



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	October 2010 12 Months Ending October 2010
Mishandled Baggage¹	October 2010
Oversales¹	3rd Quarter 2010 January – September 2010
Consumer Complaints² (Includes Disability and Discrimination Complaints)	October 2010
Customer Service Reports to the Dept. of Homeland Security³	October 2010
Airline Animal Incident Reports⁴	October 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.**

OCTOBER 2010

AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	81.7	15	95.4
AIRTRAN AIRWAYS S/	22	89.8	65	90.4
UNITED AIRLINES S/	26	89.5	68	89.9
ALASKA AIRLINES S/	18	88.4	50	88.1
MESA AIRLINES S/	17	87.9	79	87.9
CONTINENTAL AIRLINES S/	26	86.7	54	87.5
FRONTIER AIRLINES S/	21	87.2	44	87.0
EXPRESSJET AIRLINES S/V/	18	85.8	113	86.8
PINNACLE AIRLINES S/V/	16	84.7	125	86.7
AMERICAN EAGLE S/	19	85.5	129	86.5
AMERICAN AIRLINES S/	28	86.1	74	86.3
US AIRWAYS S/	28	83.9	78	84.0
SKYWEST AIRLINES S/	17	83.0	144	83.0
DELTA AIR LINES S/	29	82.5	111	82.9
ATLANTIC SOUTHEAST AIRLINES S/	16	79.8	120	80.7
COMAIR S/	17	73.2	83	78.0
SOUTHWEST AIRLINES S/	20	77.9	69	77.5
JETBLUE AIRWAYS S/	20	76.2	45	76.7
TOTAL		83.6		83.8

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

* 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

OCTOBER 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	4th Quarter 10-12 2009		1st Quarter 01-03 2010		2nd Quarter 04-06 2010		3rd Quarter 07-09 2010		Aug-10		Sep -10		Oct-10		12 Months Ending Oct 2010		Database To Date 09 1987-10 2010	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	74.1	19	76.7	11	83.9	6	83.4	6	81.1	11	90.7	2	90.4	2	80.8	9	(--)	(--)
ALASKA	86.0	2	86.4	2	90.4	2	89.2	2	88.7	2	90.5	3	88.1	4	88.3	2	76.1	6
AMERICAN	78.8	10	76.5	12	77.8	14	80.2	13	80.7	12	83.4	13	86.3	11	79.2	13	78.0	4
AMERICAN EAGLE	75.2	17	74.6	14	74.4	17	77.3	15	79.5	15	82.3	15	86.5	10	76.5	17	74.0	8
ATLANTIC SOUTHEAST	75.2	16	76.2	13	82.3	9	80.6	12	80.4	13	83.2	14	80.7	15	79.4	12	(--)	(--)
COMAIR	74.3	18	71.4	18	71.4	18	74.6	18	76.4	18	78.2	18	78.0	16	73.5	18	(--)	(--)
CONTINENTAL	77.2	13	78.4	9	83.1	8	83.2	7	87.1	3	86.9	8	87.5	6	81.5	6	78.2	2
DELTA	81.0	6	78.9	7	76.6	16	76.2	17	77.4	16	81.5	16	82.9	14	78.2	14	77.6	5
EXPRESSJET	75.3	15	73.3	16	76.7	15	79.1	14	83.1	8	86.8	9	86.8	8	77.5	15	(--)	(--)
FRONTIER	75.8	14	80.3	5	80.7	12	82.4	8	83.8	6	87.4	6	87.0	7	81.1	7	(--)	(--)
HAWAIIAN	91.2	1	88.4	1	93.8	1	95.3	1	95.6	1	95.8	1	95.4	1	92.4	1	(--)	(--)
JETBLUE	79.2	8	71.6	17	83.2	7	77.0	16	77.1	17	78.8	17	76.7	18	77.2	16	(--)	(--)
MESA	79.1	9	80.4	4	84.1	5	84.2	5	83.7	7	88.9	5	87.9	5	82.4	5	(--)	(--)
NORTHWEST	78.1	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
PINNACLE	81.1	5	74.1	15	79.7	13	80.7	11	81.7	10	84.6	12	86.7	9	79.5	11	(--)	(--)
SKYWEST	78.7	11	78.2	10	81.2	10	81.6	10	80.3	14	85.2	11	83.0	13	80.4	10	(--)	(--)
SOUTHWEST	80.9	7	80.1	6	81.1	11	82.0	9	82.3	9	85.7	10	77.5	17	81.0	8	81.9	1
UNITED	83.7	3	82.5	3	84.2	4	85.8	3	85.1	4	89.7	4	89.9	3	84.8	3	76.1	7
US AIRWAYS	81.7	4	78.7	8	85.7	3	84.7	4	84.9	5	87.1	7	84.0	12	82.9	4	78.2	3
Total	79.2		77.9		80.5		81.0		81.7		85.1		83.8		80.2		78.3	

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily (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.

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	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	1201	83.3	23	87.0	20	80.0	2	100.0	173	79.8	H/		25	88.0	4992	86.0
AA	424	85.8	909	80.4	274	83.9	145	86.2	874	87.0	460	85.4	13008	90.2	181	87.8
AS	31	87.1	93	84.9	H/		H/		93	86.0	93	81.7	93	88.2	H/	
B6	H/		2210	77.7	150	82.7	181	74.0	H/		85	77.6	H/		H/	
CO	159	88.1	408	85.8	132	96.2	158	81.0	228	94.7	287	88.5	239	85.4	106	97.2
DL	15993	84.0	1210	77.0	716	82.0	465	85.6	1032	84.2	623	83.8	429	83.0	4890	85.5
EV	9593	79.6	96	67.7	4	50.0	110	80.0	63	82.5	57	75.4	5	100.0	824	81.4
F9	88	73.9	H/		H/		H/		93	74.2	3269	89.9	157	83.4	93	75.3
FL	6028	91.2	620	84.2	1542	92.3	149	92.6	360	89.2	124	91.9	270	93.3	176	89.8
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	474	85.0	579	80.3	176	86.9	428	83.6	894	81.1	124	89.5	6988	89.7	329	88.4
OH	473	73.6	471	73.7	113	70.8	68	83.8	351	81.2	H/		82	70.7	1671	78.9
OO	28	82.1	H/		H/		H/		H/		6265	86.2	188	83.5	144	88.9
UA	36	83.3	694	86.3	411	92.2	53	96.2	404	90.3	4440	92.4	246	91.5	31	96.8
US	446	84.8	1620	81.5	378	88.1	7580	87.2	1839	87.3	397	86.4	626	81.6	267	86.9
WN	H/		765	68.8	5037	81.4	H/		H/		4196	81.8	H/		486	72.2
XE	354	86.2	64	79.7	132	82.6	325	84.6	189	82.5	H/		182	91.8	236	84.3
YV	166	87.3	H/		5	80.0	1720	87.5	H/		2	100.0	H/		10	100.0
TOTAL	35494	83.9	9762	79.1	9090	84.4	11384	86.7	6593	85.6	20422	87.2	22538	89.5	14436	84.5

* 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.

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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	26	61.5	H/		68	94.1	49	85.7	487	72.5	H/		H/		246	72.0
AA	419	76.1	186	89.2	310	88.4	274	88.7	1014	83.6	709	84.6	2291	83.2	1387	74.2
AS	62	87.1	H/		H/		31	93.5	H/		306	94.8	511	92.6	H/	
B6	291	68.0	991	74.9	489	78.9	H/		3669	76.7	312	76.3	176	77.8	269	68.0
CO	3687	76.2	381	89.0	H/		6045	92.0	H/		541	87.2	669	86.8	259	77.2
DL	536	74.3	876	82.4	261	73.6	183	85.8	1587	75.1	1144	82.3	1690	81.0	2102	74.0
EV	36	50.0	26	88.5	1259	81.3	213	87.3	124	81.5	H/		H/		47	57.4
F9	H/		57	86.0	H/		47	89.4	H/		232	86.6	178	87.6	104	63.5
FL	H/		414	91.1	121	95.0	H/		H/		230	86.5	177	66.7	578	74.2
HA	H/		H/		H/		H/		H/		84	95.2	62	82.3	H/	
MQ	118	61.0	H/		H/		124	76.6	837	78.7	H/		1194	85.9	1506	75.6
OH	161	58.4	H/		153	88.2	62	69.4	700	71.3	H/		H/		629	66.3
OO	H/		H/		124	88.7	179	81.6	H/		482	75.5	3813	81.4	H/	
UA	287	76.7	H/		2108	92.2	274	92.0	392	90.6	913	91.7	2187	89.5	590	78.3
US	339	71.7	469	86.4	31	96.8	306	80.7	186	84.9	722	82.3	494	78.9	1137	77.4
WN	H/		1225	80.8	238	68.9	H/		H/		6660	79.2	3308	73.9	238	58.8
XE	3684	70.5	H/		713	90.0	7375	92.4	H/		H/		H/		99	78.8
YV	68	77.9	H/		1001	91.3	7	100.0	H/		334	81.1	124	79.8	30	80.0
TOTAL	9714	73.0	4625	82.4	6876	87.2	15169	91.4	8996	77.6	12669	81.8	16874	81.9	9221	73.8

* 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.

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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/		154	84.4	H/		1298	89.8	44	77.3	H/		74	75.7	H/	
AA	713	85.4	H/		3446	86.9	336	85.7	4620	85.5	150	82.7	388	82.2	434	81.8
AS	62	91.9	H/		31	96.8	62	93.5	155	89.0	751	91.5	H/		235	85.5
B6	1264	76.1	H/		H/		H/		204	75.5	118	73.7	H/		85	75.3
CO	489	89.6	H/		228	90.8	18	94.4	489	86.9	155	82.6	137	87.6	310	94.2
DL	1425	80.4	182	70.9	635	86.3	5096	83.2	459	82.8	405	80.7	619	76.6	723	81.7
EV	H/		H/		H/		H/		426	80.5	H/		57	84.2	H/	
F9	91	87.9	115	87.0	H/		113	80.5	H/		146	93.2	27	59.3	153	82.4
FL	1677	92.8	365	90.1	41	92.7	213	88.7	H/		H/		255	80.4	49	91.8
HA	H/		H/		H/		H/		H/		62	85.5	H/		31	64.5
MQ	H/		H/		863	89.3	242	85.5	6917	85.3	H/		145	74.5	H/	
OH	H/		43	62.8	H/		690	71.6	294	59.2	H/		94	62.8	H/	
OO	H/		H/		H/		1469	85.8	3386	86.0	930	87.0	5	100.0	252	81.3
UA	429	90.2	H/		H/		329	90.0	5551	90.1	372	92.2	347	86.5	322	87.0
US	714	83.2	H/		259	86.5	264	75.8	614	80.6	203	75.4	3783	83.6	4976	83.7
WN	2698	83.0	6301	79.9	H/		501	77.0	H/		1143	79.7	1600	72.2	5160	73.5
XE	H/		16	62.5	23	87.0	376	84.6	3117	88.1	H/		51	80.4	48	91.7
YV	H/		H/		H/		H/		830	89.3	H/		8	100.0	2497	88.7
TOTAL	9562	84.4	7176	80.3	5526	87.4	11007	83.7	27106	86.3	4435	84.7	7590	80.1	15275	81.2

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

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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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	429	82.3	398	84.7	977	74.2	150	85.3	491	87.6
AS	310	90.0	3725	88.0	269	72.9	H/		H/	
B6	123	78.9	175	81.1	331	68.9	93	81.7	300	75.7
CO	265	91.7	346	84.7	414	80.2	62	95.2	325	93.5
DL	545	82.9	821	84.0	854	77.9	2715	83.9	808	86.8
EV	H/		H/		H/		H/		H/	
F9	141	89.4	145	93.1	126	72.2	65	86.2	34	85.3
FL	H/		74	93.2	121	75.2	H/		543	92.8
HA	31	71.0	76	75.0	31	80.6	H/		H/	
MQ	362	86.2	H/		H/		93	81.7	H/	
OH	H/		H/		H/		H/		1	100.0
OO	589	80.6	604	86.6	3761	69.2	5363	86.9	H/	
UA	627	90.6	577	93.4	3270	84.1	31	93.5	232	92.2
US	310	81.6	273	82.8	465	69.9	145	88.3	594	81.6
WN	2780	75.4	1187	82.8	1292	62.7	1149	76.8	2005	82.2
XE	H/		H/		H/		18	94.4	H/	
YV	9	66.7	H/		123	74.8	11	81.8	H/	
TOTAL	6521	81.0	8401	86.6	12034	74.2	9895	84.9	5333	85.2

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

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 comparison

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	88.7	88.3	87.1	89.8	J/	96.2	92.9	88.7	88.7	81.6	95.6	98.2	72.3	95.2	90.7	90.5	72.2	J/
700 - 759 AM	92.9	90.4	96.5	91.9	91.3	95.0	94.6	90.1	93.9	64.5	90.8	95.4	84.2	96.1	91.3	85.8	97.2	90.7
800 - 859 AM	90.0	84.4	97.1	86.7	88.6	93.5	92.4	92.9	95.9	96.8	96.2	95.5	85.5	93.9	93.4	83.7	94.2	89.3
900 - 959 AM	89.9	86.7	94.9	94.6	86.9	91.5	93.8	90.4	89.3	95.5	88.0	96.4	89.0	91.6	89.5	85.4	89.6	92.2
1000 - 1059 AM	87.4	90.0	93.7	88.8	90.8	92.0	93.7	92.5	93.5	94.3	91.9	89.5	82.8	90.6	88.7	84.0	92.6	92.3
1100 - 1159 AM	89.8	86.9	93.3	91.9	91.1	91.2	92.8	87.7	91.3	89.3	89.0	92.7	88.7	86.9	87.9	81.3	91.0	87.1
1200 - 1259 PM	86.3	86.8	89.7	90.9	86.7	89.5	92.5	89.1	83.8	90.2	89.7	95.5	85.2	85.1	85.9	78.5	85.6	90.7
100 - 159 PM	83.4	84.0	88.6	88.9	88.0	88.3	91.1	86.6	77.8	89.3	88.5	92.2	82.3	81.4	78.7	76.5	89.3	87.9
200 - 259 PM	81.1	85.1	87.1	91.9	86.7	86.3	89.0	81.1	68.4	84.5	91.3	92.7	80.0	80.5	83.4	79.2	88.8	81.6
300 - 359 PM	80.5	85.7	82.9	89.2	88.4	87.7	87.3	79.9	65.9	81.4	87.6	90.1	74.0	75.5	80.6	71.6	86.2	77.7
400 - 459 PM	82.3	77.5	83.0	86.3	85.4	83.0	86.7	83.2	62.9	82.6	82.3	87.9	81.9	78.3	76.4	79.0	84.9	85.3
500 - 559 PM	80.2	76.4	76.2	86.0	81.9	85.8	86.3	86.0	61.1	81.6	90.0	86.7	66.6	74.8	76.6	70.2	85.1	73.4
600 - 659 PM	76.5	69.8	75.0	83.3	82.9	79.6	86.8	77.7	57.3	80.3	88.3	90.5	73.2	74.1	77.0	69.6	75.5	73.5
700 - 759 PM	77.0	64.6	81.0	83.6	81.6	81.2	86.3	80.6	60.5	69.4	77.9	88.4	65.5	76.1	79.3	64.9	76.1	69.6
800 - 859 PM	80.7	73.2	74.5	83.3	81.5	84.5	87.2	82.5	61.1	80.9	84.3	91.6	71.5	74.0	75.9	60.3	80.4	66.4
900 - 959 PM	84.8	67.9	75.7	80.3	81.8	76.0	86.0	83.2	59.9	74.8	88.1	86.3	70.1	72.0	71.5	58.5	73.4	66.2
1000 - 1059 PM	81.1	69.0	75.1	83.0	83.6	76.0	84.6	77.5	69.7	74.3	71.9	89.1	76.4	77.9	74.7	63.8	79.4	62.0
1100 - 559 AM	85.8	76.6	79.2	81.3	81.4	82.6	84.3	81.6	84.3	67.4	81.9	86.5	78.1	84.5	85.0	72.1	75.7	66.4
TOTAL, ALL ARRIVALS, BY AIRPORT	83.9	79.1	84.4	86.7	85.6	87.2	89.5	84.5	73.0	82.4	87.2	91.4	77.6	81.8	81.9	73.8	84.4	80.3

* 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.

OCTOBER 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	88.7	88.4	94.8	95.1	94.4	95.2	J/	93.9	89.6	100.0	J/	90.9
700 - 759 AM	96.8	90.9	90.6	95.2	94.6	87.8	84.3	85.1	94.7	90.5	J/	91.7
800 - 859 AM	95.3	88.9	89.3	93.8	81.6	89.7	87.8	93.7	85.6	87.8	94.5	90.3
900 - 959 AM	93.4	90.6	87.5	89.3	75.3	85.1	89.0	91.7	81.7	92.5	96.2	89.9
1000 - 1059 AM	92.4	88.6	88.3	90.4	81.0	90.9	84.1	91.8	72.7	89.3	89.8	89.2
1100 - 1159 AM	92.2	89.5	88.1	87.5	83.4	87.6	85.5	87.9	70.9	86.1	89.8	88.3
1200 - 1259 PM	90.3	87.4	89.0	91.5	83.2	85.0	82.1	87.2	66.3	93.2	87.8	86.9
100 - 159 PM	92.3	82.7	88.3	82.3	83.0	77.3	84.2	90.3	69.3	85.6	90.9	85.3
200 - 259 PM	90.4	79.4	87.9	81.5	81.6	76.4	80.1	86.1	73.1	86.2	87.9	83.7
300 - 359 PM	91.2	82.6	85.8	89.7	78.8	78.6	82.5	83.6	69.2	85.4	92.2	82.3
400 - 459 PM	89.7	81.6	86.5	81.8	83.5	79.0	81.6	84.8	69.7	79.8	86.1	82.3
500 - 559 PM	75.3	83.2	84.0	77.3	75.7	78.1	74.0	86.9	70.7	65.8	85.1	79.7
600 - 659 PM	77.5	77.5	83.2	84.9	80.6	73.9	74.9	86.5	70.8	88.5	76.7	78.1
700 - 759 PM	72.2	81.8	82.1	82.8	75.1	75.0	79.8	79.8	69.2	79.5	81.1	77.9
800 - 859 PM	85.8	79.0	79.4	77.4	72.6	76.0	81.2	82.7	77.6	76.9	79.6	79.3
900 - 959 PM	82.1	77.4	79.4	79.4	79.9	70.4	75.4	85.5	72.4	76.7	74.8	76.2
1000 - 1059 PM	85.8	78.5	75.0	81.8	70.0	76.6	70.4	84.9	69.1	76.2	83.1	76.2
1100 - 559 AM	81.8	83.6	89.1	84.3	80.5	76.2	81.5	84.9	79.0	79.9	77.9	81.3
TOTAL, ALL ARRIVALS, BY AIRPORT	87.4	83.7	86.3	84.7	80.1	81.2	81.0	86.6	74.2	84.9	85.2	83.6

* 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.

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	95.1	93.4	95.7	96.8	93.0	96.4	93.9	95.3	94.1	97.5	95.3	94.4	97.7	96.1	94.2	93.3	94.7	96.6
700 - 759 AM	90.5	89.1	93.3	92.8	92.8	94.2	93.1	90.2	93.1	95.8	92.0	95.5	91.6	92.7	92.6	91.9	96.2	92.0
800 - 859 AM	88.7	88.9	93.6	94.8	94.0	92.4	91.8	90.0	93.2	94.5	91.2	93.1	89.4	91.3	91.2	90.8	95.0	77.9
900 - 959 AM	87.4	85.6	89.2	90.6	92.0	88.0	90.2	89.7	93.0	91.3	91.1	95.8	89.1	82.4	85.7	88.8	92.3	79.6
1000 - 1059 AM	87.2	91.0	87.7	89.6	92.9	86.0	90.5	90.1	90.9	90.5	87.6	93.6	86.7	79.7	84.6	87.1	90.4	82.5
1100 - 1159 AM	84.1	84.8	85.4	88.4	93.5	86.9	87.0	90.8	93.9	89.9	82.5	90.9	84.7	82.9	82.3	84.9	88.9	69.7
1200 - 1259 PM	83.2	85.8	77.6	86.5	91.0	85.1	87.3	85.4	89.5	83.9	91.6	91.9	86.2	80.5	83.0	82.4	87.7	63.7
100 - 159 PM	81.7	80.5	75.0	88.9	89.2	84.6	86.0	86.8	83.5	77.6	87.5	94.0	83.7	79.3	82.7	83.0	84.9	69.9
200 - 259 PM	78.6	83.5	73.0	87.7	87.6	79.6	85.2	82.8	83.9	75.8	87.3	90.0	79.6	71.2	74.2	84.0	84.1	59.0
300 - 359 PM	80.3	80.8	70.2	78.6	85.0	78.5	83.2	79.3	72.6	81.7	91.1	88.8	77.7	72.2	77.1	80.0	83.3	60.9
400 - 459 PM	78.2	78.8	70.1	85.0	84.5	77.8	85.2	82.6	66.5	77.2	86.4	90.5	71.0	66.3	78.9	78.0	77.0	59.2
500 - 559 PM	78.0	71.6	68.7	83.3	87.4	75.4	85.2	78.9	66.7	76.7	86.6	84.1	76.2	59.4	73.8	78.8	82.3	57.4
600 - 659 PM	80.2	77.3	66.8	85.4	80.5	82.1	82.4	85.8	69.6	73.7	84.4	88.3	77.2	66.0	75.8	78.1	78.0	59.0
700 - 759 PM	79.0	70.8	62.1	86.0	85.3	74.9	84.1	81.9	62.4	71.0	79.2	90.3	74.5	62.6	71.4	71.6	71.4	39.4
800 - 859 PM	80.6	77.4	70.1	87.0	75.0	66.3	84.6	93.2	65.9	62.8	71.7	85.2	70.0	65.1	66.4	72.3	79.0	37.2
900 - 959 PM	80.8	76.9	71.1	77.4	90.2	85.7	85.8	86.1	59.6	63.2	88.0	92.4	69.0	63.8	76.0	66.1	86.9	52.0
1000 - 1059 PM	86.8	J/	J/	87.8	J/	J/	89.3	84.1	100.0	J/	92.9	88.5	76.4	88.8	85.2	J/	J/	J/
1100 - 559 AM	96.8	98.4	94.3	96.8	95.8	88.9	93.2	75.0	98.4	100.0	100.0	93.1	89.0	92.4	88.6	100.0	92.4	93.3
TOTAL, ALL DEPARTURES, BY AIRPORT	82.8	83.4	78.8	88.2	89.0	83.6	87.1	85.2	80.9	83.7	89.1	91.4	81.0	77.3	82.6	83.1	86.1	67.1

* 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.

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	94.8	92.6	92.1	96.1	92.8	96.7	96.1	96.9	94.6	91.0	98.3	94.7
700 - 759 AM	93.0	91.1	91.4	94.6	93.2	94.8	90.3	92.8	90.2	95.8	97.9	92.8
800 - 859 AM	92.2	92.5	88.9	95.3	91.9	89.3	86.2	94.6	89.5	89.5	98.7	90.8
900 - 959 AM	90.4	90.3	87.7	91.8	84.0	85.0	87.4	87.1	87.9	88.6	93.7	88.4
1000 - 1059 AM	86.4	88.5	87.0	86.9	83.3	85.7	75.4	89.0	77.8	89.8	94.0	87.3
1100 - 1159 AM	86.1	84.8	85.1	88.1	84.7	81.8	81.6	87.8	70.8	87.9	88.3	85.5
1200 - 1259 PM	87.9	85.0	84.5	82.2	79.6	81.4	79.0	85.3	67.9	90.4	85.8	83.9
100 - 159 PM	87.6	86.0	87.4	88.2	82.0	83.1	74.6	85.0	68.9	83.4	83.1	83.7
200 - 259 PM	84.8	72.9	85.1	80.0	76.3	70.4	76.3	87.8	71.5	84.2	76.9	80.1
300 - 359 PM	77.6	80.8	83.6	80.2	79.3	76.9	69.6	87.6	66.1	85.1	81.7	79.5
400 - 459 PM	81.2	74.1	84.2	82.2	73.4	67.2	78.5	86.8	71.7	84.2	81.0	78.3
500 - 559 PM	80.6	78.1	80.6	83.4	79.2	64.7	75.8	89.3	71.6	79.7	77.3	77.5
600 - 659 PM	74.6	79.0	82.6	84.0	79.0	71.4	63.3	88.6	67.7	68.1	74.9	77.9
700 - 759 PM	80.7	82.6	81.3	82.6	60.5	67.2	69.4	83.2	70.4	84.4	71.8	76.8
800 - 859 PM	76.3	88.9	82.3	78.7	85.4	74.6	68.8	88.0	73.2	82.7	77.8	76.8
900 - 959 PM	87.4	81.2	83.9	86.7	86.0	82.7	78.8	89.9	75.8	88.8	J/	81.9
1000 - 1059 PM	84.7	J/	87.9	90.3	92.5	98.1	97.2	95.6	85.8	90.5	J/	87.7
1100 - 559 AM	87.1	96.2	91.6	95.2	95.4	89.7	J/	93.8	82.3	92.7	98.0	91.6
TOTAL, ALL DEPARTURES, BY AIRPORT	84.8	84.0	85.5	88.1	83.0	80.7	80.6	89.5	77.7	86.3	86.0	83.8

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

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

SKYWEST	4782	Sep	SFO-LAX	1955	30	16	53.3	58.1
SKYWEST	4782	Oct	SFO-LAX	1955	31	22	71.0	56.3
SKYWEST	4678	Aug	SFO-LAX	2005	30	22	73.3	56.1

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

NONE OTHER THAN ABOVE FLIGHT

* 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](#)

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
SOUTHWEST	3,262	23	0.7
COMAIR	469	3	0.6
ATLANTIC SOUTHEAST	946	1	0.1
EXPRESSJET	1,189	1	0.1
SKYWEST	1,664	1	0.1
DELTA	2,155	1	0.0
AMERICAN	1,472	0	0.0
AMERICAN EAGLE	1,260	0	0.0
US AIRWAYS	1,197	0	0.0
UNITED	965	0	0.0
PINNACLE	708	0	0.0
CONTINENTAL	699	0	0.0
AIRTRAN	675	0	0.0
JETBLUE	557	0	0.0
MESA	447	0	0.0
ALASKA	384	0	0.0
FRONTIER	228	0	0.0
HAWAIIAN	185	0	0.0
TOTAL	18,462	30	0.2

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

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

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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AIR TRAVEL CONSUMER REPORT
TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	91.5	94.3	212	212
ADAK ISLAND AK (ADK)	77.8	66.7	9	9
AGUADILLA PR (BQN)	87.8	94.7	98	95
AKRON OH (CAK)	83.8	87.1	712	712
ALBANY GA (ABY)	85.2	76.1	88	88
ALBANY NY (ALB)	80.4	84.6	1,065	1,065
ALBUQUERQUE NM (ABQ)	81.5	82.3	2,838	2,838
ALEXANDRIA LA (AEX)	91.6	90.4	335	334
ALLEN TOWN/BETHLEHEM/EASTON PA (ABE)	87.5	91.2	377	377
AMARILLO TX (AMA)	81.6	86.6	597	597
ANCHORAGE AK (ANC)	85.3	92.4	1,391	1,391
APPLETON WI (ATW)	84.1	87.6	396	396
ASHEVILLE NC (AVL)	86.2	83.0	551	552
ASHLAND WV (HTS)	86.0	91.2	57	57
ASPEN CO (ASE)	65.4	64.9	188	188
ATLANTA GA (ATL)	83.9	82.8	35,494	35,505
ATLANTIC CITY NJ (ACY)	91.9	91.9	62	62
AUGUSTA GA (AGS)	75.9	80.8	344	344
AUSTIN TX (AUS)	82.6	85.1	3,582	3,581
BAKERSFIELD CA (BFL)	83.3	80.7	275	275
BALTIMORE MD (BWI)	84.4	78.8	9,090	9,086
BANGOR ME (BGR)	78.0	75.6	41	41
BARROW AK (BRW)	70.4	64.8	71	71
BATON ROUGE LA (BTR)	86.5	86.4	728	727
BELLINGHAM WA (BLI)	96.3	96.3	27	27
BEMIDJI MN (BJI)	100.0	100.0	1	1
BEND/REDMOND OR (RDM)	85.5	92.3	248	248
BETHEL AK (BET)	80.7	75.0	88	88
BILLINGS MT (BIL)	96.7	95.7	300	299
BINGHAMTON/ENDCOT/JHNSN CTY NY (BGM)	82.8	87.4	87	87
BIRMINGHAM AL (BHM)	82.7	86.0	1,813	1,811
BISMARCK/MANDAN ND (BIS)	84.7	85.0	321	321
BLOOMINGTON IL (BMI)	86.9	87.9	396	396
BOISE ID (BOI)	83.0	89.1	1,197	1,197
BOSTON MA (BOS)	79.1	83.4	9,762	9,763
BOZEMAN MT (BZN)	89.9	93.8	368	368
BRANSON MO (BKG)	88.5	90.8	217	218
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	86.3	85.5	344	344
BROWNSVILLE TX (BRO)	97.6	97.1	208	208
BRUNSWICK GA (BQK)	81.8	85.2	88	88
BUFFALO NY (BUF)	81.4	86.2	2,021	2,021
BURBANK CA (BUR)	79.6	81.1	2,179	2,179
BURLINGTON VT (BTV)	77.8	79.7	572	572

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUTTE MT (BTM)	88.6	92.4	79	79
CARLSBAD CA (CLD)	72.7	73.9	161	161
CASPER WY (CPR)	92.8	96.1	180	180
CEDAR CITY UT (CDC)	84.6	84.6	52	52
CEDAR RAPIDS/IOWA CITY IA (CID)	88.6	90.8	519	519
CHAMPAIGN/URBANA IL (CMI)	89.5	91.7	181	181
CHARLESTON SC (CHS)	82.7	82.7	1,162	1,162
CHARLESTON/DUNBAR WV (CRW)	87.3	87.8	425	425
CHARLOTTE AMALIE VI (STT)	85.2	91.9	135	135
CHARLOTTE NC (CLT)	86.7	88.2	11,384	11,386
CHARLOTTESVILLE VA (CHO)	92.0	91.0	88	89
CHATTANOOGA TN (CHA)	83.2	83.2	387	388
CHEYENNE WY (CYS)	87.1	82.3	62	62
CHICAGO IL (MDW)	80.3	67.1	7,176	7,174
CHICAGO IL (ORD)	86.3	85.5	27,106	27,114
CHICO CA (CIC)	74.8	79.8	119	119
CHRISTIANSTED VI (STX)	77.4	83.9	31	31
CLEVELAND OH (CLE)	85.9	88.4	4,865	4,863
CODY WY (COD)	91.4	90.3	93	93
COLLEGE STATION/BRYAN TX (CLL)	87.5	90.6	32	32
COLORADO SPRINGS CO (COS)	82.9	87.0	1,119	1,119
COLUMBIA MO (COU)	93.2	96.6	88	88
COLUMBIA SC (CAE)	81.9	83.1	741	741
COLUMBUS GA (CSG)	82.9	85.1	181	181
COLUMBUS MS (GTR)	85.5	90.3	62	62
COLUMBUS OH (CMH)	81.3	84.4	2,481	2,480
CORDOVA AK (CDV)	87.1	85.5	62	62
CORPUS CHRISTI TX (CRP)	88.3	93.6	669	669
COVINGTON KY (CVG)	85.2	85.0	4,426	4,425
CRESCENT CITY CA (CEC)	58.4	56.8	89	88
DALLAS TX (DAL)	79.1	72.4	3,835	3,835
DALLAS/FT.WORTH TX (DFW)	89.5	87.1	22,538	22,533
DAYTON OH (DAY)	87.4	89.9	1,341	1,338
DAYTONA BEACH FL (DAB)	78.2	83.9	124	124
DEADHORSE AK (SCC)	86.0	82.5	57	57
DENVER CO (DEN)	87.2	83.6	20,422	20,412
DES MOINES IA (DSM)	86.3	89.6	1,136	1,136
DETROIT MI (DTW)	84.5	85.2	14,436	14,441
DOTHAN AL (DHN)	80.7	80.7	119	119
DUBUQUE IA (DBQ)	87.4	88.5	87	87
DULUTH MN (DLH)	87.5	88.0	192	192
DURANGO CO (DRO)	90.4	91.5	270	270
EAGLE CO (EGE)	82.0	87.6	89	89

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EAU CLAIRE WI (EAU)	90.9	87.5	88	88
EL CENTRO CA (IPL)	87.1	91.9	62	62
EL PASO TX (ELP)	82.1	83.7	1,859	1,860
ELKO NV (EKO)	84.0	90.8	119	119
ELMIRA/CORNING NY (ELM)	90.8	89.1	119	119
ERIE PA (ERI)	90.8	88.5	87	87
EUGENE OR (EUG)	82.3	83.9	429	429
EUREKA/ARCATA CA (ACV)	65.0	65.7	300	300
EVANSVILLE IN (EVV)	88.6	87.7	376	375
FAIRBANKS AK (FAI)	84.0	88.5	331	331
FARGO ND (FAR)	85.4	88.1	588	587
FAYETTEVILLE AR (XNA)	86.1	88.4	1,236	1,238
FAYETTEVILLE NC (FAY)	80.0	85.5	345	345
FLAGSTAFF AZ (FLG)	93.4	89.2	212	212
FLINT MI (FNT)	85.0	88.6	432	431
FLORENCE SC (FLO)	80.0	72.0	25	25
FORT LAUDERDALE FL (FLL)	82.4	83.7	4,625	4,619
FORT SMITH AR (FSM)	89.2	92.4	185	185
FORT WAYNE IN (FWA)	84.0	88.6	388	387
FRESNO CA (FAT)	79.0	82.0	1,025	1,025
FT. MYERS FL (RSW)	82.8	88.3	1,853	1,852
GAINESVILLE FL (GNV)	74.6	77.2	197	197
GILLETTE WY (GCC)	87.1	93.5	124	124
GRAND FORKS ND (GFK)	88.1	87.6	201	201
GRAND JUNCTION CO (GJT)	90.5	92.4	503	503
GRAND RAPIDS MI (GRR)	82.7	88.1	1,147	1,148
GREAT FALLS MT (GTF)	88.4	91.9	172	172
GREEN BAY/CLINTONVILLE WI (GRB)	84.8	86.2	630	630
GREENSBORO/HIGH POINT NC (GSO)	81.6	84.6	939	941
GREENVILLE/SPARTANBURG SC (GSP)	85.1	86.5	962	962
GULFPORT/BILLOXI MS (GPT)	87.4	87.4	572	572
GUNNISON CO (GUC)	77.4	87.1	31	31
HANCOCK/HOUGHTON MI (CMX)	90.3	91.9	62	62
HARLINGEN/SAN BENITO TX (HRL)	77.2	85.1	417	417
HARRISBURG PA (MDT)	88.5	91.8	585	584
HARTFORD CT (BDL)	82.2	87.6	1,985	1,984
HELENA MT (HLN)	89.7	96.6	146	146
HILO HI (ITO)	96.1	97.0	591	591
HONOLULU HI (HNL)	92.1	95.7	4,334	4,335
HOUSTON TX (HOU)	80.9	70.0	4,363	4,363
HOUSTON TX (IAH)	91.4	91.4	15,169	15,173
HUNTSVILLE AL (HSV)	87.5	88.1	1,011	1,012
IDAHO FALLS ID (IDA)	86.8	93.4	257	257

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
INDIANAPOLIS IN (IND)	83.8	86.3	3,032	3,031
INDIO/PALM SPRINGS CA (PSP)	79.2	84.4	822	822
INYOKERN CA (IYK)	72.6	79.8	84	84
ISLIP NY (ISP)	76.9	78.7	619	619
ITHACA/CORTLAND NY (ITH)	90.9	87.5	88	88
JACKSON WY (JAC)	87.1	88.5	139	139
JACKSON/VICKSBURG MS (JAN)	85.2	87.7	1,006	1,006
JACKSONVILLE FL (JAX)	82.9	86.8	2,471	2,466
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	75.4	78.0	118	118
JUNEAU AK (JNU)	81.5	82.7	341	341
KAHULUI HI (OGG)	93.1	94.0	1,707	1,675
KALAMAZOO MI (AZO)	88.8	92.1	241	240
KALISPELL MT (FCA)	89.1	93.4	183	183
KANSAS CITY MO (MCI)	83.2	83.0	4,233	4,231
KETCHIKAN AK (KTN)	85.5	84.9	186	186
KEY WEST FL (EYW)	64.2	70.0	120	120
KILLEEN TX (GRK)	86.1	90.2	337	337
KLAMATH FALLS OR (LMT)	75.8	78.9	95	95
KNOXVILLE TN (TYS)	85.3	88.9	1,293	1,292
KODIAK AK (ADQ)	91.2	91.2	57	57
KONA HI (KOA)	95.9	96.7	970	970
KOTZEBUE AK (OTZ)	83.9	83.9	93	93
LA CROSSE WI (LSE)	85.5	90.5	241	241
LAFAYETTE LA (LFT)	89.2	90.1	434	434
LAKE CHARLES LA (LCH)	86.5	94.4	89	89
LANSING MI (LAN)	87.7	92.8	292	291
LAREDO TX (LRD)	91.6	93.5	215	215
LAS VEGAS NV (LAS)	81.8	77.3	12,669	12,670
LEWISBURG WV (LWB)	75.8	74.2	62	62
LEWISTON ID (LWS)	91.9	93.5	62	62
LEXINGTON KY (LEX)	85.0	85.4	939	940
LIHUE HI (LIH)	95.7	95.8	967	967
LINCOLN NE (LNK)	87.9	88.3	265	266
LITTLE ROCK AR (LIT)	84.0	88.8	1,662	1,663
LONG BEACH CA (LGB)	82.6	85.3	1,152	1,152
LONGVIEW/KILGOR/GLADWATR TX (GGG)	96.8	93.5	31	31
LOS ANGELES CA (LAX)	81.9	82.6	16,874	16,879
LOUISVILLE KY (SDF)	80.5	83.7	1,576	1,575
LUBBOCK TX (LBB)	80.7	87.5	633	633
LYNCHBURG VA (LYH)	81.0	84.8	79	79
MADISON WI (MSN)	88.3	89.3	796	798
MANCHESTER NH (MHT)	81.6	84.7	1,177	1,177
MANHATTAN/FT. RILEY KS (MHK)	86.0	88.2	93	93

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MARQUETTE MI (MQT)	90.6	91.8	85	85
MEDFORD OR (MFR)	78.1	81.5	393	394
MELBOURNE FL (MLB)	74.4	77.6	125	125
MEMPHIS TN (MEM)	89.0	89.7	6,764	6,760
MERIDIAN MS (MEI)	77.2	84.2	57	57
MIAMI FL (MIA)	87.4	84.8	5,526	5,526
MIDLAND/ODESSA TX (MAF)	82.5	86.8	636	636
MILWAUKEE WI (MKE)	86.4	87.5	3,747	3,750
MINNEAPOLIS MN (MSP)	83.7	84.0	11,007	11,019
MINOT ND (MOT)	75.5	79.5	155	156
MISSION/MCALLEN/EDINBURG TX (MFE)	90.2	95.0	379	379
MISSOULA MT (MSO)	90.5	90.2	327	327
MOBILE AL (MOB)	86.0	87.2	571	571
MODESTO CA (MOD)	60.0	67.3	150	150
MOLINE IL (MLI)	85.3	88.4	599	601
MONROE LA (MLU)	91.9	94.0	234	234
MONTEREY CA (MRY)	76.6	77.2	465	465
MONTGOMERY AL (MGM)	86.0	85.2	371	372
MONTROSE/DELTA CO (MTJ)	85.6	85.0	153	153
MUSKEGON MI (MKG)	86.2	84.6	65	65
MYRTLE BEACH SC (MYR)	84.4	85.8	360	359
NASHVILLE TN (BNA)	82.8	80.3	4,668	4,666
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	86.6	91.5	82	82
NEW ORLEANS LA (MSY)	84.6	86.0	3,284	3,281
NEW YORK NY (JFK)	77.6	81.0	8,996	8,995
NEW YORK NY (LGA)	73.8	83.1	9,221	9,225
NEWARK NJ (EWR)	73.0	80.9	9,714	9,707
NEWBURGH/POUGHKEEPSIE NY (SWF)	78.9	86.7	180	180
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	83.0	84.6	506	507
NOME AK (OME)	87.1	82.8	93	93
NORFOLK VA (ORF)	82.9	85.2	1,597	1,598
NORTH BEND/COOS BAY OR (OTH)	63.1	51.0	103	104
OAKLAND CA (OAK)	77.9	78.0	3,859	3,858
OKLAHOMA CITY OK (OKC)	81.2	87.7	2,037	2,041
OMAHA NE (OMA)	84.2	89.6	2,142	2,141
ONTARIO/SAN BERNARDINO CA (ONT)	80.8	79.6	2,005	2,005
ORLANDO FL (MCO)	84.4	86.1	9,562	9,566
PADUCAH KY (PAH)	82.3	85.5	62	62
PANAMA CITY FL (ECP)	83.2	87.8	584	584
PASCO/KENNEWICK/RICHLAND WA (PSC)	88.3	88.7	266	265
PELLSTON MI (PLN)	69.2	76.0	26	25
PENSACOLA FL (PNS)	89.3	91.8	954	953
PEORIA IL (PIA)	88.9	90.5	306	305

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PETERSBURG AK (PSG)	79.0	77.4	62	62
PHILADELPHIA PA (PHL)	80.1	83.0	7,590	7,594
PHOENIX AZ (PHX)	81.2	80.7	15,275	15,273
PITTSBURGH PA (PIT)	83.6	86.2	3,286	3,287
POCATELLO ID (PIH)	94.1	94.1	119	119
PONCE PR (PSE)	76.3	88.1	59	59
PORTLAND ME (PWM)	87.3	85.3	630	632
PORTLAND OR (PDX)	84.7	88.1	4,435	4,435
PROVIDENCE RI (PVD)	80.7	82.0	1,747	1,746
RALEIGH/DURHAM NC (RDU)	82.7	86.0	3,959	3,958
RAPID CITY SD (RAP)	87.3	89.5	543	543
REDDING CA (RDD)	68.5	79.8	124	124
RENO NV (RNO)	81.8	83.5	1,828	1,828
RICHMOND VA (RIC)	85.7	87.5	1,530	1,531
ROANOKE VA (ROA)	86.1	87.0	323	323
ROCHESTER MN (RST)	88.8	90.4	312	312
ROCHESTER NY (ROC)	84.9	87.4	1,208	1,209
ROCK SPRINGS WY (RKS)	85.2	87.1	155	155
ROSWELL NM (ROW)	86.4	93.2	88	88
SACRAMENTO CA (SMF)	80.1	80.8	3,629	3,659
SAGINAW/BAY CITY/MIDLAND MI (MBS)	90.6	89.1	341	341
SALT LAKE CITY UT (SLC)	84.9	86.3	9,895	9,900
SAN ANGELO TX (SJT)	96.9	93.8	32	32
SAN ANTONIO TX (SAT)	81.6	85.8	3,256	3,256
SAN DIEGO CA (SAN)	81.0	80.6	6,521	6,524
SAN FRANCISCO CA (SFO)	74.2	77.7	12,034	12,038
SAN JOSE CA (SJC)	82.5	81.5	3,329	3,330
SAN JUAN PR (SJU)	83.9	87.4	1,408	1,408
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	76.9	79.6	407	407
SANTA ANA CA (SNA)	85.2	83.8	3,519	3,519
SANTA BARBARA CA (SBA)	76.8	78.0	839	838
SANTA FE NM (SAF)	83.9	87.1	93	93
SANTA MARIA CA (SMX)	89.9	92.4	119	119
SARASOTA/BRADENTON FL (SRQ)	88.1	90.2	369	368
SAVANNAH GA (SAV)	82.5	84.0	990	991
SCRANTON/WILKES-BARRE PA (AVP)	87.7	89.2	212	212
SEATTLE WA (SEA)	86.6	89.5	8,401	8,397
SHREVEPORT LA (SHV)	86.6	92.2	433	434
SIOUX CITY IA (SUX)	100.0	100.0	2	2
SIOUX FALLS SD (FSD)	88.8	86.8	560	559
SITKA AK (SIT)	78.5	84.9	93	93
SOUTH BEND IN (SBN)	86.3	87.8	453	452
SPOKANE WA (GEG)	86.0	88.4	1,165	1,165

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SPRINGFIELD IL (SPI)	88.7	91.3	150	150
SPRINGFIELD MO (SGF)	87.5	88.7	681	681
ST. GEORGE UT (SGU)	81.7	86.4	197	198
ST. LOUIS MO (STL)	82.8	79.8	4,945	4,945
STATE COLLEGE PA (SCE)	90.9	93.2	88	88
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	87.1	91.9	62	62
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	87.3	88.0	150	150
SYRACUSE NY (SYR)	82.7	85.6	903	900
TALLAHASSEE FL (TLH)	82.3	83.8	401	402
TAMPA FL (TPA)	85.2	86.0	5,333	5,328
TEXARKANA AR (TXK)	86.0	90.3	93	93
TOLEDO OH (TOL)	90.6	91.5	117	117
TRAVERSE CITY MI (TVC)	88.5	88.3	436	435
TUCSON AZ (TUS)	84.8	88.5	1,866	1,867
TULSA OK (TUL)	82.4	87.5	1,743	1,743
TUNICA MS (UTM)	100.0	100.0	18	18
TWIN FALLS ID (TWF)	87.1	89.5	124	124
TYLER TX (TYR)	96.8	91.9	62	62
VALDOSTA GA (VLD)	85.2	83.0	88	88
VALPARAISO FL (VPS)	84.2	84.6	663	663
WASHINGTON DC (DCA)	85.6	89.0	6,593	6,588
WASHINGTON DC (IAD)	87.2	89.1	6,876	6,875
WAUSAU/MARSHFIELD WI (CWA)	87.7	88.2	195	195
WEST PALM BEACH/PALM BEACH FL (PBI)	80.5	85.6	1,802	1,801
WHITE PLAINS NY (HPN)	84.3	85.6	900	900
WICHITA KS (ICT)	88.4	91.3	1,107	1,109
WILMINGTON NC (ILM)	81.8	83.7	417	417
WRANGELL AK (WRG)	83.9	88.7	62	62
YAKUTAT AK (YAK)	82.3	87.1	62	62
YUMA AZ (YUM)	84.3	84.6	332	331

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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	17	6,034	180	3.0	83	13,497	330	2.4
PINNACLE	16	8,910	197	2.2	125	20,698	432	2.1
ATLANTIC SOUTHEAST	16	12,933	253	2.0	119	28,157	558	2.0
SKYWEST	17	27,584	440	1.6	144	49,958	924	1.8
AMERICAN EAGLE	19	22,392	327	1.5	129	37,766	542	1.4
MESA	17	6,950	65	0.9	79	13,518	144	1.1
DELTA	29	49,035	487	1.0	111	63,436	644	1.0
AMERICAN	28	35,397	331	0.9	74	44,674	412	0.9
EXPRESSJET	18	17,002	151	0.9	113	33,728	296	0.9
ALASKA	18	6,912	12	0.2	50	11,622	78	0.7
US AIRWAYS	28	29,436	184	0.6	78	35,223	222	0.6
JETBLUE	20	11,522	61	0.5	45	16,538	92	0.6
UNITED	26	25,153	124	0.5	68	29,144	140	0.5
AIRTRAN	22	14,128	65	0.5	65	20,400	95	0.5
SOUTHWEST	20	47,969	186	0.4	69	94,734	339	0.4
CONTINENTAL	26	16,542	18	0.1	53	20,092	20	0.1
FRONTIER	21	5,469	3	0.1	45	6,805	6	0.1
HAWAIIAN	7	377	0	0.0	15	5,529	1	0.0
Total		343,745	3,084	0.9	Total	545,519	5,275	0.97

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.

OCTOBER 2010
AIR TRAVEL CONSUMER REPORT

TABLE 8A. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS* CANCELED 5% OR MORE

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
COMAIR	1,017	117	11.5
PINNACLE	1,371	124	9.0
SKYWEST	2,347	200	8.5
AMERICAN EAGLE	1,280	106	8.3
ATLANTIC SOUTHEAST	1,740	110	6.3
ALASKA	405	23	5.7
MESA	851	41	4.8
AMERICAN	1,560	62	4.0
EXPRESSJET	1,891	68	3.6
DELTA	2,931	89	3.0
US AIRWAYS	1,580	35	2.2
AIRTRAN	811	17	2.1
JETBLUE	573	9	1.6
UNITED	1,288	18	1.4
SOUTHWEST	6,424	74	1.2
FRONTIER	302	2	0.7
CONTINENTAL	792	3	0.4
HAWAIIAN	191	0	0.0
TOTAL	27,354	1,098	4.0

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

* This table includes all flights that were scheduled to operate 1 or more times during the month. The "Regularly Scheduled Flights" in Table 6 are those flights scheduled to operate at least 15 times in the month.

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	20698	17946	86.70%	432	2.09%	34	0.16%	797	3.85%	63	0.30%	689	3.33%	4	0.02%	734	3.54%
AA	44674	38573	86.34%	412	0.92%	128	0.29%	1984	4.44%	168	0.38%	2029	4.54%	8	0.02%	1372	3.07%
AS	11622	10237	88.08%	78	0.67%	43	0.37%	323	2.78%	39	0.34%	584	5.03%	12	0.10%	306	2.63%
B6	16538	12689	76.73%	92	0.56%	35	0.21%	1181	7.14%	15	0.09%	1510	9.13%	8	0.05%	1008	6.10%
CO	20092	17582	87.51%	20	0.10%	31	0.15%	640	3.19%	42	0.21%	1450	7.21%	9	0.04%	318	1.58%
DL	63436	52565	82.86%	644	1.02%	87	0.14%	3228	5.09%	220	0.35%	3808	6.00%	2	0.00%	2882	4.54%
EV	28157	22724	80.70%	558	1.98%	35	0.12%	1700	6.04%	136	0.48%	930	3.30%	3	0.01%	2071	7.36%
F9	6805	5920	86.99%	6	0.09%	8	0.12%	196	2.88%	7	0.10%	286	4.21%	0	0.00%	382	5.62%
FL	20400	18448	90.43%	95	0.47%	36	0.18%	354	1.73%	9	0.05%	738	3.62%	0	0.00%	720	3.53%
HA	5529	5276	95.42%	1	0.02%	2	0.04%	186	3.37%	2	0.03%	1	0.02%	0	0.00%	61	1.10%
MQ	37766	32652	86.46%	542	1.44%	56	0.15%	1291	3.42%	222	0.59%	1595	4.22%	4	0.01%	1405	3.72%
OH	13497	10532	78.03%	330	2.44%	17	0.13%	880	6.52%	198	1.47%	1266	9.38%	3	0.02%	271	2.01%
OO	49958	41469	83.01%	924	1.85%	85	0.17%	1870	3.74%	120	0.24%	1936	3.88%	8	0.02%	3546	7.10%
UA	29144	26200	89.90%	140	0.48%	31	0.11%	636	2.18%	42	0.14%	1147	3.94%	0	0.00%	949	3.26%
US	35223	29604	84.05%	222	0.63%	43	0.12%	1218	3.46%	57	0.16%	2729	7.75%	17	0.05%	1334	3.79%
WN	94734	73423	77.50%	339	0.36%	115	0.12%	6501	6.86%	296	0.31%	3135	3.31%	95	0.10%	10830	11.43%
XE	33728	29278	86.81%	296	0.88%	42	0.12%	968	2.87%	45	0.13%	1816	5.38%	7	0.02%	1277	3.78%
YV	13518	11884	87.91%	144	1.07%	23	0.17%	248	1.83%	10	0.07%	477	3.53%	4	0.03%	728	5.39%
TOTAL	545519	457002		5275		851		24199		1690		26125		182		30195	
			83.77%		0.97%		0.16%		4.44%		0.31%		4.79%		0.03%		5.54%

***Causes of Delay:**

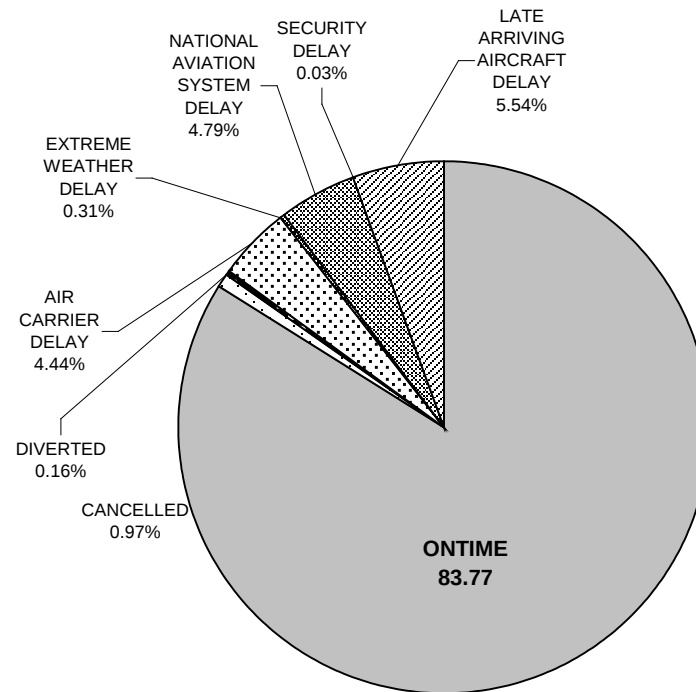
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

OCTOBER 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

There were no flights with tarmac delays of 3 hours or more reported for October

OCTOBER 2010

AIR TRAVEL CONSUMER REPORT

TABLE 12. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS EXPERIENCING 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
DELTA	63,436	42	0.07
US AIRWAYS	35,223	16	0.05
AMERICAN EAGLE	37,766	17	0.05
COMAIR	13,497	6	0.04
AMERICAN	44,674	18	0.04
FRONTIER	6,805	2	0.03
PINNACLE	20,698	5	0.02
MESA	13,518	3	0.02
CONTINENTAL	20,092	4	0.02
UNITED	29,144	5	0.02
ATLANTIC SOUTHEAST	28,157	4	0.01
JETBLUE	16,538	2	0.01
EXPRESSJET	33,728	3	0.01
ALASKA	11,622	1	0.01
SOUTHWEST	94,734	6	0.01
SKYWEST	49,958	3	0.01
AIRTRAN	20,400	1	0.00
HAWAIIAN	5,529	0	0.00
TOTAL	545,519	138	0.03

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 OCTOBER, 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

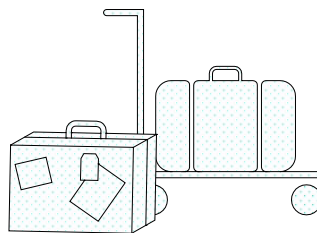
9E	Pinnacle Airlines
XE	ExpressJet Airlines

* 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.



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

RANK	AIRLINE	OCTOBER 2010			OCTOBER 2009		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	2,943	2,094,521	1.41	3,028	2,041,375	1.48
2	JETBLUE AIRWAYS	3,901	1,846,472	2.11	3,334	1,616,914	2.06
3	CONTINENTAL AIRLINES	5,843	2,724,265	2.14	6,555	2,780,978	2.36
4	US AIRWAYS	8,915	4,143,094	2.15	10,000	3,916,281	2.55
5	FRONTIER AIRLINES	1,826	818,331	2.23	1,967	825,891	2.38
6	UNITED AIRLINES	9,565	3,952,549	2.42	14,513	4,008,420	3.62
7	ALASKA AIRLINES	3,231	1,284,010	2.52	4,729	1,198,295	3.95
8	DELTA AIR LINES**	23,363	8,339,600	2.80	22,080	5,016,182	4.40
9	AMERICAN AIRLINES	16,685	5,881,738	2.84	20,223	5,840,296	3.46
10	SOUTHWEST AIRLINES **	28,721	9,594,114	2.99	27,629	9,012,758	3.07
11	HAWAIIAN AIRLINES	2,265	708,640	3.20	1,319	709,977	1.86
12	MESA AIRLINES	2,765	773,679	3.57	3,752	987,194	3.80
13	SKYWEST AIRLINES	7,214	1,963,147	3.67	9,526	1,910,067	4.99
14	EXPRESSJET AIRLINES	5,069	1,370,875	3.70	3,414	1,006,023	3.39
15	COMAIR	2,351	611,004	3.85	2,707	533,391	5.08
16	PINNACLE AIRLINES	4,837	864,795	5.59	5,597	955,144	5.86
17	AMERICAN EAGLE AIRLINES	8,498	1,462,312	5.81	10,000	1,405,670	7.11
18	ATLANTIC SOUTHEAST AIRLINES	7,934	1,264,729	6.27	7,069	1,071,407	6.60
TOTALS***		145,926	49,697,875	2.94	157,442	44,836,263	3.51

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.

** This table was revised on May 9, 2011, to include the correction made by Southwest Airlines to its Total Baggage Reports for October 2011.

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

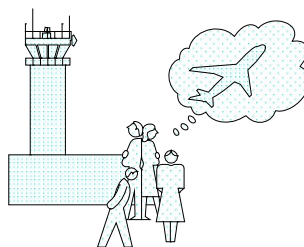
OVERSALES

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.



JULY - SEPTEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	JULY - SEPTEMBER 2010				JULY - SEPTEMBER 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	HAWAIIAN AIRLINES	37	0	2,251,990	0.00	36	0	2,202,143	0.00
2	JETBLUE AIRWAYS	1	3	6,572,961	0.00	4	0	6,011,251	0.00
3	AIRTRAN AIRWAYS	11,322	197	6,538,710	0.30	7,699	55	6,533,184	0.08
4	DELTA AIR LINES**	29,292	921	26,763,823	0.34	16,313	1,473	16,549,227	0.89
5	SKYWEST AIRLINES	12,292	301	6,302,913	0.48	10,818	423	5,644,301	0.75
6	AMERICAN AIRLINES	15,107	1,059	19,695,432	0.54	14,645	969	19,794,039	0.49
7	COMAIR	5,489	106	1,751,303	0.61	5,588	405	1,645,034	2.46
8	ATLANTIC SOUTHEAST AIRLINES	8,389	235	3,666,681	0.64	8,633	587	3,565,266	1.65
9	SOUTHWEST AIRLINES	17,393	2,153	27,848,578	0.77	29,147	2,978	26,434,803	1.13
10	PINNACLE AIRLINES	8,489	263	2,762,653	0.95	6,369	264	2,869,462	0.92
11	US AIRWAYS	16,387	1,545	13,734,726	1.12	14,840	1,441	13,259,011	1.09
12	CONTINENTAL AIRLINES	7,842	1,143	9,511,544	1.20	9,743	1,339	9,873,769	1.36
13	UNITED AIRLINES	17,349	1,629	13,071,281	1.25	20,574	1,091	13,750,493	0.79
14	EXPRESSJET AIRLINES	6,489	621	4,303,947	1.44	4,747	426	3,448,058	1.24
15	ALASKA AIRLINES	2,358	646	4,387,652	1.47	2,311	862	4,131,885	2.09
16	FRONTIER AIRLINES	2,428	694	2,606,366	2.66	2,708	601	2,646,678	2.27
17	MESA AIRLINES	3,410	614	2,272,104	2.70	5,353	400	2,909,167	1.37
18	AMERICAN EAGLE AIRLINES	5,708	1,557	4,097,842	3.80	4,170	1,410	4,130,995	3.41
	TOTALS	169,782	13,687	158,140,506	0.87	163,698	14,724	145,398,766	1.01

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 July-September 2009 reflect the deletion of Northwest's data for that quarter.

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2010				JANUARY - SEPTEMBER 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	32	10	18,214,702	0.01	28	7	16,810,507	0.00
2	HAWAIIAN AIRLINES	247	34	6,326,710	0.05	132	15	6,278,133	0.02
3	AIRTRAN AIRWAYS	42,838	801	18,600,092	0.43	24,868	432	18,086,257	0.24
4	DELTA AIR LINES**	90,903	3,310	74,201,040	0.45	46,597	6,399	46,857,073	1.37
5	ATLANTIC SOUTHEAST AIRLINES	23,261	609	10,200,573	0.60	25,739	2,861	9,881,226	2.90
6	COMAIR	15,404	344	4,647,840	0.74	14,172	1,554	4,711,995	3.30
7	SKYWEST AIRLINES	39,688	1,309	17,692,238	0.74	30,399	1,660	15,479,814	1.07
8	PINNACLE AIRLINES	24,801	639	7,978,064	0.80	20,225	1,015	7,936,061	1.28
9	AMERICAN AIRLINES	49,091	5,134	57,287,611	0.90	42,786	2,904	57,596,105	0.50
10	ALASKA AIRLINES	5,826	1,405	11,650,545	1.21	6,750	2,344	11,165,509	2.10
11	UNITED AIRLINES	44,602	4,981	36,905,652	1.35	66,749	4,923	39,040,412	1.26
12	SOUTHWEST AIRLINES	72,664	11,145	79,235,452	1.41	85,732	9,832	76,319,391	1.29
13	US AIRWAYS	53,024	7,103	38,472,109	1.85	64,974	5,890	39,466,005	1.49
14	CONTINENTAL AIRLINES	25,930	5,315	27,462,416	1.94	29,335	3,937	28,330,914	1.39
15	EXPRESSJET AIRLINES	20,267	2,309	11,776,084	1.96	15,668	1,779	9,243,153	1.92
16	MESA AIRLINES	11,374	1,723	6,947,331	2.48	18,164	1,189	8,286,108	1.43
17	FRONTIER AIRLINES	5,965	1,920	7,104,726	2.70	5,463	1,472	7,217,345	2.04
18	AMERICAN EAGLE AIRLINES	15,777	5,196	11,661,732	4.46	13,097	4,006	11,551,164	3.47
	TOTALS	541,694	53,287	446,364,917	1.19	510,878	52,219	414,257,172	1.26

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

* 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-September 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

	OCTOBER 2010				OCTOBER 2009			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUEST	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUEST
U.S. AIRLINES	603	50	1	79	525	23	2	64
FOREIGN AIRLINES	118	6	0	11	345	5	0	24
TRAVEL AGENTS	10	1	0	2	23	0	0	107
TOUR OPERATORS	1	1	0	1	0	0	0	0
MISCELLANEOUS	17	4	0	16	5	1	0	11
INDUSTRY TOTALS	749	62	1	109	898	29	2	206

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	OCTOBER 2010			OCTOBER 2009		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	209		3	127	
CANCELLATIONS			70			57
DELAYS			62			34
MISCONNECTIONS			49			19
BAGGAGE	2	137		2	136	
CUSTOMER SERVICE	3	104		4	84	
RES/TKTG/BOARDING	4	92		1	348	
REFUNDS	5	51		6	52	
DISABILITY	6	49		5	55	
FARES	7	34		7	34	
OTHER	8	33		8	24	
FREQUENT FLYER			26			17
OVERSALES	9	29		9	20	
DISCRIMINATION	10	6		10	10	
ADVERTISING	11	5		11	8	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		749			898	

* 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*
OCTOBER 2010

U.S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	2	0	1	0	1	1	2	1	1	0	0	0	9
ALASKA AIRLINES	0	0	1	0	2	1	2	1	0	0	0	0	7
ALLEGiant AIR	2	1	1	0	1	1	1	0	0	1	0	0	8
AMERICAN AIRLINES	28	1	7	2	6	20	11	4	0	1	0	8	88
AMERICAN EAGLE AIRLINES	6	0	0	0	0	3	0	3	0	0	0	0	12
ATLANTIC SOUTHEAST AIRLINES	3	1	0	0	0	0	1	1	0	0	0	0	6
COMAIR	6	0	0	0	0	0	0	0	0	0	0	0	6
CONTINENTAL AIRLINES	11	2	5	4	0	6	6	3	0	0	0	1	38
DELTA AIR LINES	47	4	19	8	6	29	21	11	0	3	0	9	157
EXPRESSJET AIRLINES	4	0	1	0	0	1	0	0	0	0	0	0	6
FRONTIER AIRLINES	2	2	1	0	0	1	2	2	0	0	0	0	10
HAWAIIAN AIRLINES	0	0	1	1	0	0	4	1	0	0	0	1	8
JETBLUE AIRWAYS	4	0	3	0	3	4	8	3	0	0	0	1	26
PIEDMONT AIRLINES	4	0	0	0	0	1	1	1	0	0	0	0	7
PINNACLE AIRLINES	3	1	0	0	0	0	0	2	0	0	0	0	6
SKYWEST AIRLINES	3	1	0	0	0	4	0	0	0	0	0	0	8
SOUTHWEST AIRLINES	3	0	1	0	1	6	7	3	0	0	0	0	21
SPIRIT AIRLINES	8	4	7	2	3	2	6	0	0	0	0	0	32
UNITED AIRLINES	9	2	10	6	3	13	8	1	0	0	0	6	58
US AIRWAYS	14	8	5	3	6	4	9	4	0	0	0	1	54
OTHER U.S. AIRLINES	27	0	2	0	0	1	3	1	1	0	0	1	36
TOTAL OCTOBER 2010	186	27	65	26	32	98	92	42	2	5	0	28	603
% OF TOTAL COMPLAINTS	30.8	4.5	10.8	4.3	5.3	16.3	15.3	7.0	0.3	0.8	0	4.6	
TOTAL OCTOBER 2009	116	20	72	27	36	106	62	51	4	9	0	22	525
% OF TOTAL COMPLAINTS	22.1	3.8	13.7	5.1	6.9	20.2	11.8	9.7	0.8	1.7	0	4.2	

* 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.'

NOTE: 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. EFFECTIVE AUGUST 2010, "COMPLAINTS" OF THE MERGED OPERATIONS OF FRONTIER AIRLINES AND MIDWEST AIRLINES ARE COMBINED, AND APPEAR AS FRONTIER AIRLINES IN THIS TABLE.

TABLE 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U.S. AIRLINES
BY INCIDENT DATE
OCTOBER 2010

U.S. AIRLINES*	COMPS RECD IN OCT	INCI- DENTS IN OCT	PERCENT	INCI- DENTS IN SEPT	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	9	5	55.6	1	11.1	1	11.1	2	22.2
ALASKA AIRLINES	7	2	28.6	2	28.6	2	28.6	1	14.3
ALLEGiant AIR	8	5	62.5	1	12.5	2	25.0	0	0.0
AMERICAN AIRLINES	88	28	31.8	16	18.2	36	40.9	8	9.1
AMERICAN EAGLE AIRLINES	12	4	33.3	3	25.0	5	41.7	0	0.0
ATLANTIC SOUTHEAST AIRLINES	6	4	66.7	0	0.0	1	16.7	1	16.7
COMAIR	6	2	33.3	2	33.3	2	33.3	0	0.0
CONTINENTAL AIRLINES	38	17	44.7	7	18.4	9	23.7	5	13.2
DELTA AIR LINES	157	55	35.0	33	21.0	62	39.5	7	4.5
EXPRESSJET AIRLINES	6	5	83.3	0	0.0	1	16.7	0	0.0
FRONTIER AIRLINES	10	6	60.0	2	20.0	2	20.0	0	0.0
HAWAIIAN AIRLINES	8	3	37.5	1	12.5	3	37.5	1	12.5
JETBLUE AIRWAYS	26	8	30.8	6	23.1	8	30.8	4	15.4
PIEDMONT AIRLINES	7	3	42.9	1	14.3	3	42.9	0	0.0
PINNACLE AIRLINES	6	3	50.0	1	16.7	1	16.7	1	16.7
SKYWEST AIRLINES	8	0	0.0	3	37.5	5	62.5	0	0.0
SOUTHWEST AIRLINES	21	12	57.1	3	14.3	6	28.6	0	0.0
SPIRIT AIRLINES	32	10	31.2	4	12.5	11	34.4	7	21.9
UNITED AIRLINES	58	11	19.0	18	31.0	22	37.9	7	12.1
US AIRWAYS	54	19	35.2	15	27.8	16	29.6	4	7.4
OTHER U.S. AIRLINES	36	19	52.8	9	25.0	4	11.1	4	11.1
TOTALS	603	221	36.7	128	21.2	202	33.5	52	8.6
PREVIOUS YEAR'S TOTALS	525	217	41.3	88	16.8	150	28.6	70	13.3

*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**

OCTOBER 2010

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR CANADA	1	0	1	0	1	2	0	0	0	0	0	0	5
AIR FRANCE	3	0	0	0	0	2	0	0	0	0	0	0	5
ALITALIA AIRLINES	1	0	1	0	1	4	0	1	0	0	0	0	8
BRITISH AIRWAYS	1	0	2	1	2	2	0	0	1	0	0	0	9
IBERIA AIRLINES	2	0	1	0	0	1	0	1	0	0	0	0	5
LUFTHANSA	1	1	2	1	1	5	1	1	0	0	0	0	13
OTHER FOREIGN AIRLINES	8	1	11	5	13	21	8	4	0	0	0	2	73
TOTALS	17	2	18	7	18	37	9	7	1	0	0	2	118
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	1	0	4	0	1	0	0	0	1	0	0	0	7
OTHER TRAVEL AGENTS	0	0	2	1	0	0	0	0	0	0	0	0	3
TOTALS	1	0	6	1	1	0	0	0	1	0	0	0	10
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	0	0	0	0	0	0	0	0	0	0	1
TOTALS	1	0	0	0	0	0	0	0	0	0	0	0	1
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	4	0	3	0	0	2	3	0	1	1	0	3	17
TOTALS	4	0	3	0	0	2	3	0	1	1	0	3	17

* 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

OCTOBER
CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES *

RANK	AIRLINE	OCTOBER 2010			OCTOBER 2009		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	21	9,369,549	0.22	25	8,780,839	0.28
2	<i>MESA AIRLINES</i>	2	746,291	0.27	5	952,219	0.53
3	<i>SKYWEST AIRLINES</i>	8	2,090,648	0.38	9	1,904,153	0.47
4	<i>EXPRESSJET AIRLINES</i>	6	1,462,912	0.41	5	1,142,569	0.44
5	<i>AIRTRAN AIRWAYS</i>	9	2,073,296	0.43	12	1,995,096	0.60
6	<i>ATLANTIC SOUTHEAST AIRLINES</i>	6	1,251,174	0.48	11	1,075,360	1.02
7	<i>ALASKA AIRLINES</i>	7	1,352,265	0.52	4	1,230,026	0.33
8	<i>PINNACLE AIRLINES</i>	6	928,752	0.65	7	930,452	0.75
9	<i>FRONTIER AIRLINES</i>	10	1,236,087	0.81	7	822,723	0.85
10	<i>AMERICAN EAGLE AIRLINES</i>	12	1,469,476	0.82	4	1,461,252	0.27
11	<i>COMAIR</i>	6	627,643	0.96	5	544,497	0.92
12	<i>CONTINENTAL AIRLINES</i>	38	3,621,804	1.05	21	3,542,475	0.59
13	<i>HAWAIIAN AIRLINES</i>	8	700,369	1.14	3	700,569	0.43
14	<i>US AIRWAYS</i>	54	4,495,174	1.20	51	4,202,862	1.21
15	<i>AMERICAN AIRLINES</i>	88	7,297,652	1.21	63	7,125,619	0.88
16	<i>UNITED AIRLINES</i>	58	4,664,987	1.24	55	4,668,631	1.18
17	<i>JETBLUE AIRWAYS</i>	26	2,006,312	1.30	12	1,723,405	0.70
18	<i>DELTA AIR LINES</i>	157	9,727,412	1.61	98	5,767,262	1.70
TOTAL		522	55,121,803	0.95	397	48,570,009	0.82

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.

Note: 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 October 2009 reflect the deletion of Northwest's data for that month. Effective August 2010, "Complaints" and "Systemwide Enplanements" of the merged operations of Frontier Airlines and Midwest Airlines are combined, and appear as Frontier Airlines in this table.

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.

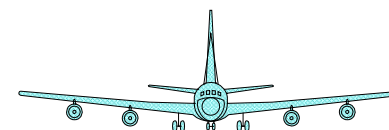
Disability: Civil rights complaints by air travelers with disabilities.

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 October 2010 as provided by the Transportation Security Administration^a

The Transportation Security Administration (TSA) screened approximately **55** million airline passengers and their **44** million checked bags in the month of October 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 October.

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
317	.0006	164	.0003	112	.0002	483	.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
196	.0004	710	.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 October.

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.

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

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

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

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

Carrier	Death	Injury	Loss
Alaska		1	1
Delta	3	2	
Total	3	3	1