



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	July 2010 12 Months Ending July 2010
Mishandled Baggage¹	July 2010
Oversales¹	2nd Quarter 2010 January – June 2010
Consumer Complaints² (Includes Disability and Discrimination Complaints)	July 2010
Customer Service Reports to the Dept. of Homeland Security³	July 2010
Airline Animal Incident Reports⁴	July 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 regularly scheduled flights with more than 50% delayed arrivals of more than 30 minutes for two or more consecutive months. 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 8A displays the number and percentage of regularly scheduled flights canceled 5% or more of the time.

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 more than 3 hours, and Table 12 displays the number and percentage of regularly scheduled flights with tarmac delays of 2 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.**

JULY 2010

AIR TRAVEL CONSUMER REPORT

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

	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
CARRIER	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	86.2	15	94.7
ALASKA AIRLINES S/	18	90.8	52	88.7
UNITED AIRLINES S/	26	83.3	71	83.0
US AIRWAYS S/	28	82.3	77	82.1
MESA AIRLINES S/	17	82.8	84	80.5
AIRTRAN AIRWAYS S/	23	79.5	66	79.7
SKYWEST AIRLINES S/	17	80.1	148	79.5
ATLANTIC SOUTHEAST AIRLINES S/	12	77.9	111	78.5
SOUTHWEST AIRLINES S/	20	79.6	69	78.4
AMERICAN AIRLINES S/	28	77.3	77	76.7
FRONTIER AIRLINES S/	22	77.0	45	76.4
PINNACLE AIRLINES S/V/	17	75.3	130	76.4
CONTINENTAL AIRLINES S/	26	75.7	51	76.1
JETBLUE AIRWAYS S/	20	75.1	46	75.2
AMERICAN EAGLE S/	19	71.0	130	70.2
DELTA AIR LINES S/	29	70.1	113	69.9
COMAIR S/	18	66.8	74	69.1
EXPRESSJET AIRLINES S/ V/	19	68.8	113	68.6
TOTAL		77.0		76.7

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

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

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted 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

JULY 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	3rd Quarter 07-09 2009		4th Quarter 10-12 2009		1st Quarter 01-03 2010		2nd Quarter 04-06 2010		May-10		June-10		July-10		12 Months Ending Jul 2010		Database To Date 09 1987-07 2010	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	75.4	17	74.1	19	76.7	11	83.9	6	84.7	5	79.6	7	79.7	6	78.4	11	(--)	(--)
ALASKA	87.6	2	86.0	2	86.4	2	90.4	2	91.5	2	88.9	2	88.7	2	87.8	2	76.0	7
AMERICAN	78.2	15	78.8	10	76.5	12	77.8	14	76.6	15	73.8	14	76.7	10	78.2	13	78.0	4
AMERICAN EAGLE	80.6	12	75.2	17	74.6	14	74.4	17	73.1	17	67.9	17	70.2	15	75.6	17	73.9	8
ATLANTIC SOUTHEAST	69.8	18	75.2	16	76.2	13	82.3	9	80.4	10	79.2	9	78.5	8	76.8	15	(--)	(--)
COMAIR	69.1	19	74.3	18	71.4	18	71.4	18	67.1	18	64.9	18	69.1	17	72.0	18	(--)	(--)
CONTINENTAL	82.8	7	77.2	13	78.4	9	83.1	8	82.5	8	80.8	5	76.1	13	80.2	8	78.2	2
DELTA	78.7	14	81.0	6	78.9	7	76.6	16	75.6	16	70.2	15	69.9	16	77.8	14	77.6	5
EXPRESSJET	83.2	5	75.3	15	73.3	16	76.7	15	77.3	13	69.7	16	68.6	18	76.0	16	(--)	(--)
FRONTIER	82.1	9	75.8	14	80.3	5	80.7	12	80.2	12	77.1	12	76.4	11	80.0	9	(--)	(--)
HAWAIIAN	94.1	1	91.2	1	88.4	1	93.8	1	94.3	1	93.6	1	94.7	1	92.1	1	(--)	(--)
JETBLUE	78.7	13	79.2	8	71.6	17	83.2	7	82.7	7	81.3	4	75.2	14	78.3	12	(--)	(--)
MESA	81.5	10	79.1	9	80.4	4	84.1	5	83.9	6	80.6	6	80.5	5	81.3	6	(--)	(--)
NORTHWEST	78.0	16	78.1	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
PINNACLE	81.3	11	81.1	5	74.1	15	79.7	13	77.2	14	75.5	13	76.4	12	78.9	10	(--)	(--)
SKYWEST	85.1	3	78.7	11	78.2	10	81.2	10	82.4	9	77.6	11	79.5	7	80.5	7	(--)	(--)
SOUTHWEST	84.0	4	80.9	7	80.1	6	81.1	11	80.3	11	78.4	10	78.4	9	81.3	5	81.9	1
UNITED	82.3	8	83.7	3	82.5	3	84.2	4	84.8	4	79.5	8	83.0	3	83.5	3	76.0	6
US AIRWAYS	83.2	6	81.7	4	78.7	8	85.7	3	85.3	3	83.4	3	82.1	4	82.5	4	78.2	3
Total	81.0		79.2		77.9		80.5		79.9		76.4		76.7		79.6		78.2	

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

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted 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.

JULY 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	1012	71.2	82	64.6	71	73.2	62	64.5	33	81.8	H/		37	75.7	4966	75.8
AA	417	74.1	965	74.1	273	68.1	145	73.1	896	72.4	558	73.7	13351	80.0	212	63.7
AS	31	80.6	93	98.9	H/		H/		92	85.9	186	82.8	93	84.9	H/	
B6	H/		2256	78.2	150	80.0	217	66.8	H/		93	66.7	H/		H/	
CO	37	56.8	409	70.9	145	74.5	116	81.0	230	70.0	358	69.8	189	68.3	102	64.7
DL	14827	71.0	1280	66.4	714	64.6	425	63.5	1065	65.9	704	63.5	433	64.9	5682	69.6
EV	11210	78.1	30	80.0	H/		59	76.3	H/		H/		H/		457	80.3
F9	93	66.7	26	46.2	H/		H/		92	75.0	3500	80.4	131	71.8	81	74.1
FL	6391	80.1	599	78.3	1781	81.5	183	74.3	335	76.7	181	79.0	387	76.2	186	72.0
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	413	62.7	725	72.4	176	71.0	274	69.3	894	68.7	62	80.6	6886	71.3	329	65.7
OH	383	62.4	470	70.0	150	70.0	75	77.3	533	66.8	31	54.8	180	60.6	1026	70.2
OO	145	44.1	H/		H/		H/		H/		6826	79.3	158	71.5	144	77.8
UA	31	51.6	705	81.0	425	82.4	60	68.3	437	81.0	4551	85.0	213	79.3	23	78.3
US	445	77.3	1587	77.3	379	76.5	7009	82.7	1799	78.9	403	78.9	645	81.2	237	77.6
WN	H/		636	75.8	5353	74.6	H/		H/		3922	81.2	H/		480	62.7
XE	493	57.4	105	81.9	187	69.5	357	58.8	138	79.0	32	84.4	260	66.5	237	68.4
YV	146	71.2	24	62.5	7	100.0	1818	80.9	H/		H/		H/		7	71.4
TOTAL	36074	74.4	9992	75.1	9811	75.2	10800	79.6	6544	73.3	21407	80.2	22963	76.6	14169	72.0

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

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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*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	46	56.5	H/		39	87.2	123	80.5	206	64.1	H/		H/		265	65.7
AA	423	68.6	186	73.1	355	72.4	274	74.5	1046	77.3	707	80.9	2504	79.7	1391	71.2
AS	62	87.1	H/		H/		31	71.0	H/		341	94.4	585	93.7	H/	
B6	341	66.3	1053	74.5	511	76.1	H/		4036	74.7	305	75.1	181	70.7	279	67.0
CO	3702	75.4	392	79.3	H/		6190	76.7	H/		489	82.2	810	73.3	282	66.0
DL	556	63.5	920	65.9	262	70.6	146	51.4	1674	68.5	1120	71.4	1803	69.6	2214	65.8
EV	H/		25	68.0	1184	79.8	35	42.9	114	77.2	H/		H/		108	71.3
F9	H/		35	82.9	H/		92	51.1	H/		241	73.4	221	71.5	111	63.1
FL	H/		432	83.3	124	74.2	H/		H/		186	84.4	248	77.4	602	68.4
HA	H/		H/		H/		H/		H/		80	83.8	93	86.0	H/	
MQ	118	53.4	H/		H/		124	46.0	833	68.5	H/		1194	84.8	1153	69.6
OH	89	69.7	H/		166	67.5	78	55.1	1432	66.3	H/		H/		205	66.8
OO	H/		H/		85	80.0	103	68.9	H/		492	61.8	3858	80.9	H/	
UA	313	78.0	H/		2198	85.9	275	72.4	388	85.6	813	85.6	2382	86.1	539	74.0
US	340	67.9	522	80.8	31	74.2	313	73.5	124	78.2	737	82.8	505	81.6	1096	77.6
WN	H/		1460	80.5	333	76.6	H/		H/		6676	83.6	3389	79.1	248	58.9
XE	3790	64.4	H/		783	79.3	8681	66.5	H/		H/		H/		62	69.4
YV	60	60.0	H/		929	81.2	9	77.8	H/		342	84.5	147	82.3	53	81.1
TOTAL	9840	69.3	5025	76.4	7000	80.3	16474	70.4	9853	72.5	12529	81.5	17920	80.1	8608	69.4

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

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

ARRIVAL AIRPORT*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		143	74.1	30	50.0	2105	80.1	91	62.6	H/		29	79.3	H/	
AA	741	72.1	H/		3639	78.6	320	80.0	4804	76.9	155	71.6	396	75.0	425	76.2
AS	62	90.3	H/		31	96.8	62	96.8	186	91.4	789	93.4	H/		204	89.7
B6	1418	77.2	H/		H/		H/		217	69.6	124	70.2	H/		31	67.7
CO	557	80.1	H/		270	75.9	30	63.3	376	68.6	215	74.4	154	63.6	295	81.4
DL	1576	70.2	165	60.6	640	71.1	6078	73.3	428	56.5	514	64.4	611	65.8	726	73.4
EV	H/		5	100.0	H/		29	82.8	282	65.6	H/		H/		H/	
F9	98	72.4	145	83.4	H/		112	80.4	H/		150	68.7	31	64.5	183	80.9
FL	1971	82.1	405	82.2	89	78.7	213	77.9	H/		H/		269	76.2	62	90.3
HA	H/		H/		H/		H/		H/		62	88.7	H/		31	87.1
MQ	H/		H/		834	69.8	119	52.1	6911	70.6	H/		146	56.8	H/	
OH	H/		49	73.5	10	90.0	720	67.2	172	55.2	H/		154	64.3	H/	
OO	H/		H/		H/		783	80.2	3508	76.6	1160	89.9	1	100.0	317	82.0
UA	550	80.7	H/		H/		305	74.8	5815	83.1	372	82.0	362	84.3	318	81.8
US	713	83.0	H/		279	78.1	262	82.4	616	77.6	220	80.5	4028	81.5	5112	90.7
WN	3260	80.9	6597	79.6	H/		409	66.7	H/		1198	80.2	1624	76.7	5179	82.4
XE	18	72.2	H/		29	82.8	389	69.2	3230	78.7	H/		31	71.0	32	87.5
YV	H/		H/		H/		H/		945	75.1	H/		9	77.8	2504	89.5
TOTAL	10964	78.6	7509	79.3	5851	76.4	11936	74.7	27581	76.1	4959	82.1	7845	77.6	15419	85.8

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted 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.

JULY 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*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		H/		H/		H/		H/	
AA	431	72.9	495	74.3	991	73.9	149	75.2	494	72.7
AS	310	94.2	4104	90.5	293	82.3	H/		H/	
B6	124	78.2	217	69.1	331	79.2	93	71.0	310	81.3
CO	359	82.5	480	76.7	470	76.0	52	73.1	372	78.8
DL	684	74.1	1004	72.9	937	72.4	2847	76.8	860	69.1
EV	H/		H/		H/		H/		H/	
F9	184	83.7	156	73.7	150	60.7	83	61.4	31	80.6
FL	62	75.8	213	77.9	186	79.6	H/		524	77.3
HA	62	95.2	76	76.3	31	93.5	H/		H/	
MQ	393	86.8	H/		H/		93	60.2	H/	
OH	H/		H/		H/		H/		H/	
OO	657	77.9	706	90.8	3942	70.3	6503	87.9	H/	
UA	582	84.0	597	82.9	3288	82.6	32	84.4	256	84.4
US	346	83.8	357	81.0	442	79.2	150	88.0	584	80.3
WN	2909	80.9	1268	81.9	1268	68.5	1219	80.9	2380	81.8
XE	H/		H/		H/		41	90.2	H/	
YV	30	90.0	H/		122	69.7	5	80.0	H/	
TOTAL	7133	81.0	9673	84.1	12451	74.9	11267	83.5	5811	78.5

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted 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.

JULY 2010

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	85.3	90.9	92.8	88.5	100.0	90.0	79.7	82.6	89.9	58.1	92.5	83.8	77.1	83.9	90.3	95.2	73.5	97.6
700 - 759 AM	93.0	85.3	91.1	95.6	87.7	93.8	89.4	84.7	89.9	61.5	92.6	86.6	85.9	95.2	95.3	87.0	91.3	94.4
800 - 859 AM	85.6	87.9	94.0	89.1	82.8	92.6	89.0	85.7	89.2	98.2	95.5	82.9	85.2	95.3	93.5	83.9	96.7	95.8
900 - 959 AM	85.2	88.5	92.2	90.8	84.6	93.3	87.2	80.0	88.5	90.5	87.4	85.1	87.5	94.3	88.5	84.6	95.3	92.9
1000 - 1059 AM	83.5	88.6	91.0	88.5	87.5	89.0	87.0	86.5	82.6	85.5	91.6	77.8	80.1	89.5	86.2	82.1	89.5	88.2
1100 - 1159 AM	88.3	84.5	88.5	87.9	84.5	90.8	87.8	79.3	81.8	90.3	88.7	80.2	86.0	88.4	83.4	78.4	89.2	93.5
1200 - 1259 PM	84.5	80.8	89.6	86.9	89.2	88.8	86.4	81.3	82.6	84.6	84.2	80.2	81.6	85.1	85.8	79.4	85.6	86.1
100 - 159 PM	80.2	80.9	83.1	87.0	88.8	87.6	86.4	75.4	72.9	86.3	91.4	70.2	77.8	82.9	81.6	75.0	86.6	90.2
200 - 259 PM	76.0	79.3	81.7	80.0	74.0	81.0	80.8	73.7	66.1	82.8	76.5	65.7	72.9	81.2	84.9	78.8	84.4	82.4
300 - 359 PM	72.9	77.7	74.4	85.0	70.9	77.9	78.1	75.4	60.6	78.2	81.7	66.0	69.2	80.2	83.8	68.3	79.7	81.1
400 - 459 PM	72.1	76.9	70.2	75.7	72.9	74.7	71.7	69.5	63.7	76.6	77.7	63.8	73.8	80.8	79.1	66.7	77.6	75.9
500 - 559 PM	66.3	72.6	61.4	71.3	63.8	66.9	64.3	69.9	62.7	76.7	77.0	59.0	58.6	77.4	74.2	56.1	70.4	71.5
600 - 659 PM	59.9	71.5	68.4	71.6	59.8	66.7	62.3	56.9	59.4	67.4	72.8	54.5	62.6	73.7	78.6	60.1	74.2	64.3
700 - 759 PM	56.0	63.6	63.1	68.3	65.5	70.6	62.7	49.6	54.0	65.3	74.6	57.3	59.8	70.6	73.1	57.5	73.6	66.5
800 - 859 PM	58.5	61.7	57.7	68.9	62.6	66.7	60.0	62.4	59.1	72.6	71.5	54.0	60.6	73.5	69.9	57.9	67.5	61.3
900 - 959 PM	63.0	62.8	61.4	64.8	64.5	67.9	64.3	54.6	53.5	64.1	71.6	64.1	56.3	75.2	67.0	57.7	63.8	61.7
1000 - 1059 PM	58.3	61.1	56.5	53.6	56.6	70.7	63.8	55.6	56.0	65.9	64.2	66.0	65.3	68.4	68.5	55.2	56.1	68.5
1100 - 559 AM	65.5	67.5	64.9	61.5	59.6	69.2	71.5	69.9	73.6	61.5	69.4	75.9	72.4	68.6	75.5	64.9	64.7	67.1
TOTAL, ALL ARRIVALS, BY AIRPORT	74.4	75.1	75.2	79.6	73.3	80.2	76.6	72.0	69.3	76.4	80.3	70.4	72.5	81.5	80.1	69.4	78.6	79.3

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted 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.

JULY 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	72.6	85.3	87.1	94.3	91.4	96.2	90.3	89.1	96.3	J/	66.7	87.4
700 - 759 AM	86.0	81.3	84.5	100.0	94.4	95.2	85.4	84.1	95.8	94.5	71.2	90.0
800 - 859 AM	92.8	77.8	82.1	94.6	86.4	96.1	93.7	95.4	90.8	94.7	96.3	88.5
900 - 959 AM	85.4	86.2	85.9	91.3	86.6	92.4	93.2	95.6	75.4	90.7	95.1	88.4
1000 - 1059 AM	79.5	77.2	83.3	91.6	88.0	90.9	86.7	90.8	55.1	84.9	90.5	84.7
1100 - 1159 AM	81.2	88.2	84.0	91.4	91.5	91.7	90.2	89.3	67.4	87.8	87.0	85.9
1200 - 1259 PM	81.9	85.9	83.5	90.1	83.7	89.6	86.6	87.2	64.0	90.5	82.6	84.5
100 - 159 PM	83.9	77.7	80.7	84.7	84.3	89.6	87.9	85.7	78.2	85.0	86.2	82.2
200 - 259 PM	83.0	77.1	81.3	81.2	85.8	87.0	83.8	90.8	78.6	83.6	84.8	79.1
300 - 359 PM	77.0	74.6	76.6	92.2	76.5	83.9	78.8	86.8	73.9	85.4	79.8	77.1
400 - 459 PM	72.6	72.4	72.2	82.6	76.6	83.1	78.1	87.9	79.3	79.7	77.8	74.0
500 - 559 PM	74.6	73.4	72.5	78.9	68.2	81.5	71.0	81.1	78.5	73.9	78.1	69.9
600 - 659 PM	65.4	66.6	64.6	82.8	68.9	74.4	80.7	80.4	76.5	82.3	73.6	66.8
700 - 759 PM	63.0	66.8	65.8	73.3	68.3	81.2	74.9	78.3	75.6	76.8	63.8	66.6
800 - 859 PM	71.3	65.6	57.1	72.7	62.5	75.9	73.8	77.9	74.8	80.0	67.3	65.2
900 - 959 PM	66.2	50.0	55.7	75.3	72.1	71.1	70.4	79.0	75.9	69.8	64.2	65.8
1000 - 1059 PM	70.8	58.7	62.8	70.7	66.5	70.4	68.6	74.1	66.2	67.1	64.7	64.3
1100 - 559 AM	61.7	67.3	81.2	67.8	70.1	90.1	76.8	76.6	73.8	62.0	64.8	70.2
TOTAL, ALL ARRIVALS, BY AIRPORT	76.4	74.7	76.1	82.1	77.6	85.8	81.0	84.1	74.9	83.5	78.5	77.0

* 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 lasted 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.

JULY 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	91.2	93.3	93.5	96.1	89.4	94.3	93.7	91.4	92.2	93.4	95.1	92.3	91.3	95.3	94.8	92.3	91.6	96.7
700 - 759 AM	88.0	90.3	91.8	89.7	87.7	92.1	87.2	85.2	86.2	93.3	90.2	88.8	87.6	93.3	92.7	86.9	95.0	91.1
800 - 859 AM	89.6	88.3	86.2	90.1	89.5	90.8	87.1	84.4	84.1	95.1	92.0	86.4	85.3	90.0	90.5	89.6	91.5	88.5
900 - 959 AM	83.5	87.8	81.3	90.7	86.3	88.8	83.5	82.6	83.3	91.1	90.2	86.7	82.3	84.0	83.7	83.4	88.2	86.5
1000 - 1059 AM	84.3	88.3	84.5	86.5	90.2	85.9	84.2	79.4	85.9	90.6	90.1	84.5	80.9	82.0	84.5	83.4	88.4	79.6
1100 - 1159 AM	81.2	86.1	75.8	85.3	82.3	83.2	79.1	87.3	78.0	84.9	85.8	78.2	78.0	84.4	78.0	82.5	87.0	78.2
1200 - 1259 PM	80.6	82.4	77.9	68.8	79.3	81.4	78.5	75.0	78.4	84.5	87.4	77.9	79.9	75.2	82.5	76.8	81.4	77.7
100 - 159 PM	80.1	79.0	70.0	81.4	84.8	79.1	76.8	71.8	69.9	81.4	89.2	72.4	72.3	73.5	80.9	78.3	80.7	74.5
200 - 259 PM	72.4	71.8	68.0	79.1	78.5	74.8	72.5	71.2	65.9	65.0	79.6	65.2	71.1	75.8	72.8	72.5	72.9	68.9
300 - 359 PM	71.8	69.0	66.4	73.6	69.2	69.5	70.8	64.4	60.0	71.0	70.5	64.2	66.2	69.6	80.7	70.7	70.2	58.5
400 - 459 PM	70.2	73.8	50.6	75.9	70.7	63.6	66.3	66.4	55.8	67.0	75.9	58.8	53.1	66.2	79.6	71.0	70.3	57.0
500 - 559 PM	65.5	70.6	51.9	66.2	67.2	61.4	59.0	58.9	52.8	70.4	71.7	58.6	59.9	67.9	74.7	64.7	65.3	53.6
600 - 659 PM	60.5	67.2	55.6	68.5	59.7	60.6	57.5	66.5	58.7	70.6	65.5	55.0	55.0	63.6	76.4	58.3	61.2	44.4
700 - 759 PM	57.1	64.2	48.5	68.9	64.0	61.4	55.6	54.9	57.6	54.3	70.2	54.6	52.2	55.0	76.2	57.6	65.3	37.8
800 - 859 PM	59.1	62.1	51.2	69.0	64.4	55.2	56.4	49.6	54.6	64.0	68.1	46.6	51.4	61.2	69.9	62.5	64.6	34.2
900 - 959 PM	59.8	58.9	47.3	54.8	72.0	69.4	60.8	60.3	57.2	J/	70.3	67.5	47.9	60.8	70.0	64.4	68.6	48.0
1000 - 1059 PM	63.5	J/	J/	75.6	J/	87.7	64.8	70.5	45.2	58.1	75.4	76.0	56.1	80.0	81.1	J/	70.0	J/
1100 - 559 AM	66.8	90.6	98.3	96.8	100.0	85.5	89.0	J/	93.9	96.7	J/	60.5	77.4	85.1	70.1	96.3	73.2	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	73.6	79.9	70.4	79.2	78.2	75.8	72.9	70.3	71.1	78.8	81.2	71.3	68.1	76.3	81.5	75.7	78.1	68.0

* 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 lasted 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.

JULY 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	87.3	92.5	85.1	95.0	92.3	95.5	96.8	95.5	94.7	93.4	95.5	93.0
700 - 759 AM	91.2	83.8	84.6	94.0	84.7	91.3	89.2	93.3	93.0	92.9	95.4	89.6
800 - 859 AM	87.3	85.6	83.4	94.7	77.9	90.0	90.7	90.4	89.9	90.8	91.9	88.5
900 - 959 AM	84.2	80.0	82.1	92.4	86.0	88.3	87.4	89.8	82.0	89.9	92.7	85.2
1000 - 1059 AM	79.2	80.7	81.7	89.7	83.0	84.9	87.3	90.2	71.3	81.9	89.7	83.9
1100 - 1159 AM	77.6	72.6	78.9	88.4	85.1	81.7	84.3	85.8	63.5	85.1	89.7	81.2
1200 - 1259 PM	77.0	87.0	77.7	83.4	82.6	82.0	85.5	83.7	65.8	85.3	80.6	79.4
100 - 159 PM	75.2	75.1	79.6	86.8	81.4	86.3	84.1	84.4	72.0	82.9	78.9	78.3
200 - 259 PM	74.0	73.1	74.3	80.8	70.4	79.4	82.7	82.5	76.3	73.3	75.1	73.2
300 - 359 PM	67.1	66.1	72.3	83.2	76.9	75.6	78.9	82.5	70.1	84.6	76.8	70.9
400 - 459 PM	68.6	66.7	70.0	83.8	67.3	77.0	71.0	87.5	76.5	81.4	66.1	69.3
500 - 559 PM	68.4	64.7	67.3	78.1	66.1	69.1	73.5	84.9	80.6	78.9	63.0	66.2
600 - 659 PM	64.7	62.2	64.5	74.6	73.4	76.3	74.3	84.3	75.3	59.8	68.8	64.0
700 - 759 PM	68.9	68.8	61.1	85.8	58.0	64.2	74.6	83.3	80.3	78.4	60.7	61.3
800 - 859 PM	60.8	52.8	64.3	63.5	74.1	74.5	70.8	90.4	74.4	76.9	67.9	61.8
900 - 959 PM	66.8	65.1	62.2	89.8	75.4	76.9	70.0	87.0	80.1	86.4	69.1	65.7
1000 - 1059 PM	64.5	J/	64.3	89.9	72.1	79.0	92.0	91.1	84.9	58.1	J/	74.3
1100 - 559 AM	54.8	94.7	88.2	83.3	92.3	88.7	91.1	81.8	75.8	81.9	96.7	80.4
TOTAL, ALL DEPARTURES, BY AIRPORT	73.8	73.5	74.4	87.1	78.0	81.9	83.4	87.3	78.2	83.8	80.4	76.2

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted 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.

JULY 2010

AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

DELTA	2888	May	ATL-GRR	2035	31	17	54.8	119
DELTA	2888	Jun	ATL-GRR	2035	30	25	83.3	103
DELTA	2888	Jul	ATL-GRR	2035	31	17	54.8	91
DELTA	126	May	DTW-JFK	1315	31	16	51.6	82
DELTA	126	Jun	DTW-JFK	1315	29	16	55.2	70
DELTA	2798	Jul	DTW-JFK	1330	30	17	56.7	71
DELTA	1591	May	FNT-ATL	1720	31	16	51.6	96
DELTA	1591	Jun	FNT-ATL	1730	26	18	69.2	93
DELTA	1591	Jul	FNT-ATL	1730	22	16	72.7	82

* Minimum of 10 flights per month

** Includes canceled and diverted flights

*** For flights late more than 30 minutes only. Excludes canceled and diverted flights

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through JULY, 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.

Chronically Delayed Flights for individual months can be found on the [BTS website](#)

JULY 2010

AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

DELTA	1777	May	ORD-ATL	1905	25	16	64.0	79
DELTA	1777	Jun	ORD-ATL	1904	26	14	53.9	114
DELTA	1777	Jul	ORD-ATL	1904	25	14	56.0	70
SOUTHWEST	595	May	BWI-SDF	2050	19	12	63.2	68
SOUTHWEST	595	Jun	BWI-SDF	2050	26	19	73.1	76
SOUTHWEST	595	Jul	BWI-SDF	2050	25	17	68.0	81
EXPRESSJET	2452	May	ATL-EWR	1700	25	14	56.0	129
EXPRESSJET	2890	Jun	ATL-EWR	1700	26	15	57.7	83
EXPRESSJET	2061	Jul	ATL-EWR	1700	25	16	64.0	99

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

AMERICAN EAGLE	3705	Jun	DCA-ORD	1815	30	18	60.0	56
AMERICAN EAGLE	3705	Jul	DCA-ORD	1815	31	17	54.8	101
AMERICAN EAGLE	3712	Jun	ORD-XNA	1830	30	19	63.3	94
AMERICAN EAGLE	3712	Jul	ORD-XNA	1830	31	17	54.8	92
AMERICAN EAGLE	4275	Jun	PHL-ORD	1450	30	19	63.3	112
AMERICAN EAGLE	3765	Jul	PHL-ORD	1450	31	17	54.8	107

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

COMAIR	6578	Jun	JFK-BOS	2110	21	14	66.7	90
COMAIR	6578	Jul	JFK-BOS	2110	31	19	61.3	87
COMAIR	6347	Jun	JFK-DFW	2015	21	12	57.1	85
COMAIR	6347	Jul	JFK-DFW	2025	30	18	60.0	74
COMAIR	6495	Jun	JFK-DTW	1830	21	16	76.2	106
COMAIR	6495	Jul	JFK-DTW	1828	30	17	56.7	84
COMAIR	6521	Jun	JFK-MCI	2005	21	16	76.2	81
COMAIR	6521	Jul	JFK-MCI	1955	31	19	61.3	108
COMAIR	6321	Jun	JFK-MEM	1625	21	16	76.2	95
COMAIR	6321	Jul	JFK-MEM	1625	31	19	61.3	71
COMAIR	6595	Jun	JFK-ORD	1630	29	17	58.6	84
COMAIR	6595	Jul	JFK-ORD	1630	31	19	61.3	91
COMAIR	6723	Jun	JFK-ROC	1535	25	14	56.0	104
COMAIR	6723	Jul	JFK-ROC	1529	26	17	65.4	83
COMAIR	6321	Jun	MEM-SAT	1930	22	15	68.2	75
COMAIR	6321	Jul	MEM-SAT	1930	26	15	57.7	64
COMAIR	6616	Jun	MSP-JFK	1515	21	13	61.9	78
COMAIR	6616	Jul	MSP-JFK	1515	30	23	76.7	80

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

COMAIR	6494	Jun	OKC-ATL	1740	15	12	80.0	77
COMAIR	6494	Jul	OKC-ATL	1740	22	13	59.1	95
COMAIR	6480	Jun	ORD-CVG	1900	26	15	57.7	118
COMAIR	6480	Jul	ORD-CVG	1900	25	19	76.0	83
COMAIR	6723	Jun	ROC-JFK	1832	18	11	61.1	100
COMAIR	6723	Jul	ROC-JFK	1827	26	14	53.9	66
CONTINENTAL	1191	Jun	BOS-EWR	1420	18	10	55.6	72
CONTINENTAL	1191	Jul	BOS-EWR	1420	25	16	64.0	84
DELTA	2963	Jun	ATL-DTW	2018	25	15	60.0	126
DELTA	2963	Jul	ATL-DTW	2018	26	14	53.9	142
DELTA	2442	Jun	ATL-EWR	1345	29	15	51.7	139
DELTA	2442	Jul	ATL-EWR	1345	30	16	53.3	69
DELTA	1514	Jun	ATL-FNT	1456	26	18	69.2	73
DELTA	1514	Jul	ATL-FNT	1456	22	12	54.6	65
DELTA	2888	Jun	ATL-GRR	2035	30	25	83.3	103
DELTA	2888	Jul	ATL-GRR	2035	31	17	54.8	91
DELTA	2355	Jun	ATL-LAX	2015	29	16	55.2	59
DELTA	2355	Jul	ATL-LAX	2015	30	20	66.7	74

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

DELTA	2506	Jun	ATL-MDW	1715	18	13	72.2	108
DELTA	2506	Jul	ATL-MDW	1715	26	15	57.7	85
DELTA	1020	Jun	ATL-MDW	2030	21	16	76.2	68
DELTA	1020	Jul	ATL-MDW	2030	31	16	51.6	64
DELTA	1033	Jun	ATL-MSY	2018	29	20	69.0	92
DELTA	1033	Jul	ATL-MSY	2018	30	18	60.0	83
DELTA	2712	Jun	ATL-ORD	1900	30	18	60.0	78
DELTA	2712	Jul	ATL-ORD	1855	31	18	58.1	78
DELTA	2083	Jun	ATL-SAV	2246	21	13	61.9	98
DELTA	2083	Jul	ATL-SAV	2246	31	16	51.6	91
DELTA	1676	Jun	BNA-ATL	1420	20	12	60.0	100
DELTA	1676	Jul	BNA-ATL	1420	22	15	68.2	72
DELTA	2425	Jun	BWI-ATL	1730	29	18	62.1	96
DELTA	2425	Jul	BWI-ATL	1730	31	16	51.6	97
DELTA	1916	Jun	DEN-ATL	1430	21	13	61.9	82
DELTA	1916	Jul	DEN-ATL	1430	31	17	54.8	65
DELTA	2136	Jun	DFW-MSP	1808	29	15	51.7	149
DELTA	2136	Jul	DFW-MSP	1808	31	16	51.6	110

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

DELTA	2220	Jun	DTW-EWR	1335	21	12	57.1	104
DELTA	2220	Jul	DTW-EWR	1335	29	15	51.7	89
DELTA	126	Jun	DTW-JFK	1315	29	16	55.2	70
DELTA	2798	Jul	DTW-JFK	1330	30	17	56.7	71
DELTA	2743	Jun	EWR-ATL	1650	29	19	65.5	154
DELTA	2743	Jul	EWR-ATL	1650	30	19	63.3	90
DELTA	2843	Jun	EWR-ATL	1800	30	20	66.7	107
DELTA	2843	Jul	EWR-ATL	1800	31	19	61.3	83
DELTA	1427	Jun	EWR-DTW	1611	21	11	52.4	162
DELTA	1427	Jul	EWR-DTW	1611	29	20	69.0	134
DELTA	1591	Jun	FNT-ATL	1730	26	18	69.2	93
DELTA	1591	Jul	FNT-ATL	1730	22	16	72.7	82
DELTA	127	Jun	JFK-DTW	1615	28	20	71.4	93
DELTA	127	Jul	JFK-DTW	1615	30	22	73.3	114
DELTA	2083	Jun	MDW-ATL	1855	18	14	77.8	104
DELTA	2083	Jul	MDW-ATL	1855	25	16	64.0	90
DELTA	1777	Jun	ORD-ATL	1904	26	14	53.9	114
DELTA	1777	Jul	ORD-ATL	1904	25	14	56.0	70

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AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

DELTA	2720	Jun	ORD-DTW	1610	29	15	51.7	112
DELTA	2720	Jul	ORD-DTW	1610	31	17	54.8	120
DELTA	1641	Jun	RDU-LAX	1940	18	12	66.7	57
DELTA	1641	Jul	RDU-LAX	1940	26	14	53.9	91
EXPRESSJET	2582	Jun	ATL-EWR	1445	21	11	52.4	72
EXPRESSJET	2582	Jul	ATL-EWR	1445	27	14	51.9	86
EXPRESSJET	2890	Jun	ATL-EWR	1700	26	15	57.7	83
EXPRESSJET	2061	Jul	ATL-EWR	1700	25	16	64.0	99
EXPRESSJET	3062	Jun	ATL-EWR	1915	26	14	53.9	93
EXPRESSJET	3062	Jul	ATL-EWR	1900	25	14	56.0	105
EXPRESSJET	2930	Jun	IAH-ATL	1750	27	14	51.9	98
EXPRESSJET	2930	Jul	IAH-ATL	1725	25	16	64.0	100
EXPRESSJET	2271	Jun	MCI-IAH	1711	26	14	53.9	66
EXPRESSJET	2271	Jul	MCI-IAH	1714	25	15	60.0	94
SKYWEST	6504	Jun	OTH-SFO	0855	30	16	53.3	101
SKYWEST	6504	Jul	OTH-SFO	0855	31	23	74.2	101

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN- DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

SKYWEST	6905	Jun	OTH-SFO	1322	30	16	53.3	108
SKYWEST	6909	Jul	OTH-SFO	1325	30	20	66.7	112
SOUTHWEST	1142	Jun	BWI-LGA	1740	26	16	61.5	96
SOUTHWEST	1142	Jul	BWI-LGA	1740	26	17	65.4	112
SOUTHWEST	595	Jun	BWI-SDF	2050	26	19	73.1	76
SOUTHWEST	595	Jul	BWI-SDF	2050	25	17	68.0	81
SOUTHWEST	1513	Jun	DEN-OKC	2040	26	16	61.5	95
SOUTHWEST	1513	Jul	DEN-OKC	2040	25	14	56.0	81
SOUTHWEST	757	Jun	MDW-BWI	1740	26	18	69.2	93
SOUTHWEST	757	Jul	MDW-BWI	1740	26	17	65.4	77
UNITED	566	Jun	ORD-ATL	1835	14	8	57.1	117
UNITED	582	Jul	ORD-ATL	1835	22	12	54.6	75

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
COMAIR	455	14	3.1
DELTA	2,190	42	1.9
EXPRESSJET	1,255	21	1.7
SOUTHWEST	3,376	52	1.5
SKYWEST	1,754	25	1.4
AMERICAN EAGLE	1,238	7	0.6
CONTINENTAL	712	2	0.3
JETBLUE	582	1	0.2
AMERICAN	1,530	2	0.1
UNITED	998	1	0.1
US AIRWAYS	1,173	0	0.0
ATLANTIC SOUTHEAST	971	0	0.0
PINNACLE	780	0	0.0
AIRTRAN	740	0	0.0
MESA	456	0	0.0
ALASKA	425	0	0.0
FRONTIER	248	0	0.0
HAWAIIAN	203	0	0.0
TOTAL	19,086	167	0.9

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

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted 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 ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	65.4	80.1	211	211
ADAK ISLAND AK (ADK)	77.8	55.6	9	9
AGUADILLA PR (BQN)	71.1	82.4	159	159
AKRON OH (CAK)	73.6	79.4	789	788
ALBANY GA (ABY)	83.9	87.4	87	87
ALBANY NY (ALB)	74.6	80.6	1,034	1,034
ALBUQUERQUE NM (ABQ)	77.8	81.1	2,870	2,869
ALEXANDRIA LA (AEX)	75.7	81.6	304	304
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	70.9	75.5	412	412
AMARILLO TX (AMA)	70.1	73.3	708	709
ANCHORAGE AK (ANC)	72.3	83.2	2,156	2,156
APPLETON WI (ATW)	68.8	78.1	417	416
ASHEVILLE NC (AVL)	72.9	75.4	560	562
ASHLAND WV (HTS)	85.2	96.4	27	28
ASPEN CO (ASE)	80.9	82.8	356	355
ATLANTA GA (ATL)	74.4	73.6	36,074	36,085
ATLANTIC CITY NJ (ACY)	67.7	83.1	65	65
AUGUSTA GA (AGS)	73.0	75.7	344	346
AUSTIN TX (AUS)	75.6	81.1	3,727	3,726
BAKERSFIELD CA (BFL)	74.7	84.5	277	277
BALTIMORE MD (BWI)	75.2	70.4	9,811	9,812
BANGOR ME (BGR)	72.2	83.5	79	79
BARROW AK (BRW)	66.2	57.7	71	71
BATON ROUGE LA (BTR)	71.8	75.6	815	813
BELLINGHAM WA (BLI)	88.9	94.4	18	18
BEMIDJI MN (BJI)	90.3	87.1	31	31
BEND/REDMOND OR (RDM)	86.3	88.8	278	278
BETHEL AK (BET)	93.2	80.7	88	88
BILLINGS MT (BIL)	83.2	90.1	386	385
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	82.8	85.1	87	87
BIRMINGHAM AL (BHM)	71.4	77.5	1,877	1,877
BISMARCK/MANDAN ND (BIS)	80.7	85.8	374	374
BLOOMINGTON IL (BMI)	74.9	80.8	402	402
BOISE ID (BOI)	78.9	87.0	1,177	1,178
BOSTON MA (BOS)	75.1	79.9	9,992	9,995
BOZEMAN MT (BZN)	84.3	91.9	523	521
BRANSON MO (BKG)	77.2	75.0	167	168
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	81.2	85.6	341	340
BROWNSVILLE TX (BRO)	66.4	74.4	211	211
BRUNSWICK GA (BQK)	83.7	89.5	86	86
BUFFALO NY (BUF)	72.5	79.8	2,209	2,213
BURBANK CA (BUR)	82.5	84.3	2,288	2,289
BURLINGTON VT (BTV)	69.7	70.0	690	690

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUTTE MT (BTM)	97.7	97.7	87	87
CARLSBAD CA (CLD)	78.5	87.4	135	135
CASPER WY (CPR)	84.8	85.8	197	197
CEDAR CITY UT (CDC)	90.6	88.7	53	53
CEDAR RAPIDS/IOWA CITY IA (CID)	72.1	80.5	567	568
CHAMPAIGN/URBANA IL (CMI)	67.1	90.0	240	240
CHARLESTON SC (CHS)	68.6	75.2	1,133	1,134
CHARLESTON/DUNBAR WV (CRW)	72.3	74.8	422	424
CHARLOTTE AMALIE VI (STT)	79.1	77.7	282	282
CHARLOTTE NC (CLT)	79.6	79.2	10,800	10,797
CHARLOTTESVILLE VA (CHO)	72.5	81.8	142	143
CHATTANOOGA TN (CHA)	78.5	80.2	419	419
CHEYENNE WY (CYS)	61.8	66.7	34	33
CHICAGO IL (MDW)	79.3	68.0	7,509	7,509
CHICAGO IL (ORD)	76.1	74.4	27,581	27,580
CHICO CA (CIC)	76.9	78.6	117	117
CHRISTIANSTED VI (STX)	77.8	66.7	36	36
CLEVELAND OH (CLE)	77.3	83.3	5,099	5,101
CODY WY (COD)	75.5	77.4	155	155
COLLEGE STATION/BRYAN TX (CLL)	77.4	77.4	93	93
COLORADO SPRINGS CO (COS)	72.2	82.1	1,138	1,137
COLUMBIA MO (COU)	83.0	83.0	88	88
COLUMBIA SC (CAE)	64.4	73.9	783	785
COLUMBUS GA (CSG)	76.6	73.9	154	153
COLUMBUS MS (GTR)	75.4	77.0	61	61
COLUMBUS OH (CMH)	74.9	80.0	2,696	2,693
CORDOVA AK (CDV)	87.1	91.9	62	62
CORPUS CHRISTI TX (CRP)	71.3	80.0	690	690
COVINGTON KY (CVG)	76.6	77.7	4,381	4,382
CRESCENT CITY CA (CEC)	55.6	58.4	90	89
DALLAS TX (DAL)	76.9	70.0	3,947	3,947
DALLAS/FT. WORTH TX (DFW)	76.6	72.9	22,963	22,962
DAYTON OH (DAY)	73.5	83.6	1,201	1,201
DAYTONA BEACH FL (DAB)	72.6	75.2	157	157
DEADHORSE AK (SCC)	80.0	70.0	60	60
DENVER CO (DEN)	80.2	75.8	21,407	21,398
DES MOINES IA (DSM)	72.9	80.2	1,169	1,170
DETROIT MI (DTW)	72.0	70.3	14,169	14,151
DILLINGHAM AK (DLG)	73.3	76.7	30	30
DOTHAN AL (DHN)	80.7	87.3	119	118
DUBUQUE IA (DBQ)	73.9	78.4	88	88
DULUTH MN (DLH)	80.6	83.5	273	273
DURANGO CO (DRO)	76.2	84.2	311	311

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS			CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.			ARR.	DEP.	ARR.	DEP.
EAGLE CO (EGE)	78.8	89.8	137	137		HUNTSVILLE AL (HSV)	74.7	81.6	1,046	1,048
EAU CLAIRE WI (EAU)	78.4	87.6	88	89		IDAHO FALLS ID (IDA)	85.6	89.7	263	263
EL CENTRO CA (IPL)	91.9	93.5	62	62		INDIANAPOLIS IN (IND)	73.8	77.6	3,046	3,046
EL PASO TX (ELP)	73.1	78.9	1,915	1,915		INDIO/PALM SPRINGS CA (PSP)	83.0	86.3	700	701
ELKO NV (EKO)	86.8	88.4	121	121		INYOKERN CA (IYK)	87.2	89.5	86	86
ELMIRA/CORNING NY (ELM)	78.0	81.4	118	118		ISLIP NY (ISP)	72.0	79.1	708	708
ERIE PA (ERI)	75.6	70.7	123	123		ITHACA/CORTLAND NY (ITH)	82.6	79.3	92	92
EUGENE OR (EUG)	85.5	86.6	454	454		JACKSON WY (JAC)	76.9	85.7	494	491
EUREKA/ARCATA CA (ACV)	63.1	61.6	268	268		JACKSON/VICKSBURG MS (JAN)	70.4	76.5	1,029	1,028
EVANSVILLE IN (EVV)	80.0	84.6	434	435		JACKSONVILLE FL (JAX)	75.5	82.4	2,541	2,541
FAIRBANKS AK (FAI)	77.5	86.0	485	485		JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	76.6	79.6	137	137
FARGO ND (FAR)	72.9	84.6	520	519		JUNEAU AK (JNU)	87.1	87.1	481	481
FAYETTEVILLE AR (XNA)	71.0	79.2	1,226	1,227		KAHULUI HI (OGG)	91.0	93.7	2,072	2,041
FAYETTEVILLE NC (FAY)	77.2	85.5	364	365		KALAMAZOO MI (AZO)	76.9	84.7	208	209
FLAGSTAFF AZ (FLG)	85.6	85.5	180	179		KALISPELL MT (FCA)	75.5	85.1	330	328
FLINT MI (FNT)	66.5	78.2	424	426		KANSAS CITY MO (MCI)	74.7	77.4	4,504	4,501
FLORENCE SC (FLO)	80.8	69.2	26	26		KETCHIKAN AK (KTN)	89.4	87.0	246	246
FORT LAUDERDALE FL (FLL)	76.4	78.8	5,025	5,026		KEY WEST FL (EYW)	79.6	78.8	137	137
FORT SMITH AR (FSM)	70.9	77.1	179	179		KILLEEN TX (GRK)	69.3	80.5	163	164
FORT WAYNE IN (FWA)	70.3	76.8	418	419		KING SALMON AK (AKN)	93.5	64.5	31	31
FRESNO CA (FAT)	78.6	83.4	1,064	1,064		KLAMATH FALLS OR (LMT)	89.3	73.8	122	122
FT. MYERS FL (RSW)	79.4	85.2	1,855	1,855		KNOXVILLE TN (TYS)	71.6	78.0	1,268	1,270
GAINESVILLE FL (GNV)	77.7	80.7	197	197		KODIAK AK (ADQ)	74.5	69.1	55	55
GILLETTE WY (GCC)	84.7	87.9	124	124		KONA HI (KOA)	91.8	93.5	1,093	1,093
GRAND FORKS ND (GFK)	81.1	83.7	148	147		KOTZEBUE AK (OTZ)	78.0	73.6	91	91
GRAND JUNCTION CO (GJT)	79.2	85.7	467	467		LA CROSSE WI (LSE)	79.7	85.8	330	330
GRAND RAPIDS MI (GRR)	70.7	76.4	1,136	1,135		LAFAYETTE LA (LFT)	71.2	80.7	465	466
GREAT FALLS MT (GTF)	86.6	93.3	179	179		LAKE CHARLES LA (LCH)	62.9	75.8	62	62
GREEN BAY/CLINTONVILLE WI (GRB)	70.8	80.1	559	559		LANSING MI (LAN)	75.4	86.8	256	257
GREENSBORO/HIGH POINT NC (GSO)	69.9	77.8	947	947		LAREDO TX (LRD)	54.1	72.4	196	196
GREENVILLE/SPARTANBURG SC (GSP)	70.9	78.5	832	833		LAS VEGAS NV (LAS)	81.5	76.3	12,529	12,527
GULFPORT/BILOXI MS (GPT)	70.3	73.5	580	581		LEWISBURG WV (LWB)	69.4	54.8	62	62
GUNNISON CO (GUC)	83.9	83.9	62	62		LEWISTON ID (LWS)	93.0	93.0	86	86
GUSTAVUS AK (GST)	86.7	73.3	30	30		LEXINGTON KY (LEX)	75.3	79.0	866	863
HANCOCK/HOUGHTON MI (CMX)	69.4	90.3	62	62		LIHUE HI (LIH)	89.1	92.3	1,168	1,168
HARLINGEN/SAN BENITO TX (HRL)	64.4	77.4	452	452		LINCOLN NE (LNK)	78.9	85.9	242	241
HARRISBURG PA (MDT)	75.6	82.3	581	581		LITTLE ROCK AR (LIT)	70.2	76.6	1,669	1,668
HARTFORD CT (BDL)	73.2	80.2	2,160	2,159		LONG BEACH CA (LGB)	84.0	85.7	1,211	1,210
HELENA MT (HLN)	87.3	95.3	150	150		LONGVIEW/KILGOR/GLADWATR TX (GGG)	82.3	82.3	62	62
HILO HI (ITO)	91.8	92.4	643	643		LOS ANGELES CA (LAX)	80.1	81.5	17,920	17,915
HONOLULU HI (HNL)	87.6	91.3	5,006	5,007		LOUISVILLE KY (SDF)	72.8	79.1	1,645	1,646
HOUSTON TX (HOU)	71.6	62.2	4,549	4,548		LUBBOCK TX (LBB)	69.4	80.3	735	735
HOUSTON TX (IAH)	70.4	71.3	16,474	16,475		LYNCHBURG VA (LYH)	74.7	79.1	91	91

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS			CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.			ARR.	DEP.	ARR.	DEP.
MADISON WI (MSN)	68.6	75.4	859	858		PASCO/KENNEWICK/RICHLAND WA (PSC)	87.3	93.5	355	354
MANCHESTER NH (MHT)	73.4	81.7	1,258	1,259		PELLSTON MI (PLN)	79.4	85.7	63	63
MANHATTAN/FT. RILEY KS (MHK)	63.4	72.0	93	93		PENSACOLA FL (PNS)	75.1	79.7	981	982
MARQUETTE MI (MQT)	60.4	87.5	96	96		PEORIA IL (PIA)	71.9	82.6	334	334
MEDFORD OR (MFR)	80.6	79.6	402	402		PETERSBURG AK (PSG)	83.9	85.5	62	62
MELBOURNE FL (MLB)	77.8	77.1	153	153		PHILADELPHIA PA (PHL)	77.6	78.0	7,845	7,844
MEMPHIS TN (MEM)	77.0	80.3	7,359	7,358		PHOENIX AZ (PHX)	85.8	81.9	15,419	15,418
MERIDIAN MS (MEI)	77.2	87.7	57	57		PITTSBURGH PA (PIT)	76.5	82.7	3,308	3,310
MIAMI FL (MIA)	76.4	73.8	5,851	5,850		POCATELLO ID (PIH)	91.1	96.8	124	124
MIDLAND/ODESSA TX (MAF)	69.7	76.9	657	658		PONCE PR (PSE)	64.6	87.7	82	81
MILWAUKEE WI (MKE)	74.7	75.3	3,972	3,971		PORTLAND ME (PWM)	67.6	78.7	763	766
MINNEAPOLIS MN (MSP)	74.7	73.5	11,936	11,945		PORTLAND OR (PDX)	82.1	87.1	4,959	4,960
MINOT ND (MOT)	81.7	89.4	180	180		PROVIDENCE RI (PVD)	73.6	78.9	1,776	1,779
MISSION/MCALLEN/EDINBURG TX (MFE)	66.4	76.7	396	395		RALEIGH/DURHAM NC (RDU)	73.2	77.3	4,138	4,137
MISSOULA MT (MSO)	86.9	90.3	343	341		RAPID CITY SD (RAP)	77.0	82.0	618	618
MOBILE AL (MOB)	74.8	79.5	639	638		REDDING CA (RDD)	69.7	93.5	122	123
MODESTO CA (MOD)	65.3	72.8	147	147		RENO NV (RNO)	82.0	85.3	1,885	1,885
MOLINE IL (MLI)	77.5	78.9	622	622		RICHMOND VA (RIC)	71.5	79.3	1,418	1,415
MONROE LA (MLU)	76.0	80.8	271	271		ROANOKE VA (ROA)	74.1	76.8	294	293
MONTEREY CA (MRY)	73.4	76.8	470	470		ROCHESTER MN (RST)	72.6	79.7	314	316
MONTGOMERY AL (MGM)	76.8	79.5	410	410		ROCHESTER NY (ROC)	72.9	77.8	1,215	1,216
MONTROSE/DELTA CO (MTJ)	79.7	81.3	241	241		ROCK SPRINGS WY (RKS)	81.9	81.9	155	155
MUSKEGON MI (MKG)	74.2	80.3	66	66		ROSWELL NM (ROW)	67.5	76.5	114	115
MYRTLE BEACH SC (MYR)	80.5	81.6	338	337		SACRAMENTO CA (SMF)	79.0	83.9	3,980	4,011
NANTUCKET MA (ACK)	77.6	74.1	116	116		SAGINAW/BAY CITY/MIDLAND MI (MBS)	72.0	81.3	347	348
NASHVILLE TN (BNA)	74.9	74.4	4,840	4,842		SALT LAKE CITY UT (SLC)	83.5	83.8	11,267	11,270
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	73.5	74.4	117	117		SAN ANTONIO TX (SAT)	73.5	80.1	3,543	3,545
NEW ORLEANS LA (MSY)	76.6	78.9	3,338	3,339		SAN DIEGO CA (SAN)	81.0	83.4	7,133	7,132
NEW YORK NY (JFK)	72.5	68.1	9,853	9,859		SAN FRANCISCO CA (SFO)	74.9	78.2	12,451	12,450
NEW YORK NY (LGA)	69.4	75.7	8,608	8,606		SAN JOSE CA (SJC)	82.6	83.6	3,540	3,541
NEWARK NJ (EWR)	69.3	71.1	9,840	9,843		SAN JUAN PR (SJU)	76.1	80.1	2,096	2,096
NEWBURGH/POUGHKEEPSIE NY (SWF)	72.2	78.3	180	180		SAN LUIS OBISPO/PASO ROBLES CA (SBP)	83.2	86.5	416	416
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	74.4	78.6	532	532		SANTA ANA CA (SNA)	84.8	86.1	3,576	3,580
NOME AK (OME)	82.4	75.8	91	91		SANTA BARBARA CA (SBA)	83.5	86.1	901	900
NORFOLK VA (ORF)	72.4	79.6	1,357	1,357		SANTA FE NM (SAF)	69.4	75.0	124	124
NORTH BEND/COOS BAY OR (OTH)	67.1	55.3	152	152		SANTA MARIA CA (SMX)	84.6	87.2	117	117
OAKLAND CA (OAK)	82.7	83.8	4,163	4,161		SARASOTA/BRADENTON FL (SRQ)	80.2	83.9	378	378
OKLAHOMA CITY OK (OKC)	69.0	78.8	1,862	1,863		SAVANNAH GA (SAV)	67.9	73.7	999	999
OMAHA NE (OMA)	73.6	81.5	2,259	2,258		SCRANTON/WILKES-BARRE PA (AVP)	70.8	80.1	216	216
ONTARIO/SAN BERNARDINO CA (ONT)	80.7	85.4	2,206	2,207		SEATTLE WA (SEA)	84.1	87.3	9,673	9,674
ORLANDO FL (MCO)	78.6	78.1	10,964	10,959		SHREVEPORT LA (SHV)	72.5	82.4	375	376
PADUCAH KY (PAH)	79.0	85.5	62	62		SIOUX CITY IA (SUX)	80.0	100.0	5	4
PANAMA CITY FL (ECP)	74.3	80.8	569	569		SIOUX FALLS SD (FSD)	74.9	84.8	645	645

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SITKA AK (SIT)	86.0	88.7	150	150
SOUTH BEND IN (SBN)	73.3	77.3	400	400
SPOKANE WA (GEG)	78.9	85.0	1,207	1,206
SPRINGFIELD IL (SPI)	68.0	80.8	150	151
SPRINGFIELD MO (SGF)	74.6	85.5	850	850
ST. GEORGE UT (SGU)	86.2	94.4	196	196
ST. LOUIS MO (STL)	75.7	73.3	4,980	4,980
STATE COLLEGE PA (SCE)	71.7	87.0	92	92
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	76.3	83.0	93	94
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	86.7	89.5	248	248
SYRACUSE NY (SYR)	67.4	76.7	936	937
TALLAHASSEE FL (TLH)	76.7	75.4	464	463
TAMPA FL (TPA)	78.5	80.4	5,811	5,810
TEXARKANA AR (TXK)	72.4	74.8	123	123
TOLEDO OH (TOL)	75.3	81.1	89	90
TRAVERSE CITY MI (TVC)	70.5	78.3	590	591
TUCSON AZ (TUS)	79.9	89.2	1,847	1,847
TULSA OK (TUL)	68.9	80.4	1,817	1,818
TUNICA MS (UTM)	94.4	88.9	18	18
TWIN FALLS ID (TWF)	89.4	91.9	123	123
TYLER TX (TYR)	80.6	72.6	62	62
VALDOSTA GA (VLD)	77.2	88.0	92	92
VALPARAISO FL (VPS)	69.1	74.3	727	727
WASHINGTON DC (DCA)	73.3	78.2	6,544	6,545
WASHINGTON DC (IAD)	80.3	81.2	7,000	6,992
WATERLOO IA (ALO)	100.0	100.0	1	1
WAUSAU/MARSHFIELD WI (CWA)	74.7	76.6	158	158
WEST PALM BEACH/PALM BEACH FL (PBI)	73.4	81.0	1,860	1,860
WEST YELLOWSTONE MT (WYS)	88.7	93.0	71	71
WHITE PLAINS NY (HPN)	73.3	79.6	986	986
WICHITA FALLS TX (SPS)	90.3	90.3	31	31
WICHITA KS (ICT)	75.0	84.0	1,146	1,148
WILMINGTON NC (ILM)	77.5	83.2	346	345
WRANGELL AK (WRG)	85.5	87.1	62	62
YAKUTAT AK (YAK)	87.1	88.7	62	62
YUMA AZ (YUM)	82.4	87.4	318	318

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
COMAIR	18	5,892	273	4.6	74	13,035	480	3.7
PINNACLE	17	9,364	280	3.0	132	23,503	686	2.9
DELTA	29	50,895	1,344	2.6	113	65,833	1,750	2.7
AMERICAN EAGLE	19	21,672	574	2.6	130	37,066	950	2.6
EXPRESSJET	19	18,894	473	2.5	113	36,804	838	2.3
ATLANTIC SOUTHEAST	12	13,544	197	1.5	111	28,967	442	1.5
MESA	17	7,156	86	1.2	84	14,008	188	1.3
UNITED	26	25,825	337	1.3	71	30,386	383	1.3
SKYWEST	17	29,391	289	1.0	148	53,036	660	1.2
AMERICAN	28	36,743	445	1.2	77	46,413	569	1.2
US AIRWAYS	28	29,277	347	1.2	77	34,869	400	1.1
JETBLUE	20	12,291	82	0.7	46	17,806	114	0.6
FRONTIER	22	5,943	33	0.6	46	7,507	48	0.6
AIRTRAN	23	15,629	86	0.6	66	22,526	135	0.6
SOUTHWEST	20	49,808	158	0.3	69	98,853	427	0.4
ALASKA	18	7,555	6	0.1	52	12,903	52	0.4
CONTINENTAL	26	17,076	36	0.2	51	20,881	46	0.2
HAWAIIAN	7	434		0.0	15	6,392	2	0.0
Total		357,389	5,046	1.4	Total	570,788	8,170	1.4

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

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted 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 8A. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE OF THE TIME

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
DELTA	2,422	448	18.5
COMAIR	765	137	17.9
PINNACLE	1,238	221	17.9
AMERICAN EAGLE	1,471	253	17.2
EXPRESSJET	1,974	234	11.9
ATLANTIC SOUTHEAST	1,606	103	6.4
UNITED	1,435	90	6.3
AMERICAN	1,649	93	5.6
US AIRWAYS	1,439	76	5.3
SKYWEST	2,710	139	5.1
MESA	885	45	5.1
ALASKA	448	12	2.7
FRONTIER	303	7	2.3
JETBLUE	589	12	2.0
AIRTRAN	823	11	1.3
SOUTHWEST	8,107	96	1.2
CONTINENTAL	767	3	0.4
HAWAIIAN	229	0	0.0
TOTAL	28,860	1,980	6.9

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

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

NOTE: For a complete list of flights canceled 5% or more of the time, go to <http://www.bts.gov/5PctCancels/index.html>

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted 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 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	23503	17953	76.39%	686	2.92%	85	0.36%	1536	6.54%	197	0.84%	1360	5.79%	7	0.03%	1679	7.14%
AA	46413	35576	76.65%	569	1.23%	250	0.54%	3272	7.05%	562	1.21%	3319	7.15%	6	0.01%	2860	6.16%
AS	12903	11439	88.65%	52	0.40%	29	0.22%	429	3.32%	35	0.27%	473	3.66%	13	0.10%	433	3.36%
B6	17806	13385	75.17%	114	0.64%	38	0.21%	1538	8.64%	60	0.33%	1277	7.17%	5	0.03%	1389	7.80%
CO	20881	15888	76.09%	46	0.22%	101	0.48%	1294	6.20%	246	1.18%	2164	10.36%	37	0.18%	1104	5.29%
DL	65833	46031	69.92%	1750	2.66%	211	0.32%	6474	9.83%	545	0.83%	5387	8.18%	5	0.01%	5430	8.25%
EV	28967	22727	78.46%	442	1.53%	78	0.27%	1740	6.01%	214	0.74%	1388	4.79%	4	0.01%	2374	8.19%
F9	7507	5737	76.42%	48	0.64%	31	0.41%	395	5.26%	25	0.34%	534	7.11%	0	0.00%	737	9.82%
FL	22526	17942	79.65%	135	0.60%	82	0.36%	810	3.60%	25	0.11%	1541	6.84%	0	0.00%	1991	8.84%
HA	6392	6054	94.71%	2	0.03%	5	0.08%	226	3.54%	0	0.00%	4	0.06%	1	0.01%	100	1.57%
MQ	37066	26037	70.24%	950	2.56%	135	0.36%	2916	7.87%	487	1.31%	2735	7.38%	5	0.01%	3801	10.25%
OH	13035	9010	69.12%	480	3.68%	35	0.27%	1402	10.75%	434	3.33%	1368	10.50%	1	0.01%	305	2.34%
OO	53036	42153	79.48%	660	1.24%	153	0.29%	2182	4.11%	216	0.41%	2773	5.23%	23	0.04%	4876	9.19%
UA	30386	25208	82.96%	383	1.26%	130	0.43%	1139	3.75%	184	0.61%	1424	4.68%	0	0.00%	1918	6.31%
US	34869	28617	82.07%	400	1.15%	104	0.30%	1458	4.18%	199	0.57%	2426	6.96%	32	0.09%	1633	4.68%
WN	98853	77468	78.37%	427	0.43%	272	0.28%	6538	6.61%	604	0.61%	2857	2.89%	74	0.08%	10613	10.74%
XE	36804	25239	68.58%	838	2.28%	200	0.54%	2308	6.27%	390	1.06%	3694	10.04%	36	0.10%	4100	11.14%
YV	14008	11272	80.47%	188	1.34%	43	0.31%	676	4.82%	57	0.41%	706	5.04%	10	0.07%	1056	7.54%
TOTAL	570788	437736		8170		1982		36332		4481		35429		259		46399	
			76.69%		1.43%		0.35%		6.37%		0.79%		6.21%		0.05%		8.13%

*Causes of Delay:

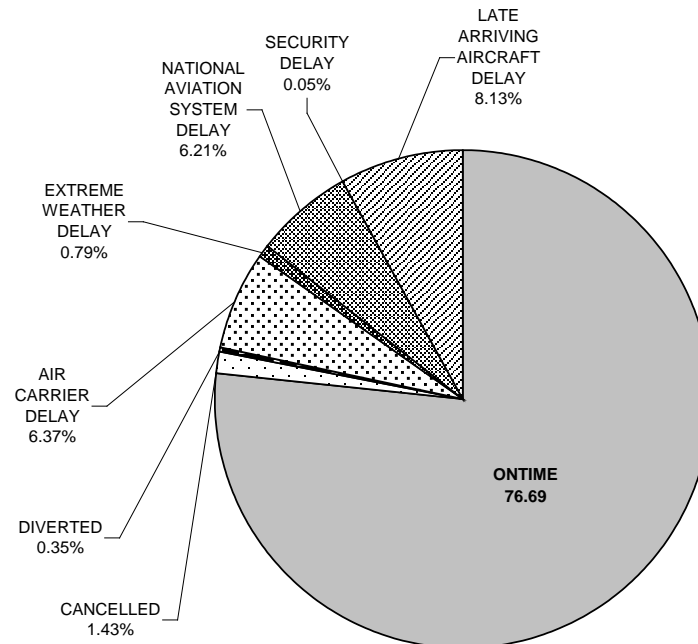
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

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

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted 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.

JULY 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 lasted 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 11. LIST OF REGULARLY SCHEDULED FLIGHTS WITH TARMAC DELAYS** OVER 3 HOURS
BY CARRIER*

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
MQ	4120	ORD	TYS	07/23/2010	Origin Airport	214
MQ	4241	ORD	RDU	07/23/2010	Origin Airport	199
MQ	4196	ORD	BWI	07/23/2010	Origin Airport	198

* 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 lasted 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.

JULY 2010

AIR TRAVEL CONSUMER REPORT

TABLE 12. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS WITH TARMAC DELAYS** OF 2 HOURS OR MORE, BY CARRIER*

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
US	34,869	94	0.270
OH	13,035	28	0.215
F9	7,507	16	0.213
B6	17,806	30	0.168
DL	65,833	108	0.164
MQ	37,066	54	0.146
UA	30,386	42	0.138
9E	23,503	29	0.123
FL	22,526	24	0.107
CO	20,881	21	0.101
EV	28,967	28	0.097
YV	14,008	12	0.086
XE	36,804	31	0.084
AA	46,413	32	0.069
OO	53,036	17	0.032
WN	98,853	21	0.021
AS	12,903	0	0.000
HA	6,392	0	0.000
Total	570,788	587	0.103

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted 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.
- K** Flights listed arrived at the scheduled destination gate more than 30 minutes after the published arrival time more than 50 percent of the time in each month. Some flights on the list are a combination of flights operated by the same carrier between the same origin and destination with a change in scheduled departure time of 30 minutes or less.
- 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

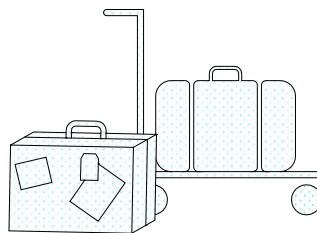
9E	Pinnacle Airlines
XE	ExpressJet Airlines

* 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.



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

RANK	AIRLINE	JULY 2010			JULY 2009		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,386	819,776	1.69	1,573	784,873	2.00
2	AIRTRAN AIRWAYS	4,294	2,459,843	1.75	4,432	2,483,734	1.78
3	JETBLUE AIRWAYS	5,393	2,075,318	2.60	6,236	2,002,579	3.11
4	US AIRWAYS	10,796	4,147,999	2.60	11,503	4,180,322	2.75
5	FRONTIER AIRLINES	2,599	949,681	2.74	2,352	988,316	2.38
6	CONTINENTAL AIRLINES	9,098	2,947,151	3.09	10,027	3,195,481	3.14
7	UNITED AIRLINES	14,309	4,249,219	3.37	19,259	4,627,521	4.16
8	ALASKA AIRLINES	5,634	1,560,349	3.61	6,530	1,466,916	4.45
9	SOUTHWEST AIRLINES	38,312	10,312,677	3.72	35,149	9,861,517	3.56
10	DELTA AIR LINES	34,136	8,974,040	3.80	23,749	5,492,115	4.32
11	AMERICAN AIRLINES	26,208	6,320,954	4.15	30,853	6,527,610	4.73
12	MESA AIRLINES	3,415	806,457	4.23	4,611	1,083,301	4.26
13	SKYWEST AIRLINES	10,024	2,264,788	4.43	10,161	2,046,866	4.96
14	EXPRESSJET AIRLINES	8,652	1,527,686	5.66	5,574	1,234,985	4.51
15	ATLANTIC SOUTHEAST AIRLINES	8,344	1,327,304	6.29	10,474	1,368,688	7.65
16	COMAIR	3,982	621,155	6.41	4,460	643,237	6.93
17	AMERICAN EAGLE AIRLINES	9,840	1,403,151	7.01	11,625	1,472,255	7.90
18	PINNACLE AIRLINES	7,205	990,713	7.27	6,455	1,083,023	5.96
TOTALS		203,627	53,758,261	3.79	205,023	50,543,339	4.06

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

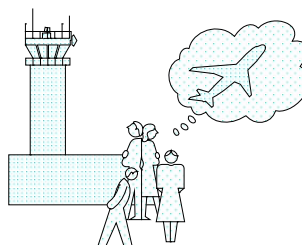
OVERSALES

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.



APRIL - JUNE
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	APRIL-JUNE 2010				APRIL-JUNE 2009			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	4	0	6,113,408	0.00	23	7	5,690,972	0.01
2	HAWAIIAN AIRLINES	101	6	2,075,548	0.03	14	1	2,080,657	0.00
3	DELTA AIR LINES**	30,642	1,017	25,552,761	0.40	16,303	2,554	15,881,066	1.61
4	AIRTRAN AIRWAYS	16,228	321	6,534,974	0.49	6,899	189	6,208,390	0.30
5	SKYWEST AIRLINES	11,666	320	5,986,774	0.53	9,927	517	5,242,638	0.99
6	ALASKA AIRLINES	1,052	221	3,930,261	0.56	2,113	626	3,774,628	1.66
7	ATLANTIC SOUTHEAST AIRLINES	7,680	210	3,445,538	0.61	8,132	1,131	3,417,449	3.31
8	COMAIR	5,767	106	1,580,773	0.67	5,219	712	1,689,159	4.22
9	PINNACLE AIRLINES	8,071	192	2,721,953	0.71	7,330	375	2,710,661	1.38
10	AMERICAN AIRLINES	17,860	1,791	19,706,744	0.91	15,231	1,153	19,703,056	0.59
11	UNITED AIRLINES	11,732	1,210	12,663,048	0.96	26,845	2,282	13,336,497	1.71
12	SOUTHWEST AIRLINES	19,603	2,825	27,613,969	1.02	33,825	3,526	26,517,691	1.33
13	US AIRWAYS	17,250	1,965	12,583,487	1.56	27,196	2,556	13,626,407	1.88
14	CONTINENTAL AIRLINES	8,075	1,852	9,456,516	1.96	9,795	1,368	9,830,277	1.39
15	EXPRESSJET AIRLINES	7,358	818	4,176,099	1.96	5,730	738	3,225,197	2.29
16	MESA AIRLINES	3,792	606	2,366,318	2.56	7,091	486	2,882,497	1.69
17	FRONTIER AIRLINES	2,202	750	2,483,643	3.02	2,123	639	2,476,619	2.58
18	AMERICAN EAGLE AIRLINES	6,346	2,010	4,013,456	5.01	5,081	1,536	4,046,770	3.80
	TOTALS	175,429	16,220	153,005,270	1.06	188,877	20,396	142,340,631	1.43

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 April-June 2009 reflect the deletion of Northwest's data for that quarter.

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

RANK	AIRLINE	JANUARY-JUNE 2010				JANUARY-JUNE 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	JETBLUE AIRWAYS	31	7	11,641,741	0.01	24	7	10,799,256	0.01
2	HAWAIIAN AIRLINES	210	34	4,074,720	0.08	96	15	4,075,990	0.04
3	DELTA AIR LINES**	61,611	2,389	47,437,217	0.50	30,284	4,926	30,307,846	1.63
4	AIRTRAN AIRWAYS	31,513	604	12,061,382	0.50	17,169	377	11,553,073	0.33
5	ATLANTIC SOUTHEAST AIRLINES	14,872	374	6,533,892	0.57	17,106	2,274	6,315,960	3.60
6	PINNACLE AIRLINES	16,312	376	5,215,411	0.72	13,856	751	5,066,599	1.48
7	COMAIR	9,915	238	2,896,537	0.82	8,584	1,149	3,066,961	3.75
8	SKYWEST AIRLINES	27,396	1,008	11,389,325	0.89	19,581	1,237	9,835,513	1.26
9	ALASKA AIRLINES	3,468	759	7,262,893	1.05	4,439	1,482	7,033,624	2.11
10	AMERICAN AIRLINES	33,984	4,075	37,592,179	1.08	28,141	1,935	37,802,066	0.51
11	UNITED AIRLINES	27,253	3,352	23,834,371	1.41	46,175	3,832	25,289,919	1.52
12	SOUTHWEST AIRLINES	55,271	8,992	51,386,874	1.75	56,585	6,854	49,884,588	1.37
13	US AIRWAYS	36,637	5,558	24,737,383	2.25	50,134	4,449	26,206,994	1.70
14	EXPRESSJET AIRLINES	13,778	1,688	7,472,137	2.26	10,921	1,353	5,795,095	2.33
15	CONTINENTAL AIRLINES	18,088	4,172	17,950,872	2.32	19,592	2,598	18,457,145	1.41
16	MESA AIRLINES	7,964	1,109	4,675,227	2.37	12,811	789	5,376,941	1.47
17	FRONTIER AIRLINES	3,537	1,226	4,498,360	2.73	2,755	871	4,570,667	1.91
18	AMERICAN EAGLE AIRLINES	10,069	3,639	7,563,890	4.81	8,927	2,596	7,420,169	3.50
	TOTALS	371,909	39,600	288,224,411	1.37	347,180	37,495	268,858,406	1.39

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.

* 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-June 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

	JULY 2010				JULY 2009			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	924	31	2	98	696	68	2	118
FOREIGN AIRLINES	139	5	0	6	110	24	0	8
TRAVEL AGENTS	9	2	0	0	13	1	0	1
TOUR OPERATORS	3	0	0	0	0	0	0	0
MISCELLANEOUS	19	14	0	22	8	17	0	9
INDUSTRY TOTALS	1,094	52	2	126	827	110	2	136

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JULY 2010			JULY 2009		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	385		1	200	
CANCELLATIONS			165			71
DELAYS			126			63
MISCONNECTI ONS			57			41
BAGGAGE	2	174		4	131	
RES/TKTG/BOARDING	3	158		2	132	
CUSTOMER SERVICE	4	102		3	131	
OVERSALES	5	70		8	31	
REFUNDS	6	65		5	57	
DI SABILITY	7	56		6	54	
FARES	8	31		7	45	
OTHER	9	28		9	26	
FREQUENT FLYER			18			18
DI SCRIMINATION	10	12		10	17	
ADVERTISING	10	12		11	2	
ANIMALS	12	1		12	1	
COMPLAINT TOTAL		1, 094			827	

* 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*

JULY 2010

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	4	0	1	0	0	0	0	0	0	0	0	0	5
AIRTRAN AIRWAYS	5	2	3	0	1	2	1	1	0	0	0	0	15
ALASKA AIRLINES	3	0	0	0	0	1	2	1	0	0	0	0	7
ALLEGiant AIR	4	0	4	0	2	1	1	4	0	0	0	0	16
AMERICAN AIRLINES	47	2	13	3	8	27	11	3	0	0	0	2	116
AMERICAN EAGLE AIRLINES	12	4	2	0	1	1	1	0	0	0	0	0	21
ATLANTIC SOUTHEAST AIRLINES	8	1	0	0	0	0	1	0	0	0	0	0	10
CHAUTAUQUA AIRLINES	6	0	0	0	0	2	0	1	0	0	0	0	9
COLGAN AIR	2	0	1	0	0	1	1	0	0	0	0	0	5
COMAIR	6	1	0	0	0	0	0	0	0	0	0	0	7
CONTINENTAL AIRLINES	19	2	12	2	4	8	5	4	2	2	0	5	65
DELTA AIR LINES ***	115	14	36	4	5	41	25	12	3	1	0	9	265
EXPRESSJET AIRLINES	10	0	0	0	0	0	0	0	0	0	0	1	11
FRONTIER AIRLINES	11	2	7	1	2	1	1	2	0	0	0	1	28
GOJET AIRLINES	2	0	1	0	0	1	0	2	0	0	0	0	6
HAWAIIAN AIRLINES	1	0	3	1	0	0	1	0	1	0	0	0	7
JETBLUE AIRWAYS	8	1	5	2	1	1	2	3	0	0	0	0	23
MESA AIRLINES	3	2	0	0	1	0	2	0	0	0	0	1	9
MESABA AVIATION	5	1	1	0	0	0	0	0	0	0	0	0	7
PIEDMONT AIRLINES	2	1	0	0	0	5	3	0	0	1	0	0	12
PINNACLE AIRLINES	3	3	1	0	0	0	0	2	0	0	0	1	10
SHUTTLE AMERICA	4	0	1	0	0	0	0	0	0	0	0	0	5
SKYWEST AIRLINES	3	3	2	0	0	2	1	0	0	0	0	1	12
SOUTHWEST AIRLINES	2	3	5	2	0	2	4	1	2	0	0	2	23
SPIRIT AIRLINES	16	0	6	2	5	5	3	2	3	0	0	0	42
UNITED AIRLINES	16	6	14	3	9	16	7	5	0	0	0	1	77
US AIRWAYS	22	11	16	2	4	6	10	4	0	3	0	2	80
OTHER U. S. AIRLINES	14	3	2	1	2	3	4	2	0	0	0	0	31
TOTAL JULY 2010	353	62	136	23	45	126	86	49	11	7	0	26	924
% OF TOTAL COMPLAINTS	38.2	6.7	14.7	2.5	4.9	13.6	9.3	5.3	1.2	0.8	0	2.8	
TOTAL JULY 2009	188	28	104	34	37	104	116	47	1	14	1	22	696
% OF TOTAL COMPLAINTS	27.0	4.0	14.9	4.9	5.3	14.9	16.7	6.8	0.1	2.0	0.1	3.2	

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

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

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

Table 4

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

JULY 2010

U. S. AIRLINES*	COMPS RECD IN JULY	INCI- DENTS IN JULY	PERCENT	INCI- DENTS IN JUNE	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	5	2	40.0	3	60.0	0	0.0	0	0.0
AIRTRAN AIRWAYS	15	6	40.0	4	26.7	5	33.3	0	0.0
ALASKA AIRLINES	7	3	42.9	1	14.3	3	42.9	0	0.0
ALLEGiant AIR	16	8	50.0	3	18.8	5	31.2	0	0.0
AMERICAN AIRLINES	116	40	34.5	32	27.6	32	27.6	12	10.3
AMERICAN EAGLE AIRLINES	21	9	42.9	7	33.3	4	19.0	1	4.8
ATLANTIC SOUTHEAST AIRLINES	10	6	60.0	4	40.0	0	0.0	0	0.0
CHAUTAUQUA AIRLINES	9	7	77.8	2	22.2	0	0.0	0	0.0
COLGAN AIR	5	5	100.0	0	0.0	0	0.0	0	0.0
COMAIR	7	2	28.6	3	42.9	1	14.3	1	14.3
CONTINENTAL AIRLINES	65	21	32.3	16	24.6	24	36.9	4	6.2
DELTA AIR LINES	265	128	48.3	62	23.4	55	20.8	20	7.5
EXPRESSJET AIRLINES	11	7	63.6	4	36.4	0	0.0	0	0.0
FRONTIER AIRLINES	28	18	64.3	5	17.9	3	10.7	2	7.1
GOJET AIRLINES, LLC	6	1	16.7	3	50.0	2	33.3	0	0.0
HAWAIIAN AIRLINES	7	2	28.6	1	14.3	2	28.6	2	28.6
JETBLUE AIRWAYS	23	10	43.5	6	26.1	3	13.0	4	17.4
MESA AIRLINES	9	2	22.2	5	55.6	2	22.2	0	0.0
MESABA AVIATION	7	6	85.7	1	14.3	0	0.0	0	0.0
PIEDMONT AIRLINES	12	4	33.3	3	25.0	3	25.0	2	16.7
PINNACLE AIRLINES	10	6	60.0	4	40.0	0	0.0	0	0.0
SHUTTLE AMERICA	5	1	20.0	2	40.0	2	40.0	0	0.0
SKYWEST AIRLINES	12	4	33.3	7	58.3	1	8.3	0	0.0
SOUTHWEST AIRLINES	23	4	17.4	6	26.1	7	30.4	6	26.1
SPIRIT AIRLINES	42	12	28.6	17	40.5	9	21.4	4	9.5
UNITED AIRLINES	77	30	39.0	23	29.9	20	26.0	4	5.2
US AIRWAYS	80	42	52.5	24	30.0	12	15.0	2	2.5
OTHER U. S. AIRLINES	31	19	61.3	5	16.1	6	19.4	1	3.2
TOTALS	924	405	43.8	253	27.4	201	21.8	65	7.0
PREVIOUS YEAR'S TOTALS	696	320	46.0	162	23.3	130	18.7	84	12.1

*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**

JULY 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	0	0	1	0	1	2	1	0	0	0	0	0	5
AIR FRANCE	2	0	1	0	0	1	1	0	0	0	0	0	5
AIR INDIA	2	0	1	0	1	3	0	0	0	0	0	0	7
BRITISH AIRWAYS	1	0	1	0	2	5	0	1	0	0	0	0	10
COPA PANAMENA DE AVIACION	1	0	0	0	0	4	0	0	0	0	0	0	5
IBERIA AIRLINES	1	2	0	0	0	2	0	0	0	0	0	0	5
KLM	0	1	1	1	1	2	0	1	0	0	0	0	7
LUFTHANSA	3	0	4	2	2	2	1	0	0	1	0	0	15
MEXICANA	0	0	0	0	1	6	0	0	0	0	0	0	7
TACA	0	0	1	0	1	1	2	0	0	0	0	0	5
VIRGIN ATLANTIC AIRWAYS	1	1	1	0	1	2	1	1	0	1	0	0	9
OTHER FOREIGN AIRLINES	10	3	6	1	4	16	9	4	1	2	1	2	59
TOTALS	21	7	17	4	14	46	15	7	1	4	1	2	139
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	2	0	2	1	3	0	1	0	0	0	0	0	9
TOTALS	2	0	2	1	3	0	1	0	0	0	0	0	9
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	1	0	1	0	0	0	0	0	0	0	0	3
TOTALS	1	1	0	1	0	0	0	0	0	0	0	0	3
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	8	0	3	2	3	2	0	0	0	1	0	0	19
TOTALS	8	0	3	2	3	2	0	0	0	1	0	0	19

* 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

JULY

CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES *

RANK	AIRLINE	JULY 2010			JULY 2009		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	23	10,006,742	0.23	27	9,562,215	0.28
2	ALASKA AIRLINES	7	1,619,455	0.43	13	1,507,495	0.86
3	SKYWEST AIRLINES	12	2,277,400	0.53	12	2,034,875	0.59
4	AIRTRAN AIRWAYS	15	2,432,132	0.62	18	2,430,850	0.74
5	EXPRESSJET AIRLINES	11	1,669,638	0.66	2	1,394,584	0.14
6	ATLANTIC SOUTHEAST AIRLINES	10	1,307,350	0.76	8	1,364,939	0.59
7	HAWAIIAN AIRLINES	7	805,925	0.87	5	771,668	0.65
8	PINNACLE AIRLINES	10	1,144,048	0.87	5	1,054,938	0.47
9	JETBLUE AIRWAYS	23	2,351,169	0.98	18	2,183,928	0.82
10	COMAIR	7	648,643	1.08	16	658,153	2.43
11	MESA AIRLINES	9	785,527	1.15	7	1,042,201	0.67
12	AMERICAN AIRLINES	116	8,066,233	1.44	107	8,162,355	1.31
13	AMERICAN EAGLE AIRLINES	21	1,410,195	1.49	12	1,506,549	0.80
14	UNITED AIRLINES	77	5,065,285	1.52	59	5,423,930	1.09
15	CONTINENTAL AIRLINES	65	4,188,608	1.55	41	4,336,286	0.95
16	US AIRWAYS	80	4,664,887	1.71	56	4,670,119	1.20
17	DELTA AIR LINES **	265	10,844,741	2.44	129	6,613,609	1.95
18	FRONTIER AIRLINES	28	969,861	2.89	12	969,942	1.24
	TOTAL	786	60,257,839	1.30	547	55,688,636	0.98

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

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

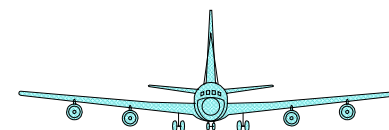
Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



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

The Transportation Security Administration (TSA) screened approximately **60** million airline passengers and their **48** million checked bags in the month of July 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 July.

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
313	.0005	92	.0002	72	.0001	530	.0009

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

Number of Damage Claims Received			
Checkpoint (TSA)	Percentage of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	Percentage of Total Checked Bags Screened
205	.0003	843	.002

NOTES

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

^b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or telephone, (866) 289-9673. Contact Center representatives are available 9AM- 7PM Monday through Friday.

^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 July.

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.

July 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
<i>Alaska</i>		1	
<i>American</i>	1		
<i>Atlantic Southeast</i>			1
<i>Delta</i>	1		
<i>Hawaiian</i>	1		
<i>United</i>	2		1
<i>Total</i>	5	1	2