINENTAL AIRLINES	9	4	9	3	2	8	18	4	1	1	0	1	60
DELTA AIR LINES***	37	7	19	16	21	33	16	11	0	4	1	11	176
EXPRESSJET AIRLINES	4	0	0	0	0	0	1	0	0	0	0	0	5
FRONTIER AIRLINES	5	1	0	0	0	2	2	0	0	0	0	0	10
HAWAIIAN AIRLINES	1	0	1	0	0	1	2	1	0	0	0	0	6
JETBLUE AIRWAYS	8	1	0	0	7	6	4	2	0	0	0	0	28
PIEDMONT AIRLINES	4	3	1	0	1	5	0	1	0	0	0	0	15
PINNACLE AIRLINES	3	1	1	0	0	0	0	0	0	0	0	0	5
SHUTTLE AMERICA	1	1	0	0	0	1	1	0	0	0	0	1	5
SKYWEST AIRLINES	2	2	1	0	0	2	3	1	0	0	0	0	11
SOUTHWEST AIRLINES	7	3	3	2	0	2	2	3	0	1	0	0	23
SPIRIT AIRLINES	8	4	10	0	4	4	3	0	0	0	0	2	35
UNITED AIRLINES	11	6	11	3	5	9	15	4	0	2	0	9	75
UNITED EXPRESS	3	0	1	0	0	1	0	0	0	0	0	0	5
US AIRWAYS	18	7	8	5	5	10	9	0	1	1	0	3	67
OTHER U.S. AIRLINES	22	5	12	3	2	8	4	3	1	1	0	1	62
TOTAL APRIL 2010	207	52	100	35	57	121	98	35	3	11	1	34	754
% OF TOTAL COMPLAINTS	27.5	6.9	13.3	4.6	7.6	16.0	13.0	4.6	0.4	1.5	0.1	4.5	
TOTAL APRIL 2009	165	39	103	36	53	103	82	41	2	10	0	18	652
% OF TOTAL COMPLAINTS	25.3	6.0	15.8	5.5	8.1	15.8	12.6	6.3	0.3	1.5	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.'

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

Table 4

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

APRIL 2010

U.S. AIRLINES*	COMPS RECD IN APRIL	INCI- DENTS IN APRIL	PERCENT	INCI- DENTS IN MARCH	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	25	14	56.0	6	24.0	4	16.0	1	4.0
ALLEGiant AIR	15	6	40.0	2	13.3	4	26.7	3	20.0
AMERICAN AIRLINES	100	31	31.0	30	30.0	31	31.0	8	8.0
AMERICAN EAGLE AIRLINES	13	7	53.8	1	7.7	5	38.5	0	0.0
ATLANTIC SOUTHEAST AIRLINES	6	2	33.3	2	33.3	2	33.3	0	0.0
COMAIR	7	3	42.9	3	42.9	1	14.3	0	0.0
CONTINENTAL AIRLINES	60	21	35.0	14	23.3	17	28.3	8	13.3
DELTA AIR LINES**	176	54	30.7	44	25.0	61	34.7	17	9.7
EXPRESSJET AIRLINES	5	3	60.0	0	0.0	1	20.0	1	20.0
FRONTIER AIRLINES	10	3	30.0	3	30.0	2	20.0	2	20.0
HAWAIIAN AIRLINES	6	0	0.0	2	33.3	4	66.7	0	0.0
JETBLUE AIRWAYS	28	6	21.4	16	57.1	5	17.9	1	3.6
PIEDMONT AIRLINES	15	7	46.7	6	40.0	1	6.7	1	6.7
PINNACLE AIRLINES	5	2	40.0	1	20.0	2	40.0	0	0.0
SHUTTLE AMERICA	5	1	20.0	2	40.0	2	40.0	0	0.0
SKYWEST AIRLINES	11	5	45.5	2	18.2	3	27.3	1	9.1
SOUTHWEST AIRLINES	23	11	47.8	3	13.0	8	34.8	1	4.3
SPIRIT AIRLINES	35	12	34.3	6	17.1	10	28.6	7	20.0
UNITED AIRLINES	75	31	41.3	19	25.3	18	24.0	7	9.3
UNITED EXPRESS	5	2	40.0	1	20.0	2	40.0	0	0.0
US AIRWAYS	67	28	41.8	11	16.4	17	25.4	11	16.4
OTHER U.S. AIRLINES	62	21	33.9	9	14.5	22	35.5	10	16.1
TOTALS	754	270	35.8	183	24.3	222	29.4	79	10.5
PREVIOUS YEAR'S TOTALS	652	258	39.6	125	19.2	178	27.3	91	14.0

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

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

Table 5

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

APRIL 2010

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	0	1	0	0	0	2	3	1	0	1	0	0	8
AIR INDIA	2	0	0	0	1	3	0	0	0	0	0	0	6
BRITISH AIRWAYS	5	0	1	2	1	1	0	0	0	1	0	0	11
EMIRATES AIRLINES	0	1	1	1	0	2	0	0	0	0	0	0	5
IBERIA AIRLINES	1	1	1	0	1	1	0	0	0	0	0	0	5
LUFTHANSA	1	0	2	1	0	0	1	0	0	0	0	0	5
MEXICANA	1	0	2	0	1	3	1	0	0	0	0	0	8
OTHER FOREIGN AIRLINES	10	1	8	5	8	8	7	3	0	0	1	2	53
TOTALS	20	4	15	9	12	20	12	4	0	2	1	2	101
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	5	1	3	0	0	0	1	0	0	0	10
TOTALS	0	0	5	1	3	0	0	0	1	0	0	0	10
<u>TOUR OPERATORS</u>													
DIRECT AIR AND TOURS	1	0	2	0	3	0	1	1	0	0	0	0	8
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	1	0	2	0	3	0	1	1	0	0	0	0	8
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	5	5
TOTALS	0	0	0	0	0	0	0	0	0	0	0	5	5

* 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

APRIL

CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES *

RANK	AIRLINE	APRIL 2010			APRIL 2009		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	1	810,470	0.12	6	935,118	0.64
2	ALASKA AIRLINES	3	1,302,291	0.23	8	1,280,172	0.62
3	SOUTHWEST AIRLINES	23	8,916,547	0.26	17	8,823,796	0.19
4	EXPRESSJET AIRLINES	5	1,346,599	0.37	4	1,058,952	0.38
5	ATLANTIC SOUTHEAST AIRLINES	6	1,120,651	0.54	10	1,043,178	0.96
6	PINNACLE AIRLINES	5	904,702	0.55	2	865,448	0.23
7	SKYWEST AIRLINES	11	1,975,357	0.56	5	1,701,540	0.29
8	HAWAIIAN AIRLINES	6	662,356	0.91	11	681,751	1.61
9	AMERICAN EAGLE AIRLINES	13	1,356,725	0.96	15	2,616,600	0.57
10	AIRTRAN AIRWAYS	25	2,059,759	1.21	25	1,987,673	1.26
11	COMAIR	7	563,000	1.24	2	1,150,252	0.17
12	FRONTIER AIRLINES	10	781,276	1.28	6	773,801	0.78
13	JETBLUE AIRWAYS	28	2,034,385	1.38	22	1,947,487	1.13
14	AMERICAN AIRLINES	100	7,149,864	1.40	90	7,241,987	1.24
15	US AIRWAYS	67	4,334,909	1.55	61	4,513,543	1.35
16	CONTINENTAL AIRLINES	60	3,585,625	1.67	39	3,830,442	1.02
17	UNITED AIRLINES	75	4,401,281	1.70	70	4,706,319	1.49
18	DELTA AIR LINES **	176	9,050,323	1.94	113	5,638,496	2.00
TOTAL		621	52,356,120	1.19	506	50,796,555	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 (ExpressJet and Pinnacle). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Mishandled Baggage" sections of this report.

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

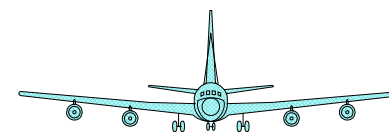
Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



Customer Service Reports to the U.S. Department of Homeland Security for the Month of April 2010 as provided by the Transportation Security Administration^a

The Transportation Security Administration (TSA) screened approximately 52.2 million airline passengers and their 41.7 million checked bags in the month of April as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of April.

Note: Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. Complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the U.S. 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	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
303	.0005	93	.0002	71	.0001	465	.0009

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

Number of Damage Claims Received			
Checkpoint (TSA)	Percentage of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	Percentage of Total Checked Bags Screened
208	.0004	857	.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 U.S. Department of Homeland Security, through TSA, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.

^b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or telephone, (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 April.

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

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

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

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

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

Carrier	Death	Injury	Loss
Alaska		1	
American	2		
American Eagle	1		
Delta	3		
Total	6	1	0