



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

MARCH 2010

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	75.7	15	90.2
ALASKA AIRLINES S/	18	87.9	49	87.3
PINNACLE AIRLINES S/ V/	14	83.5	118	84.2
UNITED AIRLINES S/	27	83.9	75	83.8
MESA AIRLINES S/	20	83.4	104	83.5
SKYWEST AIRLINES S/	15	83.2	141	83.4
US AIRWAYS S/	27	80.9	76	80.9
DELTA AIR LINES S/	29	80.0	104	80.3
SOUTHWEST AIRLINES S/	20	80.5	68	80.3
AMERICAN EAGLE S/	15	80.2	114	79.8
AIRTRAN AIRWAYS S/	22	77.4	62	78.3
FRONTIER AIRLINES S/	21	79.6	36	78.2
COMAIR S/	17	73.2	64	77.9
ATLANTIC SOUTHEAST AIRLINES S/	9	76.5	104	77.8
CONTINENTAL AIRLINES S/	26	77.6	57	77.7
AMERICAN AIRLINES S/	28	76.1	79	76.1
EXPRESSJET AIRLINES S/ V/	19	73.9	99	75.1
JETBLUE AIRWAYS S/	20	70.6	45	72.1
TOTAL		79.5		80.0

- For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.
- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the “Mishandled Baggage,” “Consumer Complaints,” and “Oversales” sections of this report.

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.

THIS TABLE WAS REVISED ON OCTOBER 8, 2010, TO INCLUDE FLIGHTS ORIGINALLY NOT SUBMITTED BY COMAIR

MARCH 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		JAN - 10		FEB - 10		MAR - 10		12 MONTHS ENDING MARCH 2010		DATABASE TO DATE SEP 1987-MARCH 2010	
	04 - 06 2009		07 - 09 2009		10 - 12 2009		01 - 03 2010		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	76.4	13	75.4	17	74.1	19	76.7	11	79.5	10	71.9	13	78.3	11	75.6	16	(--)	(--)
ALASKA	84.9	2	87.6	2	86.0	2	86.4	2	85.8	2	86.2	2	87.3	2	86.2	2	75.9	7
AMERICAN	73.8	16	78.2	15	78.8	10	76.5	12	79.8	9	73.4	11	76.1	16	76.8	13	78.0	4
AMERICAN EAGLE	75.6	15	80.6	12	75.2	17	74.6	14	72.8	18	70.8	14	79.8	10	76.6	14	73.9	8
ATLANTIC SOUTHEAST	71.2	18	69.8	18	75.2	16	76.2	13	78.3	12	72.3	12	77.8	14	73.0	17	(--)	(--)
COMAIR	64.7	19	69.1	19	74.3	18	71.4	18	73.0	17	62.2	18	77.9	13	69.5	18	(--)	(--)
CONTINENTAL	78.7	10	82.8	7	77.2	13	78.4	9	82.3	5	75.0	9	77.7	15	79.3	9	78.2	2
DELTA	76.7	12	78.7	14	81.0	6	78.9	7	81.4	6	74.7	10	80.3	8	78.8	10	77.6	5
EXPRESSJET	79.0	8	83.2	5	75.3	15	73.3	16	76.0	13	68.5	15	75.1	17	77.7	12	(--)	(--)
FRONTIER	75.8	14	82.1	9	75.8	14	80.3	5	83.2	4	79.7	4	78.2	12	78.5	11	(--)	(--)
HAWAIIAN	91.6	1	94.1	1	91.2	1	88.4	1	86.7	1	88.2	1	90.2	1	91.4	1	(--)	(--)
JETBLUE	73.7	17	78.7	13	79.2	8	71.6	17	74.5	15	67.9	16	72.1	18	75.7	15	(--)	(--)
MESA	78.7	9	81.5	10	79.1	9	80.4	4	80.0	8	77.3	6	83.5	5	79.9	8	(--)	(--)
NORTHWEST	80.2	6	78.0	16	78.1	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
PINNACLE	84.6	3	81.3	11	81.1	5	74.1	15	73.0	16	64.0	17	84.2	3	80.3	7	(--)	(--)
SKYWEST	84.3	4	85.1	3	78.7	11	78.2	10	74.6	14	76.2	7	83.4	6	81.6	4	(--)	(--)
SOUTHWEST	82.0	5	84.0	4	80.9	7	80.1	6	80.1	7	79.8	3	80.3	9	81.8	3	81.9	1
UNITED	77.7	11	82.3	8	83.7	3	82.5	3	83.7	3	79.6	5	83.8	4	81.5	5	76.0	6
US AIRWAYS	79.1	7	83.2	6	81.7	4	78.7	8	79.4	11	75.3	8	80.9	7	80.7	6	78.2	3
Total	78.6		81.0		79.2		77.9		78.7		74.6		80.0		79.2		78.2	

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

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.

THIS TABLE WAS REVISED ON OCTOBER 8, 2010, TO INCLUDE MARCH FLIGHTS ORIGINALLY NOT SUBMITTED BY COMAIR

MARCH 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 *																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	1190	65.5	50	78.0	H/		29	75.9	27	85.2	H/		43	83.7	4932	87.5
AA	538	75.1	956	61.7	275	65.1	143	69.9	855	75.0	527	79.3	13242	80.9	209	78.9
AS	31	90.3	62	75.8	H/		H/		93	80.6	122	87.7	62	79.0	H/	
B6	H/		2104	66.5	151	72.2	150	77.3	H/		93	74.2	H/		H/	
CO	112	71.4	414	68.4	119	83.2	101	86.1	232	83.2	311	78.5	219	79.9	110	83.6
DL	13496	77.9	1345	69.8	623	73.7	313	77.0	908	76.7	697	88.8	417	79.1	5257	82.9
EV	12376	76.1	H/		H/		1	100.0	H/		H/		H/		H/	
F9	90	66.7	H/		H/		H/		94	59.6	3164	84.1	150	73.3	62	69.4
FL	5777	78.6	592	71.3	1492	81.5	159	79.2	340	77.9	157	84.1	207	72.5	149	75.8
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	58	79.3	797	70.3	120	79.2	244	80.3	909	80.1	H/		7139	79.2	333	80.2
OH	376	62.2	416	73.8	31	64.5	93	74.2	688	82.0	H/		120	78.3	612	82.0
OO	113	63.7	H/		H/		H/		H/		5767	80.9	283	78.8	109	79.8
UA	62	79.0	686	70.6	422	80.3	62	80.6	438	82.4	4910	87.3	290	80.3	35	80.0
US	397	74.6	1685	73.1	365	73.2	6560	82.0	1982	84.5	362	90.3	586	83.8	230	75.7
WN	H/		454	64.8	4849	79.9	H/		H/		3506	81.4	H/		458	71.8
XE	375	62.4	20	75.0	199	69.3	365	71.2	180	68.9	H/		213	76.5	265	74.3
YV	195	75.9	12	33.3	9	88.9	1713	86.4	H/		613	86.1	4	100.0	86	83.7
TOTAL	35186	76.5	9593	68.9	8655	78.6	9933	81.8	6746	80.0	20229	83.6	22975	80.2	12847	83.6

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

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

ARRIVAL AIRPORT *																
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	54.8	H/		66	69.7	146	81.5	H/		H/		H/		125	72.0
AA	445	63.6	279	76.0	364	65.9	306	72.9	988	58.4	663	76.5	2410	79.6	1401	66.5
AS	62	71.0	H/		H/		31	96.8	H/		341	89.4	445	89.0	H/	
B6	466	60.3	1320	69.8	463	72.8	H/		3959	71.7	256	83.6	93	87.1	279	59.1
CO	3901	67.6	456	71.1	H/		5743	86.0	H/		484	83.5	590	68.6	267	75.3
DL	437	60.4	1198	75.4	232	66.8	211	83.9	1734	63.6	1091	88.5	1680	90.7	2187	67.1
EV	H/		31	80.6	456	85.1	35	94.3	61	82.0	H/		H/		104	62.5
F9	H/		62	64.5	H/		90	83.3	H/		270	77.4	195	76.9	62	46.8
FL	H/		624	73.6	117	71.8	H/		H/		174	87.4	175	72.6	564	63.5
HA	H/		H/		H/		H/		H/		75	88.0	53	73.6	H/	
MQ	H/		H/		H/		62	83.9	713	64.5	H/		1286	95.3	1004	69.7
OH	31	45.2	62	87.1	62	66.1	93	81.7	2050	66.5	H/		H/		504	68.3
OO	H/		H/		H/		128	85.2	H/		301	85.7	3808	88.3	H/	
UA	302	65.6	H/		2008	80.5	298	87.9	393	77.9	836	87.6	2213	88.5	402	66.7
US	327	58.7	610	76.6	H/		292	82.5	124	46.0	792	88.9	455	89.7	1145	74.6
WN	H/		1521	75.2	311	73.6	H/		H/		6561	84.8	3314	80.6	242	49.6
XE	3792	58.4	H/		1159	81.1	8194	80.3	H/		H/		H/		90	60.0
YV	97	56.7	H/		983	79.3	11	72.7	58	60.3	345	79.4	125	82.4	58	69.0
TOTAL	9891	62.7	6163	73.8	6221	78.1	15640	82.6	10080	67.3	12189	84.9	16842	85.3	8434	67.4

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

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MARCH 2010

AIR TRAVEL CONSUMER REPORT

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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/		139	79.9	H/		1383	88.9	58	69.0	H/		39	74.4	H/	
AA	744	71.9	H/		3666	73.5	461	78.5	5139	76.5	124	79.0	426	62.7	492	79.9
AS	55	85.5	H/		31	83.9	62	85.5	124	69.4	742	90.8	H/		246	91.1
B6	1420	70.5	H/		H/		H/		155	74.8	93	74.2	H/		62	88.7
CO	606	73.9	H/		275	78.5	31	90.3	317	81.1	123	74.0	127	67.7	335	77.0
DL	1658	78.6	89	82.0	738	77.9	5756	86.3	475	80.2	396	90.2	539	62.7	724	88.4
EV	H/		66	69.7	H/		H/		277	83.8	H/		H/		H/	
F9	121	69.4	115	74.8	H/		92	73.9	H/		120	83.3	31	48.4	240	83.3
FL	1979	78.6	441	81.9	93	79.6	238	81.5	H/		H/		262	64.9	92	79.3
HA	H/		H/		H/		H/		H/		62	79.0	H/		31	67.7
MQ	H/		H/		710	73.4	H/		6690	82.3	H/		93	69.9	H/	
OH	H/		54	92.6	H/		221	87.3	182	73.1	H/		93	76.3	H/	
OO	H/		H/		H/		612	88.9	4280	75.7	1026	90.5	H/		279	88.2
UA	600	83.7	H/		43	86.0	339	79.6	5309	83.9	394	87.6	313	75.1	483	87.4
US	734	70.6	H/		300	69.3	271	82.3	563	77.3	155	89.0	3912	71.4	5088	91.9
WN	3156	81.2	6214	81.7	H/		393	75.6	H/		1092	83.2	1551	69.2	5255	82.8
XE	19	78.9	H/		26	88.5	375	73.9	1713	77.5	H/		39	71.8	59	71.2
YV	H/		H/		H/		H/		1772	78.0	H/		73	50.7	2356	91.6
TOTAL	11092	77.3	7118	81.5	5882	74.4	10234	85.1	27054	79.5	4327	86.9	7498	69.4	15742	87.4

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

MARCH 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	434	82.5	391	81.3	980	73.2	213	76.5	523	67.5
AS	293	90.1	3444	89.2	246	74.4	H/		H/	
B6	89	88.8	124	73.4	329	72.0	93	67.7	340	75.0
CO	273	75.1	337	79.5	364	72.8	60	90.0	386	76.9
DL	465	88.6	651	92.8	693	86.0	2180	90.6	1144	79.7
EV	H/		H/		H/		H/		H/	
F9	88	72.7	89	84.3	118	63.6	151	75.5	75	62.7
FL	H/		31	67.7	62	71.0	H/		614	73.9
HA	31	83.9	75	66.7	31	64.5	H/		H/	
MQ	515	95.9	H/		H/		H/		H/	
OH	H/		H/		H/		H/		H/	
OO	725	84.6	720	90.8	3714	75.0	6447	89.5	H/	
UA	579	86.4	585	87.9	3243	84.2	54	83.3	290	81.0
US	279	90.0	248	92.3	341	80.1	124	92.7	668	75.4
WN	2842	82.1	976	85.2	1258	69.2	1191	81.4	2423	79.8
XE	H/		H/		H/		50	72.0	11	72.7
YV	2	50.0	H/		155	71.0	31	93.5	H/	
TOTAL	6615	84.7	7671	87.7	11534	77.2	10594	88.1	6474	77.2

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

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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	90.1	61.2	84.2	80.6	100.0	100.0	85.2	86.1	51.4	54.5	68.4	92.4	64.0	83.3	92.6	100.0	79.2	100.0
700 - 759 AM	88.7	76.0	91.8	87.2	95.3	90.2	91.0	88.8	86.0	78.6	88.1	86.5	82.4	91.2	94.4	90.2	82.8	93.8
800 - 859 AM	79.4	74.8	95.3	91.1	89.1	87.7	90.4	88.3	81.1	86.0	86.6	86.1	81.6	95.7	93.0	83.3	88.3	91.3
900 - 959 AM	81.2	80.9	92.9	84.2	87.5	86.7	88.9	86.7	82.3	86.0	89.7	87.7	86.2	94.0	92.0	81.1	89.6	91.6
1000 - 1059 AM	79.2	84.7	93.0	88.8	83.4	88.0	87.5	93.0	79.5	82.3	89.2	83.1	85.5	92.0	91.4	70.4	88.0	89.7
1100 - 1159 AM	82.0	76.8	87.9	86.0	86.4	87.2	85.3	89.0	76.4	78.4	80.4	90.3	80.4	87.5	88.2	74.0	83.0	89.7
1200 - 1259 PM	78.9	74.1	86.4	85.5	82.7	86.9	84.4	85.9	72.2	78.5	87.1	85.9	81.5	86.8	89.3	72.4	82.2	89.5
100 - 159 PM	77.2	79.1	81.0	86.9	82.2	86.0	81.9	87.6	70.6	73.9	83.0	82.1	74.7	85.2	86.2	71.9	81.5	89.8
200 - 259 PM	76.1	83.4	84.0	83.2	80.4	85.4	81.5	85.3	59.1	73.3	80.6	83.5	63.5	84.9	86.4	65.9	78.3	86.3
300 - 359 PM	73.5	75.6	82.2	80.4	80.0	81.1	77.9	82.8	63.0	74.4	79.3	83.5	55.6	85.6	84.3	61.6	75.3	83.4
400 - 459 PM	74.7	66.1	75.9	78.8	81.0	83.0	75.6	83.4	58.1	73.3	75.8	80.3	56.8	87.6	83.1	66.0	75.0	79.0
500 - 559 PM	72.0	63.9	70.6	78.7	76.4	80.7	73.9	80.6	56.2	73.4	72.5	80.2	62.2	82.1	81.2	64.1	72.1	77.1
600 - 659 PM	73.3	58.2	73.9	77.4	82.5	80.3	72.3	79.3	47.3	70.8	79.6	82.5	52.9	79.6	79.4	61.9	72.8	74.8
700 - 759 PM	67.8	58.8	70.4	75.6	79.5	75.8	72.4	78.3	44.6	70.0	75.3	75.1	59.5	75.1	78.5	61.9	70.2	77.9
800 - 859 PM	70.4	59.2	67.3	71.3	74.7	80.2	71.3	77.7	50.6	68.4	74.9	77.0	55.6	75.2	80.9	57.0	66.9	66.5
900 - 959 PM	71.9	59.6	61.3	69.3	72.2	78.5	75.0	80.8	51.0	67.4	77.0	75.9	66.2	81.6	82.7	56.0	72.1	67.2
1000 - 1059 PM	73.5	58.8	69.6	66.2	66.7	74.7	74.4	66.4	58.7	68.5	53.8	76.9	68.2	72.8	74.8	64.7	71.7	72.5
1100 - 559 AM	75.9	64.0	64.8	73.7	72.0	73.6	78.9	77.4	62.0	70.6	68.5	81.0	60.4	85.2	84.7	63.8	69.7	58.6
TOTAL, ALL ARRIVALS, BY AIRPORT	76.5	68.9	78.6	81.8	80.0	83.6	80.2	83.6	62.7	73.8	78.1	82.6	67.3	84.9	85.3	67.4	77.3	81.5

* 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.

MARCH 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	75.4	86.1	90.8	93.1	67.5	92.5	J/	84.2	93.0	J/	83.9	83.8
700 - 759 AM	69.8	92.5	88.1	93.8	94.4	93.1	92.1	97.0	93.5	94.7	92.3	89.4
800 - 859 AM	87.7	90.2	84.0	94.8	85.6	92.9	92.8	95.4	87.9	95.6	91.8	87.0
900 - 959 AM	86.0	84.9	82.4	94.1	76.2	89.5	90.7	93.2	83.4	92.6	86.7	87.1
1000 - 1059 AM	81.9	87.6	82.5	94.1	75.9	89.4	89.0	91.6	74.8	89.1	86.7	85.7
1100 - 1159 AM	79.4	90.4	81.0	91.3	69.9	92.7	92.1	92.7	75.8	89.7	84.5	84.6
1200 - 1259 PM	78.1	86.4	82.3	95.7	73.1	91.0	84.5	90.5	74.6	90.7	83.1	83.4
100 - 159 PM	81.4	85.1	78.8	91.2	68.2	88.4	88.2	91.1	73.5	88.6	79.3	81.9
200 - 259 PM	77.4	85.0	78.5	87.7	71.3	88.8	84.1	87.3	73.2	85.6	80.0	79.6
300 - 359 PM	76.0	87.2	80.0	85.7	70.3	86.9	84.3	89.0	75.8	85.4	79.8	78.4
400 - 459 PM	73.9	84.7	74.8	85.9	65.9	87.6	86.6	87.7	76.6	88.0	74.2	77.0
500 - 559 PM	68.8	85.5	76.2	81.2	60.6	86.7	82.5	85.6	75.7	81.3	75.1	75.5
600 - 659 PM	63.0	80.0	75.0	87.8	68.7	84.4	84.9	85.1	75.0	90.9	69.3	75.0
700 - 759 PM	64.8	87.9	74.5	85.9	63.8	85.4	75.0	86.4	76.1	83.7	73.3	73.0
800 - 859 PM	64.5	84.8	71.6	84.8	64.7	84.7	81.0	86.0	71.5	87.5	70.7	73.7
900 - 959 PM	65.3	77.7	73.5	74.8	67.3	77.1	78.8	83.5	73.7	77.1	69.1	72.7
1000 - 1059 PM	67.4	72.4	77.7	83.0	59.5	73.7	73.8	85.9	65.6	72.9	68.7	70.4
1100 - 559 AM	64.8	79.0	84.8	78.7	64.8	78.7	83.7	82.0	85.2	76.8	68.2	73.3
TOTAL, ALL ARRIVALS, BY AIRPORT	74.4	85.1	79.5	86.9	69.4	87.4	84.7	87.7	77.2	88.1	77.2	79.5

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

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MARCH 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	93.6	90.1	92.3	93.9	93.6	92.2	89.8	92.3	89.6	93.0	92.3	93.3	90.3	96.8	94.3	90.6	92.9	92.7
700 - 759 AM	92.0	87.1	92.1	89.5	92.0	90.3	88.3	86.9	87.6	92.6	92.5	91.9	82.9	92.2	93.0	90.3	92.7	92.1
800 - 859 AM	89.9	82.6	91.1	90.0	90.6	88.5	88.1	86.2	79.9	88.0	90.9	86.6	82.0	91.3	90.4	88.7	94.3	88.9
900 - 959 AM	83.4	80.9	87.7	88.0	89.8	83.4	84.3	85.5	83.5	83.7	89.3	89.4	80.1	90.4	86.4	86.2	87.7	86.2
1000 - 1059 AM	79.4	86.8	82.9	82.6	89.9	81.8	80.6	84.9	75.8	81.5	91.0	86.7	78.7	83.1	86.8	82.4	83.3	81.8
1100 - 1159 AM	80.0	80.1	83.8	83.6	84.3	81.4	75.5	86.9	74.4	77.0	82.1	83.7	80.9	86.7	84.2	79.7	79.1	85.3
1200 - 1259 PM	77.5	78.7	76.3	76.8	80.9	82.7	77.9	84.1	74.0	68.9	80.7	85.1	74.5	84.7	85.4	75.9	78.1	78.5
100 - 159 PM	76.2	78.0	72.2	82.0	79.4	79.8	75.1	81.7	67.2	68.2	79.2	81.4	75.6	81.3	84.2	74.8	75.3	75.2
200 - 259 PM	73.3	76.0	66.5	84.2	81.1	76.6	75.2	82.7	63.0	68.0	79.6	79.0	73.2	79.3	77.9	73.8	73.2	67.1
300 - 359 PM	73.9	81.9	72.6	71.8	79.7	77.1	72.1	75.9	63.9	67.6	81.4	80.7	62.8	74.2	79.7	69.6	72.1	68.4
400 - 459 PM	74.2	71.4	60.6	76.5	79.5	74.7	69.4	78.4	60.1	66.0	70.5	77.7	65.3	74.0	84.1	68.5	66.6	63.6
500 - 559 PM	72.1	66.1	60.9	74.2	80.4	78.3	73.1	77.6	57.3	61.7	79.3	73.4	70.4	73.1	77.5	69.5	67.8	59.7
600 - 659 PM	73.6	63.6	58.9	74.4	77.7	73.1	70.1	71.1	58.3	70.7	74.0	75.9	69.6	74.0	78.6	64.8	62.7	51.1
700 - 759 PM	73.5	62.0	60.8	76.3	81.6	71.9	66.8	77.7	51.9	66.0	70.2	72.0	60.3	69.3	75.2	61.9	65.5	60.1
800 - 859 PM	72.9	62.4	47.3	74.5	80.6	68.7	68.5	68.2	50.9	65.1	66.7	68.4	64.4	63.5	76.4	68.5	67.9	46.9
900 - 959 PM	72.9	68.2	64.3	67.7	82.1	79.0	66.7	83.8	48.1	41.9	80.0	84.0	52.2	70.3	80.7	62.5	58.7	35.4
1000 - 1059 PM	73.2	J/	J/	75.8	J/	J/	68.3	87.4	44.0	50.0	84.5	77.4	65.7	85.6	86.5	70.4	J/	J/
1100 - 559 AM	100.0	90.9	92.6	J/	93.9	85.3	88.5	88.9	92.3	86.5	87.1	91.4	74.2	88.3	83.3	96.8	80.2	87.1
TOTAL, ALL DEPARTURES, BY AIRPORT	77.7	77.2	74.1	81.0	84.6	79.7	76.3	81.9	68.6	74.8	82.4	81.6	72.0	81.3	84.6	76.7	76.9	72.5

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

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MARCH 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	92.5	91.1	88.7	95.5	84.7	94.5	95.3	95.5	94.6	93.7	96.4	92.3
700 - 759 AM	88.5	86.9	89.1	93.4	86.5	93.9	91.1	94.7	90.5	92.1	94.3	90.6
800 - 859 AM	84.2	93.5	84.7	94.2	88.7	90.5	92.3	91.9	89.0	92.5	92.8	88.6
900 - 959 AM	74.8	87.3	85.4	83.7	84.2	88.2	89.0	90.3	84.8	89.8	84.8	85.8
1000 - 1059 AM	80.1	83.3	80.3	90.3	79.5	85.4	85.6	90.3	79.8	86.3	84.1	82.9
1100 - 1159 AM	79.7	82.1	81.8	93.2	76.9	86.8	84.8	89.3	73.5	92.4	79.4	82.4
1200 - 1259 PM	72.6	90.0	80.9	86.0	72.8	81.9	85.1	87.7	74.2	85.0	75.4	79.8
100 - 159 PM	71.0	84.3	79.4	93.5	69.3	84.3	79.1	90.4	73.9	88.5	77.5	78.8
200 - 259 PM	67.7	79.9	78.4	87.8	70.9	82.4	83.4	89.0	74.1	77.2	70.3	76.1
300 - 359 PM	61.8	82.4	76.0	87.4	72.2	79.3	76.7	84.4	71.8	89.1	68.4	75.3
400 - 459 PM	62.6	73.0	75.2	76.2	70.5	78.2	81.6	88.9	76.3	85.0	64.1	73.3
500 - 559 PM	60.1	77.9	72.4	84.5	64.3	75.6	79.6	90.6	76.0	87.3	71.0	73.3
600 - 659 PM	70.0	77.6	74.3	81.3	71.2	79.4	76.0	89.6	77.2	69.9	66.7	71.5
700 - 759 PM	61.1	81.8	71.5	83.7	58.3	74.1	72.6	84.7	74.0	88.7	65.3	71.1
800 - 859 PM	60.9	45.2	74.1	80.8	77.2	81.0	71.9	90.2	73.9	83.5	77.6	69.5
900 - 959 PM	64.9	82.4	76.6	89.9	90.7	86.2	55.6	81.0	70.4	94.3	100.0	75.4
1000 - 1059 PM	62.9	85.5	63.6	92.2	75.9	80.5	92.4	91.7	79.2	J/	J/	79.3
1100 - 559 AM	48.4	86.2	91.4	90.1	89.6	86.2	J/	92.5	78.3	79.8	95.7	86.4
TOTAL, ALL DEPARTURES, BY AIRPORT	70.9	82.9	79.2	89.5	76.2	83.8	83.5	90.3	79.0	89.0	78.4	79.4

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	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
WN	1142	BWI-LGA	1730	16	100.00	97	79
WN	1229	LGA-MDW	1915	16	93.75	87	66
WN	1138	DEN-MCI	1925	16	93.75	43	30
WN	1599	BWI-LGA	1425	16	87.50	64	39
WN	1925	BWI-BDL	2055	16	87.50	44	27
WN	2585	HOU-ABQ	1650	16	87.50	38	31
WN	3922	HOU-AUS	2050	16	87.50	36	31
XE	2661	MHT-EWR	1255	22	86.36	58	39
CO	1803	LAX-EWR	2200	31	83.87	39	34
WN	456	BWI-BOS	2055	16	81.25	55	48
WN	1686	LGA-BWI	1605	16	81.25	52	35
WN	2803	DEN-SMF	1905	16	81.25	51	28
WN	2290	PIT-PHL	1800	16	81.25	46	42
WN	1602	PHX-DEN	1945	16	81.25	46	43
WN	571	BWI-MHT	2055	16	81.25	45	32
WN	480	OAK-LAX	1700	16	81.25	41	26
WN	175	LAX-MDW	1740	16	81.25	40	28
WN	522	BWI-PVD	2055	16	81.25	39	37
WN	665	BWI-ALB	2055	16	81.25	33	32
WN	2585	MCO-HOU	1450	16	81.25	33	28
WN	2808	STL-BWI	2030	16	81.25	30	27
WN	137	ABQ-DEN	1805	16	81.25	21	18
B6	488	LGB-BOS	2102	26	80.77	36	28
CO	1795	IAH-LAX	1745	31	80.65	39	27

* 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.

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
SOUTHWEST	2,619	36	1.4
COMAIR	384	4	1.0
CONTINENTAL	701	7	1.0
JETBLUE	575	4	0.7
FRONTIER	230	1	0.4
EXPRESSJET	1,109	3	0.3
PINNACLE	768	2	0.3
MESA	531	1	0.2
AMERICAN	1,552	2	0.1
DELTA	2,016	1	0.0
SKYWEST	1,694	0	0.0
AMERICAN EAGLE	1,231	0	0.0
US AIRWAYS	1,170	0	0.0
UNITED	970	0	0.0
ATLANTIC SOUTHEAST	889	0	0.0
AIRTRAN	694	0	0.0
ALASKA	364	0	0.0
HAWAIIAN	175	0	0.0
TOTAL	17,672	61	0.3

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.

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.

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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)	67.1	84.0	213	213
ADAK ISLAND AK (ADK)	62.5	37.5	8	8
AGUADILLA PR (BQN)	76.4	78.9	123	123
AKRON OH (CAK)	78.4	81.5	772	772
ALBANY GA (ABY)	86.5	80.9	89	89
ALBANY NY (ALB)	75.4	84.6	1,024	1,024
ALBUQUERQUE NM (ABQ)	81.2	81.8	2,819	2,819
ALEXANDRIA LA (AEX)	78.0	82.4	296	296
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	78.4	87.4	310	310
AMARILLO TX (AMA)	74.9	80.6	574	573
ANCHORAGE AK (ANC)	86.5	92.0	1,275	1,276
APPLETON WI (ATW)	77.0	78.1	356	356
ASHEVILLE NC (AVL)	77.6	81.0	473	473
ASPEN CO (ASE)	70.2	67.1	665	665
ATLANTA GA (ATL)	76.5	77.7	35,186	35,188
ATLANTIC CITY NJ (ACY)	84.9	89.2	93	93
AUGUSTA GA (AGS)	80.6	80.7	294	295
AUSTIN TX (AUS)	80.3	82.9	3,590	3,588
BAKERSFIELD CA (BFL)	86.1	87.1	302	302
BALTIMORE MD (BWI)	78.6	74.1	8,655	8,655
BANGOR ME (BGR)	75.0	79.6	124	93
BARROW AK (BRW)	81.4	75.7	70	70
BATON ROUGE LA (BTR)	79.8	83.8	738	740
BELLINGHAM WA (BLI)	75.0	75.0	12	12
BEND/REDMOND OR (RDM)	90.2	92.0	275	275
BETHEL AK (BET)	94.3	92.0	87	87
BILLINGS MT (BIL)	90.3	90.3	248	248
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	77.6	91.4	58	58
BIRMINGHAM AL (BHM)	76.2	79.7	1,807	1,808
BISMARCK/MANDAN ND (BIS)	85.0	87.1	294	294
BLOOMINGTON IL (BMI)	80.8	85.1	343	343
BOISE ID (BOI)	84.8	87.8	1,169	1,168
BOSTON MA (BOS)	68.9	77.2	9,593	9,612
BOZEMAN MT (BZN)	87.9	90.7	406	407
BRANSON MO (BKG)	71.4	77.1	35	35
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	82.5	86.8	234	234
BROWNSVILLE TX (BRO)	76.3	83.6	207	207
BRUNSWICK GA (BQK)	86.9	88.1	84	84
BUFFALO NY (BUF)	77.8	83.1	2,233	2,229
BURBANK CA (BUR)	84.1	84.6	2,323	2,324
BURLINGTON VT (BTV)	71.5	71.9	473	473
BUTTE MT (BTM)	91.9	93.5	62	62
CARLSBAD CA (CLD)	92.4	94.7	170	170

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CASPER WY (CPR)	87.4	88.5	182	182
CEDAR CITY UT (CDC)	90.7	90.7	54	54
CEDAR RAPIDS/IOWA CITY IA (CID)	82.5	85.7	650	649
CHAMPAIGN/URBANA IL (CMI)	73.5	84.6	204	228
CHARLESTON SC (CHS)	73.6	79.6	993	992
CHARLESTON/DUNBAR WV (CRW)	75.0	78.3	276	276
CHARLOTTE AMALIE VI (STT)	72.2	75.8	388	389
CHARLOTTE NC (CLT)	81.8	81.0	9,933	9,926
CHARLOTTESVILLE VA (CHO)	82.5	88.3	120	120
CHATTANOOGA TN (CHA)	78.0	80.1	437	437
CHICAGO IL (MDW)	81.5	72.5	7,118	7,118
CHICAGO IL (ORD)	79.5	79.2	27,054	27,051
CHICO CA (CIC)	84.2	80.0	120	120
CHRISTIANSTED VI (STX)	82.7	81.1	52	53
CLEVELAND OH (CLE)	80.6	84.2	4,707	4,678
CODY WY (COD)	87.1	90.3	93	93
COLLEGE STATION/BRYAN TX (CLL)	71.0	77.4	93	93
COLORADO SPRINGS CO (COS)	78.9	85.0	1,044	1,045
COLUMBIA MO (COU)	80.6	80.6	31	31
COLUMBIA SC (CAE)	78.9	83.8	741	711
COLUMBUS GA (CSG)	79.0	81.5	119	119
COLUMBUS MS (GTR)	77.6	81.0	58	58
COLUMBUS OH (CMH)	79.4	84.4	2,533	2,565
CORDOVA AK (CDV)	71.0	72.6	62	62
CORPUS CHRISTI TX (CRP)	77.6	85.6	680	680
COVINGTON KY (CVG)	86.0	84.1	4,065	4,063
CRESCENT CITY CA (CEC)	76.5	69.4	85	85
DALLAS TX (DAL)	81.0	73.7	4,053	4,054
DALLAS/FT.WORTH TX (DFW)	80.2	76.3	22,975	22,975
DAYTON OH (DAY)	77.7	81.9	1,040	1,036
DAYTONA BEACH FL (DAB)	75.6	79.9	283	283
DEADHORSE AK (SCC)	91.4	87.9	58	58
DENVER CO (DEN)	83.6	79.7	20,229	20,228
DES MOINES IA (DSM)	79.1	82.7	1,194	1,167
DETROIT MI (DTW)	83.6	81.9	12,847	12,931
DOTHAN AL (DHN)	78.3	77.5	120	120
DUBUQUE IA (DBQ)	83.1	85.4	89	89
DULUTH MN (DLH)	89.7	90.9	242	242
DURANGO CO (DRO)	85.9	92.6	270	270
EAGLE CO (EGE)	80.4	83.8	474	474
EAU CLAIRE WI (EAU)	81.1	84.3	90	89
EL CENTRO CA (IPL)	96.8	98.4	62	62
EL PASO TX (ELP)	80.8	83.3	1,823	1,823

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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.
ELKO NV (EKO)	90.0	93.3	120	120
ELMIRA/CORNING NY (ELM)	86.6	95.5	112	112
ERIE PA (ERI)	79.2	86.7	120	120
EUGENE OR (EUG)	85.6	88.0	409	409
EUREKA/ARCATA CA (ACV)	78.7	77.9	263	263
EVANSVILLE IN (EVV)	86.9	88.2	321	321
FAIRBANKS AK (FAI)	89.9	90.8	337	337
FARGO ND (FAR)	86.7	86.5	430	430
FAYETTEVILLE AR (XNA)	82.7	81.5	1,148	1,148
FAYETTEVILLE NC (FAY)	76.3	84.7	300	300
FLAGSTAFF AZ (FLG)	89.8	92.2	128	128
FLINT MI (FNT)	81.9	84.9	648	648
FLORENCE SC (FLO)	100.0	100.0	3	4
FORT LAUDERDALE FL (FLL)	73.8	74.8	6,163	6,159
FORT SMITH AR (FSM)	79.6	81.7	93	93
FORT WAYNE IN (FWA)	83.0	82.1	452	452
FRESNO CA (FAT)	87.5	87.8	1,065	1,065
FT. MYERS FL (RSW)	79.1	81.9	3,290	3,290
GAINESVILLE FL (GNV)	77.6	81.5	205	205
GILLETTE WY (GCC)	87.9	87.1	124	124
GRAND FORKS ND (GFK)	80.6	80.6	62	62
GRAND JUNCTION CO (GJT)	86.0	86.9	443	444
GRAND RAPIDS MI (GRR)	81.2	85.8	1,177	1,203
GREAT FALLS MT (GTF)	91.1	93.8	146	146
GREEN BAY/CLINTONVILLE WI (GRB)	81.0	82.4	510	510
GREENSBORO/HIGH POINT NC (GSO)	75.3	77.8	722	695
GREENVILLE/SPARTANBURG SC (GSP)	78.1	83.5	894	893
GULFPORT/BILOXI MS (GPT)	79.2	82.9	624	624
GUNNISON CO (GUC)	86.9	84.2	153	152
HANCOCK/HOUGHTON MI (CMX)	77.4	85.5	62	62
HARLINGEN/SAN BENITO TX (HRL)	73.6	81.5	466	466
HARRISBURG PA (MDT)	76.2	82.7	345	346
HARTFORD CT (BDL)	74.2	84.7	1,973	1,972
HELENA MT (HLN)	90.3	94.4	124	124
HILO HI (ITO)	91.6	93.4	607	607
HONOLULU HI (HNL)	85.0	91.1	4,438	4,438
HOUSTON TX (HOU)	78.2	70.5	4,505	4,504
HOUSTON TX (IAH)	82.6	81.6	15,640	15,637
HUNTSVILLE AL (HSV)	82.1	85.2	844	871
IDAHO FALLS ID (IDA)	84.4	89.2	186	186
INDIANAPOLIS IN (IND)	80.9	81.7	3,503	3,486
INDIO/PALM SPRINGS CA (PSP)	84.2	85.4	1,243	1,242
INYOKERN CA (IYK)	91.0	93.3	89	89

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ISLIP NY (ISP)	77.2	80.6	732	731
ITHACA/CORTLAND NY (ITH)	83.9	88.7	62	62
JACKSON WY (JAC)	84.7	88.9	307	307
JACKSON/VICKSBURG MS (JAN)	78.7	81.7	1,078	1,078
JACKSONVILLE FL (JAX)	78.9	84.9	2,394	2,394
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	74.4	80.0	90	90
JUNEAU AK (JNU)	81.0	81.4	306	306
KAHULUI HI (OGG)	88.2	91.5	1,705	1,701
KALAMAZOO MI (AZO)	88.5	92.2	373	373
KALISPELL MT (FCA)	90.3	95.2	124	124
KANSAS CITY MO (MCI)	80.3	82.8	4,259	4,265
KETCHIKAN AK (KTN)	82.8	83.3	186	186
KEY WEST FL (EYW)	73.0	73.0	122	122
KILLEEN TX (GRK)	75.2	80.5	298	298
KLAMATH FALLS OR (LMT)	79.8	77.4	124	124
KNOXVILLE TN (TYS)	79.8	81.3	1,290	1,290
KODIAK AK (ADQ)	82.8	75.9	58	58
KONA HI (KOA)	87.9	92.3	985	985
KOTZEBUE AK (OTZ)	82.6	84.8	92	92
LA CROSSE WI (LSE)	87.3	90.5	275	275
LAFAYETTE LA (LFT)	81.3	86.8	507	507
LAKE CHARLES LA (LCH)	74.8	87.5	103	104
LANSING MI (LAN)	83.3	87.3	371	371
LAREDO TX (LRD)	70.3	79.7	222	222
LAS VEGAS NV (LAS)	84.9	81.3	12,189	12,188
LEWISTON ID (LWS)	98.1	98.1	53	53
LEXINGTON KY (LEX)	79.8	84.9	781	776
LIHUE HI (LIH)	87.7	91.9	958	958
LINCOLN NE (LNK)	83.8	85.8	240	240
LITTLE ROCK AR (LIT)	78.6	82.5	1,696	1,697
LONG BEACH CA (LGB)	83.4	79.8	1,157	1,156
LONGVIEW/KILGOR/GLADWATR TX (GGG)	66.1	87.1	62	62
LOS ANGELES CA (LAX)	85.3	84.6	16,842	16,844
LOUISVILLE KY (SDF)	78.8	81.2	1,579	1,581
LUBBOCK TX (LBB)	76.4	83.6	732	732
LYNCHBURG VA (LYH)	75.9	87.3	79	79
MADISON WI (MSN)	80.2	80.7	970	970
MANCHESTER NH (MHT)	74.6	83.2	1,128	1,128
MANHATTAN/FT. RILEY KS (MHK)	72.6	82.3	62	62
MARQUETTE MI (MQT)	78.0	88.1	59	59
MEDFORD OR (MFR)	85.4	86.5	364	364
MELBOURNE FL (MLB)	72.4	78.8	221	222
MEMPHIS TN (MEM)	83.0	85.3	6,273	6,211

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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.
MERIDIAN MS (MEI)	74.1	87.9	58	58
MIAMI FL (MIA)	74.4	70.9	5,882	5,881
MIDLAND/ODESSA TX (MAF)	77.6	86.7	588	588
MILWAUKEE WI (MKE)	79.5	81.3	3,876	3,852
MINNEAPOLIS MN (MSP)	85.1	82.9	10,234	10,259
MISSION/MCALLEN/EDINBURG TX (MFE)	79.0	87.8	376	376
MISSOULA MT (MSO)	91.2	88.9	217	217
MOBILE AL (MOB)	81.5	84.7	593	593
MODESTO CA (MOD)	70.6	78.3	143	143
MOLINE IL (MLI)	81.5	82.0	594	594
MONROE LA (MLU)	82.2	84.6	259	259
MONTEREY CA (MRY)	82.9	84.7	496	496
MONTGOMERY AL (MGM)	83.3	82.5	360	360
MONTROSE/DELTA CO (MTJ)	86.1	83.9	309	310
MOSES LAKE WA (MWH)	98.1	100.0	54	54
MUSKEGON MI (MKG)	82.4	83.6	68	67
MYRTLE BEACH SC (MYR)	80.5	80.8	349	349
NASHVILLE TN (NSV)	80.9	80.3	4,514	4,513
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	75.9	82.8	58	58
NEW ORLEANS LA (MSY)	79.2	81.0	3,175	3,174
NEW YORK NY (JFK)	67.3	72.0	10,080	10,075
NEW YORK NY (LGA)	67.4	76.7	8,434	8,433
NEWARK NJ (EWR)	62.7	68.6	9,891	9,890
NEWBURGH/POUGHKEEPSIE NY (SWF)	67.0	83.1	182	183
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	71.0	77.1	435	436
NOME AK (OME)	88.2	73.1	93	93
NORFOLK VA (ORF)	76.7	83.1	1,319	1,319
NORTH BEND/COOS BAY OR (OTH)	74.2	63.4	93	93
OAKLAND CA (OAK)	84.0	82.0	4,035	4,035
OKLAHOMA CITY OK (OKC)	78.9	84.7	1,809	1,810
OMAHA NE (OMA)	82.0	87.2	2,040	2,041
ONTARIO/SAN BERNARDINO CA (ONT)	84.2	86.0	2,128	2,127
ORLANDO FL (MCO)	77.3	76.9	11,092	11,093
OXNARD/VENTURA CA (OXR)	92.1	97.8	89	89
PADUCAH KY (PAH)	82.3	85.5	62	62
PANAMA CITY FL (PFN)	82.6	80.9	362	362
PASCO/KENNEWICK/RICHLAND WA (PSC)	92.3	93.3	298	298
PELLSTON MI (PLN)	87.1	96.8	31	31
PENSACOLA FL (PNS)	81.1	84.0	892	892
PEORIA IL (PIA)	79.2	83.4	337	337
PETERSBURG AK (PSG)	79.0	82.3	62	62
PHILADELPHIA PA (PHL)	69.4	76.2	7,498	7,561
PHOENIX AZ (PHX)	87.4	83.8	15,742	15,743

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PITTSBURGH PA (PIT)	79.3	83.3	3,157	3,158
POCATELLO ID (PIH)	93.1	94.8	116	116
PONCE PR (PSE)	69.4	88.7	62	62
PORTLAND ME (PWM)	72.9	79.6	538	538
PORTLAND OR (PDX)	86.9	89.5	4,327	4,327
PROVIDENCE RI (PVD)	73.5	79.9	1,470	1,469
RALEIGH/DURHAM NC (RDU)	77.6	80.6	4,335	4,335
RAPID CITY SD (RAP)	78.9	82.3	356	356
REDDING CA (RDD)	78.2	88.7	124	124
RENO NV (RNO)	83.7	84.6	1,715	1,716
RICHMOND VA (RIC)	76.8	81.4	1,364	1,333
ROANOKE VA (ROA)	78.0	78.0	287	287
ROCHESTER MN (RST)	84.8	84.1	302	302
ROCHESTER NY (ROC)	77.7	82.2	1,053	1,053
ROCK SPRINGS WY (RKS)	87.1	87.1	155	155
ROSWELL NM (ROW)	76.4	86.5	89	89
SACRAMENTO CA (SMF)	84.3	85.5	3,824	3,829
SAGINAW/BAY CITY/MIDLAND MI (MBS)	85.7	87.8	329	329
SALT LAKE CITY UT (SLC)	88.1	89.0	10,594	10,593
SAN ANGELO TX (SJT)	77.6	81.0	58	58
SAN ANTONIO TX (SAT)	79.6	82.6	3,163	3,162
SAN DIEGO CA (SAN)	84.7	83.5	6,615	6,614
SAN FRANCISCO CA (SFO)	77.2	79.0	11,534	11,531
SAN JOSE CA (SJC)	85.6	86.7	3,710	3,711
SAN JUAN PR (SJU)	75.0	78.4	2,122	2,125
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	85.3	85.0	381	381
SANTA ANA CA (SNA)	87.4	86.4	3,533	3,534
SANTA BARBARA CA (SBA)	89.3	90.2	1,057	1,058
SANTA FE NM (SAF)	84.7	86.3	124	124
SANTA MARIA CA (SMX)	94.2	97.5	120	120
SARASOTA/BRADENTON FL (SRQ)	80.9	82.7	717	717
SAVANNAH GA (SAV)	76.4	80.2	877	877
SCRANTON/WILKES-BARRE PA (AVP)	74.8	79.5	151	151
SEATTLE WA (SEA)	87.7	90.3	7,671	7,668
SHREVEPORT LA (SHV)	80.3	85.7	482	481
SIoux FALLS SD (FSD)	74.7	77.6	387	388
SITKA AK (SIT)	73.1	78.5	93	93
SOUTH BEND IN (SBN)	83.0	85.2	364	364
SPOKANE WA (GEG)	85.8	90.5	1,128	1,128
SPRINGFIELD IL (SPI)	82.8	83.9	174	174
SPRINGFIELD MO (SGF)	78.4	81.6	602	602
ST. GEORGE UT (SGU)	89.6	95.5	201	201
ST. LOUIS MO (STL)	79.9	81.0	4,745	4,746

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CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
STATE COLLEGE PA (SCE)	83.9	89.2	93	93
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	86.1	88.6	316	316
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	85.3	88.0	217	217
SYRACUSE NY (SYR)	73.5	79.0	972	971
TALLAHASSEE FL (TLH)	76.5	78.9	639	639
TAMPA FL (TPA)	77.2	78.4	6,474	6,475
TELLURIDE CO (TEX)	86.0	86.0	50	50
TEXARKANA AR (TXK)	79.0	83.9	124	124
TOLEDO OH (TOL)	84.3	87.6	89	89
TRAVERSE CITY MI (TVC)	86.8	88.6	341	341
TUCSON AZ (TUS)	81.7	86.2	2,054	2,056
TULSA OK (TUL)	77.5	84.1	1,651	1,652
TWIN FALLS ID (TWF)	85.5	91.9	124	124
TYLER TX (TYR)	71.0	74.2	62	62
VALDOSTA GA (VLD)	69.7	79.8	89	89
VALPARAISO FL (VPS)	81.7	82.9	660	660
WASHINGTON DC (DCA)	80.0	84.6	6,746	6,745
WASHINGTON DC (IAD)	78.1	82.4	6,221	6,218
WATERLOO IA (ALO)	87.1	90.3	31	31
WAUSAU/MARSHFIELD WI (CWA)	80.5	83.3	293	294
WEST PALM BEACH/PALM BEACH FL (PBI)	72.4	75.7	2,872	2,874
WHITE PLAINS NY (HPN)	73.1	77.0	971	971
WICHITA FALLS TX (SPS)	72.4	74.1	58	58
WICHITA KS (ICT)	82.9	84.9	1,038	1,038
WILMINGTON NC (ILM)	80.2	87.9	298	298
WRANGELL AK (WRG)	75.8	82.3	62	62
YAKUTAT AK (YAK)	67.7	77.4	62	62
YUMA AZ (YUM)	92.3	93.7	364	364

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.

MARCH 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
COMAIR	17	5,869	240	4.1	61	11,384	382	3.4
ATLANTIC SOUTHEAST	9	13,401	363	2.7	104	26,534	779	2.9
JETBLUE	20	12,034	331	2.8	45	17,747	499	2.8
EXPRESSJET	19	17,145	387	2.3	99	32,542	663	2.0
PINNACLE	14	8,258	155	1.9	119	23,057	460	2.0
MESA	20	8,697	161	1.9	104	16,442	292	1.8
AMERICAN EAGLE	15	20,674	339	1.6	114	37,089	623	1.7
SKYWEST	15	28,313	384	1.4	141	51,541	839	1.6
UNITED	27	25,586	382	1.5	75	29,704	465	1.6
DELTA	29	47,334	762	1.6	104	60,302	922	1.5
US AIRWAYS	27	28,595	405	1.4	76	34,344	473	1.4
FRONTIER	21	5,476	70	1.3	37	6,876	87	1.3
AIRTRAN	22	14,339	193	1.3	62	21,169	265	1.3
AMERICAN	28	37,193	468	1.3	79	47,300	571	1.2
SOUTHWEST	20	47,567	371	0.8	68	95,409	800	0.8
ALASKA	18	6,491	8	0.1	49	10,932	53	0.5
CONTINENTAL	26	16,288	37	0.2	57	20,457	44	0.2
HAWAIIAN	7	358	0	0.0	15	5,453	1	0.0
Total		343,618	5,056	1.5	Total	548,282	8,218	1.5

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.

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.

**MARCH 2010
AIR TRAVEL CONSUMER REPORT
TABLE 9. CAUSES OF DELAY*, BY CARRIER****

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	23057	19410	84.18%	460	2.00%	61	0.26%	1076	4.67%	107	0.46%	1123	4.87%	5	0.02%	815	3.54%
AA	47300	35980	76.07%	571	1.21%	193	0.41%	3226	6.82%	734	1.55%	3744	7.91%	7	0.02%	2845	6.02%
AS	10932	9539	87.26%	53	0.48%	26	0.24%	376	3.44%	34	0.31%	545	4.99%	13	0.12%	347	3.17%
B6	17747	12798	72.11%	499	2.81%	48	0.27%	1418	7.99%	16	0.09%	1528	8.61%	19	0.11%	1419	8.00%
CO	20457	15903	77.74%	44	0.22%	46	0.22%	1179	5.76%	99	0.48%	2263	11.06%	83	0.41%	840	4.11%
DL	60302	48415	80.29%	922	1.53%	161	0.27%	3506	5.81%	353	0.59%	4197	6.96%	11	0.02%	2736	4.54%
EV	26534	20643	77.80%	779	2.94%	51	0.19%	1401	5.28%	133	0.50%	1531	5.77%	5	0.02%	1990	7.50%
F9	6876	5379	78.23%	87	1.27%	16	0.23%	312	4.54%	15	0.23%	428	6.23%	0	0.00%	638	9.28%
FL	21169	16570	78.27%	265	1.25%	58	0.27%	848	4.00%	33	0.16%	1450	6.85%	0	0.00%	1945	9.19%
HA	5453	4921	90.24%	1	0.02%	6	0.11%	355	6.52%	0	0.00%	1	0.02%	0	0.00%	169	3.09%
MQ	37089	29613	79.84%	623	1.68%	86	0.23%	1705	4.60%	392	1.06%	2294	6.18%	3	0.01%	2373	6.40%
OH	11384	8840	77.65%	382	3.36%	19	0.17%	805	7.08%	249	2.19%	999	8.78%	2	0.02%	87	0.76%
OO	51541	42963	83.36%	839	1.63%	155	0.30%	1624	3.15%	144	0.28%	2329	4.52%	15	0.03%	3472	6.74%
UA	29704	24906	83.85%	465	1.57%	46	0.15%	977	3.29%	55	0.18%	1599	5.38%	0	0.00%	1657	5.58%
US	34344	27783	80.90%	473	1.38%	59	0.17%	1453	4.23%	43	0.13%	2919	8.50%	28	0.08%	1586	4.62%
WN	95409	76576	80.26%	800	0.84%	192	0.20%	5771	6.05%	374	0.39%	2612	2.74%	79	0.08%	9006	9.44%
XE	32542	24426	75.06%	663	2.04%	62	0.19%	1818	5.59%	145	0.45%	2841	8.73%	50	0.15%	2536	7.79%
YV	16442	13723	83.46%	292	1.78%	25	0.15%	859	5.22%	57	0.35%	644	3.91%	9	0.05%	833	5.07%
TOTAL	548282	438388		8218		1310		28709		2984		33046		331		35296	
			79.96%		1.50%		0.24%		5.24%		0.54%		6.03%		0.06%		6.44%

***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.

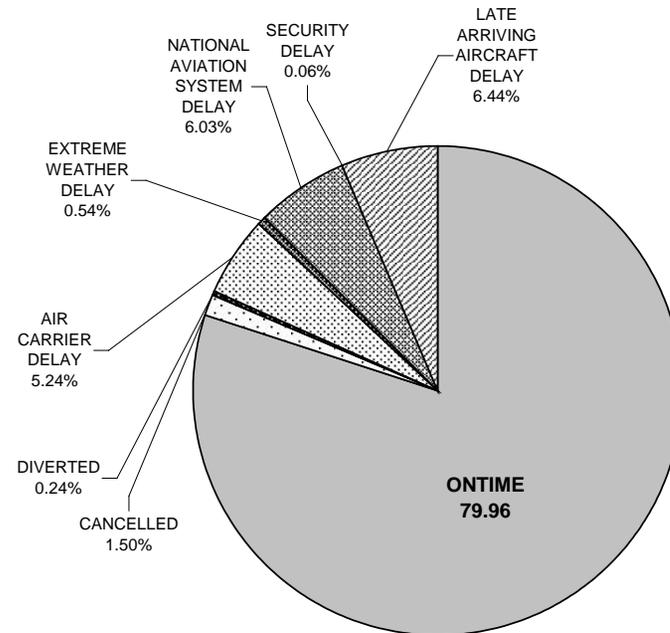
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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

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

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.

**MARCH 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.

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AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Scheduled Departure Time	Minutes of Tarmac Delay
AA	160	SAN	JFK	03/13/2010	750	300
OO	6530	DEN	BHM	03/23/2010	1907	272
AA	24	SFO	JFK	03/13/2010	735	261
OO	6136	DEN	ATW	03/23/2010	1918	241

*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.

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.

MARCH 2010

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 3 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
OO	51,541	10	0.019
F9	6,876	1	0.015
EV	26,534	3	0.011
UA	29,704	3	0.010
MQ	37,089	3	0.008
AA	47,300	3	0.006
FL	21,169	1	0.005
WN	95,409	1	0.001
US	34,344	0	0.000
9E	23,057	0	0.000
CO	20,457	0	0.000
YV	16,442	0	0.000
AS	10,932	0	0.000
OH	11,384	0	0.000
HA	5,453	0	0.000
B6	17,747	0	0.000
XE	32,542	0	0.000
DL	60,302	0	0.000
TOTAL	548,282	25	0.005

* 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.

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**

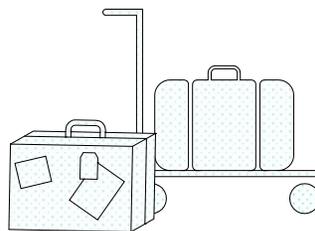
9E	Pinnacle Airlines
XE	ExpressJet Airlines

* 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.



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

RANK	AIRLINE	MARCH 2010			MARCH 2009		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	3,290	2,185,416	1.51	3,532	2,097,888	1.68
2	HAWAIIAN AIRLINES	1,180	714,208	1.65	1,323	727,045	1.82
3	CONTINENTAL AIRLINES	6,943	2,775,541	2.50	8,167	2,895,691	2.82
4	ALASKA AIRLINES	3,284	1,243,934	2.64	5,021	1,230,105	4.08
5	JETBLUE AIRWAYS	5,465	1,919,863	2.85	4,493	1,837,531	2.45
6	FRONTIER AIRLINES	2,399	838,998	2.86	2,239	774,514	2.89
7	US AIRWAYS	11,695	4,003,424	2.92	13,889	4,016,071	3.46
8	SOUTHWEST AIRLINES	31,148	9,382,791	3.32	32,516	9,224,802	3.52
9	MESA AIRLINES	3,099	844,994	3.67	4,637	977,698	4.74
10	UNITED AIRLINES	14,782	3,977,181	3.72	16,285	4,272,285	3.81
11	DELTA AIR LINES	30,306	7,976,862	3.80	29,559	4,917,473	6.01
12	AMERICAN AIRLINES	26,078	6,021,024	4.33	27,015	6,036,936	4.47
13	EXPRESSJET AIRLINES	5,776	1,277,097	4.52	3,989	950,508	4.20
14	COMAIR	2,568	555,372	4.62	3,220	560,281	5.75
15	SKYWEST AIRLINES	10,307	2,082,318	4.95	11,702	1,759,877	6.65
16	PINNACLE AIRLINES	5,837	940,539	6.21	4,297	916,877	4.69
17	AMERICAN EAGLE AIRLINES	9,762	1,346,148	7.25	10,093	1,294,140	7.80
18	ATLANTIC SOUTHEAST AIRLINES	9,608	1,200,779	8.00	10,870	1,051,738	10.34
TOTALS		183,527	49,286,489	3.72	192,847	45,541,460	4.23

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

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

RANK	AIRLINE	JANUARY - MARCH 2010			JANUARY - MARCH 2009		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	9,681	5,583,024	1.73	9,895	5,488,152	1.80
2	HAWAIIAN AIRLINES	3,706	2,026,312	1.83	4,015	2,024,650	1.98
3	CONTINENTAL AIRLINES	20,469	7,411,544	2.76	21,848	7,667,216	2.85
4	FRONTIER AIRLINES	5,901	2,056,804	2.87	5,942	2,085,666	2.85
5	ALASKA AIRLINES	10,018	3,332,632	3.01	14,968	3,258,996	4.59
6	JETBLUE AIRWAYS	14,820	4,917,617	3.01	12,411	4,928,841	2.52
7	US AIRWAYS	34,172	10,737,648	3.18	39,637	11,114,489	3.57
8	SOUTHWEST AIRLINES	88,671	24,342,488	3.64	86,198	23,713,872	3.63
9	DELTA AIR LINES	85,850	20,633,802	4.16	80,760	13,639,342	5.92
10	UNITED AIRLINES	45,358	10,500,429	4.32	48,565	11,279,338	4.31
11	AMERICAN AIRLINES	71,530	16,136,710	4.43	73,322	16,393,291	4.47
12	MESA AIRLINES	11,004	2,378,555	4.63	12,549	2,598,395	4.83
13	EXPRESSJET AIRLINES	15,043	3,191,353	4.71	10,253	2,459,676	4.17
14	SKYWEST AIRLINES	31,202	5,568,530	5.60	33,869	4,770,483	7.10
15	COMAIR	7,983	1,371,699	5.82	9,093	1,433,568	6.34
16	PINNACLE AIRLINES	16,348	2,504,705	6.53	13,897	2,461,811	5.65
17	AMERICAN EAGLE AIRLINES	29,794	3,568,506	8.35	27,862	3,401,950	8.19
18	ATLANTIC SOUTHEAST AIRLINES	28,725	3,147,476	9.13	29,070	2,914,320	9.97
TOTALS		530,275	129,409,834	4.10	534,154	121,634,056	4.39

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

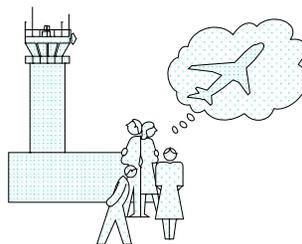
OVERSALES

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

	MARCH 2010				MARCH 2009			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	821	52	3	115	591	44	0	87
FOREIGN AIRLINES	123	5	0	14	104	1	0	5
TRAVEL AGENTS	9	0	0	0	6	2	0	0
TOUR OPERATORS	7	0	0	1	0	0	0	0
MISCELLANEOUS	1	0	0	0	7	1	0	1
INDUSTRY TOTALS	961	57	3	130	708	48	0	93

TABLE 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	MARCH 2010			MARCH 2009		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	310		1	162	
CANCELLATIONS			128			59
DELAYS			88			46
MISCONNECTI ONS			51			39
BAGGAGE	2	180		2	128	
RES/TKTG/BOARDING	3	112		3	102	
CUSTOMER SERVICE	4	105		5	84	
REFUNDS	5	69		4	89	
OVERSALES	6	52		9	30	
DISABILITY	7	44		6	37	
FARES	8	35		7	32	
OTHER	9	26		8	32	
FREQUENT FLYER			22			29
DISCRIMINATION	10	15		10	7	
ADVERTISING	11	13		11	4	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		961			708	

* 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*

MARCH 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	10	6	4	0	0	3	7	1	0	2	0	1	34
ALASKA AIRLINES	2	0	1	0	0	0	2	0	0	0	0	0	5
ALLEGIAN AIR	1	0	2	0	1	0	1	0	1	0	0	0	6
AMERICAN AIRLINES	49	3	6	5	3	25	6	1	3	2	0	0	103
AMERICAN EAGLE AIRLINES	3	0	0	0	0	3	1	0	0	0	0	0	7
ATLANTIC SOUTHEAST AIRLINES	4	0	0	0	0	0	0	2	0	0	0	0	6
COMAIR	4	0	0	0	0	1	0	0	0	0	0	0	5
CONTINENTAL AIRLINES	13	2	8	3	4	10	12	5	0	0	0	1	58
DELTA AIR LINES	60	10	29	12	14	39	16	19	1	3	0	13	216
EXECUTIVE AIRLINES	4	0	0	0	0	2	1	0	0	0	0	0	7
EXPRESSJET AIRLINES	7	0	0	0	0	0	1	1	0	0	0	0	9
FRONTIER AIRLINES	5	1	0	0	1	1	1	0	0	0	0	0	9
HAWAIIAN AIRLINES	2	0	0	0	1	3	1	0	0	0	0	1	8
JETBLUE AIRWAYS	17	0	4	1	3	3	6	1	0	0	0	1	36
MIDWEST AIRLINES	5	0	1	0	1	1	0	0	0	0	0	0	8
PIEDMONT AIRLINES	3	0	3	1	0	1	1	2	0	0	0	0	11
PINNACLE AIRLINES	8	0	0	0	0	3	1	0	0	0	0	0	12
REPUBLIC AIRWAYS	2	2	0	0	0	0	1	0	0	0	0	0	5
SKYWEST AIRLINES	6	0	0	0	0	5	0	1	0	0	0	0	12
SOUTHWEST AIRLINES	9	3	1	0	2	4	4	1	0	2	0	0	26
SPIRIT AIRLINES	8	1	9	2	2	2	4	1	0	0	0	1	30
UNITED AIRLINES	12	3	7	2	3	12	14	1	1	2	0	5	62
US AIRWAYS	20	12	13	3	9	7	9	3	1	3	0	2	82
OTHER U. S. AIRLINES	26	2	2	1	8	14	6	1	3	1	0	0	64
TOTAL MARCH 2010	280	45	90	30	52	139	95	40	10	15	0	25	821
% OF TOTAL COMPLAINTS	34.1	5.5	11.0	3.7	6.3	16.9	11.6	4.9	1.2	1.8	0	3.0	
TOTAL MARCH 2009	148	27	89	24	52	100	77	34	2	7	1	30	591
% OF TOTAL COMPLAINTS	25.0	4.6	15.1	4.1	8.8	16.9	13.0	5.8	0.3	1.2	0.2	5.1	

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

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

TABLE 4

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

MARCH 2010

U. S. AIRLINES*	COMPS RECD IN MARCH	INCI- DENTS IN MARCH	PERCENT	INCI- DENTS IN FEB	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	34	15	44.1	7	20.6	10	29.4	2	5.9
ALASKA AIRLINES	5	1	20.0	1	20.0	3	60.0	0	0.0
ALLEGIAN AIR	6	3	50.0	1	16.7	1	16.7	1	16.7
AMERICAN AIRLINES	103	54	52.4	16	15.5	23	22.3	10	9.7
AMERICAN EAGLE AIRLINES	7	4	57.1	3	42.9	0	0.0	0	0.0
ATLANTIC SOUTHEAST AIRLINES	6	3	50.0	1	16.7	2	33.3	0	0.0
COMAIR	5	3	60.0	2	40.0	0	0.0	0	0.0
CONTINENTAL AIRLINES	58	22	37.9	12	20.7	17	29.3	7	12.1
DELTA AIR LINES	216	70	32.4	65	30.1	51	23.6	30	13.9
EXECUTIVE AIRLINES	7	5	71.4	0	0.0	1	14.3	1	14.3
EXPRESSJET AIRLINES	9	7	77.8	2	22.2	0	0.0	0	0.0
FRONTIER AIRLINES	9	6	66.7	0	0.0	2	22.2	1	11.1
HAWAIIAN AIRLINES	8	1	12.5	2	25.0	4	50.0	1	12.5
JETBLUE AIRWAYS	36	24	66.7	6	16.7	4	11.1	2	5.6
MIDWEST AIRLINES	8	4	50.0	1	12.5	1	12.5	2	25.0
PIEDMONT AIRLINES	11	7	63.6	3	27.3	1	9.1	0	0.0
PINNACLE AIRLINES	12	8	66.7	4	33.3	0	0.0	0	0.0
REPUBLIC AIRWAYS	5	3	60.0	1	20.0	0	0.0	1	20.0
SKYWEST AIRLINES	12	6	50.0	3	25.0	3	25.0	0	0.0
SOUTHWEST AIRLINES	26	15	57.7	1	3.8	8	30.8	2	7.7
SPIRIT AIRLINES	30	10	33.3	5	16.7	7	23.3	8	26.7
UNITED AIRLINES	62	28	45.2	10	16.1	20	32.3	4	6.5
US AIRWAYS	82	39	47.6	18	22.0	17	20.7	8	9.8
OTHER U. S. AIRLINES	64	29	45.3	12	18.8	15	23.4	8	12.5
TOTALS	821	367	44.7	176	21.4	190	23.1	88	10.7
PREVIOUS YEAR'S TOTALS	591	219	37.1	86	14.6	191	32.3	95	16.1

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

TABLE 5

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

MARCH 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>													
AEROMEXICO	1	2	0	1	1	0	0	0	0	0	0	0	5
AIR FRANCE	2	0	1	0	2	5	0	1	0	0	0	0	11
ALITALIA AIRLINES	2	0	1	0	1	4	0	0	0	0	0	0	8
BRITISH AIRWAYS	4	0	1	1	2	3	0	0	0	0	0	0	11
COPA COMPANIA PANAMENA	1	0	2	0	0	2	1	0	1	0	0	0	7
LAN CHILE AIRLINES	0	1	1	0	1	1	0	1	0	0	0	0	5
LUFTHANSA	3	0	3	0	0	4	0	0	0	0	0	0	10
MEXICANA	3	0	1	0	1	2	0	1	0	0	0	0	8
OTHER FOREIGN AIRLINES	12	4	6	2	6	20	5	1	1	0	0	1	58
TOTALS	28	7	16	4	14	41	6	4	2	0	0	1	123
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	5	1	0	0	2	0	1	0	0	0	9
TOTALS	0	0	5	1	0	0	2	0	1	0	0	0	9
<u>TOUR OPERATORS</u>													
DIRECT AIR AND TOURS	2	0	1	0	2	0	0	0	0	0	0	0	5
OTHER TOUR OPERATORS	0	0	0	0	1	0	1	0	0	0	0	0	2
TOTALS	2	0	1	0	3	0	1	0	0	0	0	0	7
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	1	0	0	0	0	0	1
TOTALS	0	0	0	0	0	0	1	0	0	0	0	0	1

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

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

TABLE 6

MARCH

CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES *

RANK	AIRLINE	MARCH 2010			MARCH 2009		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	26	9,161,474	0.28	8	8,995,823	0.09
2	<i>MESA AIRLINES</i>	3	820,157	0.37	4	940,677	0.43
3	<i>ALASKA AIRLINES</i>	5	1,350,881	0.37	5	1,344,263	0.37
4	<i>ATLANTIC SOUTHEAST AIRLINES</i>	6	1,206,188	0.50	8	1,048,556	0.76
5	<i>AMERICAN EAGLE AIRLINES</i>	7	1,381,828	0.51	10	1,320,291	0.76
6	<i>SKYWEST AIRLINES</i>	12	2,085,771	0.58	13	1,746,316	0.74
7	<i>EXPRESSJET AIRLINES</i>	9	1,411,887	0.64	3	1,086,072	0.28
8	<i>COMAIR</i>	5	572,641	0.87	2	575,018	0.35
9	<i>PINNACLE AIRLINES</i>	12	1,104,347	1.09	13	892,288	1.46
10	<i>FRONTIER AIRLINES</i>	9	818,815	1.10	7	799,182	0.88
11	<i>HAWAIIAN AIRLINES</i>	8	703,845	1.14	8	716,320	1.12
12	<i>UNITED AIRLINES</i>	62	4,681,216	1.32	58	4,945,472	1.17
13	<i>AMERICAN AIRLINES</i>	103	7,509,362	1.37	73	7,424,227	0.98
14	<i>CONTINENTAL AIRLINES</i>	58	3,811,927	1.52	37	3,846,252	0.96
15	<i>AIRTRAN AIRWAYS</i>	34	2,149,227	1.58	14	2,039,355	0.69
16	<i>JETBLUE AIRWAYS</i>	36	2,120,075	1.70	14	1,971,569	0.71
17	<i>US AIRWAYS</i>	82	4,491,608	1.83	45	4,517,946	1.00
18	<i>DELTA AIR LINES**</i>	216	9,502,496	2.27	118	5,678,810	2.08
	TOTAL	693	54,883,745	1.26	440	49,888,437	0.88

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," "Mishandled Baggage," and "Oversales" 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 March 2009 reflect the deletion of Northwest's data for that month.

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS

	JANUARY – MARCH 2010				JANUARY - MARCH 2009			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	2, 235	168	8	308	1, 820	116	5	269
FOREIGN AIRLINES	382	9	0	27	311	9	0	20
TRAVEL AGENTS	22	0	0	2	22	2	0	3
TOUR OPERATORS	16	0	0	1	1	0	0	0
MISCELLANEOUS	4	0	0	0	16	5	0	2
INDUSTRY TOTALS	2, 659	177	8	338	2, 170	132	5	294

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - MARCH 2010			JANUARY - MARCH 2009		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	844		1	541	
CANCELLATIONS			378			221
DELAYS			244			144
MISCONNECTIONS			131			105
BAGGAGE	2	535		2	442	
RES/TKTG/BOARDING	3	316		3	336	
CUSTOMER SERVICE	4	311		4	249	
REFUNDS	5	164		5	202	
FARES	6	121		8	90	
DISABILITY	7	120		6	115	
OVERSALES	8	119		7	95	
OTHER	9	81		9	71	
FREQUENT FLYER			68			54
DISCRIMINATION	10	27		10	17	
ADVERTISING	11	21		11	11	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		2,659			2,170	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

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

JANUARY - MARCH 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	29	8	11	1	3	10	12	1	0	2	0	1	78
ALASKA AIRLINES	4	1	2	0	1	1	3	3	0	1	0	0	16
ALLEGIAN AIR	6	0	2	1	1	2	4	1	2	1	0	0	20
AMERICAN AIRLINES	120	7	20	18	12	67	28	5	3	2	0	6	288
AMERICAN EAGLE AIRLINES	14	1	2	0	0	6	4	1	0	0	0	1	29
ATLANTIC SOUTHEAST AIRLINES	8	0	0	0	0	3	1	2	0	0	0	1	15
COLGAN AIR	7	2	0	0	1	2	0	0	0	0	0	0	12
COMAIR	17	1	0	0	0	2	1	1	0	0	0	0	22
CONTINENTAL AIRLINES	47	3	21	12	10	23	27	13	0	2	0	5	163
DELTA AIR LINES	133	24	83	31	29	105	56	32	2	6	0	29	530
EXECUTIVE AIRLINES	6	0	0	0	0	7	1	0	0	0	0	0	14
EXPRESSJET AIRLINES	13	0	1	0	1	1	2	1	0	0	0	0	19
FRONTIER AIRLINES	10	3	4	0	2	2	1	2	0	0	0	0	24
GREAT LAKES AVIATION	5	0	1	0	0	1	2	1	0	0	0	0	10
HAWAIIAN AIRLINES	6	0	1	1	2	6	3	0	0	0	0	1	20
JETBLUE AIRWAYS	29	1	10	1	4	10	13	3	0	0	0	2	73
MESA AIRLINES	7	1	0	0	0	2	1	2	0	0	0	0	13
MIDWEST AIRLINES	9	0	1	0	2	1	1	1	0	0	0	0	15
PIEDMONT AIRLINES	14	2	4	1	0	7	5	5	0	0	0	0	38
PINNACLE AIRLINES	15	1	0	0	0	3	4	2	0	0	0	0	25
REPUBLIC AIRWAYS	9	3	0	0	0	0	5	0	0	0	0	0	17
SKYWEST AIRLINES	25	0	0	0	1	11	2	6	0	0	0	0	45
SOUTHWEST AIRLINES	28	5	7	1	4	12	10	5	1	2	0	0	75
SPIRIT AIRLINES	22	5	25	3	7	8	12	1	2	1	0	2	88
UNITED AIRLINES	40	11	28	11	14	50	34	7	2	2	0	17	216
UNITED EXPRESS	4	1	1	0	0	5	0	0	0	0	0	0	11
US AIRWAYS	79	19	27	12	14	24	22	11	2	5	0	7	222
OTHER U. S. AIRLINES	51	6	6	4	12	32	20	2	3	1	0	0	137
TOTAL JANUARY-MARCH 2010	757	105	257	97	120	403	274	108	17	25	0	72	2,235
% OF TOTAL COMPLAINTS	33.9	4.7	11.5	4.3	5.4	18.0	12.3	4.8	0.8	1.1	0	3.2	
TOTAL JANUARY-MARCH 2009	488	86	296	69	127	343	227	98	6	15	1	64	1,820
% OF TOTAL COMPLAINTS	26.8	4.7	16.3	3.8	7.0	18.8	12.5	5.4	0.3	0.8	0.1	3.5	

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

** AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

TABLE 4 (YTD)

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

JANUARY - MARCH 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	8	0	2	2	3	10	3	1	0	0	0	0	29
AIR INDIA	2	0	3	1	1	6	0	0	0	0	0	0	13
ALITALIA AIRLINES	3	1	1	1	3	12	0	0	0	0	0	1	22
BRITISH AIRWAYS	8	0	4	1	4	12	2	1	0	0	0	2	34
COPA COMPANIA PANAMENA	3	0	3	4	1	3	1	2	1	0	0	0	18
EMI RATES AIRLINES	3	0	1	0	4	7	1	0	0	0	0	0	16
KLM	0	0	1	0	0	7	2	0	2	0	0	0	12
LUFTHANSA	7	0	5	0	2	7	0	0	0	0	0	0	21
MEXICANA	7	2	4	0	3	12	2	1	0	0	0	0	31
QATAR AIRWAYS	1	0	3	1	0	3	1	0	0	1	0	0	10
OTHER FOREIGN AIRLINES	35	11	23	8	14	52	19	7	0	1	0	6	176
TOTALS	77	14	50	18	35	131	31	12	3	2	0	9	382
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	1	0	7	5	5	0	3	0	1	0	0	0	22
TOTALS	1	0	7	5	5	0	3	0	1	0	0	0	22
<u>TOUR OPERATORS</u>													
DIRECT AIR AND TOURS	8	0	2	0	2	1	1	0	0	0	0	0	14
OTHER TOUR OPERATORS	0	0	0	0	1	0	1	0	0	0	0	0	2
TOTALS	8	0	2	0	3	1	2	0	0	0	0	0	16
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	1	0	0	0	1	0	1	0	0	0	0	1	4
TOTALS	1	0	0	0	1	0	1	0	0	0	0	1	4

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

TABLE 5 (YTD)

JANUARY – MARCH

CONSUMER COMPLAINTS: RANKINGS/ U.S. AIRLINES *

RANK	AIRLINE	JANUARY - MARCH 2010			JANUARY - MARCH 2009		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	75	23,715,801	0.32	37	23,069,344	0.16
2	<i>ALASKA AIRLINES</i>	16	3,640,628	0.44	25	3,573,343	0.70
3	<i>ATLANTIC SOUTHEAST AIRLINES</i>	15	3,150,296	0.48	21	2,902,828	0.72
4	<i>EXPRESSJET AIRLINES</i>	19	3,570,329	0.53	12	2,823,045	0.43
5	<i>MESA AIRLINES</i>	13	2,294,856	0.57	14	2,490,580	0.56
6	<i>AMERICAN EAGLE AIRLINES</i>	29	3,657,324	0.79	23	3,469,726	0.66
7	<i>SKYWEST AIRLINES</i>	45	5,563,407	0.81	26	4,726,501	0.55
8	<i>PINNACLE AIRLINES</i>	25	2,698,851	0.93	35	2,405,870	1.45
9	<i>HAWAIIAN AIRLINES</i>	20	1,999,172	1.00	19	1,995,333	0.95
10	<i>FRONTIER AIRLINES</i>	24	2,093,092	1.15	22	2,155,458	1.02
11	<i>JETBLUE AIRWAYS</i>	73	5,442,445	1.34	45	5,268,691	0.85
12	<i>AMERICAN AIRLINES</i>	288	20,169,487	1.43	207	20,332,969	1.02
13	<i>AIRTRAN AIRWAYS</i>	78	5,443,911	1.43	51	5,308,384	0.96
14	<i>COMAIR</i>	22	1,402,945	1.57	12	1,474,244	0.81
15	<i>CONTINENTAL AIRLINES</i>	163	10,154,659	1.61	113	10,155,093	1.11
16	<i>UNITED AIRLINES</i>	216	12,426,387	1.74	182	13,134,441	1.39
17	<i>US AIRWAYS</i>	222	11,985,219	1.85	191	12,409,271	1.54
18	<i>DELTA AIR LINES**</i>	530	24,675,850	2.15	310	15,686,369	1.98
	TOTAL	1,873	144,084,659	1.30	1,345	133,381,490	1.01

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," "Mishandled Baggage," and "Oversales" 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-March 2009 reflect the deletion of Northwest's data for that three-month period.

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 March 2010 as provided by the Transportation Security Administration^a

The Transportation Security Administration (TSA) screened approximately 54.6 million airline passengers and their 43.7 million checked bags in the month of March 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 March.

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
376	.0004	96	.0002	101	.0002	535	.001

In addition, TSA also processes damage claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. While in most cases TSA screeners handle checked baggage for a very small amount of time relative to the airline personnel, liability is no longer clearly exclusive to the airlines. Consequently, the data 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
237	.0004	919	.001

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 March.

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.

March 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
Delta		1	
Total	0	1	0