



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

**Issued: June 2011**



<b>Flight Delays<sup>1</sup></b>	April 2011 12 Months Ending April 2011
<b>Mishandled Baggage<sup>1</sup></b>	April 2011
<b>Oversales<sup>1</sup></b>	1st Quarter 2011
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	April 2011
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	April 2011
<b>Airline Animal Incident Reports<sup>4</sup></b>	April 2011

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

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

<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

<sup>4</sup> 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 fifteen (15\*) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the one (1\*\*) carrier that currently reports 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 16 reporting air carriers, 11 carriers (AirTran, American Eagle, Atlantic Southeast, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Southwest, United, and US Airways) use ACARS exclusively; 2 carriers (American and Continental) use a combination of ACARS and DGS; 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/](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](mailto: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](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.

**\*\*ExpressJet Airlines currently reports flight delay data voluntarily, as permitted by Part 234.**

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## AIR TRAVEL CONSUMER REPORT

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

	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	78.1	15	94.1
ALASKA AIRLINES S/	18	88.9	50	89.5
AIRTRAN AIRWAYS S/	22	81.3	64	82.0
MESA AIRLINES S/	17	82.1	82	81.0
FRONTIER AIRLINES S/	21	80.6	43	80.9
UNITED AIRLINES S/	27	80.4	73	80.7
SKYWEST AIRLINES S/	18	80.4	146	80.1
DELTA AIR LINES S/	29	77.7	118	78.3
US AIRWAYS S/	28	76.9	76	77.4
SOUTHWEST AIRLINES S/	21	75.9	72	75.7
CONTINENTAL AIRLINES S/	27	70.9	57	71.9
AMERICAN AIRLINES S/	28	72.1	81	71.5
AMERICAN EAGLE S/	20	68.8	137	68.6
ATLANTIC SOUTHEAST AIRLINES S/	17	68.6	115	68.5
JETBLUE AIRWAYS S/	21	67.2	47	68.4
EXPRESSJET AIRLINES S/V/	18	67.7	113	68.0
TOTAL		75.4		75.5

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

\* 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.

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## AIR TRAVEL CONSUMER REPORT

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

Carrier	2nd Quarter 04-06 2010		3rd Quarter 07-09 2010		4th Quarter 10-12 2010		1st Quarter 01-03 2011		Feb-11		Mar-11		Apr-11		12 Months Ending Apr 2011		Database To Date Sep 87- April 11	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	82.1	5	83.4	6	87.0	3	81.0	5	82.6	2	82.8	5	82.0	3	83.4	5	(--)	(--)
ALASKA	90.2	2	89.2	2	83.9	6	83.4	2	82.1	4	82.6	6	89.5	2	86.7	2	76.5	6
AMERICAN	75.2	14	80.2	13	84.0	5	77.4	7	71.0	13	80.8	7	71.5	12	78.9	10	78.0	4
AMERICAN EAGLE	70.5	17	77.3	15	81.7	9	73.1	15	62.7	16	79.8	9	68.6	13	75.5	16	74.2	8
ATLANTIC SOUTHEAST	79.8	10	80.6	12	77.6	14	73.4	13	76.9	8	72.2	15	68.5	14	76.9	13	(--)	(--)
COMAIR	65.9	18	74.6	18	74.7	16	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	72.6	18	(--)	(--)
CONTINENTAL	81.6	8	83.2	7	80.9	11	76.6	9	75.5	9	77.6	12	71.9	11	79.8	8	78.3	2
DELTA	72.9	16	76.2	17	78.0	13	77.1	8	78.5	7	78.4	11	78.3	8	76.5	14	77.6	5
EXPRESSJET	73.4	15	79.1	14	81.5	10	73.2	14	65.5	15	76.6	14	68.0	16	76.3	15	(--)	(--)
FRONTIER	78.6	12	82.4	8	82.2	8	76.1	11	72.5	12	79.6	10	80.9	5	80.1	7	(--)	(--)
HAWAIIAN	94.0	1	95.3	1	92.0	1	90.4	1	91.8	1	88.4	1	94.1	1	93.0	1	(--)	(--)
JETBLUE	82.0	7	77.0	16	71.1	18	67.4	16	65.5	14	71.3	16	68.4	15	73.1	17	(--)	(--)
MESA	82.2	4	84.2	5	85.2	4	82.6	4	82.6	3	83.5	3	81.0	4	83.5	4	(--)	(--)
PINNACLE	76.3	13	80.7	11	79.4	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	79.1	9	(--)	(--)
SKYWEST	80.0	9	81.6	10	75.1	15	75.0	12	74.3	11	76.9	13	80.1	7	78.0	11	(--)	(--)
SOUTHWEST	79.4	11	82.0	9	74.6	17	76.3	10	74.3	10	79.9	8	75.7	10	77.8	12	81.9	1
UNITED	82.1	6	85.8	3	88.1	2	82.7	3	79.3	6	84.0	2	80.7	6	84.6	3	76.2	7
US AIRWAYS	84.3	3	84.7	4	82.9	7	80.7	6	80.5	5	82.8	4	77.4	9	82.6	6	78.3	3
Total	78.2		81.0		79.6		76.8		74.5		79.2		75.5		78.8		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).

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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
AA	443	68.4	810	66.8	264	76.5	196	68.4	871	69.1	416	71.9	12915	76.7	204	73.0
AS	30	80.0	60	88.3	H/		H/		90	90.0	90	92.2	90	96.7	H/	
B6	H/		2684	67.7	141	68.1	148	64.2	260	65.8	81	43.2	H/		H/	
CO	94	74.5	359	69.9	112	86.6	70	65.7	217	84.8	412	67.0	154	56.5	109	78.9
DL	16104	80.4	1088	71.2	590	81.2	464	80.0	902	77.9	553	76.1	386	70.2	4167	82.9
EV	8805	69.4	324	65.7	56	69.6	55	87.3	350	55.7	H/	135	63.7	778	70.6	
F9	85	80.0	22	59.1	H/		H/		101	78.2	2941	84.6	125	82.4	87	83.9
FL	5513	83.5	558	76.0	1372	82.2	153	79.7	346	86.7	120	82.5	200	71.5	161	78.3
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	423	57.4	339	58.1	168	67.9	429	58.7	597	66.7	183	77.6	6186	75.5	369	58.3
OO	181	65.7	H/	H/	57		61.4	25	76.0	4906	80.4	268	80.2	3	66.7	
UA	36	61.1	654	77.4	294	82.3	30	83.3	344	79.1	3754	87.6	214	71.5	32	56.2
US	426	80.3	1605	73.1	379	76.3	6761	77.7	1815	78.0	374	80.2	600	73.2	237	81.0
WN	H/		765	71.4	5408	76.9	H/		H/		4241	80.1	H/		537	74.1
XE	203	73.9	83	68.7	106	52.8	310	66.8	183	63.4	1176	76.7	210	68.1	203	62.6
YV	206	68.9	H/		H/		1899	79.0	H/		H/		101	67.3	82	74.4
TOTAL	32549	77.2	9351	70.2	8890	77.6	10572	76.5	6101	74.3	19247	81.4	21584	75.8	6969	78.2

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

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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*																
	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
AA	398	53.8	303	73.6	305	72.1	269	72.1	1201	74.9	798	68.4	2365	73.0	1392	60.4
AS	60	58.3	H/		H/		30	90.0	H/		411	95.4	488	90.2	H/	
B6	433	49.9	1374	69.1	426	73.2	H/		3618	67.9	304	71.1	139	59.7	270	55.6
CO	3905	61.7	579	75.1	85	71.8	5519	83.3	H/		549	64.7	626	54.8	251	68.1
DL	408	58.6	927	76.7	250	84.8	173	68.2	1653	73.9	1122	76.1	1598	70.2	2060	66.2
EV	195	41.5	30	56.7	810	75.4	142	71.1	120	78.3	H/		H/		133	57.9
F9	H/		70	81.4	H/		H/		H/		226	72.6	186	74.2	126	54.8
FL	H/		510	84.7	111	78.4	H/		H/		206	79.1	181	55.8	537	59.6
HA	H/		H/		H/		H/		H/		81	84.0	66	71.2	H/	
MQ	118	32.2	H/		H/		194	68.6	876	60.3	H/		1761	87.3	1413	60.1
OO	H/		H/		135	61.5	1305	72.4	H/		545	83.9	4239	83.2	H/	
UA	169	58.0	H/		2022	83.9	171	87.1	367	79.0	618	81.1	1945	80.5	532	64.8
US	320	53.8	600	71.2	30	93.3	308	81.2	171	71.9	820	74.8	584	65.9	1106	66.5
WN	231	46.8	1576	81.2	235	71.5	H/		H/		6562	78.1	3260	70.7	236	50.8
XE	3126	51.7	H/		1526	73.1	6009	76.0	H/		H/		H/		67	55.2
YV	66	42.4	H/		739	75.6	54	61.1	H/		187	87.7	30	96.7	15	60.0
TOTAL	9429	55.7	5969	75.9	6674	77.2	14174	78.4	8006	70.1	12429	77.4	17468	76.4	8138	62.5

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



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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*																
	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
AA	805	71.8	H/		3727	79.2	316	70.6	4637	67.4	116	44.8	328	65.2	452	63.7
AS	60	90.0	H/		30	96.7	55	94.5	145	80.0	868	87.6	H/		235	94.9
B6	1500	70.0	H/		H/		H/		167	63.5	76	76.3	H/		81	58.0
CO	554	76.0	H/		262	74.8	30	83.3	645	59.7	120	46.7	109	71.6	312	61.5
DL	1576	79.6	206	73.8	643	76.5	4566	80.8	466	67.0	320	69.7	463	70.0	662	73.0
EV	H/		H/		H/		31	80.6	445	61.6	H/		80	65.0	H/	
F9	89	89.9	109	89.0	H/		116	78.4	H/		129	65.1	22	68.2	171	78.4
FL	1961	85.2	406	80.5	30	83.3	230	69.6	H/		H/		246	75.6	130	88.5
HA	H/		H/		H/		H/		H/		60	81.7	H/		30	66.7
MQ	H/		H/		1131	78.5	234	53.0	7073	62.4	H/		145	45.5	105	81.9
OO	H/		H/		H/		1239	79.6	2259	67.7	852	84.0	H/		454	81.7
UA	491	80.4	H/		44	88.6	256	80.5	4667	78.0	340	80.0	249	75.9	345	80.0
US	734	72.6	H/		300	74.3	243	77.8	594	67.0	164	73.2	3747	75.9	5059	86.0
WN	3329	80.3	6733	76.2	H/		478	73.8	H/		1120	75.7	1678	69.4	5456	74.1
XE	33	75.8	H/		27	85.2	220	64.1	4507	64.2	H/		22	68.2	2	100.0
YV	H/		H/		119	80.7	H/		817	70.9	H/		26	57.7	2581	92.9
TOTAL	11132	78.4	7454	76.6	6313	78.6	8014	78.2	26422	67.3	4165	77.7	7115	72.6	16075	81.1

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

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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
AA	420	58.8	433	53.6	927	61.3	146	58.9	483	75.8
AS	341	89.4	3580	88.8	321	83.5	H/		H/	
B6	81	60.5	131	67.9	258	66.7	120	77.5	347	66.9
CO	271	65.3	317	54.6	430	50.5	60	61.7	390	77.7
DL	501	71.3	696	68.5	658	67.6	2431	80.6	873	80.9
EV	H/		H/		H/		H/		7	71.4
F9	120	80.0	135	71.1	106	59.4	94	75.5	41	80.5
FL	H/		47	72.3	120	69.2	H/		719	85.7
HA	30	73.3	63	85.7	30	70.0	H/		H/	
MQ	327	86.9	H/		H/		164	76.2	H/	
OO	615	85.4	438	85.4	3922	78.7	5491	85.7	H/	
UA	479	77.7	525	80.2	2887	79.0	59	67.8	243	76.5
US	284	77.1	254	74.0	489	65.6	146	88.4	674	76.9
WN	2705	73.5	1100	75.0	1257	66.6	1130	73.5	2469	82.5
XE	H/		H/		H/		H/	H/		
YV	26	96.2	H/		65	76.9	4	75.0	H/	
TOTAL	6200	75.3	7719	79.6	11470	73.3	9845	82.1	6246	80.1

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

APRIL 2011

## 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	87.8	85.3	86.4	88.7	81.0	95.6	80.0	90.4	83.5	83.7	88.9	93.4	73.3	97.9	90.7	81.0	78.9	93.3
700 - 759 AM	91.8	90.6	91.1	84.4	84.2	88.3	82.2	91.7	84.2	92.0	85.6	88.8	81.7	93.0	89.8	76.8	93.0	90.3
800 - 859 AM	85.5	85.4	89.5	83.6	85.6	90.0	81.2	85.1	90.2	90.8	87.3	82.6	83.1	93.2	92.6	78.1	93.2	87.9
900 - 959 AM	83.7	82.9	89.1	78.6	85.3	87.5	81.2	86.2	86.2	88.0	89.9	84.0	89.7	87.2	86.7	80.0	88.2	86.3
1000 - 1059 AM	81.8	84.1	93.2	81.0	82.5	83.6	82.3	80.7	84.6	85.0	82.7	80.6	84.1	84.6	80.1	74.1	85.2	85.0
1100 - 1159 AM	83.2	82.6	85.0	82.4	80.3	87.3	84.7	83.0	77.3	83.6	79.1	84.5	83.4	84.5	79.1	72.4	85.7	81.6
1200 - 1259 PM	81.5	82.6	83.4	79.0	79.8	84.9	81.1	84.6	67.9	80.5	77.4	84.1	79.4	86.3	80.5	64.0	82.8	87.8
100 - 159 PM	79.7	77.9	86.1	77.8	81.4	81.9	81.3	87.4	48.1	80.3	85.5	80.1	76.7	76.7	77.8	62.9	83.4	79.6
200 - 259 PM	78.6	77.6	83.0	70.7	74.4	83.3	77.4	73.2	47.7	82.7	82.3	82.8	72.7	77.8	77.0	65.7	80.9	83.5
300 - 359 PM	73.7	74.5	77.2	77.7	79.6	82.2	77.1	86.2	47.6	77.1	76.5	73.4	69.6	77.0	78.3	61.4	80.2	80.1
400 - 459 PM	74.9	65.3	77.2	73.7	72.4	77.2	76.7	77.1	51.3	76.4	75.5	74.1	70.2	75.0	76.3	61.5	81.1	74.9
500 - 559 PM	73.2	61.9	77.8	75.1	61.6	74.7	70.9	68.4	36.4	79.2	78.1	75.5	66.4	72.1	72.9	62.0	75.0	73.2
600 - 659 PM	69.4	51.6	64.5	69.1	72.1	83.1	69.6	74.2	37.1	66.5	73.4	72.9	59.7	71.7	73.0	58.0	71.3	70.9
700 - 759 PM	68.7	56.4	67.7	67.0	70.7	71.8	69.4	70.4	36.4	67.4	74.5	69.5	44.4	65.4	69.5	51.9	70.9	65.1
800 - 859 PM	68.5	54.8	63.5	69.1	64.0	71.7	66.9	70.6	33.9	64.5	68.6	70.2	47.7	72.2	69.5	49.2	70.6	63.0
900 - 959 PM	66.8	55.7	59.3	74.8	75.2	75.1	63.1	73.7	41.5	67.2	72.6	63.2	55.4	62.4	67.1	45.3	73.0	60.9
1000 - 1059 PM	71.5	62.3	68.1	62.2	65.3	73.5	61.3	75.4	46.9	74.5	68.0	63.6	65.4	65.7	61.2	52.4	69.6	62.1
1100 - 559 AM	71.8	70.6	69.7	67.1	63.8	75.8	68.7	73.6	61.4	60.6	72.6	78.9	74.4	68.7	69.8	60.8	67.9	68.2
TOTAL, ALL ARRIVALS, BY AIRPORT	77.2	70.2	77.6	76.5	74.3	81.4	75.8	78.2	55.7	75.9	77.2	78.4	70.1	77.4	76.4	62.5	78.4	76.6

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

APRIL 2011

## 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	80.0	93.1	81.8	95.9	87.2	92.4	50.0	95.0	93.3	J/	100.0	87.6
700 - 759 AM	89.9	89.8	77.5	92.0	88.3	91.2	93.9	84.9	92.8	91.7	91.2	87.7
800 - 859 AM	92.1	80.3	74.5	85.1	77.6	89.5	89.5	95.4	92.1	91.9	90.5	85.4
900 - 959 AM	85.6	87.6	70.1	89.0	66.2	88.1	91.8	90.2	77.5	90.3	91.2	84.3
1000 - 1059 AM	85.2	82.3	67.7	83.0	74.3	85.6	80.7	86.4	71.5	89.2	89.6	81.8
1100 - 1159 AM	78.1	80.8	68.4	74.8	76.8	89.8	78.6	82.7	70.8	79.1	88.9	81.2
1200 - 1259 PM	83.7	89.0	68.4	92.6	82.5	78.4	80.1	86.7	72.9	86.2	85.8	80.1
100 - 159 PM	79.1	79.9	65.7	87.0	75.1	86.1	73.1	84.8	67.6	83.4	85.3	77.5
200 - 259 PM	85.0	84.0	69.2	75.9	73.7	81.5	77.7	79.8	75.3	85.4	83.8	77.8
300 - 359 PM	78.0	72.5	65.4	90.6	69.9	80.5	77.6	79.3	77.2	84.2	82.9	74.9
400 - 459 PM	76.4	71.5	63.8	76.7	70.7	72.4	71.4	81.4	74.0	80.8	76.3	73.0
500 - 559 PM	79.3	79.2	64.4	71.6	68.7	78.7	67.0	76.5	67.9	78.7	78.9	71.1
600 - 659 PM	72.7	74.7	59.5	79.0	69.6	73.0	71.4	78.6	75.0	85.9	76.4	69.4
700 - 759 PM	71.0	74.9	63.1	67.0	69.8	76.6	70.8	74.3	69.8	75.7	74.0	67.5
800 - 859 PM	72.2	71.3	59.2	76.7	60.5	72.2	70.7	70.6	66.9	69.1	72.1	66.2
900 - 959 PM	66.9	66.8	53.6	77.6	69.2	71.6	62.9	71.9	66.6	65.0	71.0	65.2
1000 - 1059 PM	73.2	61.9	56.3	63.6	73.6	74.5	63.0	73.9	61.1	63.6	69.4	65.8
1100 - 559 AM	65.5	74.0	82.8	70.0	67.4	71.9	75.5	75.4	64.1	62.3	64.8	70.0
TOTAL, ALL ARRIVALS, BY AIRPORT	78.6	78.2	67.3	77.7	72.6	81.1	75.3	79.6	73.3	82.1	80.1	75.4

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	90.9	91.3	94.0	92.7	90.6	94.6	85.0	95.8	91.9	95.2	95.0	91.0	92.6	93.1	94.4	92.2	93.1	93.9
700 - 759 AM	90.2	85.7	92.4	90.2	91.9	93.2	83.6	90.1	88.6	91.4	95.4	91.3	90.9	90.9	91.1	92.4	94.4	91.2
800 - 859 AM	88.3	86.9	84.7	84.5	90.3	88.5	83.4	88.8	85.9	91.3	88.5	88.3	83.7	89.4	89.4	82.6	91.6	85.1
900 - 959 AM	84.7	84.4	80.6	85.2	89.0	84.0	79.0	86.8	82.3	82.9	84.4	90.5	87.9	85.6	86.4	79.6	90.6	78.6
1000 - 1059 AM	84.1	79.2	77.5	82.1	87.2	82.2	80.4	82.0	82.9	85.8	90.0	86.6	85.0	80.6	83.6	81.5	84.8	81.3
1100 - 1159 AM	77.8	80.0	78.8	83.3	85.2	81.4	77.7	84.4	83.4	77.2	88.5	81.9	88.4	83.0	77.3	76.0	82.6	72.5
1200 - 1259 PM	77.4	78.5	75.7	76.8	81.3	80.6	75.6	80.1	71.9	74.9	81.7	86.3	81.9	83.8	78.2	71.5	82.6	68.3
100 - 159 PM	78.3	78.0	70.7	77.2	85.0	78.6	75.8	79.9	65.7	66.1	78.5	80.1	78.3	79.1	81.0	70.7	74.7	77.0
200 - 259 PM	71.4	75.9	71.8	76.9	78.0	78.6	72.3	76.0	64.1	73.9	83.8	78.7	78.5	71.2	74.8	69.9	80.3	62.5
300 - 359 PM	72.3	77.4	66.5	46.2	76.5	77.7	72.0	69.5	53.8	73.8	77.6	78.9	79.0	67.3	74.1	66.6	72.7	65.4
400 - 459 PM	70.2	72.4	62.2	76.7	77.3	73.9	69.1	62.1	50.8	69.6	71.5	73.6	67.2	69.4	75.2	65.6	74.8	60.9
500 - 559 PM	68.8	63.5	67.5	72.2	70.8	69.7	65.6	70.5	52.5	67.4	74.2	74.0	68.5	56.4	73.8	61.0	71.8	60.9
600 - 659 PM	69.1	61.4	60.3	73.6	59.2	77.0	67.6	72.6	51.3	66.6	71.8	78.0	69.1	66.2	76.5	58.4	67.4	58.1
700 - 759 PM	69.6	55.6	52.9	70.8	76.5	76.0	64.0	71.4	50.3	64.7	66.2	74.2	63.1	58.3	78.5	55.3	63.1	51.4
800 - 859 PM	73.2	52.4	50.8	66.7	67.1	65.3	64.6	67.2	46.2	64.0	60.9	70.4	56.6	61.5	71.1	52.6	69.8	42.5
900 - 959 PM	70.1	69.8	49.3	45.7	67.4	70.3	61.9	64.3	37.2	64.5	74.4	82.9	49.9	58.1	75.5	59.9	66.8	38.6
1000 - 1059 PM	69.2	100.0	J/	79.1	J/	82.3	67.8	61.5	J/	J/	78.3	100.0	55.1	82.7	84.9	J/	J/	J/
1100 - 559 AM	74.0	90.7	100.0	90.0	94.6	76.7	84.5	J/	95.0	92.6	J/	91.5	81.1	83.8	80.3	100.0	81.8	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	76.2	76.2	72.2	78.5	80.6	79.1	73.5	78.4	67.2	76.9	80.5	81.6	75.3	76.1	81.3	72.9	79.4	68.9

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	91.6	93.8	87.5	95.9	92.5	93.7	95.2	95.3	94.7	93.2	94.3	92.7
700 - 759 AM	91.1	91.8	84.0	94.3	90.0	93.0	91.6	93.9	93.3	91.4	94.8	90.7
800 - 859 AM	87.4	89.0	79.0	92.2	84.4	88.6	90.3	93.1	88.7	91.8	90.2	87.2
900 - 959 AM	83.2	83.4	76.8	86.2	82.1	81.9	89.5	91.0	86.7	92.1	90.4	84.2
1000 - 1059 AM	80.7	86.6	69.6	86.0	78.9	86.2	80.8	91.5	77.4	87.4	86.8	82.2
1100 - 1159 AM	80.7	81.5	64.8	84.0	78.3	78.6	76.2	88.4	74.2	89.4	85.3	79.8
1200 - 1259 PM	73.4	74.0	65.8	74.4	79.5	82.6	72.2	84.6	75.4	80.5	82.1	77.6
100 - 159 PM	75.8	82.8	66.7	93.7	78.0	78.1	76.1	84.3	72.4	86.8	80.0	76.8
200 - 259 PM	73.3	81.4	61.9	80.1	70.0	73.9	68.2	78.1	68.7	76.9	78.7	73.5
300 - 359 PM	63.1	75.1	65.2	84.5	72.3	73.1	67.4	82.5	75.7	87.0	78.7	72.7
400 - 459 PM	69.4	67.3	60.7	75.8	65.1	74.7	73.8	76.1	78.7	80.0	77.6	70.3
500 - 559 PM	65.0	75.8	62.0	77.4	67.8	60.6	74.7	84.0	76.4	83.6	69.9	68.6
600 - 659 PM	67.9	77.3	61.5	77.2	72.1	74.8	66.3	83.8	75.9	67.0	71.0	68.9
700 - 759 PM	62.9	76.8	56.5	88.6	59.4	67.9	66.2	82.4	81.8	67.1	66.9	66.7
800 - 859 PM	62.8	85.7	59.5	73.5	77.0	74.5	74.5	77.7	74.1	84.0	78.7	66.1
900 - 959 PM	68.3	79.0	63.2	82.8	68.0	66.8	77.9	69.9	70.9	84.3	76.1	67.8
1000 - 1059 PM	63.5	93.8	53.0	85.7	74.5	86.5	85.9	75.1	81.8	J/	J/	75.6
1100 - 559 AM	J/	93.2	88.9	90.2	94.7	94.0	J/	83.5	79.6	87.4	100.0	85.1
TOTAL, ALL DEPARTURES, BY AIRPORT	74.3	81.7	67.6	86.0	77.6	80.0	79.2	86.4	80.3	86.1	82.2	77.1

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

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## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS 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***
---------	---------------	-------	--------------------------------	--------------------------------	--------------------------------------	--	---	--------------------------------------

## CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

NONE

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS OR MORE

CONTINENTAL	541	Mar	BOS-EWR	1850	22	14	63.6	70.9
CONTINENTAL	541	Apr	BOS-EWR	1855	24	17	70.8	79.8
EXPRESSJET	3130	Mar	IND-EWR	1725	27	14	51.9	85.6
EXPRESSJET	2389	Apr	IND-EWR	1730	25	18	72.0	100.5
EXPRESSJET	2348	Mar	STL-EWR	1345	19	11	57.9	79.8
EXPRESSJET	2682	Apr	STL-EWR	1320	29	19	65.5	99.8
JETBLUE	526	Mar	MCO-EWR	1747	31	18	58.1	85.0
JETBLUE	526	Apr	MCO-EWR	1729	30	20	66.7	113.7
SOUTHWEST	42	Mar	MDW-STL	2140	17	10	58.8	68.1
SOUTHWEST	42	Apr	MDW-STL	2140	21	11	52.4	110.8
SOUTHWEST	501	Mar	PHX-SMF	2035	17	10	58.8	57.7
SOUTHWEST	501	Apr	PHX-SMF	2035	25	13	52.0	77.5

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

Chronically Delayed Flights for individual months can be found on the BTS website <http://www.bts.gov>

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
EXPRESSJET	1,163	47	4.0
CONTINENTAL	709	22	3.1
JETBLUE	632	17	2.7
ATLANTIC SOUTHEAST	954	14	1.5
AMERICAN EAGLE	1,312	13	1.0
SOUTHWEST	3,432	32	0.9
SKYWEST	1,631	7	0.4
AMERICAN	1,534	6	0.4
US AIRWAYS	1,163	4	0.3
DELTA	2,129	2	0.1
UNITED	878	0	0.0
AIRTRAN	720	0	0.0
MESA	420	0	0.0
ALASKA	395	0	0.0
FRONTIER	203	0	0.0
HAWAIIAN	183	0	0.0
TOTAL	17,458	164	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.



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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)	65.9	75.1	205	205
ADAK ISLAND AK (ADK)	75.0	75.0	8	8
AGUADILLA PR (BQN)	73.7	86.0	114	114
AKRON OH (CAK)	74.5	80.6	695	692
ALBANY GA (ABY)	69.6	70.9	79	79
ALBANY NY (ALB)	76.7	82.6	838	839
ALBUQUERQUE NM (ABQ)	76.0	79.5	2,800	2,800
ALEXANDRIA LA (AEX)	72.3	83.5	278	279
ALLEN TOWN/BETHLEHEM/EASTON PA (ABE)	70.9	79.5	302	303
AMARILLO TX (AMA)	76.0	81.9	609	608
ANCHORAGE AK (ANC)	85.1	92.9	1,279	1,279
APPLETON WI (ATW)	64.2	63.7	193	193
ASHEVILLE NC (AVL)	69.5	75.1	364	365
ASPEN CO (ASE)	66.9	67.2	272	271
ATLANTA GA (ATL)	77.2	76.2	32,549	32,519
ATLANTIC CITY NJ (ACY)	86.7	93.3	60	60
AUGUSTA GA (AGS)	64.8	69.8	381	384
AUSTIN TX (AUS)	77.3	82.0	3,534	3,540
BAKERSFIELD CA (BFL)	87.6	90.7	322	322
BALTIMORE MD (BWI)	77.6	72.2	8,890	8,895
BARROW AK (BRW)	88.4	85.5	69	69
BATON ROUGE LA (BTR)	74.7	78.6	699	701
BELLINGHAM WA (BLI)	94.8	98.7	77	77
BEND/REDMOND OR (RDM)	82.3	89.8	265	265
BETHEL AK (BET)	90.7	90.7	86	86
BILLINGS MT (BIL)	86.7	91.0	286	289
BIRMINGHAM AL (BHM)	74.6	77.8	1,394	1,391
BISMARCK/MANDAN ND (BIS)	75.6	76.5	217	196
BLOOMINGTON IL (BMI)	68.8	77.4	269	270
BOISE ID (BOI)	81.1	85.8	1,204	1,171
BOSTON MA (BOS)	70.2	76.2	9,351	9,353
BOZEMAN MT (BZN)	78.8	88.4	231	232
BRANSON MO (BKG)	81.0	78.6	42	42
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	71.5	76.2	235	235
BROWNSVILLE TX (BRO)	77.3	82.9	198	199
BRUNSWICK GA (BQK)	77.6	81.2	85	85
BUFFALO NY (BUF)	74.7	79.2	1,966	1,966
BURBANK CA (BUR)	78.4	81.2	2,062	2,062
BURLINGTON VT (BTV)	65.5	75.3	322	324
BUTTE MT (BTM)	85.5	89.1	55	55
CARLSBAD CA (CLD)	84.6	88.2	182	187
CASPER WY (CPR)	82.0	89.2	167	167
CEDAR CITY UT (CDC)	81.8	96.4	55	56

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR RAPIDS/IOWA CITY IA (CID)	70.1	76.7	418	417
CHAMPAIGN/URBANA IL (CMI)	61.6	69.7	198	198
CHARLESTON SC (CHS)	69.0	75.7	1,192	1,191
CHARLESTON/DUNBAR WV (CRW)	65.3	72.7	320	319
CHARLOTTE AMALIE VI (STT)	73.4	82.2	286	286
CHARLOTTE NC (CLT)	76.5	78.5	10,572	10,572
CHARLOTTESVILLE VA (CHO)	72.9	77.6	85	85
CHATTANOOGA TN (CHA)	68.8	76.8	372	371
CHEYENNE WY (CYS)	70.0	70.0	30	30
CHICAGO IL (MDW)	76.6	68.9	7,454	7,455
CHICAGO IL (ORD)	67.3	67.6	26,422	26,407
CHICO CA (CIC)	87.0	91.3	115	115
CHRISTIANSTED VI (STX)	80.0	70.0	40	40
CLEVELAND OH (CLE)	74.7	81.8	4,281	4,280
CODY WY (COD)	77.8	95.3	90	85
COLLEGE STATION/BRYAN TX (CLL)	83.3	80.0	30	30
COLORADO SPRINGS CO (COS)	69.3	82.3	986	986
COLUMBIA SC (CAE)	72.0	80.1	603	603
COLUMBUS GA (CSG)	73.6	81.6	174	174
COLUMBUS MS (GTR)	72.9	68.2	85	85
COLUMBUS OH (CMH)	72.4	79.4	2,275	2,277
CORDOVA AK (CDV)	86.7	90.0	60	60
CORPUS CHRISTI TX (CRP)	73.9	83.5	605	605
COVINGTON KY (CVG)	72.9	74.7	2,222	2,218
CRESCENT CITY CA (CEC)	79.0	81.3	81	80
DALLAS TX (DAL)	74.1	67.9	3,719	3,720
DALLAS/FT. WORTH TX (DFW)	75.8	73.5	21,584	21,584
DAYTON OH (DAY)	72.4	80.3	959	969
DAYTONA BEACH FL (DAB)	71.6	85.8	176	176
DEADHORSE AK (SCC)	92.9	89.3	56	56
DENVER CO (DEN)	81.4	79.1	19,247	19,213
DES MOINES IA (DSM)	69.5	75.6	909	906
DETROIT MI (DTW)	78.2	78.4	6,969	6,997
DOTHAN AL (DHN)	78.3	81.6	115	114
DUBUQUE IA (DBQ)	61.7	70.2	47	47
DULUTH MN (DLH)	76.7	67.9	60	56
DURANGO CO (DRO)	80.8	81.9	286	287
EAGLE CO (EGE)	68.0	69.5	103	105
EAU CLAIRE WI (EAU)	77.4	79.0	62	62
EL CENTRO CA (IPL)	83.6	88.3	55	60
EL PASO TX (ELP)	73.7	78.1	1,826	1,837
ELKO NV (EKO)	86.2	87.9	116	116
EUGENE OR (EUG)	84.0	88.2	393	389

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EUREKA/ARCATA CA (ACV)	80.5	79.1	251	253
EVANSVILLE IN (EVV)	69.3	75.5	274	274
FAIRBANKS AK (FAI)	90.4	94.1	355	355
FARGO ND (FAR)	74.9	81.7	463	464
FAYETTEVILLE AR (XNA)	60.3	68.3	986	986
FAYETTEVILLE NC (FAY)	67.4	75.4	316	317
FLAGSTAFF AZ (FLG)	84.2	83.6	177	177
FLINT MI (FNT)	77.0	82.7	300	300
FORT LAUDERDALE FL (FLL)	75.9	76.9	5,969	5,969
FORT MYERS FL (RSW)	79.2	81.5	3,203	3,203
FORT SMITH AR (FSM)	61.8	72.7	34	33
FORT WAYNE IN (FWA)	70.6	75.7	255	255
FRESNO CA (FAT)	82.3	87.5	927	927
GAINESVILLE FL (GNV)	73.7	81.7	186	186
GILLETTE WY (GCC)	88.3	87.5	120	120
GRAND FORKS ND (GFK)	83.9	87.5	56	56
GRAND JUNCTION CO (GJT)	80.3	85.0	451	454
GRAND RAPIDS MI (GRR)	73.1	79.0	1,005	973
GREAT FALLS MT (GTF)	90.3	94.5	145	145
GREEN BAY/CLINTONVILLE WI (GRB)	72.6	75.2	387	387
GREENSBORO/HIGH POINT NC (GSO)	69.7	75.6	620	620
GREENVILLE/SPARTANBURG SC (GSP)	72.4	77.8	873	873
GUAM GU (GUM)	80.6	80.0	31	30
GULFPORT/BILOXI MS (GPT)	76.2	82.0	495	494
GUNNISON CO (GUC)	81.0	81.4	42	43
HANCOCK/HOUGHTON MI (CMX)	66.7	70.0	60	60
HARLINGEN/SAN BENITO TX (HRL)	73.6	81.5	406	406
HARRISBURG PA (MDT)	71.4	77.1	493	493
HARTFORD CT (BDL)	74.6	84.3	1,820	1,825
HELENA MT (HLN)	86.9	92.0	137	137
HILO HI (ITO)	90.4	91.6	574	574
HONOLULU HI (HNL)	86.3	89.7	4,315	4,315
HOUSTON TX (HOU)	74.8	67.8	4,419	4,420
HOUSTON TX (IAH)	78.4	81.6	14,174	14,173
HUNTSVILLE AL (HSV)	70.0	74.8	854	856
IDAHO FALLS ID (IDA)	85.5	91.9	221	221
INDIANAPOLIS IN (IND)	74.4	79.3	2,730	2,729
INDIO/PALM SPRINGS CA (PSP)	84.8	86.9	1,087	1,087
INYOKERN CA (IYK)	96.3	98.8	81	81
ISLIP NY (ISP)	76.6	83.8	687	686
JACKSON WY (JAC)	84.2	86.7	158	158
JACKSON/VICKSBURG MS (JAN)	75.0	78.2	880	879
JACKSONVILLE FL (JAX)	77.2	83.3	2,329	2,330

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	76.6	80.2	111	111
JUNEAU AK (JNU)	90.0	88.3	300	300
KAHULUI HI (OGG)	88.8	92.0	1,659	1,658
KALAMAZOO MI (AZO)	70.5	82.0	61	61
KALISPELL MT (FCA)	89.4	97.3	113	111
KANSAS CITY MO (MCI)	74.1	78.1	3,941	3,943
KETCHIKAN AK (KTN)	92.2	91.7	180	180
KEY WEST FL (EYW)	77.3	90.7	150	150
KILLEEN TX (GRK)	53.3	63.2	75	76
KLAMATH FALLS OR (LMT)	84.4	95.6	90	90
KNOXVILLE TN (TYS)	65.6	74.4	935	934
KODIAK AK (ADQ)	85.5	89.1	55	55
KONA HI (KOA)	90.3	93.0	1,060	1,061
KOTZEBUE AK (OTZ)	86.7	88.9	90	90
LA CROSSE WI (LSE)	87.5	89.2	64	65
LAFAYETTE LA (LFT)	76.5	83.0	421	423
LAKE CHARLES LA (LCH)	76.6	83.2	94	95
LANSING MI (LAN)	62.0	63.9	108	108
LAREDO TX (LRD)	75.1	86.4	213	213
LAS VEGAS NV (LAS)	77.4	76.1	12,429	12,431
LEWISBURG WV (LWB)	63.3	63.3	30	30
LEWISTON ID (LWS)	90.9	90.9	55	55
LEXINGTON KY (LEX)	69.1	76.0	650	649
LIHUE HI (LIH)	88.5	90.9	927	926
LINCOLN NE (LNK)	70.5	76.4	200	203
LITTLE ROCK AR (LIT)	70.4	74.8	1,473	1,475
LONG BEACH CA (LGB)	83.4	84.5	1,073	1,074
LONGVIEW/KILGOR/GLADWATR TX (GGG)	93.3	93.3	30	30
LOS ANGELES CA (LAX)	76.4	81.3	17,468	17,453
LOUISVILLE KY (SDF)	70.4	76.3	1,219	1,221
LUBBOCK TX (LBB)	73.9	81.9	663	662
MADISON WI (MSN)	67.9	76.0	632	634
MAMMOTH LAKES CA (MMH)	45.8	58.3	24	24
MANCHESTER NH (MHT)	73.9	81.6	1,010	1,011
MANHATTAN/FT. RILEY KS (MHK)	69.2	76.7	120	120
MARQUETTE MI (MQT)	55.0	84.0	80	81
MEDFORD OR (MFR)	75.5	83.2	261	262
MELBOURNE FL (MLB)	88.9	93.1	144	145
MEMPHIS TN (MEM)	75.1	77.2	4,370	4,368
MERIDIAN MS (MEI)	70.9	78.2	55	55
MIAMI FL (MIA)	78.6	74.3	6,313	6,317
MIDLAND/ODESSA TX (MAF)	71.5	81.6	610	610
MILWAUKEE WI (MKE)	77.2	79.2	3,683	3,689

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MINNEAPOLIS MN (MSP)	78.2	81.7	8,014	8,009
MINOT ND (MOT)	79.4	82.9	170	170
MISSION/MCALLEN/EDINBURG TX (MFE)	70.1	83.0	224	223
MISSOULA MT (MSO)	83.2	90.2	244	244
MOBILE AL (MOB)	75.0	81.7	548	547
MODESTO CA (MOD)	89.6	89.6	115	115
MOLINE IL (MLI)	64.2	72.5	481	477
MONROE LA (MLU)	71.7	77.2	145	145
MONTEREY CA (MRY)	81.0	85.9	441	440
MONTGOMERY AL (MGM)	69.4	75.0	360	360
MONTROSE/DELTA CO (MTJ)	65.5	78.8	113	113
MUSKEGON MI (MKG)	73.4	73.0	64	63
MYRTLE BEACH SC (MYR)	73.4	77.8	297	297
NASHVILLE TN (BNA)	73.8	72.7	4,482	4,481
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	69.1	85.5	55	55
NEW ORLEANS LA (MSY)	77.3	81.6	3,426	3,426
NEW YORK NY (JFK)	70.1	75.3	8,006	8,011
NEW YORK NY (LGA)	62.5	72.9	8,138	8,139
NEWARK NJ (EWR)	55.7	67.2	9,429	9,424
NEWBURGH/POUGHKEEPSIE NY (SWF)	51.3	71.3	115	115
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	76.6	84.9	385	385
NOME AK (OME)	86.7	86.7	90	90
NORFOLK VA (ORF)	74.9	81.6	1,138	1,134
NORTH BEND/COOS BAY OR (OTH)	73.3	74.4	90	90
OAKLAND CA (OAK)	75.2	76.4	3,640	3,641
OKLAHOMA CITY OK (OKC)	67.9	77.4	1,660	1,683
OMAHA NE (OMA)	71.9	80.5	1,899	1,895
ONTARIO/SAN BERNARDINO CA (ONT)	77.3	83.9	1,952	1,952
ORLANDO FL (MCO)	78.4	79.4	11,132	11,127
PADUCAH KY (PAH)	66.7	65.0	60	60
PANAMA CITY FL (ECP)	71.2	75.5	591	591
PASCO/KENNEWICK/RICHLAND WA (PSC)	82.5	95.5	285	286
PENSACOLA FL (PNS)	78.5	84.7	912	911
PEORIA IL (PIA)	74.0	77.0	235	235
PETERSBURG AK (PSG)	83.3	83.3	60	60
PHILADELPHIA PA (PHL)	72.6	77.6	7,115	7,112
PHOENIX AZ (PHX)	81.1	80.0	16,075	16,102
PITTSBURGH PA (PIT)	78.3	82.6	2,826	2,821
POCATELLO ID (PIH)	90.4	93.9	115	115
PONCE PR (PSE)	70.0	76.7	60	60
PORTLAND ME (PWM)	77.3	84.5	388	388
PORTLAND OR (PDX)	77.7	86.0	4,165	4,167
PROVIDENCE RI (PVD)	75.8	79.7	1,539	1,542

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
RALEIGH/DURHAM NC (RDU)	75.6	78.4	3,371	3,374
RAPID CITY SD (RAP)	81.3	84.0	433	455
REDDING CA (RDD)	80.1	84.9	146	146
RENO NV (RNO)	76.6	82.3	1,809	1,811
RICHMOND VA (RIC)	74.2	79.8	1,280	1,279
ROANOKE VA (ROA)	69.6	71.8	263	262
ROCHESTER MN (RST)	65.8	63.3	79	79
ROCHESTER NY (ROC)	72.3	79.5	911	910
ROCK SPRINGS WY (RKS)	82.7	82.0	150	150
ROSWELL NM (ROW)	73.0	83.8	111	111
SACRAMENTO CA (SMF)	77.8	81.1	3,680	3,675
SAGINAW/BAY CITY/MIDLAND MI (MBS)	71.1	68.9	90	90
SALT LAKE CITY UT (SLC)	82.1	86.1	9,845	9,831
SAN ANTONIO TX (SAT)	77.2	82.9	3,260	3,258
SAN DIEGO CA (SAN)	75.3	79.2	6,200	6,227
SAN FRANCISCO CA (SFO)	73.3	80.3	11,470	11,467
SAN JOSE CA (SJC)	77.3	80.1	3,402	3,401
SAN JUAN PR (SJU)	74.0	78.3	1,878	1,873
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	88.0	88.3	392	392
SANTA ANA CA (SNA)	80.0	82.4	3,431	3,431
SANTA BARBARA CA (SBA)	85.1	88.5	798	798
SANTA FE NM (SAF)	80.3	87.9	117	116
SANTA MARIA CA (SMX)	90.4	89.6	115	115
SARASOTA/BRADENTON FL (SRQ)	83.1	85.1	599	599
SAVANNAH GA (SAV)	68.4	74.1	851	854
SCRANTON/WILKES-BARRE PA (AVP)	68.9	71.5	167	165
SEATTLE WA (SEA)	79.6	86.4	7,719	7,721
SHREVEPORT LA (SHV)	70.7	81.5	300	302
SIOUX FALLS SD (FSD)	65.8	76.8	395	396
SITKA AK (SIT)	92.2	87.8	90	90
SOUTH BEND IN (SBN)	65.8	70.5	184	183
SPOKANE WA (GEG)	78.7	85.9	912	913
SPRINGFIELD IL (SPI)	71.3	76.6	143	145
SPRINGFIELD MO (SGF)	67.2	73.4	664	666
ST. GEORGE UT (SGU)	85.4	80.9	157	157
ST. LOUIS MO (STL)	70.8	69.5	4,807	4,802
ST. PETERSBURG FL (PIE)	88.9	100.0	9	9
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	71.8	84.6	78	78
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	81.9	79.9	144	144
SYRACUSE NY (SYR)	66.2	76.7	619	618
TALLAHASSEE FL (TLH)	72.8	76.4	397	398
TAMPA FL (TPA)	80.1	82.2	6,246	6,251
TELLURIDE CO (TEX)	75.0	75.0	4	4

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TEXARKANA AR (TXK)	66.7	78.3	60	60
TOLEDO OH (TOL)	64.0	64.0	25	25
TRAVERSE CITY MI (TVC)	60.0	57.0	170	172
TUCSON AZ (TUS)	78.5	85.6	1,937	1,961
TULSA OK (TUL)	67.2	75.7	1,529	1,530
TUNICA MS (UTM)	82.4	88.2	17	17
TWIN FALLS ID (TWF)	89.2	94.3	120	123
TYLER TX (TYR)	68.6	76.5	86	85
VALDOSTA GA (VLD)	70.6	78.8	85	85
VALPARAISO FL (VPS)	65.0	75.4	594	594
WACO TX (ACT)	66.7	75.0	33	32
WASHINGTON DC (DCA)	74.3	80.6	6,101	6,103
WASHINGTON DC (IAD)	77.2	80.5	6,674	6,666
WAUSAU/MARSHFIELD WI (CWA)	62.5	67.6	136	136
WEST PALM BEACH/PALM BEACH FL (PBI)	76.5	79.1	2,622	2,623
WHITE PLAINS NY (HPN)	66.4	72.7	795	795
WICHITA FALLS TX (SPS)	100.0	100.0	3	3
WICHITA KS (ICT)	67.4	76.4	858	865
WILMINGTON NC (ILM)	75.5	75.9	212	212
WRANGELL AK (WRG)	80.0	86.7	60	60
YAKUTAT AK (YAK)	81.7	88.3	60	60
YUMA AZ (YUM)	86.7	92.0	300	300

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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
AMERICAN EAGLE	20	22,242	1,129	5.1	137	37,599	1,906	5.1
EXPRESSJET	18	18,003	675	3.7	114	35,833	1,361	3.8
ATLANTIC SOUTHEAST	17	12,494	464	3.7	115	27,125	1,007	3.7
AMERICAN	28	35,939	901	2.5	81	45,130	1,189	2.6
MESA	17	7,013	128	1.8	82	13,037	336	2.6
SKYWEST	18	26,927	392	1.5	145	47,102	847	1.8
SOUTHWEST	21	50,509	816	1.6	72	98,224	1,727	1.8
UNITED	27	21,761	250	1.1	73	25,243	291	1.2
US AIRWAYS	28	28,821	323	1.1	76	33,942	382	1.1
DELTA	29	46,511	489	1.1	118	60,496	634	1.0
JETBLUE	21	12,640	112	0.9	47	18,212	186	1.0
AIRTRAN	22	13,856	83	0.6	64	21,208	130	0.6
ALASKA	18	6,985	20	0.3	50	11,754	59	0.5
CONTINENTAL	27	16,537	82	0.5	58	20,203	91	0.5
FRONTIER	21	5,097	10	0.2	43	6,356	14	0.2
HAWAIIAN	7	360	1	0.3	15	5,560	3	0.1
Total		325,695	5,875	1.8	Total	507,024	10,163	2.0

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.

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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
AMERICAN EAGLE	1,589	539	33.9
ATLANTIC SOUTHEAST	1,404	318	22.6
EXPRESSJET	3,834	599	15.6
AMERICAN	2,418	307	12.7
MESA	942	116	12.3
SKYWEST	3,040	280	9.2
SOUTHWEST	13,018	897	6.9
US AIRWAYS	1,419	88	6.2
JETBLUE	648	34	5.2
DELTA	2,431	123	5.1
UNITED	1,375	68	4.9
ALASKA	438	14	3.2
CONTINENTAL	1,055	21	2.0
FRONTIER	366	7	1.9
AIRTRAN	844	14	1.7
HAWAIIAN	203	0	0.0
TOTAL	35,024	3,425	9.8

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.

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

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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
AA	45130	32290	71.55%	1189	2.63%	267	0.59%	2993	6.63%	639	1.42%	4418	9.79%	1	0.00%	3332	7.38%
AS	11754	10517	89.48%	59	0.50%	22	0.19%	336	2.86%	19	0.16%	502	4.27%	9	0.08%	290	2.47%
B6	18212	12457	68.40%	186	1.02%	74	0.41%	1608	8.83%	53	0.29%	2196	12.06%	15	0.08%	1622	8.91%
CO	20203	14519	71.87%	91	0.45%	66	0.33%	1271	6.29%	98	0.49%	3148	15.58%	25	0.12%	985	4.88%
DL	60496	47365	78.29%	634	1.05%	155	0.26%	3292	5.44%	306	0.51%	5024	8.31%	2	0.00%	3717	6.14%
EV	27125	18569	68.46%	1007	3.71%	78	0.29%	2306	8.50%	231	0.85%	1621	5.98%	5	0.02%	3308	12.19%
F9	6356	5139	80.85%	14	0.22%	8	0.13%	315	4.96%	8	0.12%	513	8.07%	0	0.00%	360	5.66%
FL	21208	17380	81.95%	130	0.61%	77	0.36%	555	2.62%	48	0.23%	1396	6.58%	0	0.00%	1622	7.65%
HA	5560	5231	94.08%	3	0.05%	6	0.11%	212	3.82%	0	0.00%	0	0.00%	0	0.00%	108	1.94%
MQ	37599	25785	68.58%	1906	5.07%	147	0.39%	2453	6.52%	462	1.23%	3505	9.32%	2	0.01%	3338	8.88%
OO	47102	37718	80.08%	847	1.80%	95	0.20%	1747	3.71%	108	0.23%	3015	6.40%	14	0.03%	3557	7.55%
UA	25243	20359	80.65%	291	1.15%	48	0.19%	867	3.43%	77	0.30%	1945	7.70%	2	0.01%	1655	6.55%
US	33942	26262	77.37%	382	1.13%	87	0.26%	1719	5.07%	125	0.37%	3671	10.81%	25	0.07%	1671	4.92%
WN	98224	74313	75.66%	1727	1.76%	236	0.24%	6206	6.32%	451	0.46%	3283	3.34%	110	0.11%	11898	12.11%
XE	35833	24365	68.00%	1361	3.80%	115	0.32%	2360	6.59%	119	0.33%	3606	10.06%	12	0.03%	3894	10.87%
YV	13037	10559	80.99%	336	2.58%	24	0.18%	549	4.21%	59	0.45%	522	4.00%	5	0.04%	984	7.54%
TOTAL	507024	382828		10163		1505		28790		2804		38365		228		42340	
			75.50%		2.00%		0.30%		5.68%		0.55%		7.57%		0.04%		8.35%

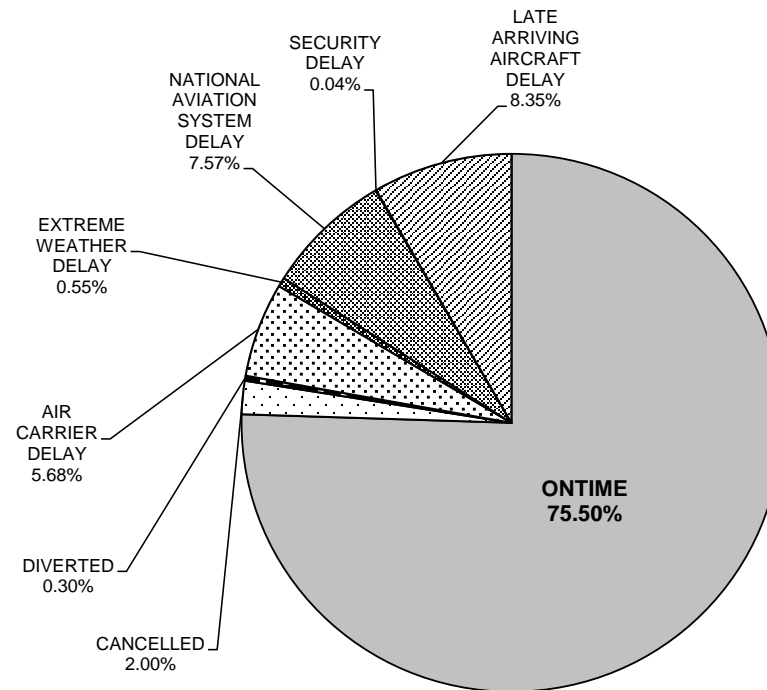
**\*Causes of Delay:**

- **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.**

APRIL 2011  
 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.
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**Note:** For additional airline-specific information, visit <http://www.bts.gov>



APRIL 2011

## AIR TRAVEL CONSUMER REPORT

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
UNITED	19	JFK	SFO	04/24/2011	Origin Airport	202
DELTA	1076	ATL	SLC	04/27/2011	Origin Airport	202
DELTA	1714	ATL	ONT	04/27/2011	Origin Airport	200
DELTA	823	ATL	FLL	04/27/2011	Origin Airport	185

APRIL 2011

## 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
DL	60,496	90	0.15
US	33,942	47	0.14
AA	45,130	59	0.13
UA	25,243	29	0.12
MQ	37,599	40	0.11
FL	21,208	17	0.08
CO	20,203	16	0.08
B6	18,212	13	0.07
EV	27,125	18	0.07
XE	35,833	16	0.05
F9	6,356	2	0.03
YV	13,037	3	0.02
AS	11,754	2	0.02
OO	47,102	8	0.02
WN	98,224	15	0.02
HA	5,560	0	0.00
TOTAL	507,024	375	0.07

**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: 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
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**

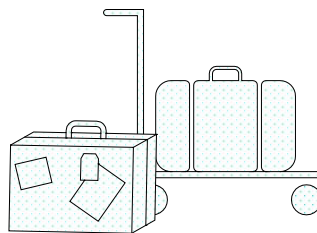
#### **Data to DOT and to CRS Vendors**

XE	ExpressJet Airlines
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\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #20, issued November 5, 2010, effective January 1, 2011.

## **MISHANDLED BAGGAGE**

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



**APRIL 2011**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**  
**U.S. AIRLINES\***

RANK	AIRLINE	APRIL 2011			APRIL 2010		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	3,222	2,121,780	1.52	2,724	2,081,194	1.31
2	FRONTIER AIRLINES	1,520	762,414	1.99	1,556	758,414	2.05
3	JETBLUE AIRWAYS	4,350	1,969,045	2.21	3,925	1,844,883	2.13
4	US AIRWAYS	9,308	3,938,637	2.36	8,028	3,880,350	2.07
5	HAWAIIAN AIRLINES	1,669	669,224	2.49	1,076	670,004	1.61
6	CONTINENTAL AIRLINES	6,892	2,711,492	2.54	5,473	2,657,789	2.06
7	DELTA AIR LINES	21,033	7,909,343	2.66	21,646	7,796,971	2.78
8	ALASKA AIRLINES	3,888	1,345,128	2.89	2,988	1,200,581	2.49
9	UNITED AIRLINES**	10,019	3,406,081	2.94	11,121	3,782,503	2.94
10	SOUTHWEST AIRLINES	32,825	9,454,122	3.47	24,811	9,142,727	2.71
11	SKYWEST AIRLINES	6,842	1,880,358	3.64	8,035	1,975,954	4.07
12	EXPRESSJET AIRLINES	5,488	1,358,690	4.04	4,537	1,261,067	3.60
13	AMERICAN AIRLINES	23,456	5,690,501	4.12	17,889	5,801,270	3.08
14	MESA AIRLINES	3,686	725,579	5.08	2,165	835,698	2.59
15	ATLANTIC SOUTHEAST AIRLINES	6,974	1,185,029	5.89	7,003	1,117,692	6.27
16	AMERICAN EAGLE AIRLINES	11,167	1,373,830	8.13	7,864	1,321,341	5.95
TOTALS		152,339	46,501,253	3.28	130,841	46,128,438	2.84

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). 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 January 6, 2012, to include the correction made by United Airlines to its Total Baggage Reports for April 2011.

NOTE: Effective January 2011, Comair and Pinnacle Airlines are no longer ranked in this table. Totals for April 2010 reflect the deletion of Comair and Pinnacle's data for that month.

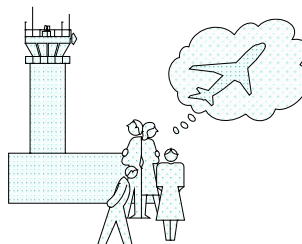
## **OVERSALES**

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

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

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

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



**JANUARY - MARCH 2011**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE	JANUARY - MARCH 2011				JANUARY - MARCH 2010			
		<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	<b>JETBLUE AIRWAYS</b>	14	12	6,038,693	<b>0.02</b>	27	7	5,528,333	<b>0.01</b>
2	<b>HAWAIIAN AIRLINES</b>	83	25	2,089,095	<b>0.12</b>	109	28	1,999,172	<b>0.14</b>
3	<b>DELTA AIR LINES</b>	23,802	656	22,640,522	<b>0.29</b>	30,969	1,372	21,884,456	<b>0.63</b>
4	<b>AIRTRAN AIRWAYS</b>	9,648	246	5,604,721	<b>0.44</b>	15,285	283	5,526,408	<b>0.51</b>
5	<b>ATLANTIC SOUTHEAST AIRLINES</b>	7,702	179	3,185,462	<b>0.56</b>	7,192	164	3,088,354	<b>0.53</b>
6	<b>SKYWEST AIRLINES</b>	14,697	453	5,714,175	<b>0.79</b>	15,730	688	5,402,551	<b>1.27</b>
7	<b>SOUTHWEST AIRLINES</b>	16,228	2,167	25,637,423	<b>0.85</b>	35,668	6,167	23,772,905	<b>2.59</b>
8	<b>US AIRWAYS</b>	11,360	1,177	12,705,868	<b>0.93</b>	19,387	3,593	12,153,896	<b>2.96</b>
9	<b>FRONTIER AIRLINES</b>	837	233	2,090,355	<b>1.11</b>	1,335	476	2,014,717	<b>2.36</b>
10	<b>UNITED AIRLINES</b>	18,903	1,193	10,504,227	<b>1.14</b>	15,521	2,142	11,171,323	<b>1.92</b>
11	<b>ALASKA AIRLINES</b>	1,798	439	3,759,030	<b>1.17</b>	2,416	538	3,332,632	<b>1.61</b>
12	<b>AMERICAN AIRLINES</b>	11,820	2,191	17,751,646	<b>1.23</b>	16,124	2,284	17,885,435	<b>1.28</b>
13	<b>CONTINENTAL AIRLINES</b>	7,133	1,298	8,706,805	<b>1.49</b>	10,013	2,320	8,494,356	<b>2.73</b>
14	<b>EXPRESSJET AIRLINES</b>	6,434	556	3,512,336	<b>1.58</b>	6,420	870	3,296,038	<b>2.64</b>
15	<b>MESA AIRLINES</b>	2,897	352	2,080,943	<b>1.69</b>	4,172	503	2,308,909	<b>2.18</b>
16	<b>AMERICAN EAGLE AIRLINES</b>	6,107	994	3,627,278	<b>2.74</b>	3,723	1,629	3,550,434	<b>4.59</b>
	<b>TOTALS</b>	139,463	12,171	135,648,579	<b>0.90</b>	184,091	23,064	131,409,919	<b>1.76</b>

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 data voluntarily (ExpressJet). 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.

NOTE: Effective January 2011, Comair and Pinnacle Airlines are no longer ranked in this table. Totals for January – March 2010 reflect the deletion of Comair and Pinnacle's data for that quarter.



## **CONSUMER COMPLAINTS**

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints (which are handled by the Federal Aviation Administration) or security complaints (which are handled by the Transportation Security Administration). An explanation of each section of the report appears below:

**Summary** - Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

**Complaint Categories** - Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

**U.S. Airlines** - Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

**Incident Date** - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods (Incident Date data is not included in YTD section).

**Companies Other Than U.S. Airlines** - Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

**Airline Rankings** - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

TABLE 1

**AIR TRAVEL CONSUMER REPORT**  
**CONSUMER COMPLAINTS**  
**SUMMARY**

	APRIL 2011				APRIL 2010			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	739	51	2	81	731	52	3	71
FOREIGN AIRLINES	102	1	0	14	107	2	0	14
TRAVEL AGENTS	11	0	0	1	11	0	0	0
TOUR OPERATORS	13	0	0	0	8	0	0	0
MISCELLANEOUS	14	12	0	15	21	19	0	22
INDUSTRY TOTALS	879	64	2	111	878	73	3	107

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	APRIL 2011			APRIL 2010		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	294		1	231	
CANCELLATIONS			122			100
DELAYS			87			55
MISCONNECTI ONS			38			44
BAGGAGE	2	116		3	121	
RES/TKTG/BOARDING	3	113		2	141	
CUSTOMER SERVICE	4	106		4	113	
REFUNDS	5	69		5	75	
DISABILITY	6	54		6	55	
OVERSALES	7	47		8	42	
FARES	8	40		7	45	
OTHER	9	21		9	36	
FREQUENT FLYER			14			23
DISCRIMINATION	10	10		10	13	
ADVERTISING	11	8		11	4	
ANIMALS	12	1		12	2	
COMPLAINT TOTAL		879			878	

\* 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\*

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	7	3	1	0	0	1	2	1	1	0	0	0	16
ALASKA AIRLINES	3	0	3	0	1	0	2	0	0	0	0	0	9
ALLEGiant AIR	4	1	7	1	2	2	3	1	0	0	0	0	21
AMERICAN AIRLINES	49	5	12	5	3	18	9	6	0	1	1	1	110
AMERICAN EAGLE AIRLINES	11	0	0	0	0	2	4	0	0	0	0	0	17
ATLANTIC SOUTHEAST AIRLINES	7	0	0	0	0	3	2	0	0	0	0	0	12
CHAUTAUQUA AIRLINES	7	0	0	0	0	1	0	0	0	0	0	0	8
COLGAN AIR	4	0	0	0	0	1	0	1	0	0	0	0	6
CONTINENTAL AIRLINES	11	4	5	2	4	6	7	6	0	1	0	3	49
DELTA AIR LINES	31	7	10	6	9	19	16	5	2	2	0	4	111
EXPRESSJET AIRLINES	16	2	0	0	0	3	0	1	0	0	0	0	22
FRONTIER AIRLINES	2	0	0	0	1	0	3	0	0	0	0	0	6
GO!	6	0	0	0	2	0	0	0	0	0	0	0	8
HAWAIIAN AIRLINES	2	0	2	1	1	1	1	0	0	0	0	0	8
JETBLUE AIRWAYS	9	0	1	0	0	1	4	6	0	0	0	0	21
MESABA AVIATION	2	0	1	0	0	0	1	2	0	0	0	0	6
PIEDMONT AIRLINES	3	4	5	0	0	0	1	0	0	0	0	0	13
PINNACLE AIRLINES	5	1	0	0	0	1	1	1	0	0	0	0	9
REPUBLIC AIRLINES	1	1	0	0	0	0	3	0	0	0	0	0	5
SKYWEST AIRLINES	4	0	3	0	0	1	1	0	0	0	0	0	9
SOUTHWEST AIRLINES	15	4	2	3	2	5	3	1	0	0	0	2	37
SPIRIT AIRLINES	12	2	7	2	8	8	6	2	2	2	0	2	53
TRANS STATES AIRLINES	4	0	0	0	0	0	0	1	0	0	0	0	5
UNITED AIRLINES	18	5	13	5	4	7	15	2	0	1	0	3	73
US AIRWAYS	19	8	10	6	5	8	5	2	0	0	0	4	67
OTHER U. S. AIRLINES	13	5	4	1	5	2	3	4	0	0	0	1	38
TOTAL APRIL 2011	265	52	86	32	47	90	92	42	5	7	1	20	739
% OF TOTAL COMPLAINTS	35.9	7	11.6	4.3	6.4	12.2	12.4	5.7	0.7	0.9	0.1	2.7	
TOTAL APRIL 2010	201	50	94	32	56	118	97	36	2	11	1	33	731
% OF TOTAL COMPLAINTS	27.5	6.8	12.9	4.4	7.7	16.1	13.3	4.9	0.3	1.5	0.1	4.5	

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

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

Table 4

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

APRIL 2011

U. S. AIRLINES*	COMPS RECD IN APR	INCI- DENTS IN APR	PERCENT	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	16	6	37.5	7	43.8	3	18.8	0	0.0
ALASKA AIRLINES	9	2	22.2	3	33.3	4	44.4	0	0.0
ALLEGiant AIR	21	11	52.4	1	4.8	7	33.3	2	9.5
AMERICAN AIRLINES	110	42	38.2	40	36.4	20	18.2	8	7.3
AMERICAN EAGLE AIRLINES	17	10	58.8	3	17.6	4	23.5	0	0.0
ATLANTIC SOUTHEAST AIRLINES	12	8	66.7	4	33.3	0	0.0	0	0.0
CHAUTAUQUA AIRLINES	8	4	50.0	2	25.0	2	25.0	0	0.0
COLGAN AIR	6	3	50.0	2	33.3	1	16.7	0	0.0
CONTINENTAL AIRLINES	49	11	22.4	17	34.7	15	30.6	6	12.2
DELTA AIR LINES	111	42	37.8	18	16.2	39	35.1	12	10.8
EXPRESSJET AIRLINES	22	14	63.6	6	27.3	2	9.1	0	0.0
FRONTIER AIRLINES	6	5	83.3	0	0.0	1	16.7	0	0.0
GO!	8	7	87.5	1	12.5	0	0.0	0	0.0
HAWAIIAN AIRLINES	8	3	37.5	1	12.5	4	50.0	0	0.0
JETBLUE AIRWAYS	21	14	66.7	3	14.3	4	19.0	0	0.0
MESABA AVIATION	6	3	50.0	1	16.7	2	33.3	0	0.0
PIEDMONT AIRLINES	13	11	84.6	0	0.0	1	7.7	1	7.7
PINNACLE AIRLINES	9	6	66.7	2	22.2	1	11.1	0	0.0
REPUBLIC AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
SKYWEST AIRLINES	9	1	11.1	5	55.6	2	22.2	1	11.1
SOUTHWEST AIRLINES	37	21	56.8	3	8.1	8	21.6	5	13.5
SPIRIT AIRLINES	53	25	47.2	3	5.7	17	32.1	8	15.1
TRANS STATES AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
UNITED AIRLINES	73	24	32.9	15	20.5	22	30.1	12	16.4
US AIRWAYS	67	34	50.7	14	20.9	14	20.9	5	7.5
OTHER U. S. AIRLINES	38	15	39.5	8	21.1	14	36.8	1	2.6
<b>TOTALS</b>	<b>739</b>	<b>329</b>	<b>44.5</b>	<b>160</b>	<b>21.7</b>	<b>189</b>	<b>25.6</b>	<b>61</b>	<b>8.3</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>731</b>	<b>259</b>	<b>35.4</b>	<b>181</b>	<b>24.8</b>	<b>216</b>	<b>29.5</b>	<b>75</b>	<b>10.3</b>

\* 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\*\***

APRIL 2011

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	0	0	0	0	1	3	1	1	0	1	0	0	7
BRITISH AIRWAYS	1	1	2	0	4	5	0	0	0	0	0	0	13
EMIRATES AIRLINES	2	0	1	1	2	1	0	2	0	1	0	0	10
LUFTHANSA	0	1	3	0	0	4	0	0	0	0	0	0	8
OTHER FOREIGN AIRLINES	18	0	10	6	10	7	9	0	2	1	0	1	64
<b>TOTALS</b>	<b>21</b>	<b>2</b>	<b>16</b>	<b>7</b>	<b>17</b>	<b>20</b>	<b>10</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>102</b>
<b><u>TRAVEL AGENTS</u></b>													
EXPEDIA.COM	1	0	2	0	0	0	1	0	1	0	0	0	5
OTHER TRAVEL AGENTS	0	0	4	0	2	0	0	0	0	0	0	0	6
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>
<b><u>TOUR OPERATORS</u></b>													
DIRECT AIR AND TOURS	2	0	6	1	1	0	1	2	0	0	0	0	13
	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>
<b><u>MISCELLANEOUS ***</u></b>													
OTHER MISCELLANEOUS	5	0	2	0	2	3	2	0	0	0	0	0	14
<b>TOTALS</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14</b>

\* 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.

Office of Aviation Enforcement and Proceedings  
U.S. Department of Transportation

TABLE 6

APRIL 2011  
CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	APRIL 2011			APRIL 2010		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	37	9,227,522	<b>0.40</b>	23	8,916,547	<b>0.26</b>
2	<b>SKYWEST AIRLINES</b>	9	1,946,185	<b>0.46</b>	11	1,975,357	<b>0.56</b>
3	<b>FRONTIER AIRLINES</b>	6	1,195,611	<b>0.50</b>	10	781,276	<b>1.28</b>
4	<b>MESA AIRLINES</b>	4	701,895	<b>0.57</b>	1	810,470	<b>0.12</b>
5	<b>ALASKA AIRLINES</b>	9	1,469,776	<b>0.61</b>	3	1,302,291	<b>0.23</b>
6	<b>AIRTRAN AIRWAYS</b>	16	2,112,035	<b>0.76</b>	25	2,059,759	<b>1.21</b>
7	<b>JETBLUE AIRWAYS</b>	21	2,185,644	<b>0.96</b>	28	2,034,385	<b>1.38</b>
8	<b>ATLANTIC SOUTHEAST AIRLINES</b>	12	1,169,278	<b>1.03</b>	6	1,120,651	<b>0.54</b>
9	<b>HAWAIIAN AIRLINES</b>	8	678,556	<b>1.18</b>	6	662,356	<b>0.91</b>
10	<b>DELTA AIR LINES</b>	111	9,386,887	<b>1.18</b>	177	9,050,323	<b>1.96</b>
11	<b>AMERICAN EAGLE AIRLINES</b>	17	1,419,508	<b>1.20</b>	13	1,356,725	<b>0.96</b>
12	<b>CONTINENTAL AIRLINES</b>	49	3,799,609	<b>1.29</b>	60	3,585,625	<b>1.67</b>
13	<b>US AIRWAYS</b>	67	4,402,748	<b>1.52</b>	66	4,334,909	<b>1.52</b>
14	<b>EXPRESSJET AIRLINES</b>	22	1,433,506	<b>1.53</b>	5	1,346,599	<b>0.37</b>
15	<b>AMERICAN AIRLINES</b>	110	7,121,256	<b>1.54</b>	101	7,149,864	<b>1.41</b>
16	<b>UNITED AIRLINES</b>	73	4,125,311	<b>1.77</b>	75	4,401,281	<b>1.70</b>
	<b>TOTAL</b>	<b>571</b>	<b>52,375,327</b>	<b>1.09</b>	<b>610</b>	<b>50,888,418</b>	<b>1.20</b>

**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. 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 2011, Comair and Pinnacle Airlines are no longer ranked in this table. Totals for April 2010 reflect the deletion of Comair and Pinnacle's data for the month.

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

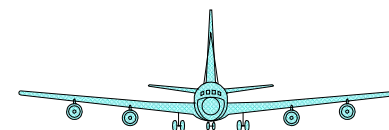
**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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





## Customer Service Reports to the U.S. Department of Homeland Security for the Month of April 2011 as provided by the Transportation Security Administration<sup>a</sup>

The Transportation Security Administration (TSA) screened approximately 53 million airline passengers and their 42 million checked bags in the month of April as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of April.

**Note:** Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. Complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the U.S. Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report.

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public
193	.0004	69	.0001	69*	.0001	250*	.0004*

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
233	.0004	689	.002

### NOTES

<sup>a</sup> 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.

<sup>b</sup> The TSA Contact Center can be reached via e-mail, [TSA-ContactCenter@dhs.gov](mailto:TSA-ContactCenter@dhs.gov), or telephone, (866) 289-9673. Contact Center representatives are available 9AM- 7PM Monday through Friday.

<sup>c</sup> The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of April.

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

\* Reflects the corrected data provided by the Transportation Security Administration on October 24, 2011.

## April 2011 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 21<sup>st</sup> 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>).

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#"><u><i>American</i></u></a>	1		
<a href="#"><u><i>Continental</i></u></a>		1	
<a href="#"><u><i>Delta</i></u></a>	1		
<a href="#"><u><i>United</i></u></a>	1		
<b><i>Total</i></b>	3	1	