



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

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 29 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	84.2	15	86.7
ALASKA AIRLINES S/	18	86.4	49	85.8
UNITED AIRLINES S/	27	84.4	74	83.7
FRONTIER AIRLINES S/	22	84.1	37	83.2
CONTINENTAL AIRLINES S/	26	82.3	58	82.3
DELTA AIR LINES S/	29	81.7	110	81.4
SOUTHWEST AIRLINES S/	20	80.0	68	80.1
MESA AIRLINE S/	19	79.9	108	80.0
AMERICAN AIRLINES S/	28	80.3	79	79.8
AIRTRAN AIRWAYS S/	22	78.9	60	79.5
US AIRWAYS S/	28	79.7	78	79.4
ATLANTIC SOUTHEAST AIRLINES S/	8	76.7	106	78.3
EXPRESSJET AIRLINES S/V/	20	74.7	99	76.0
SKYWEST AIRLINE S/	15	74.8	140	74.6
JETBLUE AIRWAYS S/	20	73.5	45	74.5
PINNACLE AIRLINES S/V/	14	71.8	122	73.0
COMAIR S/	18	71.7	68	73.0
AMERICAN EAGLE S/	15	74.2	114	72.8
TOTAL		79.1		78.7

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

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

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

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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		NOV - 09		DEC - 09		JAN - 10		12 MONTHS ENDING JANUARY 2010		DATABASE TO DATE SEP 1987- JANUARY 2010	
	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	80.6	18	66.4	17	79.5	10	76.0	16	(--)	(--)
ALASKA	72.6	17	84.9	2	87.6	2	86.0	2	88.3	8	84.0	2	85.8	2	84.1	2	75.9	7
AMERICAN	78.0	10	73.8	16	78.2	15	78.8	10	87.8	10	73.1	10	79.8	9	77.6	13	78.0	4
AMERICAN EAGLE	77.4	13	75.6	15	80.6	12	75.2	17	87.2	14	64.5	19	72.8	18	77.3	15	73.9	8
ATLANTIC SOUTHEAST	68.9	19	71.2	18	69.8	18	75.2	16	80.5	19	73.2	8	78.3	12	72.0	17	(--)	(--)
COMAIR	69.1	18	64.7	19	69.1	19	74.3	18	85.1	17	65.9	18	73.0	17	70.3	18	(--)	(--)
CONTINENTAL	76.4	16	78.7	10	82.8	7	77.2	13	86.2	16	70.7	12	82.3	5	79.2	9	78.2	2
DELTA	77.8	11	76.7	12	78.7	14	81.0	6	87.4	13	76.0	4	81.4	6	79.0	10	77.6	5
EXPRESSJET	76.9	15	79.0	8	83.2	5	75.3	15	87.7	11	66.8	16	76.0	13	78.4	12	(--)	(--)
FRONTIER	79.2	8	75.8	14	82.1	9	75.8	14	87.0	15	67.7	14	83.2	4	78.8	11	(--)	(--)
HAWAIIAN	91.2	1	91.6	1	94.1	1	91.2	1	93.3	1	87.0	1	86.7	1	91.7	1	(--)	(--)
JETBLUE	78.4	9	73.7	17	78.7	13	79.2	8	89.1	7	66.8	15	74.5	15	77.4	14	(--)	(--)
MESA	77.0	14	78.7	9	81.5	10	79.1	9	87.6	12	71.6	11	80.0	8	79.5	8	(--)	(--)
NORTHWEST	80.3	5	80.2	6	78.0	16	78.1	12	91.1	5	74.4	6	(--)	(--)	(--)	(--)	(--)	(--)
PINNACLE	83.2	3	84.6	3	81.3	11	81.1	5	91.3	4	73.7	7	73.0	16	82.1	4	(--)	(--)
SKYWEST	80.2	6	84.3	4	85.1	3	78.7	11	90.8	6	68.9	13	74.6	14	81.9	5	(--)	(--)
SOUTHWEST	85.1	2	82.0	5	84.0	4	80.9	7	92.0	3	73.2	9	80.1	7	82.7	3	81.9	1
UNITED	80.4	4	77.7	11	82.3	8	83.7	3	92.6	2	77.3	3	83.7	3	81.3	6	76.0	6
US AIRWAYS	79.6	7	79.1	7	83.2	6	81.7	4	87.8	9	75.2	5	79.4	11	81.1	7	78.2	3
Total	79.2		78.6		81.0		79.2		88.6		72.0		78.7		79.6		78.2	

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

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
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	1067	69.9	87	78.2	H/		21	66.7	17	58.8	H/		35	77.1	4551	69.6
AA	524	81.3	942	71.8	273	74.0	139	72.7	848	76.3	527	83.3	13059	83.4	207	82.6
AS	31	93.5	55	76.4	H/		H/		93	76.3	117	91.5	62	79.0	H/	
B6	H/		1756	72.9	116	75.9	135	72.6	H/		77	87.0	H/		H/	
CO	148	78.4	325	75.4	126	84.1	104	88.5	236	87.7	296	79.1	235	88.1	116	78.4
DL	12706	81.6	1261	75.7	600	75.3	306	77.5	873	76.4	668	86.2	376	84.6	5125	82.8
EV	12006	76.7	H/		H/		16	50.0	H/		H/		H/		1	100.0
F9	89	86.5	26	26.9	H/		H/		93	81.7	2945	87.5	150	88.0	62	80.6
FL	5731	81.1	544	73.9	1405	80.4	160	64.4	341	82.1	178	80.3	187	79.1	146	80.1
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	57	68.4	782	74.4	118	70.3	243	70.4	889	74.5	H/		7104	76.7	332	70.8
OH	337	53.1	357	71.1	31	71.0	116	75.0	576	77.1	H/		112	75.0	1090	67.8
OO	143	75.5	H/		H/		H/		H/		4978	78.4	224	77.2	77	66.2
UA	61	73.8	650	78.8	340	83.5	60	70.0	410	80.5	4579	88.6	249	86.7	36	75.0
US	396	77.5	1575	78.5	362	78.7	6598	78.9	1810	84.4	361	81.7	557	81.3	220	75.9
WN	H/		389	71.0	4412	79.3	H/		H/		3304	83.0	H/		419	72.1
XE	289	70.2	98	58.2	148	74.3	320	75.6	183	75.4	48	77.1	196	80.1	267	79.4
YV	144	67.4	65	64.6	4	50.0	1647	80.0	H/		921	86.9	10	80.0	89	71.9
TOTAL	33729	78.9	8912	74.5	7935	78.9	9865	78.3	6369	79.4	18999	84.1	22556	81.2	12738	75.6

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
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	31	77.4	H/		121	66.9	140	82.1	H/		H/		H/		97	71.1
AA	443	74.7	279	74.9	362	77.6	304	80.6	987	81.0	665	81.2	2382	79.1	1378	77.7
AS	62	80.6	H/		H/		31	96.8	H/		293	88.7	440	92.5	H/	
B6	410	66.6	1188	72.8	453	75.5	H/		3670	74.2	275	77.8	93	87.1	275	69.1
CO	3616	77.1	406	79.1	H/		5954	87.3	H/		449	83.5	553	76.1	255	82.0
DL	434	70.3	1084	79.0	193	81.9	235	86.4	1636	77.9	1064	83.8	1524	87.3	2016	76.6
EV	H/		54	94.4	52	75.0	55	83.6	H/		H/		H/		H/	
F9	H/		62	74.2	H/		93	83.9	H/		269	83.6	172	83.1	62	62.9
FL	H/		609	76.0	99	77.8	H/		H/		147	86.4	164	73.2	560	76.1
HA	H/		H/		H/		H/		H/		76	92.1	60	71.7	H/	
MQ	H/		H/		H/		62	64.5	713	74.6	H/		1281	82.7	967	74.8
OH	42	69.0	31	74.2	53	66.0	85	69.4	1943	76.1	H/		H/		538	70.8
OO	H/		H/		6	83.3	146	73.3	H/		289	72.7	3570	79.6	H/	
UA	290	75.2	H/		1883	84.5	290	88.6	392	90.6	692	85.3	1987	87.2	398	77.6
US	323	69.7	602	75.1	21	85.7	287	77.7	120	72.5	1074	80.9	493	77.3	1077	80.1
WN	H/		1435	79.1	291	72.2	H/		H/		6334	83.6	3223	79.5	242	62.4
XE	3606	63.6	H/		598	77.3	7491	79.7	H/		H/		H/		27	77.8
YV	114	57.0	H/		1606	75.0	21	90.5	101	76.2	288	85.1	122	82.8	153	69.3
TOTAL	9371	70.4	5750	76.9	5738	78.5	15194	82.9	9562	76.6	11915	83.2	16064	81.6	8045	75.9

* 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.

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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/		71	69.0	H/		1523	78.2	126	76.2	H/		90	77.8	H/	
AA	744	77.8	H/		3659	76.6	443	84.7	4988	82.3	124	75.0	423	75.2	494	81.6
AS	62	87.1	H/		31	74.2	55	89.1	121	55.4	709	91.1	H/		233	88.0
B6	1230	71.3	H/		H/		H/		155	76.1	89	78.7	H/		47	76.6
CO	534	80.9	H/		280	81.1	32	78.1	326	82.8	131	86.3	122	78.7	313	83.4
DL	1547	80.3	193	82.4	710	76.6	5342	83.3	517	78.9	308	88.0	596	73.8	645	86.4
EV	H/		32	75.0	H/		H/		29	72.4	H/		H/		H/	
F9	115	77.4	118	84.7	H/		93	83.9	H/		119	81.5	31	77.4	234	77.4
FL	1776	77.0	403	80.1	85	76.5	219	79.0	H/		H/		264	74.2	53	77.4
HA	H/		H/		H/		H/		H/		62	83.9	H/		31	74.2
MQ	H/		H/		717	69.3	H/		6598	69.7	H/		93	76.3	H/	
OH	H/		101	61.4	H/		300	71.3	145	76.6	H/		102	70.6	H/	
OO	H/		H/		H/		H/		4197	69.5	1037	85.6	H/		332	79.2
UA	501	89.0	H/		56	83.9	337	85.5	5001	84.2	321	87.2	303	80.5	436	83.5
US	732	73.6	H/		268	71.6	259	77.6	630	75.9	151	86.8	3543	77.2	5011	85.7
WN	2816	82.6	5790	78.2	H/		366	73.2	H/		991	83.1	1518	79.4	5024	82.1
XE	5	80.0	H/		22	68.2	359	77.4	714	75.2	H/		22	72.7	46	69.6
YV	H/		H/		H/		H/		1913	73.7	H/		H/		2388	87.6
TOTAL	10062	79.1	6708	78.2	5828	75.7	9328	81.3	25460	76.0	4042	85.7	7107	77.2	15287	84.2

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *										
	SAN		SEA		SFO		SLC		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		H/		H/		H/		H/	
AA	434	77.9	388	86.9	977	66.0	212	78.8	522	79.5
AS	277	90.6	3328	87.3	246	61.8	H/		H/	
B6	92	90.2	120	82.5	317	65.9	93	80.6	269	71.7
CO	274	84.7	274	76.6	370	69.7	69	87.0	355	80.3
DL	386	84.7	659	88.2	670	76.6	2162	89.7	1017	80.4
EV	H/		H/		H/		H/		H/	
F9	86	90.7	63	77.8	119	52.1	95	85.3	58	79.3
FL	H/		31	71.0	68	64.7	H/		549	75.6
HA	31	80.6	76	92.1	31	83.9	H/		H/	
MQ	512	85.2	H/		H/		H/		H/	
OH	H/		H/		H/		H/		4	25.0
OO	626	78.9	706	84.0	3678	53.2	6454	81.9	H/	
UA	581	86.2	557	90.5	3049	76.9	58	75.9	258	88.4
US	283	78.4	220	86.8	484	63.8	128	84.4	572	75.3
WN	2748	80.6	926	85.1	1264	56.2	1128	82.3	2117	80.2
XE	H/		H/		H/		24	62.5	8	87.5
YV	8	100.0	H/		6	83.3	29	89.7	H/	
TOTAL	6338	82.2	7348	86.4	11279	64.2	10452	83.5	5729	79.2

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	89.5	71.4	100.0	80.6	J/	J/	79.0	78.5	81.6	60.0	88.5	90.8	84.9	94.6	87.6	80.0	71.8	J/
700 - 759 AM	84.8	82.9	87.1	86.6	88.9	85.2	85.1	65.8	84.9	25.0	86.9	82.5	81.1	92.7	93.8	86.3	75.0	76.9
800 - 859 AM	76.9	80.5	84.7	82.5	87.8	87.1	82.2	72.4	87.7	81.6	79.7	81.5	85.2	91.8	87.7	76.4	87.9	85.2
900 - 959 AM	78.2	82.5	88.6	71.1	85.9	87.1	82.4	78.1	81.9	81.3	82.8	86.2	87.8	91.2	86.0	82.2	83.9	85.5
1000 - 1059 AM	79.5	82.1	90.2	80.6	79.3	88.2	85.4	89.5	80.4	85.7	79.0	83.0	81.0	88.4	87.1	77.6	84.2	85.0
1100 - 1159 AM	82.8	77.5	86.0	83.5	80.9	84.9	83.6	78.6	79.2	76.6	83.6	88.7	82.9	84.9	81.9	80.9	83.4	85.8
1200 - 1259 PM	81.4	77.3	82.8	82.8	81.1	88.5	84.3	79.7	77.4	81.4	79.6	85.9	80.5	84.6	80.8	80.6	83.0	87.0
100 - 159 PM	78.8	81.0	85.1	83.3	83.6	84.6	84.0	75.9	79.0	78.9	81.5	83.3	78.8	83.4	79.0	79.1	81.4	85.4
200 - 259 PM	78.5	79.3	82.6	76.0	77.6	83.3	81.2	78.1	70.2	77.0	79.5	84.9	70.3	79.4	80.3	79.1	77.0	80.2
300 - 359 PM	78.8	77.7	83.2	79.3	79.6	82.8	82.1	79.9	71.8	82.1	80.1	83.3	76.3	82.0	79.0	77.5	80.4	81.5
400 - 459 PM	79.8	72.0	76.3	77.0	81.5	85.8	80.0	79.1	67.8	74.9	75.0	82.6	76.7	78.4	77.2	73.9	80.1	81.4
500 - 559 PM	78.6	70.2	70.3	75.8	76.8	82.4	76.8	81.6	63.8	77.7	75.3	80.4	74.0	82.4	79.8	74.1	77.6	76.3
600 - 659 PM	78.5	68.1	72.2	71.7	76.3	82.1	76.5	67.0	58.6	74.4	72.2	83.5	71.7	76.2	77.6	73.6	77.4	68.5
700 - 759 PM	75.0	68.7	75.7	75.3	75.8	77.5	78.9	79.6	51.5	76.7	79.0	78.6	72.3	79.3	79.6	72.7	73.8	63.7
800 - 859 PM	74.9	68.5	70.9	72.1	76.3	81.9	77.2	76.2	60.4	67.7	73.3	79.2	71.5	79.8	75.9	71.1	72.2	69.0
900 - 959 PM	76.7	71.3	68.7	71.1	79.2	78.8	80.1	75.5	65.0	74.5	76.1	83.3	74.8	78.4	79.2	66.9	77.0	75.5
1000 - 1059 PM	78.0	69.4	72.1	73.0	75.9	79.9	80.1	73.7	71.8	71.6	74.1	70.9	73.3	78.4	78.6	74.4	73.7	70.7
1100 - 559 AM	80.9	72.2	72.2	72.7	74.1	79.8	82.6	77.2	68.4	74.0	73.9	84.0	75.4	85.7	87.9	71.8	75.0	69.7
TOTAL, ALL ARRIVALS, BY AIRPORT	78.9	74.5	78.9	78.3	79.4	84.1	81.2	75.6	70.4	76.9	78.5	82.9	76.6	83.2	81.6	75.9	79.1	78.2

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	71.0	86.2	82.5	96.4	72.9	57.1	J/	86.1	86.2	85.7	J/	84.2
700 - 759 AM	64.5	75.4	79.8	95.8	87.5	86.7	86.4	90.6	84.2	84.1	J/	83.1
800 - 859 AM	86.1	80.4	80.2	97.8	84.1	91.7	89.6	96.3	79.2	85.2	89.1	82.5
900 - 959 AM	85.4	78.6	82.1	90.1	83.6	89.4	87.6	93.9	70.3	84.2	78.3	83.6
1000 - 1059 AM	80.9	83.7	81.4	88.7	82.1	86.0	89.9	89.0	54.8	84.5	84.1	83.1
1100 - 1159 AM	80.0	83.6	82.0	88.6	81.4	89.0	87.5	88.1	54.3	84.4	81.1	82.1
1200 - 1259 PM	72.2	85.2	78.5	88.3	79.0	89.1	84.5	92.1	55.4	85.8	82.8	81.5
100 - 159 PM	81.5	81.4	75.1	92.0	82.4	87.3	81.6	86.9	57.1	83.7	77.3	81.2
200 - 259 PM	81.4	82.9	77.1	87.4	81.6	84.6	74.2	92.0	62.2	83.9	81.2	79.3
300 - 359 PM	74.8	82.2	73.1	80.2	82.5	85.0	83.0	84.8	57.7	89.1	83.1	79.5
400 - 459 PM	73.1	82.8	73.9	90.0	74.6	81.6	78.2	85.1	65.7	84.8	81.7	78.5
500 - 559 PM	68.9	80.1	70.0	81.6	70.7	81.4	80.0	78.3	65.8	79.9	78.9	76.6
600 - 659 PM	68.5	75.3	70.8	82.5	69.8	84.4	77.6	83.3	58.8	85.9	75.7	74.7
700 - 759 PM	68.9	82.6	66.3	79.6	72.3	78.0	79.1	85.6	58.6	80.5	78.3	74.2
800 - 859 PM	70.8	82.2	70.9	79.9	77.1	80.5	81.6	83.0	62.0	81.2	77.2	75.5
900 - 959 PM	67.1	79.1	76.3	72.9	76.4	73.7	72.7	86.5	68.5	73.1	68.8	75.2
1000 - 1059 PM	72.1	76.7	75.4	88.6	73.7	77.8	78.6	77.6	58.6	74.5	72.7	74.6
1100 - 559 AM	74.6	85.4	87.1	83.0	72.0	78.0	83.9	84.8	85.6	65.3	75.9	78.3
TOTAL, ALL ARRIVALS, BY AIRPORT	75.7	81.3	76.0	85.7	77.2	84.2	82.2	86.4	64.2	83.5	79.2	79.1

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	90.8	90.8	92.2	88.2	92.1	93.8	88.5	89.4	89.5	93.0	91.3	88.7	92.9	95.6	92.8	90.3	89.2	91.1
700 - 759 AM	91.4	87.9	93.0	86.6	90.4	92.6	85.2	85.6	89.7	94.6	88.1	91.4	88.5	92.7	89.6	92.2	89.5	92.9
800 - 859 AM	89.1	84.6	87.4	86.4	89.4	86.8	82.5	81.2	82.5	92.6	86.6	86.4	83.5	89.3	89.2	87.0	91.8	76.1
900 - 959 AM	83.8	80.5	85.7	84.4	88.6	79.0	77.9	83.7	84.0	85.1	87.8	87.8	83.2	86.0	82.7	84.5	88.3	82.1
1000 - 1059 AM	83.0	84.9	83.9	75.2	87.6	84.1	81.5	82.6	80.7	82.0	82.4	87.5	88.4	82.2	81.9	83.6	83.9	75.1
1100 - 1159 AM	84.3	78.5	84.1	81.3	83.3	82.5	78.7	83.4	78.4	78.4	91.3	85.8	82.7	84.5	83.6	82.3	81.6	76.9
1200 - 1259 PM	83.2	83.0	80.1	78.6	78.4	80.7	79.0	78.4	81.5	71.3	82.7	85.2	76.4	81.0	79.1	83.2	77.3	80.1
100 - 159 PM	83.8	77.9	71.4	81.4	80.6	80.9	74.0	82.2	75.5	73.8	72.9	85.4	79.4	77.7	79.5	82.6	79.5	68.2
200 - 259 PM	80.6	81.3	74.7	78.8	82.8	75.8	77.3	75.2	74.3	72.2	80.8	82.6	75.0	77.5	75.2	80.7	75.4	60.3
300 - 359 PM	79.5	74.6	74.7	78.0	76.4	78.7	77.5	75.8	69.8	75.6	71.6	81.0	74.6	77.8	75.4	78.6	73.3	67.8
400 - 459 PM	77.9	75.9	67.7	77.6	84.4	74.7	74.7	75.8	67.7	71.7	68.1	82.3	75.5	72.9	78.8	78.3	70.9	71.4
500 - 559 PM	78.5	70.8	60.0	72.8	80.9	75.7	75.2	75.0	67.0	68.0	73.5	72.4	73.6	71.7	79.6	74.7	77.4	63.1
600 - 659 PM	78.0	69.2	63.7	77.2	77.9	77.2	74.9	80.6	65.9	68.9	68.8	78.1	71.4	69.8	74.8	75.3	71.7	53.8
700 - 759 PM	78.7	73.9	65.5	75.1	80.7	79.0	73.7	72.2	61.4	66.1	69.5	77.8	70.1	64.8	73.8	76.8	70.7	37.9
800 - 859 PM	77.7	71.0	59.9	77.7	82.4	74.9	74.0	74.5	57.4	66.5	70.4	75.6	70.9	69.8	76.3	79.5	73.0	40.3
900 - 959 PM	78.7	68.8	69.7	46.9	86.9	84.0	78.1	78.2	56.7	41.9	79.2	87.4	64.1	75.0	79.1	76.5	59.6	28.6
1000 - 1059 PM	76.7	J/	J/	77.0	J/	100.0	78.1	82.9	J/	20.0	78.6	44.4	73.5	85.6	89.5	J/	J/	J/
1100 - 559 AM	92.3	91.8	94.6	J/	95.8	90.0	93.8	94.3	88.5	97.3	93.5	85.7	91.8	88.9	85.3	96.2	81.0	96.8
TOTAL, ALL DEPARTURES, BY AIRPORT	81.7	80.0	76.6	79.8	84.1	81.1	78.0	79.3	74.7	77.9	79.4	83.5	77.9	79.9	82.1	82.2	79.5	68.7

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	90.1	91.1	83.5	95.8	90.3	97.0	96.4	95.3	91.6	89.6	86.2	91.0
700 - 759 AM	87.6	86.3	84.4	95.1	88.9	93.7	94.7	95.2	84.5	87.8	88.7	89.6
800 - 859 AM	80.5	87.7	80.0	93.9	83.0	91.4	84.2	90.8	83.1	88.4	90.8	86.2
900 - 959 AM	79.7	82.0	79.1	84.4	86.1	89.7	90.4	90.1	79.3	82.1	88.3	83.6
1000 - 1059 AM	78.0	79.1	77.2	87.5	84.2	81.7	81.6	89.0	65.5	86.0	83.1	82.1
1100 - 1159 AM	76.5	81.9	78.8	87.2	79.0	84.4	83.4	86.3	61.8	88.7	82.1	81.8
1200 - 1259 PM	75.3	84.6	78.4	89.7	81.2	84.0	80.1	86.6	61.8	89.1	78.3	79.9
100 - 159 PM	71.4	80.3	75.0	88.1	79.8	81.8	80.8	87.5	62.8	85.7	77.6	79.0
200 - 259 PM	68.1	77.6	76.9	85.2	74.4	84.6	77.2	89.0	59.3	84.3	76.7	77.4
300 - 359 PM	73.8	78.4	70.1	89.9	80.1	79.1	78.3	89.0	59.9	85.9	73.3	76.4
400 - 459 PM	64.1	74.8	67.1	79.5	77.7	80.7	78.5	86.6	67.6	84.4	75.7	75.3
500 - 559 PM	70.6	76.8	67.7	88.9	68.7	73.6	77.9	89.6	62.3	85.9	76.2	74.3
600 - 659 PM	69.1	75.4	65.7	79.6	76.4	67.8	69.0	80.7	66.2	75.8	75.3	72.4
700 - 759 PM	62.8	79.9	65.1	75.5	60.8	80.0	69.0	84.6	63.4	83.0	74.1	72.7
800 - 859 PM	64.4	70.8	69.2	83.3	84.7	71.7	73.2	88.4	56.3	90.0	75.7	72.5
900 - 959 PM	71.0	83.1	72.3	87.4	81.5	83.5	81.2	83.5	59.2	89.4	100.0	78.8
1000 - 1059 PM	73.7	61.5	84.6	77.3	77.8	87.1	93.7	91.0	75.7	100.0	J/	80.1
1100 - 559 AM	100.0	92.3	91.0	91.1	82.4	83.5	J/	87.7	80.1	86.7	75.0	88.0
TOTAL, ALL DEPARTURES, BY AIRPORT	73.1	80.8	74.2	88.6	80.4	82.8	82.7	89.1	69.7	86.5	80.5	79.7

* 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	ORGIN-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
HA	9	LAX-HNL	1705	25	92.00	40	39
OO	5770	OTH-SFO	852	31	87.10	78	77
OH	6578	MCI-JFK	1100	31	87.10	34	27
OO	5942	SFO-SMF	1055	31	83.87	92	83
OO	5942	SMF-SFO	1204	31	83.87	91	84
HA	7	LAS-HNL	1030	31	83.87	50	35
DL	803	ATL-HNL	1050	30	83.33	36	32
HA	43	SJC-HNL	850	23	82.61	29	30
MQ	3749	ORD-CLE	1845	26	80.77	67	26
DL	2123	LAX-HNL	1445	31	80.65	44	35
DL	1501	LAX-HNL	1755	31	80.65	41	31
AA	297	LAX-HNL	1655	31	80.65	35	26
HA	11	SFO-HNL	850	31	80.65	34	34
HA	47	OAK-HNL	830	31	80.65	34	34
HA	1	LAX-HNL	835	31	80.65	31	24

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
HAWAIIAN	191	9	4.7
SKYWEST	1,633	13	0.8
DELTA	1,966	6	0.3
ALASKA	351	1	0.3
COMAIR	382	1	0.3
AMERICAN EAGLE	1,232	3	0.2
CONTINENTAL	674	1	0.1
PINNACLE	751	1	0.1
AMERICAN	1,540	2	0.1
SOUTHWEST	3,124	2	0.1
US AIRWAYS	1,163	0	0.0
EXPRESSJET	975	0	0.0
UNITED	908	0	0.0
ATLANTIC SOUTHEAST	855	0	0.0
AIRTRAN	667	0	0.0
MESA	597	0	0.0
JETBLUE	536	0	0.0
FRONTIER	216	0	0.0
TOTAL	17,761	39	0.2

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.

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

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	74.1	82.1	212	212
ADAK ISLAND AK (ADK)	88.9	88.9	9	9
AGUADILLA PR (BQN)	76.7	78.2	146	147
AKRON OH (CAK)	77.4	82.3	756	756
ALBANY GA (ABY)	81.9	83.1	83	83
ALBANY NY (ALB)	71.6	80.2	853	855
ALBUQUERQUE NM (ABQ)	82.8	83.4	2,690	2,689
ALEXANDRIA LA (AEX)	78.8	82.2	339	338
ALLENTOWN/BETHEHEM/EASTON PA (ABE)	72.5	84.8	298	297
AMARILLO TX (AMA)	74.7	76.4	561	559
ANCHORAGE AK (ANC)	88.4	91.8	1,223	1,226
APPLETON WI (ATW)	78.1	83.4	375	373
ASHEVILLE NC (AVL)	73.6	77.3	432	431
ASHLAND WV (HTS)	0.0	0.0	1	1
ASPEN CO (ASE)	67.8	68.8	637	637
ATLANTA GA (ATL)	78.9	81.7	33,729	33,747
ATLANTIC CITY NJ (ACY)	85.9	91.0	78	78
AUGUSTA GA (AGS)	84.4	85.6	270	270
AUSTIN TX (AUS)	80.3	84.6	3,404	3,406
BAKERSFIELD CA (BFL)	73.6	76.9	303	303
BALTIMORE MD (BWI)	78.9	76.6	7,935	7,933
BANGOR ME (BGR)	76.6	79.7	124	123
BARROW AK (BRW)	87.0	84.1	69	69
BATON ROUGE LA (BTR)	80.8	81.8	725	725
BELLINGHAM WA (BLI)	78.6	85.7	14	14
BEND/REDMOND OR (RDM)	82.4	86.2	262	261
BETHEL AK (BET)	86.0	82.6	86	86
BILLINGS MT (BIL)	80.9	91.4	278	278
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	65.6	82.0	61	61
BIRMINGHAM AL (BHM)	78.9	81.4	1,745	1,743
BISMARCK/MANDAN ND (BIS)	82.0	78.7	211	211
BLOOMINGTON IL (BMI)	73.9	76.4	364	364
BOISE ID (BOI)	83.1	87.0	1,075	1,075
BOSTON MA (BOS)	74.5	80.0	8,912	8,904
BOZEMAN MT (BZN)	76.1	83.9	355	355
BRANSON MO (BKG)	83.3	83.3	36	36
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	84.1	81.3	214	214
BROWNSVILLE TX (BRO)	81.3	87.7	235	235
BRUNSWICK GA (BQK)	86.1	91.1	79	79
BUFFALO NY (BUF)	75.4	78.9	1,879	1,880
BURBANK CA (BUR)	81.4	81.3	2,297	2,295
BURLINGTON VT (BTV)	72.9	76.8	517	517
BUTTE MT (BTM)	72.9	87.9	59	58

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	86.0	88.4	164	164
CASPER WY (CPR)	92.4	94.8	172	172
CEDAR CITY UT (CDC)	92.3	88.5	52	52
CEDAR RAPIDS/IOWA CITY IA (CID)	67.6	73.7	689	689
CHAMPAIGN/URBANA IL (CMI)	55.4	74.3	175	175
CHARLESTON SC (CHS)	76.6	81.0	893	893
CHARLESTON/DUNBAR WV (CRW)	73.6	79.9	261	259
CHARLOTTE AMALIE VI (STT)	78.7	84.8	328	328
CHARLOTTE NC (CLT)	78.3	79.8	9,865	9,851
CHARLOTTESVILLE VA (CHO)	88.7	87.8	115	115
CHATTANOOGA TN (CHA)	81.7	84.9	398	397
CHICAGO IL (MDW)	78.2	68.7	6,708	6,705
CHICAGO IL (ORD)	76.0	74.2	25,460	25,461
CHICO CA (CIC)	59.3	54.2	118	118
CHRISTIANSTED VI (STX)	82.1	82.1	56	56
CLEVELAND OH (CLE)	76.0	81.9	4,165	4,156
CODY WY (COD)	89.2	87.1	93	93
COLLEGE STATION/BRYAN TX (CLL)	69.9	76.3	93	93
COLORADO SPRINGS CO (COS)	79.5	86.8	974	976
COLUMBIA SC (CAE)	77.2	84.8	746	744
COLUMBUS GA (CSG)	85.5	84.6	117	117
COLUMBUS MS (GTR)	78.8	80.8	52	52
COLUMBUS OH (CMH)	74.0	79.6	2,420	2,420
CORDOVA AK (CDV)	85.2	85.2	61	61
CORPUS CHRISTI TX (CRP)	77.5	84.2	601	601
COVINGTON KY (CVG)	79.9	80.2	3,659	3,660
CRESCENT CITY CA (CEC)	61.9	44.7	84	85
DALLAS TX (DAL)	82.1	79.1	3,847	3,851
DALLAS/FT.WORTH TX (DFW)	81.2	78.0	22,556	22,556
DAYTON OH (DAY)	76.4	84.2	1,070	1,067
DAYTONA BEACH FL (DAB)	75.6	84.4	225	224
DEADHORSE AK (SCC)	90.9	87.3	55	55
DENVER CO (DEN)	84.1	81.1	18,999	18,998
DES MOINES IA (DSM)	69.5	76.4	1,040	1,040
DETROIT MI (DTW)	75.6	79.3	12,738	12,749
DOTHAN AL (DHN)	82.2	79.7	118	118
DUBUQUE IA (DBQ)	64.8	72.7	88	88
DULUTH MN (DLH)	75.3	84.7	235	235
DURANGO CO (DRO)	79.1	81.4	273	274
EAGLE CO (EGE)	79.0	81.6	472	473
EL CENTRO CA (IPL)	88.7	90.2	62	61
EL PASO TX (ELP)	82.0	85.1	1,853	1,854
ELKO NV (EKO)	80.7	85.7	119	119

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ELMIRA/CORNING NY (ELM)	67.0	80.6	109	108
ERIE PA (ERI)	56.4	77.2	101	101
EUGENE OR (EUG)	74.9	74.8	398	397
EUREKA/ARCATA CA (ACV)	59.8	54.0	266	265
EVANSVILLE IN (EVV)	69.8	80.9	364	362
FAIRBANKS AK (FAI)	92.4	93.0	316	316
FARGO ND (FAR)	77.2	78.8	360	359
FAYETTEVILLE AR (XNA)	67.8	74.7	1,094	1,094
FAYETTEVILLE NC (FAY)	76.2	79.7	281	281
FLAGSTAFF AZ (FLG)	83.3	82.5	126	126
FLINT MI (FNT)	74.6	84.6	631	631
FLORENCE SC (FLO)	87.1	86.7	31	30
FORT LAUDERDALE FL (FLL)	76.9	77.9	5,750	5,752
FORT SMITH AR (FSM)	74.8	77.5	151	151
FORT WAYNE IN (FWA)	70.3	81.6	482	483
FRESNO CA (FAT)	76.8	78.7	1,040	1,037
FT. MYERS FL (RSW)	79.1	81.2	2,705	2,708
GAINESVILLE FL (GNV)	84.3	84.3	191	191
GILLETTE WY (GCC)	83.9	89.5	124	124
GRAND FORKS ND (GFK)	80.5	82.5	82	80
GRAND JUNCTION CO (GJT)	87.2	88.3	454	454
GRAND RAPIDS MI (GRR)	73.9	82.3	1,048	1,048
GREAT FALLS MT (GTF)	83.4	92.4	145	145
GREEN BAY/CLINTONVILLE WI (GRB)	72.5	81.0	545	542
GREENSBORO/HIGH POINT NC (GSO)	74.4	79.0	747	747
GREENVILLE/SPARTANBURG SC (GSP)	74.4	79.3	800	800
GULFPORT/BILOXI MS (GPT)	82.8	84.7	588	587
GUNNISON CO (GUC)	83.5	84.2	158	158
HARLINGEN/SAN BENITO TX (HRL)	81.2	89.2	437	437
HARRISBURG PA (MDT)	77.8	85.0	374	374
HARTFORD CT (BDL)	75.2	83.4	1,790	1,791
HELENA MT (HLN)	83.5	92.2	115	116
HILO HI (ITO)	94.3	96.3	627	627
HONOLULU HI (HNL)	73.2	88.7	4,492	4,489
HOUSTON TX (HOU)	81.5	75.8	4,337	4,336
HOUSTON TX (IAH)	82.9	83.5	15,194	15,192
HUNTSVILLE AL (HSV)	78.1	82.2	823	822
IDAHO FALLS ID (IDA)	81.8	91.2	181	181
INDIANAPOLIS IN (IND)	77.1	82.4	3,100	3,099
INDIO/PALM SPRINGS CA (PSP)	80.4	81.7	1,096	1,096
INYOKERN CA (IYK)	92.0	92.0	88	88
ISLIP NY (ISP)	75.7	78.2	649	647
ITHACA/CORTLAND NY (ITH)	56.1	70.2	57	57

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON WY (JAC)	77.9	77.6	294	294
JACKSON/VICKSBURG MS (JAN)	80.5	84.0	1,005	1,004
JACKSONVILLE FL (JAX)	80.0	85.5	2,187	2,189
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	77.2	83.1	136	136
JUNEAU AK (JNU)	74.5	71.2	302	302
KAHULUI HI (OGG)	81.5	89.8	1,624	1,623
KALAMAZOO MI (AZO)	69.0	84.2	303	303
KALISPELL MT (FCA)	74.8	90.3	123	124
KANSAS CITY MO (MCI)	78.5	81.2	4,046	4,048
KETCHIKAN AK (KTN)	83.8	79.5	185	185
KEY WEST FL (EYW)	73.6	67.5	121	120
KILLEEN TX (GRK)	74.4	79.9	313	313
KLAMATH FALLS OR (LMT)	68.5	59.7	124	124
KNOXVILLE TN (TYS)	78.5	84.6	1,128	1,128
KODIAK AK (ADQ)	76.8	69.6	56	56
KONA HI (KOA)	80.5	88.7	992	992
KOTZEBUE AK (OTZ)	92.3	90.1	91	91
LA CROSSE WI (LSE)	73.4	81.3	290	289
LAFAYETTE LA (LFT)	79.4	86.2	462	463
LAKE CHARLES LA (LCH)	81.2	90.9	133	132
LANSING MI (LAN)	71.7	80.9	304	304
LAREDO TX (LRD)	72.3	82.7	220	220
LAS VEGAS NV (LAS)	83.2	79.9	11,915	11,923
LEWISTON ID (LWS)	90.4	96.2	52	52
LEXINGTON KY (LEX)	75.4	83.7	672	668
LIHUE HI (LIH)	85.1	92.6	950	951
LINCOLN NE (LNK)	70.6	80.7	238	238
LITTLE ROCK AR (LIT)	73.6	76.6	1,664	1,662
LONG BEACH CA (LGB)	81.7	80.0	1,191	1,191
LONGVIEW/KILGOR/GLADWATR TX (GGG)	72.6	87.1	62	62
LOS ANGELES CA (LAX)	81.6	82.1	16,064	16,064
LOUISVILLE KY (SDF)	74.3	80.5	1,574	1,574
LUBBOCK TX (LBB)	74.9	80.9	690	690
LYNCHBURG VA (LYH)	72.4	76.6	76	77
MADISON WI (MSN)	71.0	81.0	929	928
MANCHESTER NH (MHT)	74.5	83.5	1,108	1,109
MANHATTAN/FT. RILEY KS (MHK)	74.2	66.1	62	62
MARQUETTE MI (MQT)	59.0	79.5	83	83
MEDFORD OR (MFR)	68.4	74.0	323	323
MELBOURNE FL (MLB)	79.7	85.7	153	154
MEMPHIS TN (MEM)	76.5	80.5	6,064	6,078
MERIDIAN MS (MEI)	87.5	87.5	56	56
MIAMI FL (MIA)	75.7	73.1	5,828	5,826

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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)	78.8	85.0	566	566
MILWAUKEE WI (MKE)	74.8	78.9	3,516	3,523
MINNEAPOLIS MN (MSP)	81.3	80.8	9,328	9,325
MINOT ND (MOT)	60.0	83.3	5	6
MISSION/MCALLEN/EDINBURG TX (MFE)	79.5	86.4	352	352
MISSOULA MT (MSO)	70.7	78.5	222	223
MOBILE AL (MOB)	79.6	83.5	582	582
MODESTO CA (MOD)	50.0	56.4	140	140
MOLINE IL (MLI)	73.4	81.4	591	592
MONROE LA (MLU)	79.9	84.0	244	244
MONTEREY CA (MRY)	72.5	77.1	498	498
MONTGOMERY AL (MGM)	85.4	85.3	355	354
MONTROSE/DELTA CO (MTJ)	84.8	86.5	282	282
MOSES LAKE WA (MWH)	96.2	94.2	52	52
MYRTLE BEACH SC (MYR)	81.0	83.1	326	325
NASHVILLE TN (BNA)	79.4	78.2	4,388	4,388
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	78.5	84.6	65	65
NEW ORLEANS LA (MSY)	81.5	84.8	2,888	2,888
NEW YORK NY (JFK)	76.6	77.9	9,562	9,564
NEW YORK NY (LGA)	75.9	82.2	8,045	8,038
NEWARK NJ (EWR)	70.4	74.7	9,371	9,365
NEWBURGH/POUGHKEEPSIE NY (SWF)	72.8	83.3	180	180
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	73.8	78.6	458	457
NOME AK (OME)	89.0	87.9	91	91
NORFOLK VA (ORF)	73.9	78.8	1,232	1,233
NORTH BEND/COOS BAY OR (OTH)	63.8	37.6	94	93
OAKLAND CA (OAK)	82.7	82.5	4,023	4,029
OKLAHOMA CITY OK (OKC)	72.2	78.8	1,618	1,619
OMAHA NE (OMA)	76.0	80.7	1,961	1,959
ONTARIO/SAN BERNARDINO CA (ONT)	80.1	83.3	2,024	2,025
ORLANDO FL (MCO)	79.1	79.5	10,062	10,070
OXNARD/VENTURA CA (OXR)	83.0	86.4	88	88
PANAMA CITY FL (PFN)	82.5	81.5	314	314
PASCO/KENNEWICK/RICHLAND WA (PSC)	81.3	88.2	289	289
PELLSTON MI (PLN)	33.3	60.0	6	5
PENSACOLA FL (PNS)	78.7	83.6	751	752
PEORIA IL (PIA)	71.2	77.9	358	358
PETERSBURG AK (PSG)	72.1	80.3	61	61
PHILADELPHIA PA (PHL)	77.2	80.4	7,107	7,114
PHOENIX AZ (PHX)	84.2	82.8	15,287	15,288
PITTSBURGH PA (PIT)	76.2	82.6	2,878	2,877
POCATELLO ID (PIH)	81.4	85.6	118	118
PONCE PR (PSE)	78.7	86.9	61	61

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PORTLAND ME (PWM)	73.9	80.0	518	519
PORTLAND OR (PDX)	85.7	88.6	4,042	4,047
PROVIDENCE RI (PVD)	77.7	83.4	1,415	1,419
RALEIGH/DURHAM NC (RDU)	77.0	79.6	4,216	4,213
RAPID CITY SD (RAP)	79.6	80.1	358	357
REDDING CA (RDD)	52.0	66.7	123	123
RENO NV (RNO)	83.5	84.3	1,641	1,639
RICHMOND VA (RIC)	76.1	81.1	1,366	1,363
ROANOKE VA (ROA)	72.9	79.8	277	277
ROCHESTER MN (RST)	61.0	76.2	231	231
ROCHESTER NY (ROC)	73.7	80.0	1,091	1,091
ROCK SPRINGS WY (RKS)	87.7	85.8	155	155
ROSWELL NM (ROW)	74.4	83.3	90	90
SACRAMENTO CA (SMF)	80.2	82.3	3,707	3,705
SAGINAW/BAY CITY/MIDLAND MI (MBS)	74.3	85.1	323	323
SALT LAKE CITY UT (SLC)	83.5	86.5	10,452	10,449
SAN ANGELO TX (SJT)	74.1	77.6	58	58
SAN ANTONIO TX (SAT)	81.3	86.5	3,136	3,132
SAN DIEGO CA (SAN)	82.2	82.7	6,338	6,344
SAN FRANCISCO CA (SFO)	64.2	69.7	11,279	11,284
SAN JOSE CA (SJC)	83.0	83.4	3,528	3,527
SAN JUAN PR (SJU)	77.8	80.8	2,092	2,098
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	69.3	68.7	384	383
SANTA ANA CA (SNA)	82.5	81.3	3,541	3,542
SANTA BARBARA CA (SBA)	80.1	81.7	998	998
SANTA FE NM (SAF)	81.7	84.9	93	93
SANTA MARIA CA (SMX)	81.7	81.7	120	120
SARASOTA/BRADENTON FL (SRQ)	78.1	78.8	640	641
SAVANNAH GA (SAV)	76.2	82.0	828	828
SCRANTON/WILKES-BARRE PA (AVP)	69.9	83.2	143	143
SEATTLE WA (SEA)	86.4	89.1	7,348	7,351
SHREVEPORT LA (SHV)	79.0	85.3	457	456
SIOUX CITY IA (SUX)	50.0	100.0	2	2
SIOUX FALLS SD (FSD)	75.3	82.1	392	392
SITKA AK (SIT)	75.0	75.0	92	92
SOUTH BEND IN (SBN)	72.9	75.3	328	328
SPOKANE WA (GEG)	86.3	90.3	1,036	1,034
SPRINGFIELD IL (SPI)	65.9	75.4	167	167
SPRINGFIELD MO (SGF)	71.6	77.0	649	649
ST. GEORGE UT (SGU)	83.9	87.3	211	212
ST. LOUIS MO (STL)	78.1	79.0	4,342	4,341
STATE COLLEGE PA (SCE)	69.0	82.8	87	87
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	84.5	85.2	317	317

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	70.1	74.9	221	219
SYRACUSE NY (SYR)	71.6	79.6	809	809
TALLAHASSEE FL (TLH)	82.8	83.0	587	587
TAMPA FL (TPA)	79.2	80.4	5,729	5,732
TELLURIDE CO (TEX)	88.9	88.9	54	54
TEXARKANA AR (TXK)	70.2	78.2	124	124
TOLEDO OH (TOL)	56.8	72.7	88	88
TRAVERSE CITY MI (TVC)	74.5	77.6	302	303
TUCSON AZ (TUS)	81.3	86.5	1,873	1,871
TULSA OK (TUL)	72.2	77.7	1,642	1,639
TWIN FALLS ID (TWF)	85.5	87.4	124	127
TYLER TX (TYR)	72.6	82.3	62	62
VALDOSTA GA (VLD)	82.8	90.8	87	87
VALPARAISO FL (VPS)	78.5	82.9	595	596
WASHINGTON DC (DCA)	79.4	84.1	6,369	6,364
WASHINGTON DC (IAD)	78.5	79.4	5,738	5,733
WATERLOO IA (ALO)	66.7	75.0	3	4
WAUSAU/MARSHFIELD WI (CWA)	71.6	80.3	208	208
WEST PALM BEACH/PALM BEACH FL (PBI)	76.7	79.7	2,582	2,581
WHITE PLAINS NY (HPN)	73.0	76.8	895	894
WICHITA FALLS TX (SPS)	68.4	73.7	57	57
WICHITA KS (ICT)	78.7	86.8	1,001	999
WILMINGTON NC (ILM)	82.5	83.9	285	285
WRANGELL AK (WRG)	85.2	82.0	61	61
YAKUTAT AK (YAK)	80.3	85.2	61	61
YUMA AZ (YUM)	87.8	88.7	362	363

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

CARRIER A/	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
PINNACLE	14	7,977	229	2.9	122	21,875	898	4.1
ATLANTIC SOUTHEAST	8	12,246	453	3.7	106	24,385	962	3.9
COMAIR	18	5,967	241	4.0	68	11,035	421	3.8
AMERICAN EAGLE	15	20,470	743	3.6	114	36,742	1,401	3.8
MESA	19	9,616	310	3.2	108	18,423	594	3.2
SKYWEST	16	26,468	682	2.6	141	48,280	1,466	3.0
US AIRWAYS	28	28,160	836	3.0	78	33,749	1,012	3.0
EXPRESSJET	20	14,476	365	2.5	99	27,351	727	2.7
AMERICAN	28	36,732	908	2.5	79	46,571	1,156	2.5
DELTA	29	44,866	862	1.9	110	56,998	1,166	2.0
SOUTHWEST	20	44,738	813	1.8	68	90,103	1,780	2.0
AIRTRAN	22	13,715	225	1.6	60	19,936	347	1.7
UNITED	27	23,772	381	1.6	74	27,744	451	1.6
JETBLUE	20	10,858	159	1.5	45	16,250	242	1.5
ALASKA	18	6,241	18	0.3	49	10,532	93	0.9
CONTINENTAL	26	15,903	75	0.5	58	19,651	103	0.5
FRONTIER	22	5,156	9	0.2	37	6,450	10	0.2
HAWAIIAN	7	368	0	0.0	15	5,734	4	0.1
Total		327,729	7,309	2.2	Total	521,809	12,833	2.5

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

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

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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	21875	15965	72.98%	898	4.11%	91	0.42%	1260	5.76%	148	0.68%	2314	10.58%	9	0.04%	1189	5.44%
AA	46571	37142	79.75%	1156	2.48%	130	0.28%	2819	6.05%	416	0.89%	2779	5.97%	22	0.05%	2108	4.53%
AS	10532	9032	85.76%	93	0.88%	68	0.65%	289	2.75%	51	0.49%	640	6.07%	1	0.01%	357	3.39%
B6	16250	12113	74.54%	242	1.49%	28	0.17%	1073	6.61%	43	0.26%	1341	8.25%	8	0.05%	1401	8.62%
CO	19651	16181	82.34%	103	0.52%	28	0.14%	891	4.53%	98	0.50%	1564	7.96%	131	0.67%	655	3.34%
DL	56998	46395	81.40%	1166	2.05%	118	0.21%	2921	5.13%	393	0.69%	3999	7.02%	16	0.03%	1990	3.49%
EV	24385	19103	78.34%	962	3.95%	59	0.24%	1223	5.01%	150	0.61%	1316	5.40%	8	0.03%	1564	6.41%
F9	6450	5364	83.16%	10	0.16%	8	0.12%	199	3.08%	6	0.09%	422	6.54%	0	0.00%	442	6.85%
FL	19936	15854	79.52%	347	1.74%	47	0.24%	825	4.14%	32	0.16%	1341	6.73%	0	0.00%	1490	7.48%
HA	5734	4973	86.73%	4	0.07%	5	0.09%	522	9.10%	2	0.04%	8	0.14%	0	0.01%	220	3.84%
MQ	36742	26753	72.81%	1401	3.81%	132	0.36%	2087	5.68%	433	1.18%	2825	7.69%	12	0.03%	3100	8.44%
OH	11035	8053	72.98%	421	3.82%	24	0.22%	974	8.82%	240	2.17%	1213	10.99%	1	0.01%	109	0.99%
OO	48280	36025	74.62%	1466	3.04%	224	0.46%	2105	4.36%	212	0.44%	3435	7.12%	22	0.05%	4791	9.92%
UA	27744	23212	83.66%	451	1.63%	37	0.13%	989	3.57%	87	0.31%	1619	5.84%	1	0.00%	1348	4.86%
US	33749	26791	79.38%	1012	3.00%	84	0.25%	1568	4.65%	63	0.19%	2780	8.24%	34	0.10%	1417	4.20%
WN	90103	72151	80.08%	1780	1.98%	215	0.24%	4726	5.25%	516	0.57%	2833	3.14%	106	0.12%	7776	8.63%
XE	27351	20789	76.01%	727	2.66%	72	0.26%	1256	4.59%	160	0.58%	2652	9.70%	56	0.21%	1639	5.99%
YV	18423	14733	79.97%	594	3.22%	49	0.27%	1838	9.98%	360	1.95%	829	4.50%	10	0.05%	10	0.06%
TOTAL	521809	410629		12833		1419		27565		3407		33911		438		31608	
			78.69%		2.46%		0.27%		5.28%		0.65%		6.50%		0.08%		6.06%

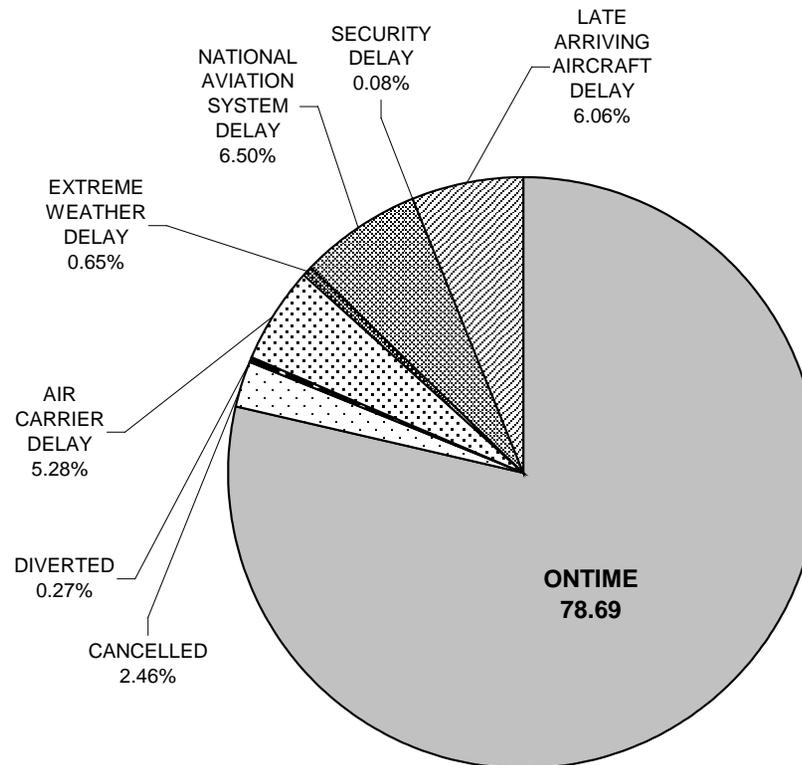
***Causes of Delay:**

- 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.**

**JANUARY 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>

JANUARY 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
DL	2244	RSW	LGA	01/25/2010	700	253
DL	1737	CLT	ATL	01/24/2010	1210	245

*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.

JANUARY 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
DL	56,998	8	0.014
US	33,749	4	0.012
B6	16,250	1	0.006
YV	18,423	1	0.005
FL	19,936	1	0.005
AA	46,571	2	0.004
WN	90,103	3	0.003
MQ	36,742	1	0.003
9E	21,875	0	0.000
CO	19,651	0	0.000
OO	48,280	0	0.000
UA	27,744	0	0.000
AS	10,532	0	0.000
HA	5,734	0	0.000
OH	11,035	0	0.000
F9	6,450	0	0.000
EV	24,385	0	0.000
XE	27,351	0	0.000
Total	521,809	21	0.004

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

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

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

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

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

APPENDIX

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

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

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

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

Air Carriers Voluntarily Reporting

Data to DOT and to CRS Vendors

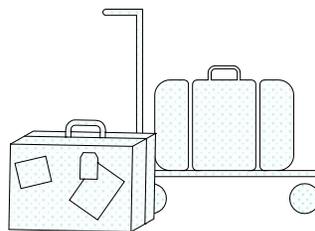
9E	Pinnacle Airlines
XE	ExpressJet Airlines

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

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

MISHANDLED BAGGAGE

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



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

RANK	AIRLINE	JANUARY 2010			JANUARY 2009		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,326	677,553	1.96	1,303	646,859	2.01
2	AIRTRAN AIRWAYS	3,532	1,752,467	2.02	3,479	1,722,578	2.02
3	FRONTIER AIRLINES	1,801	605,582	2.97	2,189	667,054	3.28
4	CONTINENTAL AIRLINES	7,466	2,400,822	3.11	7,621	2,436,858	3.13
5	JETBLUE AIRWAYS	5,177	1,518,340	3.41	4,491	1,566,541	2.87
6	US AIRWAYS	12,055	3,497,555	3.45	15,157	3,654,735	4.15
7	ALASKA AIRLINES	3,981	1,076,859	3.70	6,429	1,027,655	6.26
8	SOUTHWEST AIRLINES	33,146	7,791,271	4.25	31,912	7,214,497	4.42
9	DELTA AIR LINES **	30,816	6,530,367	4.72	32,495	4,535,090	7.17
10	AMERICAN AIRLINES	25,076	5,312,374	4.72	26,770	5,302,473	5.05
11	EXPRESSJET AIRLINES	4,809	953,530	5.04	3,703	761,132	4.87
12	UNITED AIRLINES	17,307	3,368,014	5.14	19,653	3,573,605	5.50
13	MESA AIRLINES	4,769	812,868	5.87	4,913	818,838	6.00
14	PINNACLE AIRLINES	5,032	823,361	6.11	6,394	765,282	8.36
15	SKYWEST AIRLINES	11,051	1,759,159	6.28	12,820	1,520,084	8.43
16	COMAIR	3,262	425,709	7.66	3,868	435,730	8.88
17	AMERICAN EAGLE AIRLINES	11,059	1,153,690	9.59	10,231	1,048,488	9.76
18	ATLANTIC SOUTHEAST AIRLINES	9,859	990,673	9.95	11,813	942,738	12.53
TOTALS		191,524	41,450,194	4.62	205,241	38,640,237	5.31

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 January 2009 reflect the deletion of Northwest's data for that month.

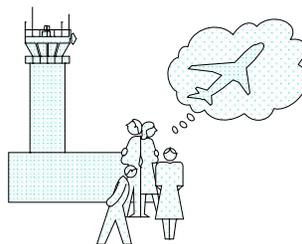
OVERSALES

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

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

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

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



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

RANK	AIRLINE	OCTOBER - DECEMBER 2009				OCTOBER - DECEMBER 2008			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	5	2	5,456,842	0.00	7	5	5,108,284	0.01
2	HAWAIIAN AIRLINES	41	7	2,066,495	0.03	77	7	1,920,675	0.04
3	AIRTRAN AIRWAYS	9,042	137	5,911,553	0.23	10,948	172	5,754,446	0.30
4	ATLANTIC SOUTHEAST AIRLINES	5,043	76	3,071,287	0.25	7,729	1,098	2,865,082	3.83
5	DELTA AIR LINES	10,505	557	15,029,156	0.37	12,987	2,359	16,090,329	1.47
6	COMAIR	4,713	56	1,419,761	0.39	3,921	460	1,609,674	2.86
7	NORTHWEST AIRLINES	8,142	425	7,911,135	0.54	7,849	528	9,105,374	0.58
8	AMERICAN AIRLINES	14,284	1,400	18,649,876	0.75	10,143	1,096	19,105,660	0.57
9	PINNACLE AIRLINES	6,028	208	2,573,221	0.81	5,764	380	2,568,204	1.48
10	SKYWEST AIRLINES	10,526	474	5,241,819	0.90	8,836	557	4,754,319	1.17
11	US AIRWAYS	10,524	1,407	12,275,768	1.15	18,922	1,351	12,919,729	1.05
12	SOUTHWEST AIRLINES	28,566	3,281	25,450,773	1.29	16,249	2,349	24,091,435	0.98
13	FRONTIER AIRLINES	1,155	297	2,201,707	1.35	1,121	327	2,348,314	1.39
14	UNITED AIRLINES	15,064	1,722	11,930,997	1.44	20,304	1,452	12,867,796	1.13
15	MESA AIRLINES	4,316	429	2,698,257	1.59	6,752	337	2,699,828	1.25
16	ALASKA AIRLINES	2,478	636	3,526,980	1.80	1,771	293	3,512,911	0.83
17	EXPRESSJET AIRLINES	4,824	607	3,151,179	1.93	4,321	461	2,786,163	1.65
18	CONTINENTAL AIRLINES	8,580	1,956	9,193,271	2.13	8,087	1,317	9,217,296	1.43
19	AMERICAN EAGLE AIRLINES	4,881	1,822	3,934,563	4.63	3,825	1,174	3,643,632	3.22
	TOTALS	148,717	15,499	141,694,640	1.09	149,613	15,723	142,969,151	1.10

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

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

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

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**

	JANUARY 2010				JANUARY 2009			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	776	59	3	102	743	40	2	87
FOREIGN AIRLINES	134	2	0	9	120	5	0	6
TRAVEL AGENTS	9	0	0	1	14	0	0	2
TOUR OPERATORS	6	0	0	0	1	0	0	0
MISCELLANEOUS	2	0	0	0	7	1	0	1
INDUSTRY TOTALS	927	61	3	112	885	46	2	96

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY 2010			JANUARY 2009		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	283		1	263	
CANCELLATIONS			133			112
DELAYS			83			70
MISCONNECTI ONS			44			45
BAGGAGE	2	211		2	196	
CUSTOMER SERVICE	3	120		4	93	
RES/TKTG/BOARDING	4	109		3	129	
DISABILITY	5	45		6	45	
FARES	5	45		8	25	
REFUNDS	7	40		5	65	
OVERSALES	8	37		7	42	
OTHER	9	26		9	17	
FREQUENT FLYER			21			11
DISCRIMINATION	10	7		10	6	
ADVERTISING	11	4		11	4	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		927			885	

* 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*

JANUARY 2010

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	11	0	3	1	2	6	3	0	0	0	0	0	26
ALASKA AIRLINES	0	1	1	0	0	0	0	2	0	1	0	0	5
ALLEGIAN AIR	2	0	0	1	0	2	2	1	0	0	0	0	8
AMERICAN AIRLINES	35	3	11	8	4	24	14	3	0	0	0	3	105
AMERICAN EAGLE AIRLINES	7	1	1	0	0	3	3	1	0	0	0	1	17
COLGAN AIRWAYS	3	1	0	0	0	1	0	0	0	0	0	0	5
COMAIR	6	1	0	0	0	1	1	1	0	0	0	0	10
CONTINENTAL AIRLINES	17	1	8	2	5	9	8	3	0	0	0	0	53
DELTA AIR LINES ***	35	5	29	9	4	37	19	10	0	2	0	8	158
EXPRESSJET AIRLINES	3	0	1	0	0	1	0	0	0	0	0	0	5
FRONTIER AIRLINES	3	1	3	0	0	0	0	1	0	0	0	0	8
GREAT LAKES AVIATION	3	0	0	0	0	0	1	1	0	0	0	0	5
JETBLUE AIRWAYS	8	0	1	0	1	3	4	0	0	0	0	0	17
MESA AIRLINES	5	0	0	0	0	2	1	1	0	0	0	0	9
PIEDMONT AIRLINES	3	2	0	0	0	2	4	1	0	0	0	0	12
REPUBLIC AIRWAYS	5	1	0	0	0	0	1	0	0	0	0	0	7
SKYWEST AIRLINES	12	0	0	0	0	1	2	3	0	0	0	0	18
SOUTHWEST AIRLINES	6	0	4	1	2	6	4	4	1	0	0	0	28
SPIRIT AIRLINES	6	3	6	0	3	3	5	0	1	1	0	1	29
UNITED AIRLINES	20	3	11	7	5	30	11	3	1	0	0	9	100
UNITED EXPRESS	2	1	0	0	0	3	0	0	0	0	0	0	6
US AIRWAYS	30	7	7	3	2	12	8	6	1	1	0	2	79
OTHER U. S. AIRLINES	25	3	4	1	2	16	13	3	0	0	0	0	66
TOTAL JANUARY 2010	247	34	90	33	30	162	104	43	4	5	0	24	776
% OF TOTAL COMPLAINTS	31.8	4.4	11.6	4.3	3.9	20.9	13.4	5.5	0.5	0.6	0	3.1	
TOTAL JANUARY 2009	241	37	113	17	44	155	83	34	1	4	0	14	743
% OF TOTAL COMPLAINTS	32.4	5.0	15.2	2.3	5.9	20.9	11.2	4.6	0.1	0.5	0	1.9	

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

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

*** 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

JANUARY 2010

U. S. AIRLINES*	COMPS RECD IN JAN	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	26	15	57.7	4	15.4	6	23.1	1	3.8
ALASKA AIRLINES	5	1	20.0	2	40.0	2	40.0	0	0.0
ALLEGiant AIR	8	3	37.5	2	25.0	1	12.5	2	25.0
AMERICAN AIRLINES	105	35	33.3	38	36.2	24	22.9	8	7.6
AMERICAN EAGLE AIRLINES	17	6	35.3	8	47.1	2	11.8	1	5.9
COLGAN AIRWAYS	5	3	60.0	2	40.0	0	0.0	0	0.0
COMAIR	10	4	40.0	3	30.0	2	20.0	1	10.0
CONTINENTAL AIRLINES	53	15	28.3	20	37.7	17	32.1	1	1.9
DELTA AIR LINES **	158	65	41.1	41	25.9	34	21.5	18	11.4
EXPRESSJET AIRLINES	5	1	20.0	2	40.0	2	40.0	0	0.0
FRONTIER AIRLINES	8	3	37.5	3	37.5	2	25.0	0	0.0
GREAT LAKES AVIATION	5	2	40.0	3	60.0	0	0.0	0	0.0
JETBLUE AIRWAYS	17	8	47.1	5	29.4	3	17.6	1	5.9
MESA AIRLINES	9	7	77.8	1	11.1	0	0.0	1	11.1
PIEDMONT AIRLINES	12	6	50.0	4	33.3	2	16.7	0	0.0
REPUBLIC AIRWAYS	7	3	42.9	1	14.3	2	28.6	1	14.3
SKYWEST AIRLINES	18	7	38.9	7	38.9	3	16.7	1	5.6
SOUTHWEST AIRLINES	28	8	28.6	11	39.3	6	21.4	3	10.7
SPIRIT AIRLINES	29	11	37.9	5	17.2	3	10.3	10	34.5
UNITED AIRLINES	100	31	31.0	33	33.0	25	25.0	11	11.0
UNITED EXPRESS	6	4	66.7	1	16.7	1	16.7	0	0.0
US AIRWAYS	79	29	36.7	33	41.8	14	17.7	3	3.8
OTHER U. S. AIRLINES	56	28	50.0	27	48.2	8	14.3	3	5.4
TOTALS	776	295	38.0	256	33.0	159	20.5	66	8.5
PREVIOUS YEAR'S TOTALS	743	252	33.9	260	35.0	143	19.2	88	11.8

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

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

Table 5

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

JANUARY 2010

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	5	0	0	1	1	4	0	0	0	0	0	0	11
AIR INDIA	1	0	1	1	1	6	0	0	0	0	0	0	10
ALITALIA AIRLINES	1	0	0	0	0	3	0	0	0	0	0	1	5
BRITISH AIRWAYS	2	0	2	0	1	3	1	0	0	0	0	0	9
COPA COMPANIA PANAMENA	1	0	0	3	1	1	0	1	0	0	0	0	7
MEXICANA	4	2	1	0	0	6	2	0	0	0	0	0	15
QATAR AIRWAYS	0	0	2	0	0	2	1	0	0	1	0	0	6
OTHER FOREIGN AIRLINES	17	1	11	2	4	23	10	1	0	1	0	1	71
TOTALS	31	3	17	7	8	48	14	2	0	2	0	2	134
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	2	4	2	0	1	0	0	0	0	0	9
TOTALS	0	0	2	4	2	0	1	0	0	0	0	0	9
<u>TOUR OPERATORS</u>													
DIRECT AIR AND TOURS	4	0	0	0	0	1	1	0	0	0	0	0	6
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	4	0	0	0	0	1	1	0	0	0	0	0	6
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	1	0	0	0	0	0	0	0	0	0	0	1	2
TOTALS	1	0	0	0	0	0	0	0	0	0	0	1	2

* 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

JANUARY

CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES *

RANK	AIRLINE	JANUARY 2010			JANUARY 2009		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ATLANTIC SOUTHEAST AIRLINES	3	985,393	0.30	9	940,215	0.96
2	SOUTHWEST AIRLINES	28	7,586,870	0.37	17	7,001,307	0.24
3	ALASKA AIRLINES	5	1,183,862	0.42	11	1,132,812	0.97
4	EXPRESSJET AIRLINES	5	1,080,961	0.46	6	877,091	0.68
5	PINNACLE AIRLINES	4	796,839	0.50	16	773,096	2.07
6	HAWAIIAN AIRLINES	4	668,737	0.60	8	637,946	1.25
7	JETBLUE AIRWAYS	17	1,678,212	1.01	21	1,660,512	1.26
8	SKYWEST AIRLINES	18	1,751,160	1.03	7	1,503,160	0.47
9	MESA AIRLINES	9	780,067	1.15	4	781,759	0.51
10	FRONTIER AIRLINES	8	635,426	1.26	6	689,469	0.87
11	AMERICAN EAGLE AIRLINES	17	1,181,960	1.44	8	1,070,520	0.75
12	AIRTRAN AIRWAYS	26	1,693,053	1.54	23	1,659,507	1.39
13	AMERICAN AIRLINES	105	6,699,181	1.57	74	6,696,638	1.11
14	CONTINENTAL AIRLINES	53	3,336,410	1.59	54	3,249,772	1.66
15	DELTA AIR LINES **	158	7,864,968	2.01	135	5,266,626	2.56
16	US AIRWAYS	79	3,883,756	2.03	83	4,048,290	2.05
17	COMAIR	10	425,709	2.35	4	448,471	0.89
18	UNITED AIRLINES	100	4,023,708	2.49	84	4,220,366	1.99
	TOTAL	649	46,256,272	1.40	570	42,657,557	1.34

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 January 2009 reflect the deletion of Northwest's data for that month.

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

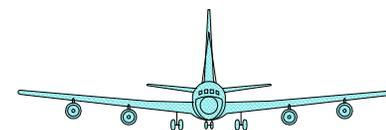
Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



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

The Transportation Security Administration screened approximately 47.2 million airline passengers and their 42.5 million checked bags during January 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 January.

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
294	.0006	147	.0003	73	.0002	398	.0008

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

Number of Damage Claims Received			
Checkpoint (TSA)	% of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	% of Total Checked Bags Screened
238	.0005	870	.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 January.

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.

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

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

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

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

Carrier	Death	Injury	Loss
<u>Alaska</u>	1		
<u>SkyWest</u>		1	
Total	1	1	0