



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: August 2011**



**Flight Delays<sup>1</sup>**

June 2011  
12 Months Ending June 2011

**Mishandled Baggage<sup>1</sup>**

June 2011  
January - June 2011

**Oversales<sup>1</sup>**

2<sup>nd</sup> Quarter 2011  
January - June 2011

**Consumer Complaints<sup>2</sup>**  
(Includes Disability and  
Discrimination Complaints)

June 2011  
January - June 2011

**Customer Service Reports to  
the Dept. of Homeland Security<sup>3</sup>**

June 2011

**Airline Animal Incident Reports<sup>4</sup>**

June 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	76.7	15	93.1
ALASKA AIRLINES S/	18	91.1	53	91.4
SOUTHWEST AIRLINES S/	21	80.8	72	80.5
AIRTRAN AIRWAYS S/	22	80.1	62	80.0
MESA AIRLINES S/	18	81.3	82	79.0
DELTA AIR LINES S/	29	78.6	122	78.5
SKYWEST AIRLINES S/	19	79.2	148	78.2
FRONTIER AIRLINES S/	21	78.4	49	77.2
AMERICAN AIRLINES S/	28	77.5	80	77.0
CONTINENTAL AIRLINES S/	27	74.2	59	74.8
UNITED AIRLINES S/	26	74.6	70	74.6
AMERICAN EAGLE S/	20	75.3	136	74.5
JETBLUE AIRWAYS S/	21	72.7	50	73.5
US AIRWAYS S/	27	73.2	72	73.0
EXPRESSJET AIRLINES S/V/	17	71.7	117	72.0
ATLANTIC SOUTHEAST AIRLINES S/	19	65.1	123	65.9
TOTAL		77.0		76.9

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.

\* 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.

## JUNE 2011

## AIR TRAVEL CONSUMER REPORT

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

Carrier	3rd Quarter 07-09 2010		4th Quarter 10-12 2010		1st Quarter 01-03 2011		2nd Quarter 04-06 2011		Apr-11		May-11		Jun-11		12 Months Ending Jun 2011		Database To Date 09 1987-06 2011	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	83.4	6	87.0	3	81.0	5	82.6	3	82.0	3	85.9	3	80.0	4	83.5	4	(--)	(--)
ALASKA	89.2	2	83.9	6	83.4	2	90.6	2	89.5	2	90.7	2	91.4	2	86.9	2	76.5	6
AMERICAN	80.2	13	84.0	5	77.4	7	72.9	12	71.5	12	70.3	15	77.0	9	78.6	10	78.0	4
AMERICAN EAGLE	77.3	15	81.7	9	73.1	15	70.2	15	68.6	13	67.6	16	74.5	12	75.5	15	74.2	8
ATLANTIC SOUTHEAST	80.6	12	77.6	14	73.4	13	69.3	16	68.5	14	73.7	13	65.9	16	75.2	16	(--)	(--)
COMAIR	74.6	18	74.7	16	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	74.6	17	(--)	(--)
CONTINENTAL	83.2	7	80.9	11	76.6	9	74.2	11	71.9	11	76.0	10	74.8	10	78.7	9	78.3	2
DELTA	76.2	17	78.0	13	77.1	8	79.8	6	78.3	8	82.7	5	78.5	6	77.8	12	77.6	5
EXPRESSJET	79.1	14	81.5	10	73.2	14	70.5	14	68.0	16	71.6	14	72.0	15	76.0	14	(--)	(--)
FRONTIER	82.4	8	82.2	8	76.1	11	77.1	9	80.9	5	73.8	12	77.2	8	79.5	8	(--)	(--)
HAWAIIAN	95.3	1	92.0	1	90.4	1	92.9	1	94.1	1	91.4	1	93.1	1	92.7	1	(--)	(--)
JETBLUE	77.0	16	71.1	18	67.4	16	72.7	13	68.4	15	76.2	9	73.5	13	72.0	18	(--)	(--)
MESA	84.2	5	85.2	4	82.6	4	81.6	4	81.0	4	84.8	4	79.0	5	83.4	5	(--)	(--)
PINNACLE	80.7	11	79.4	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	80.1	7	(--)	(--)
SKYWEST	81.6	10	75.1	15	75.0	12	79.9	5	80.1	7	81.5	6	78.2	7	77.9	11	(--)	(--)
SOUTHWEST	82.0	9	74.6	17	76.3	10	77.6	8	75.7	10	76.7	8	80.5	3	77.7	13	81.9	1
UNITED	85.8	3	88.1	2	82.7	3	77.8	7	80.7	6	78.4	7	74.6	11	83.8	3	76.2	7
US AIRWAYS	84.7	4	82.9	7	80.7	6	75.1	10	77.4	9	74.8	11	73.0	14	80.8	6	78.3	3
Total	81.0		79.6		76.8		76.5		75.5		77.1		76.9		78.6		78.2	

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

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

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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	70.9	813	62.2	266	77.1	200	60.0	877	70.7	429	70.4	13205	85.4	230	72.6
AS	30	90.0	86	86.0	H/		H/		90	81.1	142	94.4	90	95.6	H/	
B6	H/		2637	71.2	146	82.9	148	64.9	258	78.3	90	74.4	H/		H/	
CO	151	76.2	457	66.5	114	80.7	78	70.5	227	79.7	473	70.6	187	78.1	107	72.9
DL	16670	76.5	1131	72.9	631	76.5	453	73.7	931	74.9	611	76.6	439	78.1	4390	84.1
EV	8977	63.7	276	67.8	54	74.1	77	67.5	317	61.2	31	77.4	105	74.3	1339	70.4
F9	86	70.9	50	60.0	H/		H/		129	73.6	3543	82.9	135	77.8	90	65.6
FL	6280	80.4	584	80.0	1619	83.0	176	73.9	356	77.5	146	81.5	295	76.3	180	77.8
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	422	62.3	344	63.1	172	65.1	435	65.3	600	72.5	180	72.2	6242	85.7	371	63.1
OO	154	63.0	H/		H/		70	64.3	26	57.7	5183	81.7	400	77.8	12	66.7
UA	75	64.0	731	65.8	279	74.6	30	66.7	354	71.2	4151	80.0	260	80.4	38	57.9
US	435	68.0	1613	67.4	387	68.7	6860	70.3	1688	78.0	399	70.2	639	74.8	270	66.3
WN	H/		770	73.2	5658	82.7	H/		H/		4449	84.3	H/		549	75.2
XE	180	60.6	60	73.3	81	63.0	289	61.6	188	63.3	1633	76.6	156	78.2	213	61.5
YV	231	67.1	H/		H/		2077	80.7	H/		5	40.0	67	80.6	60	80.0
TOTAL	34134	73.2	9552	69.7	9407	80.8	10893	71.8	6041	74.1	21465	80.8	22220	84.6	7849	77.9

\* 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	410	57.8	300	76.3	300	69.7	267	80.9	1231	74.2	788	76.9	2473	75.5	1381	71.3
AS	60	81.7	H/		H/		30	80.0	H/		365	92.3	577	93.1	H/	
B6	430	56.0	1133	80.1	433	75.5	H/		3658	72.3	367	77.1	219	68.0	270	68.5
CO	3699	68.0	453	72.8	64	60.9	6023	81.2	H/		525	70.3	787	66.7	281	75.1
DL	488	62.3	844	78.1	260	71.9	231	71.4	1668	74.8	1095	81.4	1684	77.4	2098	76.5
EV	137	44.5	27	48.1	841	74.9	168	67.3	120	71.7	H/		H/		96	64.6
F9	H/		30	86.7	H/		H/		H/		228	75.4	207	69.1	170	57.1
FL	H/		450	77.8	112	67.0	H/		H/		210	85.2	266	78.6	548	70.8
HA	H/		H/		H/		H/		H/		82	86.6	90	83.3	H/	
MQ	120	53.3	H/		H/		206	65.0	900	61.0	H/		1866	84.4	1416	73.0
OO	H/		H/		140	65.7	1499	75.1	H/		516	76.6	4179	78.5	22	45.5
UA	305	60.3	H/		2144	75.1	266	74.8	370	78.4	604	75.3	2170	75.3	567	64.7
US	330	54.2	510	67.3	H/		309	68.9	180	69.4	904	80.1	613	63.9	1128	66.8
WN	487	68.6	1433	82.1	239	80.3	H/		H/		6634	83.3	3333	74.7	240	73.3
XE	3186	62.1	H/		1297	73.6	6096	77.6	H/		H/		H/		84	57.1
YV	59	57.6	H/		848	76.4	4	100.0	H/		184	80.4	48	79.2	27	85.2
TOTAL	9711	63.7	5180	77.9	6678	74.3	15099	78.2	8127	72.0	12502	81.2	18512	76.8	8328	71.4

\* 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	810	73.1	H/		3767	77.1	322	75.5	4670	74.6	141	65.2	329	72.3	405	73.8
AS	30	86.7	H/		30	83.3	59	96.6	150	81.3	836	92.9	H/		198	95.5
B6	1497	72.6	H/		H/		H/		223	70.0	150	79.3	H/		60	60.0
CO	504	77.0	H/		263	79.1	30	90.0	687	64.9	176	74.4	141	84.4	287	78.4
DL	1470	81.4	209	70.8	658	80.7	5416	83.7	581	73.0	456	82.7	488	75.4	625	79.2
EV	H/		H/		16	93.8	166	63.3	448	61.4	H/		96	71.9	19	42.1
F9	42	71.4	138	76.1	H/		126	71.4	H/		148	74.3	30	83.3	94	77.7
FL	2001	83.1	397	77.6	30	93.3	280	75.0	H/		H/		259	75.7	68	89.7
HA	H/		H/		H/		H/		H/		60	78.3	H/		30	86.7
MQ	H/		H/		1094	77.8	229	61.6	7316	70.1	H/		146	58.2	120	74.2
OO	H/		H/		H/		1661	81.9	2403	72.0	965	83.3	H/		497	83.3
UA	457	71.3	H/		H/		311	74.0	5105	76.3	400	72.0	280	72.5	269	76.6
US	670	68.7	H/		270	65.9	249	73.9	609	68.1	223	70.0	3869	72.2	5210	86.0
WN	3112	83.3	7041	80.5	H/		486	74.3	H/		1202	80.0	1647	81.4	5570	81.7
XE	2	50.0	H/		21	66.7	183	74.9	4593	70.1	H/		56	85.7	H/	
YV	H/		H/		78	70.5	H/		882	76.3	H/		33	66.7	2590	87.9
TOTAL	10595	78.9	7785	80.0	6227	77.3	9518	80.7	27667	72.2	4757	81.2	7374	74.7	16042	83.7

\* 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	438	68.3	462	75.5	930	62.3	149	70.5	502	74.1
AS	348	91.1	4025	92.1	322	75.8	H/		H/	
B6	103	71.8	201	79.6	296	72.6	120	77.5	350	74.3
CO	322	72.0	459	73.4	496	58.5	60	75.0	333	80.5
DL	602	78.6	896	83.3	779	71.2	2676	86.2	761	78.6
EV	H/		H/		H/		H/		H/	
F9	142	79.6	154	70.8	141	57.4	132	74.2	30	70.0
FL	H/		202	84.7	210	69.0	H/		599	83.0
HA	30	83.3	60	55.0	30	53.3	H/		H/	
MQ	326	84.4	H/		H/		176	76.7	H/	
OO	634	79.2	599	80.8	4013	67.1	5812	89.6	H/	
UA	497	71.2	593	74.5	3298	70.9	38	63.2	239	74.1
US	344	77.6	372	71.8	520	57.3	146	86.3	579	67.2
WN	2811	78.4	1311	80.9	1282	66.1	1147	82.2	2304	84.5
XE	H/		H/		H/		H/		H/	
YV	26	73.1	H/		64	65.6	4	100.0	H/	
TOTAL	6623	77.8	9334	84.3	12381	67.4	10460	86.8	5697	79.5

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

JUNE 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	86.1	74.9	70.2	79.6	86.4	88.1	95.6	83.9	64.3	62.7	71.5	88.6	82.9	98.9	87.6	88.4	77.1	86.4
700 - 759 AM	90.1	79.1	96.3	76.6	89.7	92.8	91.3	86.0	87.8	88.8	83.9	88.8	79.6	93.3	91.0	82.2	96.9	85.2
800 - 859 AM	84.3	82.5	96.4	85.5	84.2	94.2	90.3	87.8	81.0	94.6	78.0	84.7	86.3	91.6	91.6	83.5	95.1	86.6
900 - 959 AM	86.5	81.2	92.4	82.9	84.1	90.9	91.3	84.9	87.7	93.4	90.0	84.7	89.1	89.7	85.8	83.5	93.5	87.1
1000 - 1059 AM	84.3	85.7	92.4	79.2	82.8	87.6	87.9	75.8	84.9	90.1	78.1	80.5	76.5	86.9	83.4	85.9	86.7	82.8
1100 - 1159 AM	86.1	81.4	87.9	83.0	83.6	89.7	90.4	84.9	78.1	85.4	79.5	83.2	84.1	86.8	81.6	81.7	90.2	89.5
1200 - 1259 PM	82.9	80.1	88.9	82.9	82.0	86.3	85.8	87.8	76.1	81.8	77.8	85.2	79.8	87.6	81.4	80.0	87.5	86.9
100 - 159 PM	81.1	73.5	88.4	76.2	83.8	80.6	89.4	85.8	71.8	83.5	79.2	80.4	78.0	82.0	82.6	75.7	87.8	83.4
200 - 259 PM	77.6	74.3	83.9	72.2	82.6	82.3	85.5	83.7	63.7	82.9	82.2	83.8	78.6	84.9	79.6	78.4	80.7	86.3
300 - 359 PM	71.6	76.8	86.1	78.8	79.0	79.9	85.0	87.6	59.3	78.8	77.7	72.8	76.8	83.5	75.9	77.1	83.3	80.2
400 - 459 PM	68.9	70.5	81.4	67.1	70.2	75.6	83.0	77.6	57.2	73.5	79.4	74.2	80.1	77.8	75.8	70.4	78.2	83.7
500 - 559 PM	69.7	64.6	74.9	62.9	68.7	73.9	83.0	73.4	54.1	77.1	80.5	73.0	69.2	78.4	74.0	65.1	72.0	75.3
600 - 659 PM	58.1	58.4	72.4	61.9	66.5	75.0	81.1	70.0	51.2	70.7	66.3	73.0	58.2	77.2	67.3	63.3	70.9	76.3
700 - 759 PM	54.9	58.4	73.5	57.4	64.2	70.5	80.3	70.0	50.4	74.8	66.0	68.1	52.0	74.7	71.5	63.8	71.9	78.1
800 - 859 PM	54.8	58.7	68.5	60.4	58.8	66.3	78.1	72.1	48.3	66.7	68.7	66.8	54.5	72.2	66.9	58.9	66.7	70.0
900 - 959 PM	55.8	57.8	59.0	55.4	69.5	66.2	74.4	63.4	46.7	65.1	60.2	61.9	57.1	70.7	64.3	55.1	60.3	67.9
1000 - 1059 PM	65.5	59.4	69.9	57.2	63.6	68.4	64.4	60.0	56.4	71.0	61.2	79.3	58.5	73.1	65.0	55.7	63.4	68.5
1100 - 559 AM	63.8	62.2	66.5	56.6	62.6	71.0	76.5	71.2	62.2	63.3	65.4	76.1	72.2	67.2	72.8	66.1	66.7	64.0
TOTAL, ALL ARRIVALS, BY AIRPORT	73.2	69.7	80.8	71.8	74.1	80.8	84.6	77.9	63.7	77.9	74.3	78.2	72.0	81.2	76.8	71.4	78.9	80.0

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

JUNE 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	82.9	86.7	80.1	98.2	83.0	91.2	50.0	88.9	90.0	J/	90.6	84.0
700 - 759 AM	82.8	87.5	77.3	100.0	74.6	94.3	93.5	94.2	91.4	96.2	79.0	88.3
800 - 859 AM	89.6	86.8	78.2	88.3	80.9	91.4	92.3	95.8	84.8	97.0	96.3	87.4
900 - 959 AM	87.7	88.1	76.6	91.6	81.3	89.0	89.9	93.1	69.8	92.2	95.6	87.0
1000 - 1059 AM	87.7	85.7	73.6	91.1	80.0	87.9	82.1	90.3	65.3	90.4	92.0	84.2
1100 - 1159 AM	82.3	78.1	75.5	86.9	85.5	91.7	88.2	91.7	71.8	79.5	87.5	84.4
1200 - 1259 PM	82.9	93.8	77.1	87.6	79.8	82.5	83.0	88.5	61.6	90.8	82.8	82.9
100 - 159 PM	88.2	81.4	77.3	87.1	83.3	85.7	78.3	92.6	65.4	91.1	85.2	82.0
200 - 259 PM	86.9	79.4	74.6	80.7	76.4	86.5	79.1	86.7	70.7	88.1	84.7	80.7
300 - 359 PM	81.6	83.8	74.3	89.0	80.1	82.3	77.7	82.7	65.6	89.1	82.6	77.6
400 - 459 PM	73.1	76.5	71.7	82.3	75.7	84.0	71.4	82.7	68.5	83.9	81.7	75.3
500 - 559 PM	68.3	83.4	67.6	80.8	72.3	80.5	75.9	84.4	66.3	79.8	83.7	73.0
600 - 659 PM	69.9	73.4	68.1	79.2	65.5	79.0	76.3	81.9	66.3	91.6	70.1	69.9
700 - 759 PM	63.1	77.8	64.7	73.9	66.8	75.4	64.9	76.2	61.3	83.3	68.8	68.1
800 - 859 PM	62.9	78.4	62.4	70.7	67.5	74.7	73.6	79.0	63.5	79.9	60.4	66.1
900 - 959 PM	63.7	60.9	61.3	79.5	62.7	76.8	70.7	75.9	57.3	78.5	64.9	63.8
1000 - 1059 PM	63.6	64.7	61.2	70.4	68.8	74.6	64.0	79.8	52.7	63.0	68.2	65.2
1100 - 559 AM	66.5	76.0	70.2	67.8	70.1	76.8	72.3	75.8	62.4	63.6	67.1	68.7
TOTAL, ALL ARRIVALS, BY AIRPORT	77.3	80.7	72.2	81.2	74.7	83.7	77.8	84.3	67.4	86.8	79.5	77.0

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

JUNE 2011

## 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	87.8	91.8	93.3	88.3	91.0	93.0	89.5	94.6	92.3	94.3	89.4	87.0	91.1	95.4	93.2	91.0	94.4	93.2
700 - 759 AM	89.6	87.0	91.6	86.4	90.6	90.4	87.0	89.3	86.7	90.8	93.4	89.2	91.8	93.2	89.7	92.6	93.9	85.7
800 - 859 AM	87.9	82.9	91.8	84.7	89.7	90.0	85.9	87.8	85.8	91.2	84.7	85.4	89.4	86.0	88.7	88.0	92.6	82.9
900 - 959 AM	82.5	84.5	88.4	79.5	87.4	88.4	84.9	82.9	87.1	87.4	80.2	86.5	84.1	85.7	81.7	84.6	92.2	81.4
1000 - 1059 AM	83.4	83.2	90.5	81.4	88.6	85.7	82.8	82.3	85.5	90.2	88.3	82.7	87.0	79.6	82.1	85.0	88.6	78.6
1100 - 1159 AM	77.2	85.8	87.6	77.1	82.7	84.0	81.9	75.8	81.1	86.0	80.4	80.7	83.7	84.4	78.0	83.8	86.8	79.1
1200 - 1259 PM	77.7	82.3	83.5	81.1	83.4	81.3	81.9	83.4	83.3	82.4	76.2	79.8	84.3	82.9	79.4	81.0	89.2	75.1
100 - 159 PM	76.2	82.6	78.8	79.0	80.6	75.2	79.2	83.1	73.6	76.5	82.4	79.7	76.2	81.9	80.9	79.4	79.1	74.3
200 - 259 PM	73.2	70.1	74.3	71.9	80.8	73.0	79.0	78.9	68.4	75.0	69.8	78.2	74.4	76.3	76.0	76.7	76.3	71.1
300 - 359 PM	70.4	76.6	74.5	64.0	81.6	73.3	74.0	77.2	61.2	72.5	72.0	74.5	74.9	75.9	73.0	75.2	72.8	72.9
400 - 459 PM	64.6	69.8	68.4	74.8	74.8	68.5	71.7	69.6	56.0	66.9	66.8	71.4	72.9	73.6	76.4	71.8	68.3	58.7
500 - 559 PM	62.8	63.8	70.8	58.7	66.0	70.2	70.5	70.7	54.0	69.8	64.6	71.6	72.6	66.5	70.8	67.4	72.0	59.8
600 - 659 PM	60.6	58.9	59.6	61.1	62.8	68.7	72.3	71.9	57.4	63.0	63.2	69.8	67.7	71.8	72.5	66.0	63.0	53.4
700 - 759 PM	54.8	57.9	61.6	56.6	63.6	69.1	71.4	67.5	48.8	60.4	56.8	72.7	59.6	64.0	67.0	61.8	60.8	55.8
800 - 859 PM	56.2	58.8	63.5	53.4	60.9	66.7	71.8	59.9	53.7	63.5	49.3	60.3	53.2	65.5	73.9	63.5	66.0	54.2
900 - 959 PM	58.8	69.1	59.7	65.4	60.8	60.4	73.5	77.8	50.1	51.4	62.4	79.9	51.2	58.0	70.1	65.2	53.2	49.2
1000 - 1059 PM	57.4	J/	J/	60.1	J/	72.3	77.8	69.8	42.9	86.7	60.2	J/	62.9	83.3	75.5	J/	72.7	J/
1100 - 559 AM	65.9	88.8	92.3	83.3	81.7	80.9	80.4	71.4	90.8	93.2	93.1	82.1	83.6	82.6	75.7	92.6	75.0	95.4
TOTAL, ALL DEPARTURES, BY AIRPORT	71.3	76.9	78.0	71.3	79.0	77.1	78.5	78.5	71.2	78.6	72.9	78.3	75.3	78.7	79.2	78.4	79.6	71.2

\* 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	95.3	93.5	83.0	97.0	91.1	94.7	95.3	96.2	92.4	94.9	96.9	92.2
700 - 759 AM	91.5	92.6	74.8	92.9	87.4	93.0	95.6	92.2	90.3	90.5	93.9	89.2
800 - 859 AM	90.6	88.9	74.6	89.9	86.9	89.0	94.5	93.5	86.2	93.4	90.4	87.2
900 - 959 AM	81.7	85.9	75.8	95.5	80.6	83.9	87.1	91.9	80.0	92.5	94.8	84.3
1000 - 1059 AM	81.6	87.2	73.5	85.9	83.1	87.1	82.2	91.1	73.4	90.0	93.2	83.6
1100 - 1159 AM	86.5	84.9	74.9	88.8	74.7	82.0	79.2	87.0	64.1	91.0	87.6	81.7
1200 - 1259 PM	77.5	72.5	73.8	87.4	83.2	82.3	80.1	88.0	67.5	85.7	83.4	80.2
100 - 159 PM	74.8	84.8	71.8	86.5	76.8	79.2	81.7	83.2	67.2	91.0	81.7	78.3
200 - 259 PM	75.3	81.7	70.0	75.3	74.7	67.8	72.2	87.8	58.3	83.4	82.6	74.7
300 - 359 PM	67.7	74.9	66.6	90.3	71.1	78.2	71.3	79.8	69.5	87.7	81.5	73.7
400 - 459 PM	70.0	73.6	64.7	82.0	73.4	72.2	74.4	83.9	65.7	85.9	71.3	69.9
500 - 559 PM	67.6	74.0	63.6	84.3	71.4	69.1	67.5	84.6	64.9	82.6	70.8	68.6
600 - 659 PM	61.8	74.9	61.7	81.7	66.1	71.5	75.1	83.2	72.8	73.7	77.7	67.0
700 - 759 PM	63.1	75.0	60.1	73.7	60.9	64.0	71.0	84.3	67.2	81.0	63.8	64.0
800 - 859 PM	62.5	71.4	60.3	82.7	68.8	76.2	73.5	84.8	68.9	86.2	73.3	65.4
900 - 959 PM	62.0	82.4	63.0	82.3	69.2	65.6	71.2	84.1	65.3	88.8	71.7	65.3
1000 - 1059 PM	66.7	84.9	60.0	83.8	74.1	77.7	87.7	83.8	71.3	93.3	J/	68.9
1100 - 559 AM	J/	92.0	86.8	89.4	94.1	83.2	J/	87.4	67.6	80.3	100.0	79.1
TOTAL, ALL DEPARTURES, BY AIRPORT	75.3	81.9	69.3	87.4	76.9	80.1	81.3	87.9	73.2	88.7	83.1	76.9

\* 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***
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## CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

EXPRESSJET	2741	Jun	CVG-EWR	1833	26	16	61.5	63.1
EXPRESSJET	2741	May	CVG-EWR	1830	26	16	61.5	104.5
EXPRESSJET	2741	Apr	CVG-EWR	1830	25	16	64.0	105.0
EXPRESSJET	2747	Jun	EWR-BNA	2040	29	15	51.7	88.2
EXPRESSJET	2747	May	EWR-BNA	2050	26	15	57.7	84.8
EXPRESSJET	2747	Apr	EWR-BNA	2040	25	15	60.0	95.5
EXPRESSJET	3073	Jun	GRR-EWR	1913	26	14	53.9	97.7
EXPRESSJET	3073	May	GRR-EWR	1910	25	14	56.0	93.9
EXPRESSJET	3073	Apr	GRR-EWR	1940	25	13	52.0	111.3
EXPRESSJET	2529	Jun	STL-EWR	1653	28	15	53.6	89.2
EXPRESSJET	2019	May	STL-EWR	1656	22	12	54.6	103.7
EXPRESSJET	2204	Apr	STL-EWR	1706	24	16	66.7	82.1

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

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

AMERICAN	1869	May	ORD-STL	2105	31	18	58.1	82.9
AMERICAN	1869	Jun	ORD-STL	2055	27	14	51.9	87.7
ATLANTIC SOUTHEAST	5365	May	ATL-HPN	1610	22	12	54.6	79.7
ATLANTIC SOUTHEAST	5130	Jun	ATL-HPN	1604	25	13	52.0	76.9
EXPRESSJET	2741	May	CVG-EWR	1830	26	16	61.5	104.5
EXPRESSJET	2741	Jun	CVG-EWR	1833	26	16	61.5	63.1
EXPRESSJET	2533	May	DTW-EWR	1716	24	13	54.2	127.9
EXPRESSJET	2533	Jun	DTW-EWR	1716	29	16	55.2	98.0
EXPRESSJET	2747	May	EWR-BNA	2050	26	15	57.7	84.8
EXPRESSJET	2747	Jun	EWR-BNA	2040	29	15	51.7	88.2
EXPRESSJET	2548	May	EWR-DTW	1738	24	13	54.2	105.8
EXPRESSJET	2360	Jun	EWR-DTW	1738	29	16	55.2	67.1
EXPRESSJET	3073	May	GRR-EWR	1910	25	14	56.0	93.9
EXPRESSJET	3073	Jun	GRR-EWR	1913	26	14	53.9	97.7
EXPRESSJET	2019	May	STL-EWR	1656	22	12	54.6	103.7
EXPRESSJET	2529	Jun	STL-EWR	1653	28	15	53.6	89.2
JETBLUE	1179	May	BOS-EWR	1820	24	14	58.3	97.1
JETBLUE	1179	Jun	BOS-EWR	1834	28	16	57.1	141.9
JETBLUE	1017	May	BOS-JFK	1850	28	16	57.1	106.4
JETBLUE	1017	Jun	BOS-JFK	1850	30	17	56.7	96.8

\* 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
ATLANTIC SOUTHEAST	988	48	4.9
UNITED	757	10	1.3
JETBLUE	643	7	1.1
US AIRWAYS	1,168	10	0.9
EXPRESSJET	1,228	10	0.8
CONTINENTAL	740	4	0.5
DELTA	2,219	11	0.5
AMERICAN EAGLE	1,332	6	0.5
SKYWEST	1,651	7	0.4
AMERICAN	1,552	5	0.3
SOUTHWEST	3,484	8	0.2
AIRTRAN	742	1	0.1
ALASKA	440	0	0.0
MESA	421	0	0.0
FRONTIER	257	0	0.0
HAWAIIAN	192	0	0.0
TOTAL	17,814	127	0.7

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

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	83.5	89.3	206	206
ADAK ISLAND AK (ADK)	66.7	44.4	9	9
AGUADILLA PR (BQN)	67.5	80.3	157	157
AKRON OH (CAK)	71.2	76.3	737	737
ALBANY GA (ABY)	69.8	77.9	86	86
ALBANY NY (ALB)	71.6	82.6	846	844
ALBUQUERQUE NM (ABQ)	77.7	80.0	2,939	2,935
ALEXANDRIA LA (AEX)	66.3	73.7	273	274
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	66.1	76.9	425	424
AMARILLO TX (AMA)	82.2	85.5	636	636
ANCHORAGE AK (ANC)	86.4	90.5	2,007	2,007
APPLETON WI (ATW)	71.7	82.2	254	253
ASHEVILLE NC (AVL)	68.2	73.0	449	448
ASPEN CO (ASE)	78.0	83.2	313	309
ATLANTA GA (ATL)	73.2	71.3	34,134	34,139
ATLANTIC CITY NJ (ACY)	76.7	81.7	60	60
AUGUSTA GA (AGS)	62.2	66.9	323	323
AUSTIN TX (AUS)	78.7	83.2	3,649	3,652
BAKERSFIELD CA (BFL)	79.0	82.8	314	314
BALTIMORE MD (BWI)	80.8	78.0	9,407	9,407
BANGOR ME (BGR)	57.6	63.1	66	65
BARROW AK (BRW)	94.2	89.9	69	69
BATON ROUGE LA (BTR)	72.9	75.6	663	663
BELLINGHAM WA (BLI)	88.3	100.0	60	60
BEND/REDMOND OR (RDM)	80.5	83.0	266	264
BETHEL AK (BET)	93.0	97.7	86	86
BILLINGS MT (BIL)	83.4	89.9	380	378
BIRMINGHAM AL (BHM)	75.6	80.6	1,523	1,522
BISMARCK/MANDAN ND (BIS)	78.5	84.1	251	252
BLOOMINGTON IL (BMI)	68.4	74.8	282	282
BOISE ID (BOI)	80.6	84.8	1,280	1,269
BOSTON MA (BOS)	69.7	76.9	9,552	9,551
BOZEMAN MT (BZN)	84.7	92.1	393	392
BRANSON MO (BKG)	90.2	88.6	132	132
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	57.6	66.9	264	263
BROWNSVILLE TX (BRO)	86.2	91.6	203	203
BRUNSWICK GA (BQK)	50.0	62.8	86	86
BUFFALO NY (BUF)	75.7	82.6	1,932	1,930
BURBANK CA (BUR)	81.2	83.6	2,236	2,235
BURLINGTON VT (BTV)	73.4	74.9	346	346
BUTTE MT (BTM)	96.4	96.4	56	56
CARLSBAD CA (CLD)	74.4	80.6	195	196
CASPER WY (CPR)	86.4	91.5	177	177

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR CITY UT (CDC)	78.6	93.0	56	57
CEDAR RAPIDS/IOWA CITY IA (CID)	72.9	79.9	553	552
CHAMPAIGN/URBANA IL (CMI)	71.7	80.8	198	198
CHARLESTON SC (CHS)	73.2	78.1	1,160	1,162
CHARLESTON/DUNBAR WV (CRW)	64.4	66.9	329	329
CHARLOTTE AMALIE VI (STT)	73.5	78.8	260	260
CHARLOTTE NC (CLT)	71.8	71.3	10,893	10,893
CHARLOTTESVILLE VA (CHO)	73.1	72.9	130	129
CHATTANOOGA TN (CHA)	61.9	70.3	370	370
CHEYENNE WY (CYS)	83.3	83.3	30	30
CHICAGO IL (MDW)	80.0	71.2	7,785	7,786
CHICAGO IL (ORD)	72.2	69.3	27,667	27,675
CHICO CA (CIC)	66.4	67.2	116	116
CHRISTIANSTED VI (STX)	60.0	75.0	65	64
CLEVELAND OH (CLE)	76.7	83.2	4,149	4,157
CODY WY (COD)	73.2	80.2	112	111
COLLEGE STATION/BRYAN TX (CLL)	86.7	86.7	30	30
COLORADO SPRINGS CO (COS)	69.6	79.4	1,063	1,061
COLUMBIA SC (CAE)	64.1	74.6	607	607
COLUMBUS GA (CSG)	67.2	76.8	198	198
COLUMBUS MS (GTR)	73.3	76.7	86	86
COLUMBUS OH (CMH)	73.3	79.8	2,438	2,432
CORDOVA AK (CDV)	90.0	88.3	60	60
CORPUS CHRISTI TX (CRP)	81.7	88.6	605	605
COVINGTON KY (CVG)	76.9	78.9	2,403	2,399
CRESCENT CITY CA (CEC)	55.1	55.1	78	78
DALLAS TX (DAL)	81.4	74.7	3,784	3,779
DALLAS/FT.WORTH TX (DFW)	84.6	78.5	22,220	22,223
DAYTON OH (DAY)	71.2	79.8	1,123	1,122
DAYTONA BEACH FL (DAB)	67.3	78.9	153	152
DEADHORSE AK (SCC)	94.6	94.6	56	56
DENVER CO (DEN)	80.8	77.1	21,465	21,479
DES MOINES IA (DSM)	69.5	76.9	1,095	1,094
DETROIT MI (DTW)	77.9	78.5	7,849	7,862
DILLINGHAM AK (DLG)	84.6	92.3	26	26
DOTHAN AL (DHN)	61.3	64.2	106	106
DUBUQUE IA (DBQ)	75.0	78.8	52	52
DULUTH MN (DLH)	70.6	76.3	119	114
DURANGO CO (DRO)	78.8	81.8	320	325
EAGLE CO (EGE)	77.3	90.8	110	109
EAU CLAIRE WI (EAU)	68.3	86.7	60	60
EL CENTRO CA (IPL)	81.4	93.3	59	60
EL PASO TX (ELP)	77.8	81.6	1,884	1,884

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ELKO NV (EKO)	89.1	90.8	119	119
ELMIRA/CORNING NY (ELM)	75.3	74.2	93	93
EUGENE OR (EUG)	79.9	82.2	452	450
EUREKA/ARCATA CA (ACV)	66.1	63.8	271	268
EVANSVILLE IN (EVV)	71.0	77.3	324	322
FAIRBANKS AK (FAI)	90.4	92.5	457	455
FARGO ND (FAR)	78.5	84.2	508	507
FAYETTEVILLE AR (XNA)	71.9	78.9	1,063	1,064
FAYETTEVILLE NC (FAY)	62.2	69.9	312	312
FLAGSTAFF AZ (FLG)	82.4	86.0	193	193
FLINT MI (FNT)	69.4	80.3	248	249
FORT LAUDERDALE FL (FLL)	77.9	78.6	5,180	5,180
FORT MYERS FL (RSW)	79.8	83.9	1,766	1,766
FORT SMITH AR (FSM)	86.7	100.0	30	30
FORT WAYNE IN (FWA)	65.0	75.3	300	299
FRESNO CA (FAT)	73.4	80.6	1,024	1,026
GAINESVILLE FL (GNV)	63.0	70.9	227	227
GILLETTE WY (GCC)	80.2	88.8	116	116
GRAND FORKS ND (GFK)	77.1	87.8	83	82
GRAND ISLAND NE (GRI)	90.2	90.0	41	40
GRAND JUNCTION CO (GJT)	81.6	85.7	534	533
GRAND RAPIDS MI (GRR)	74.9	80.2	1,047	1,044
GREAT FALLS MT (GTF)	80.9	88.2	173	169
GREEN BAY/CLINTONVILLE WI (GRB)	72.1	79.8	420	420
GREENSBORO/HIGH POINT NC (GSO)	68.4	74.0	576	577
GREENVILLE/SPARTANBURG SC (GSP)	69.6	74.9	863	863
GUAM GU (GUM)	86.7	90.0	30	30
GULFPORT/BILOXI MS (GPT)	75.0	80.5	492	492
GUNNISON CO (GUC)	79.3	86.2	58	58
GUSTAVUS AK (GST)	94.7	84.2	19	19
HANCOCK/HOUGHTON MI (CMX)	70.0	74.6	60	59
HARLINGEN/SAN BENITO TX (HRL)	76.5	83.8	425	425
HARRISBURG PA (MDT)	62.8	74.3	492	490
HARTFORD CT (BDL)	72.6	83.5	1,942	1,940
HELENA MT (HLN)	89.9	96.6	148	148
HILO HI (ITO)	88.9	91.3	587	587
HONOLULU HI (HNL)	87.7	90.3	4,411	4,411
HOUSTON TX (HOU)	80.1	70.6	4,497	4,499
HOUSTON TX (IAH)	78.2	78.3	15,099	15,101
HUNTSVILLE AL (HSV)	70.7	81.2	904	903
IDAHO FALLS ID (IDA)	84.4	86.7	270	271
INDIANAPOLIS IN (IND)	75.3	79.7	2,609	2,610
INDIO/PALM SPRINGS CA (PSP)	79.8	85.6	660	662

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
INYOKERN CA (IYK)	83.5	90.6	85	85
ISLIP NY (ISP)	79.6	85.5	663	664
JACKSON WY (JAC)	83.1	91.9	349	346
JACKSON/VICKSBURG MS (JAN)	72.9	79.8	872	871
JACKSONVILLE FL (JAX)	73.6	79.1	2,290	2,291
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	60.9	69.2	169	169
JUNEAU AK (JNU)	90.4	92.4	447	446
KAHULUI HI (OGG)	88.9	92.5	1,697	1,698
KALAMAZOO MI (AZO)	69.2	83.1	78	77
KALISPELL MT (FCA)	86.1	89.5	238	237
KANSAS CITY MO (MCI)	77.1	78.8	4,407	4,410
KETCHIKAN AK (KTN)	92.4	91.5	236	236
KEY WEST FL (EYW)	84.0	87.3	150	150
KILLEEN TX (GRK)	55.0	76.7	60	60
KING SALMON AK (AKN)	96.2	88.5	26	26
KLAMATH FALLS OR (LMT)	88.9	93.3	90	90
KNOXVILLE TN (TYS)	67.6	75.3	1,004	1,002
KODIAK AK (ADQ)	87.5	83.9	56	56
KONA HI (KOA)	89.2	91.5	1,030	1,030
KOTZEBUE AK (OTZ)	87.8	88.9	90	90
LA CROSSE WI (LSE)	78.0	85.4	41	41
LAFAYETTE LA (LFT)	75.6	81.1	455	455
LAKE CHARLES LA (LCH)	85.1	95.4	87	87
LANSING MI (LAN)	64.6	69.7	99	99
LAREDO TX (LRD)	81.5	90.0	222	221
LAS VEGAS NV (LAS)	81.2	78.7	12,502	12,496
LEWISBURG WV (LWB)	73.3	63.3	30	30
LEWISTON ID (LWS)	94.9	94.9	59	59
LEXINGTON KY (LEX)	67.8	73.9	628	629
LIHUE HI (LIH)	90.3	92.4	1,027	1,027
LINCOLN NE (LNK)	68.0	74.9	228	227
LITTLE ROCK AR (LIT)	73.5	79.4	1,502	1,502
LONG BEACH CA (LGB)	83.4	82.2	1,271	1,270
LONGVIEW/KILGOR/GLADWATR TX (GGG)	100.0	100.0	8	8
LOS ANGELES CA (LAX)	76.8	79.2	18,512	18,513
LOUISVILLE KY (SDF)	75.2	79.4	1,416	1,415
LUBBOCK TX (LBB)	82.1	84.2	689	689
MADISON WI (MSN)	68.3	76.9	780	778
MANCHESTER NH (MHT)	77.3	83.6	1,056	1,058
MANHATTAN/FT. RILEY KS (MHK)	78.3	81.7	120	120
MARQUETTE MI (MQT)	68.3	87.8	82	82
MARTHA'S VINEYRD MA (MVY)	68.0	56.0	25	25
MEDFORD OR (MFR)	70.8	71.8	346	351

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MELBOURNE FL (MLB)	55.5	61.3	119	119
MEMPHIS TN (MEM)	79.1	79.4	4,426	4,428
MERIDIAN MS (MEI)	51.8	62.5	56	56
MIAMI FL (MIA)	77.3	75.3	6,227	6,224
MIDLAND/ODESSA TX (MAF)	74.0	83.1	639	635
MILWAUKEE WI (MKE)	78.4	81.1	3,674	3,674
MINNEAPOLIS MN (MSP)	80.7	81.9	9,518	9,523
MINOT ND (MOT)	75.8	82.0	207	211
MISSION/MCALLEN/EDINBURG TX (MFE)	75.7	86.3	292	292
MISSOULA MT (MSO)	82.7	87.3	330	330
MOBILE AL (MOB)	71.6	77.9	556	557
MODESTO CA (MOD)	62.2	70.6	119	119
MOLINE IL (MLI)	64.0	70.3	470	472
MONROE LA (MLU)	72.7	77.1	143	144
MONTEREY CA (MRY)	74.9	76.4	475	475
MONTGOMERY AL (MGM)	67.7	75.8	356	355
MONTROSE/DELTA CO (MTJ)	77.5	81.5	178	178
MUSKEGON MI (MKG)	71.0	71.0	62	62
MYRTLE BEACH SC (MYR)	63.8	65.3	265	265
NANTUCKET MA (ACK)	77.1	68.6	35	35
NASHVILLE TN (BNA)	77.1	76.5	4,686	4,682
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	73.1	82.1	78	78
NEW ORLEANS LA (MSY)	79.1	82.4	3,265	3,267
NEW YORK NY (JFK)	72.0	75.3	8,127	8,126
NEW YORK NY (LGA)	71.4	78.4	8,328	8,331
NEWARK NJ (EWR)	63.7	71.2	9,711	9,706
NEWBURGH/POUGHKEEPSIE NY (SWF)	53.0	72.4	134	134
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	70.7	78.7	403	403
NOME AK (OME)	88.9	88.9	90	90
NORFOLK VA (ORF)	72.9	79.9	1,228	1,228
NORTH BEND/COOS BAY OR (OTH)	69.4	64.0	111	111
OAKLAND CA (OAK)	80.5	80.0	3,836	3,836
OKLAHOMA CITY OK (OKC)	73.9	80.0	1,802	1,803
OMAHA NE (OMA)	72.3	80.5	1,952	1,949
ONTARIO/SAN BERNARDINO CA (ONT)	78.3	82.8	2,086	2,086
ORLANDO FL (MCO)	78.9	79.6	10,595	10,598
PADUCAH KY (PAH)	63.3	75.0	60	60
PANAMA CITY FL (ECP)	72.2	76.6	547	548
PASCO/KENNEWICK/RICHLAND WA (PSC)	83.8	92.4	327	327
PENSACOLA FL (PNS)	74.6	84.1	922	922
PEORIA IL (PIA)	75.2	81.0	258	258
PETERSBURG AK (PSG)	86.7	81.7	60	60
PHILADELPHIA PA (PHL)	74.7	76.9	7,374	7,374

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PHOENIX AZ (PHX)	83.7	80.1	16,042	16,045
PITTSBURGH PA (PIT)	74.6	81.8	2,930	2,933
POCATELLO ID (PIH)	91.6	91.6	119	119
PONCE PR (PSE)	74.4	89.4	86	85
PORTLAND ME (PWM)	75.1	80.5	546	544
PORTLAND OR (PDX)	81.2	87.4	4,757	4,760
PROVIDENCE RI (PVD)	75.7	80.9	1,534	1,535
RALEIGH/DURHAM NC (RDU)	74.6	78.7	3,565	3,567
RAPID CITY SD (RAP)	75.0	79.9	607	607
REDDING CA (RDD)	70.7	75.5	147	147
RENO NV (RNO)	82.5	85.5	1,906	1,904
RICHMOND VA (RIC)	71.4	81.4	1,418	1,415
ROANOKE VA (ROA)	61.1	65.0	262	263
ROCHESTER MN (RST)	65.2	72.7	141	139
ROCHESTER NY (ROC)	69.8	80.1	903	904
ROCK SPRINGS WY (RKS)	89.5	90.1	172	172
ROSWELL NM (ROW)	80.2	90.5	116	116
SACRAMENTO CA (SMF)	79.5	84.0	3,957	3,961
SAGINAW/BAY CITY/MIDLAND MI (MBS)	70.0	67.8	90	90
SALT LAKE CITY UT (SLC)	86.8	88.7	10,460	10,460
SAN ANTONIO TX (SAT)	79.5	83.9	3,416	3,422
SAN DIEGO CA (SAN)	77.8	81.3	6,623	6,625
SAN FRANCISCO CA (SFO)	67.4	73.2	12,381	12,388
SAN JOSE CA (SJC)	80.5	83.1	3,542	3,540
SAN JUAN PR (SJU)	74.7	77.2	2,053	2,049
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	75.2	76.2	411	412
SANTA ANA CA (SNA)	84.2	85.7	3,424	3,424
SANTA BARBARA CA (SBA)	74.7	75.4	892	894
SANTA FE NM (SAF)	80.0	89.2	120	120
SANTA MARIA CA (SMX)	81.9	81.9	116	116
SARASOTA/BRADENTON FL (SRQ)	81.4	82.7	306	307
SAVANNAH GA (SAV)	66.6	75.2	863	860
SCRANTON/WILKES-BARRE PA (AVP)	58.3	72.7	139	139
SEATTLE WA (SEA)	84.3	87.9	9,334	9,337
SHREVEPORT LA (SHV)	69.2	73.5	286	287
SIOUX FALLS SD (FSD)	73.2	82.4	466	466
SITKA AK (SIT)	89.4	93.0	142	142
SOUTH BEND IN (SBN)	67.8	75.2	202	202
SPOKANE WA (GEG)	82.1	89.1	1,014	1,013
SPRINGFIELD IL (SPI)	70.8	76.6	171	171
SPRINGFIELD MO (SGF)	74.6	79.8	658	658
ST. GEORGE UT (SGU)	84.3	83.7	166	166
ST. LOUIS MO (STL)	76.8	75.7	5,080	5,076

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	81.7	87.5	104	104
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	88.8	90.8	196	196
SYRACUSE NY (SYR)	66.2	75.7	642	639
TALLAHASSEE FL (TLH)	70.0	72.9	377	377
TAMPA FL (TPA)	79.5	83.1	5,697	5,695
TEXARKANA AR (TXK)	86.7	88.3	60	60
TOLEDO OH (TOL)	57.7	61.5	26	26
TRAVERSE CITY MI (TVC)	66.7	70.6	222	221
TUCSON AZ (TUS)	76.6	85.4	1,844	1,845
TULSA OK (TUL)	71.2	79.6	1,683	1,684
TWIN FALLS ID (TWF)	94.2	93.4	120	121
TYLER TX (TYR)	78.9	93.3	90	90
VALDOSTA GA (VLD)	55.1	70.8	89	89
VALPARAISO FL (VPS)	62.1	69.7	620	620
WACO TX (ACT)	76.7	90.0	30	30
WASHINGTON DC (DCA)	74.1	79.0	6,041	6,041
WASHINGTON DC (IAD)	74.3	72.9	6,678	6,681
WAUSAU/MARSHFIELD WI (CWA)	62.8	71.7	145	145
WEST PALM BEACH/PALM BEACH FL (PBI)	76.5	83.0	1,784	1,785
WEST YELLOWSTONE MT (WYS)	95.5	97.0	66	66
WHITE PLAINS NY (HPN)	68.8	73.9	762	760
WICHITA KS (ICT)	72.9	79.2	902	902
WILMINGTON NC (ILM)	62.2	72.9	304	303
WRANGELL AK (WRG)	88.3	90.0	60	60
YAKUTAT AK (YAK)	90.0	91.7	60	60
YUMA AZ (YUM)	80.0	84.0	305	306

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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	22,684	1,085	4.8	136	38,383	1,757	4.6
ATLANTIC SOUTHEAST	19	13,322	517	3.9	122	29,033	1,101	3.8
EXPRESSJET	17	18,321	663	3.6	115	36,654	1,268	3.5
MESA	18	7,287	233	3.2	82	13,561	442	3.3
AMERICAN	28	36,540	878	2.4	80	45,759	1,038	2.3
SKYWEST	19	28,801	480	1.7	149	50,852	965	1.9
UNITED	26	23,836	446	1.9	70	27,742	511	1.8
US AIRWAYS	28	29,327	474	1.6	73	34,425	544	1.6
DELTA	29	49,250	520	1.1	122	64,043	679	1.1
JETBLUE	21	12,792	90	0.7	50	18,294	158	0.9
SOUTHWEST	21	51,704	300	0.6	72	100,596	588	0.6
AIRTRAN	22	15,268	88	0.6	62	21,944	124	0.6
HAWAIIAN	7	382	0	0.0	15	5,747	20	0.3
ALASKA	18	7,470	5	0.1	53	12,855	37	0.3
FRONTIER	21	5,846	14	0.2	49	7,635	20	0.3
CONTINENTAL	27	17,389	27	0.2	59	21,065	38	0.2
Total		340,219	5,820	1.7	Total	528,588	9,290	1.8

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.

JUNE 2011

## 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
AMERICAN EAGLE	1,382	478	34.6
ATLANTIC SOUTHEAST	2,482	477	19.2
MESA	1,222	197	16.1
AMERICAN	2,419	317	13.1
EXPRESSJET	4,113	530	12.9
US AIRWAYS	1,464	127	8.7
SKYWEST	5,586	439	7.9
UNITED	3,806	293	7.7
DELTA	3,740	224	6.0
JETBLUE	683	33	4.8
ALASKA	485	11	2.3
SOUTHWEST	12,949	259	2.0
AIRTRAN	868	17	2.0
FRONTIER	362	5	1.4
CONTINENTAL	1,164	10	0.9
HAWAIIAN	197	0	0.0
TOTAL	42,922	3,417	8.0

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.

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

**JUNE 2011**  
**AIR TRAVEL CONSUMER REPORT**  
**TABLE 9. CAUSES OF DELAY\*, BY CARRIER\*\***

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	45759	35213	76.95%	1038	2.27%	205	0.45%	3465	7.57%	415	0.91%	2846	6.22%	10	0.02%	2567	5.61%
AS	12855	11752	91.42%	37	0.29%	26	0.20%	296	2.31%	14	0.11%	447	3.47%	4	0.03%	279	2.17%
B6	18294	13440	73.47%	158	0.86%	53	0.29%	1460	7.98%	79	0.43%	1599	8.74%	6	0.04%	1499	8.20%
CO	21065	15752	74.78%	38	0.18%	57	0.27%	1576	7.48%	197	0.93%	2347	11.14%	34	0.16%	1064	5.05%
DL	64043	50246	78.46%	679	1.06%	228	0.36%	3898	6.09%	625	0.98%	4394	6.86%	4	0.01%	3970	6.20%
EV	29033	19126	65.88%	1101	3.79%	91	0.31%	2727	9.39%	292	1.01%	1701	5.86%	10	0.03%	3985	13.72%
F9	7635	5892	77.17%	20	0.26%	20	0.26%	422	5.52%	33	0.43%	595	7.79%	0	0.00%	654	8.56%
FL	21944	17560	80.02%	124	0.57%	95	0.43%	677	3.08%	59	0.27%	1636	7.45%	0	0.00%	1794	8.17%
HA	5747	5353	93.14%	20	0.35%	6	0.10%	237	4.13%	1	0.02%	2	0.04%	0	0.00%	127	2.21%
MQ	38383	28594	74.50%	1757	4.58%	103	0.27%	2282	5.94%	496	1.29%	2555	6.66%	1	0.00%	2596	6.76%
OO	50852	39778	78.22%	965	1.90%	114	0.22%	2356	4.63%	150	0.29%	2625	5.16%	14	0.03%	4850	9.54%
UA	27742	20694	74.59%	511	1.84%	55	0.20%	1603	5.78%	124	0.45%	2105	7.59%	0	0.00%	2649	9.55%
US	34425	25143	73.04%	544	1.58%	94	0.27%	2626	7.63%	246	0.71%	3461	10.05%	39	0.11%	2272	6.60%
WN	100596	80976	80.50%	588	0.58%	222	0.22%	5314	5.28%	581	0.58%	2662	2.65%	80	0.08%	10173	10.11%
XE	36654	26377	71.96%	1268	3.46%	151	0.41%	2443	6.66%	138	0.38%	2636	7.19%	21	0.06%	3620	9.88%
YV	13561	10713	79.00%	442	3.26%	32	0.24%	877	6.47%	81	0.60%	424	3.13%	8	0.06%	984	7.25%
TOTAL	528588	406609		9290		1552		32259		3530		32035		233		43081	
			76.92%		1.76%		0.29%		6.10%		0.67%		6.06%		0.04%		8.15%

**\*Causes of Delay:**

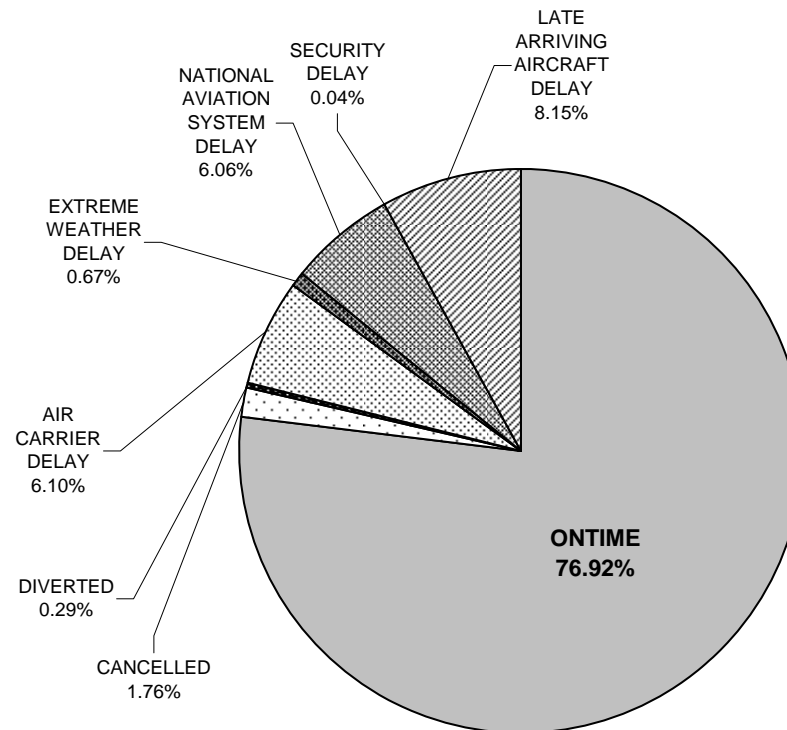
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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



**JUNE 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.
- **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>

JUNE 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
AMERICAN EAGLE	4503	JFK	STL	06/25/2011	Destination Airport	238
DELTA	730	CHS	ATL	06/15/2011	Diversion Airport	217
UNITED	525	ORD	LGA	06/21/2011	Origin Airport	211
US AIRWAYS	1840	CLT	PIT	06/28/2011	Origin Airport	211
UNITED	562	IAD	DFW	06/16/2011	Origin Airport	209
US AIRWAYS	988	ORD	CLT	06/21/2011	Origin Airport	206
AIRTRAN	1583	BKG	ATL	06/15/2011	Diversion Airport	206
EXPRESSJET	5930	ORD	LEX	06/21/2011	Origin Airport	198
UNITED	651	IAD	ORD	06/16/2011	Origin Airport	196
DELTA	2022	CLT	DTW	06/28/2011	Origin Airport	194
EXPRESSJET	5848	ORD	ABE	06/21/2011	Origin Airport	189
EXPRESSJET	6004	ORD	GSP	06/30/2011	Origin Airport	184
UNITED	471	ORD	SFO	06/21/2011	Origin Airport	183
UNITED	937	IAD	DEN	06/16/2011	Origin Airport	182

JUNE 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
WN	100,596	14	0.01
AS	12,855	2	0.02
OO	50,852	19	0.04
F9	7,635	4	0.05
YV	13,561	13	0.10
FL	21,944	24	0.11
CO	21,065	24	0.11
XE	36,654	45	0.12
EV	29,033	38	0.13
AA	45,759	83	0.18
MQ	38,383	74	0.19
DL	64,043	133	0.21
US	34,425	91	0.26
B6	18,294	52	0.28
UA	27,742	88	0.32
HA	5,747	0	0.00
TOTAL	528,588	704	0.13

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

**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**

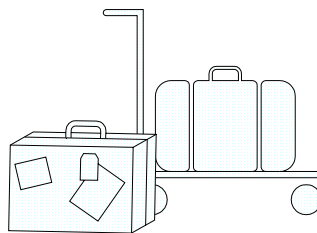
#### **Data to DOT and to CRS Vendors**

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.



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

RANK	AIRLINE	JUNE 2011			JUNE 2010		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	4,218	2,328,293	1.81	3,888	2,336,444	1.66
2	JETBLUE AIRWAYS	4,454	2,023,039	2.20	4,455	1,873,828	2.38
3	FRONTIER AIRLINES	2,201	994,203	2.21	2,459	917,523	2.68
4	HAWAIIAN AIRLINES	1,798	725,986	2.48	1,360	741,180	1.83
5	ALASKA AIRLINES	4,395	1,505,390	2.92	5,087	1,441,633	3.53
6	DELTA AIR LINES	26,118	8,740,084	2.99	30,233	8,704,839	3.47
7	US AIRWAYS	13,556	4,188,723	3.24	10,358	4,086,560	2.53
8	CONTINENTAL AIRLINES	10,630	2,976,467	3.57	7,127	2,861,790	2.49
9	AMERICAN AIRLINES	22,380	6,147,375	3.64	26,874	6,089,980	4.41
10	SOUTHWEST AIRLINES	39,310	10,217,679	3.85	35,482	9,855,968	3.60
11	SKYWEST AIRLINES	8,486	2,125,933	3.99	11,117	2,174,229	5.11
12	UNITED AIRLINES**	16,342	3,854,212	4.24	15,784	4,121,856	3.83
13	EXPRESSJET AIRLINES	6,936	1,485,168	4.67	8,589	1,462,648	5.87
14	ATLANTIC SOUTHEAST AIRLINES	7,671	1,323,616	5.80	5,759	1,263,185	4.56
15	MESA AIRLINES	4,903	795,492	6.16	3,589	791,601	4.53
16	AMERICAN EAGLE AIRLINES	11,144	1,525,661	7.30	10,431	1,356,955	7.69
TOTALS		184,542	50,957,321	3.62	182,592	50,080,219	3.65

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 June 2011.

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

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

RANK	AIRLINE	JANUARY - JUNE 2011			JANUARY - JUNE 2010		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	20,766	12,299,023	1.69	19,573	12,154,016	1.61
2	JETBLUE AIRWAYS	25,739	11,441,763	2.25	27,054	10,426,127	2.59
3	FRONTIER AIRLINES	10,666	4,736,657	2.25	12,094	4,572,540	2.64
4	US AIRWAYS	64,772	23,665,298	2.74	61,587	22,688,865	2.71
5	HAWAIIAN AIRLINES	11,833	4,183,250	2.83	7,406	4,132,621	1.79
6	ALASKA AIRLINES	23,903	8,001,366	2.99	22,041	7,262,893	3.03
7	DELTA AIR LINES	138,563	46,213,580	3.00	165,706	45,135,670	3.67
8	CONTINENTAL AIRLINES	49,989	15,953,533	3.13	39,247	15,654,433	2.51
9	UNITED AIRLINES***	76,133	20,603,099	3.70	84,210	22,326,164	3.77
10	SOUTHWEST AIRLINES**	214,020	55,590,433	3.85	177,810	52,674,916	3.38
11	AMERICAN AIRLINES	134,362	33,594,805	4.00	139,207	33,948,533	4.10
12	SKYWEST AIRLINES	50,998	11,492,731	4.44	59,061	11,684,868	5.05
13	EXPRESSJET AIRLINES	40,377	7,767,982	5.20	34,817	7,273,627	4.79
14	MESA AIRLINES	22,867	4,374,522	5.23	18,784	4,794,806	3.92
15	ATLANTIC SOUTHEAST AIRLINES	43,939	7,060,439	6.22	46,158	6,701,670	6.89
16	AMERICAN EAGLE AIRLINES	65,838	8,034,871	8.19	57,488	7,607,327	7.56
TOTALS		994,765	275,013,352	3.62	972,243	269,039,076	3.61

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.

\*\* Southwest Airlines revised its Total Baggage Reports for January and February 2011 after the submissions were published in the *ATCR*. This table reflects those revisions.

\*\*\* United Airlines revised its Total Baggage Reports for January 2011 thru June 2011 after the submissions were published in the *ATCR*. This table reflects those revisions.

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



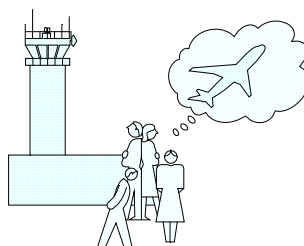
## **OVERSALES**

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

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

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

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



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

RANK	AIRLINE	APRIL - JUNE 2011				APRIL - JUNE 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>	9	0	6,622,343	<b>0.00</b>	4	0	6,113,408	<b>0</b>
2	<b>HAWAIIAN AIRLINES</b>	146	9	2,151,581	<b>0.04</b>	101	6	2,075,548	<b>0.03</b>
3	<b>DELTA AIR LINES</b>	28,195	763	26,752,092	<b>0.29</b>	30,642	1,017	25,552,761	<b>0.4</b>
4	<b>AIRTRAN AIRWAYS</b>	11,766	284	6,704,438	<b>0.42</b>	16,231	321	6,534,974	<b>0.49</b>
5	<b>SKYWEST AIRLINES</b>	11,295	336	6,210,623	<b>0.54</b>	11,666	320	5,986,774	<b>0.53</b>
6	<b>SOUTHWEST AIRLINES</b>	15,391	2,102	28,919,972	<b>0.73</b>	19,603	2,825	27,613,969	<b>1.02</b>
7	<b>AMERICAN AIRLINES</b>	15,587	1,660	19,650,620	<b>0.84</b>	17,860	1,791	19,706,744	<b>0.91</b>
8	<b>ALASKA AIRLINES</b>	1,592	384	4,242,336	<b>0.91</b>	1,052	221	3,930,261	<b>0.56</b>
9	<b>ATLANTIC SOUTHEAST AIRLINES</b>	11,694	346	3,708,749	<b>0.93</b>	7,680	210	3,445,538	<b>0.61</b>
10	<b>UNITED AIRLINES**</b>	20,913	1,105	11,830,449	<b>0.93</b>	11,732	1,210	12,663,048	<b>0.96</b>
11	<b>FRONTIER AIRLINES</b>	1,201	248	2,638,684	<b>0.94</b>	2,202	750	2,483,643	<b>3.02</b>
12	<b>US AIRWAYS</b>	11,524	1,590	14,011,454	<b>1.13</b>	17,250	1,965	12,583,487	<b>1.56</b>
13	<b>CONTINENTAL AIRLINES</b>	7,981	1,712	10,177,417	<b>1.68</b>	8,075	1,852	9,456,516	<b>1.96</b>
14	<b>EXPRESSJET AIRLINES</b>	7,985	811	4,339,911	<b>1.87</b>	7,358	818	4,176,099	<b>1.96</b>
15	<b>MESA AIRLINES</b>	2,125	541	1,794,852	<b>3.01</b>	3,792	606	2,366,318	<b>2.56</b>
16	<b>AMERICAN EAGLE AIRLINES</b>	7,647	1,345	4,377,094	<b>3.07</b>	6,346	2,010	4,013,456	<b>5.01</b>
	<b>TOTALS</b>	<b>155,051</b>	<b>13,236</b>	<b>154,132,615</b>	<b>0.86</b>	<b>161,594</b>	<b>15,922</b>	<b>148,702,544</b>	<b>1.07</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.

\*\* United Airlines revised its Denied Boarding quarterly report for April 2011 to June 2011, after the submissions were published in the *ATCR*. This table reflects this revision.

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

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

RANK	AIRLINE	JANUARY - JUNE 2011				JANUARY - JUNE 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>	23	12	12,661,036	<b>0.01</b>	31	7	11,641,741	<b>0.01</b>
2	<b>HAWAIIAN AIRLINES</b>	229	34	4,240,676	<b>0.08</b>	210	34	4,074,720	<b>0.08</b>
3	<b>DELTA AIR LINES</b>	51,997	1,419	49,392,614	<b>0.29</b>	61,611	2,389	47,437,217	<b>0.5</b>
4	<b>AIRTRAN AIRWAYS</b>	21,414	530	12,309,159	<b>0.43</b>	31,516	604	12,061,382	<b>0.5</b>
5	<b>SKYWEST AIRLINES</b>	25,992	789	11,924,798	<b>0.66</b>	27,396	1,008	11,389,325	<b>0.89</b>
6	<b>ATLANTIC SOUTHEAST AIRLINES</b>	19,396	525	6,894,211	<b>0.76</b>	14,872	374	6,533,892	<b>0.57</b>
7	<b>SOUTHWEST AIRLINES</b>	31,619	4,269	54,557,395	<b>0.78</b>	55,271	8,992	51,386,874	<b>1.75</b>
8	<b>FRONTIER AIRLINES</b>	2,038	481	4,729,039	<b>1.02</b>	3,537	1,226	4,498,360	<b>2.73</b>
9	<b>ALASKA AIRLINES</b>	3,390	823	8,001,366	<b>1.03</b>	3,468	759	7,262,893	<b>1.05</b>
10	<b>AMERICAN AIRLINES</b>	27,407	3,851	37,402,266	<b>1.03</b>	33,984	4,075	37,592,179	<b>1.08</b>
11	<b>US AIRWAYS</b>	22,884	2,767	26,717,322	<b>1.04</b>	36,637	5,558	24,737,383	<b>2.25</b>
12	<b>UNITED AIRLINES**</b>	40,060	2,415	22,387,816	<b>1.08</b>	27,253	3,352	23,834,371	<b>1.41</b>
13	<b>CONTINENTAL AIRLINES</b>	15,114	3,010	18,884,222	<b>1.59</b>	18,088	4,172	17,950,872	<b>2.32</b>
14	<b>EXPRESSJET AIRLINES</b>	14,419	1,367	7,852,247	<b>1.74</b>	13,778	1,688	7,472,137	<b>2.26</b>
15	<b>MESA AIRLINES</b>	5,022	893	3,875,795	<b>2.30</b>	7,964	1,109	4,675,227	<b>2.37</b>
16	<b>AMERICAN EAGLE AIRLINES</b>	13,754	2,339	8,004,372	<b>2.92</b>	10,069	3,639	7,563,890	<b>4.81</b>
	<b>TOTALS</b>	<b>294,758</b>	<b>25,524</b>	<b>289,834,334</b>	<b>0.88</b>	<b>345,685</b>	<b>38,986</b>	<b>280,112,463</b>	<b>1.39</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.

\*\* United Airlines revised its Denied Boarding quarterly reports for January 2011 to March 2011 and April 2011 to June 2011, after the submissions were published in the *ATCR*. This table reflects these revisions.

NOTE: Effective January 2011, Comair and Pinnacle Airlines are no longer ranked in this table. Totals for April-June 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

	JUNE 2011				JUNE 2010			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	935	70	1	79	1,238	51	2	125
FOREIGN AIRLINES	153	1	0	8	156	3	1	10
TRAVEL AGENTS	20	2	0	2	18	1	0	1
TOUR OPERATORS	5	0	0	0	2	0	0	0
MISCELLANEOUS	14	5	0	19	9	22	0	25
INDUSTRY TOTALS	1,127	78	1	108	1,423	77	3	161

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JUNE 2011			JUNE 2010		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	389		1	508	
CANCELLATIONS			162			241
DELAYS			115			136
MISCONNECTIONS			51			97
BAGGAGE	2	162		3	208	
RES/TKTG/BOARDING	3	152		2	219	
CUSTOMER SERVICE	4	142		4	156	
REFUNDS	5	90		5	100	
FARES	6	67		8	40	
DISABILITY	7	48		6	64	
OVERSALES	8	36		7	63	
OTHER	9	24		9	36	
FREQUENT FLYER			18			30
DISCRIMINATION	10	12		10	22	
ADVERTISING	11	5		11	5	
ANIMALS	12	0		12	2	
COMPLAINT TOTAL		1,127			1,423	

\* 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\*

JUNE 2011

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	3	1	1	0	0	0	0	0	0	1	0	0	6
AIRTRAN AIRWAYS	4	0	1	0	0	3	1	3	0	0	0	0	12
ALLEGiant AIR	8	1	1	0	1	0	2	0	0	0	0	0	13
AMERICAN AIRLINES	51	2	12	9	11	14	21	6	0	0	0	4	130
AMERICAN EAGLE AIRLINES	28	1	1	1	1	7	1	1	0	0	0	0	41
ATLANTIC SOUTHEAST AIRLINES	12	2	1	0	0	1	0	1	0	1	0	0	18
COLGAN AIR	4	0	1	0	0	2	0	0	0	0	0	0	7
CONTINENTAL AIRLINES	11	2	15	7	4	10	21	5	0	2	0	0	77
DELTA AIRLINES	33	0	15	10	7	16	16	6	0	2	0	4	109
EXPRESSJET AIRLINES	12	0	0	0	1	0	0	2	0	0	0	0	15
FRONTIER AIRLINES	1	1	1	0	1	1	1	0	0	0	0	0	6
HAWAIIAN AIRLINES	1	0	1	2	1	0	1	0	0	0	0	0	6
JETBLUE AIRWAYS	9	0	7	2	3	4	2	2	0	0	0	0	29
MESABA AVIATION	8	1	0	0	0	1	0	1	0	0	0	0	11
PIEDMONT AIRLINES	1	4	1	0	0	0	1	1	0	0	0	0	8
PINNACLE AIRLINES	8	0	0	0	0	1	1	0	0	1	0	0	11
PRECISION AIRLINES	4	0	0	0	0	1	0	0	0	0	0	0	5
REPUBLIC AIRLINES	14	1	0	0	0	0	2	1	0	0	0	0	18
SKYWEST AIRLINES	15	1	2	0	0	4	0	2	0	0	0	0	24
SOUTHWEST AIRLINES	5	1	2	9	1	5	5	4	1	0	0	1	34
SPIRIT AIRLINES	22	3	11	2	4	4	7	0	1	0	0	1	55
TRANS STATES AIRLINES	2	0	0	0	0	2	0	1	0	0	0	0	5
UNITED AIRLINES	42	2	10	7	11	16	20	2	2	0	0	7	119
UNITED EXPRESS	3	0	0	0	0	1	1	1	0	0	0	0	6
US AIRWAYS	35	8	19	7	7	21	14	3	0	3	0	3	120
YELLOW AIR TAXI	5	0	1	0	8	0	1	0	0	0	0	0	15
OTHER U. S. AIRLINES	15	2	3	0	2	7	4	1	0	1	0	0	35
TOTAL JUNE 2011	356	33	106	56	63	121	122	43	4	11	0	20	935
% OF TOTAL COMPLAINTS	38.1	3.5	11.3	6.0	6.7	12.9	13.0	4.6	0.4	1.2	0	2.1	
TOTAL JUNE 2010	478	59	180	31	75	163	139	55	3	19	1	35	1,238
% OF TOTAL COMPLAINTS	38.6	4.8	14.5	2.5	6.1	13.2	11.2	4.4	0.2	1.5	0.1	2.8	

\* 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

JUNE 2011

U. S. AIRLINES*	COMPS RECD IN JUNE	INCI - DENTS IN JUNE	PERCENT	INCI - DENTS IN MAY	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	6	3	50.0	2	33.3	0	0.0	1	16.7
AIRTRAN AIRWAYS	12	7	58.3	4	33.3	1	8.3	0	0.0
ALLEGiant AIR	13	9	69.2	1	7.7	2	15.4	1	7.7
AMERICAN AIRLINES	130	44	33.8	34	26.2	36	27.7	16	12.3
AMERICAN EAGLE AIRLINES	41	18	43.9	19	46.3	4	9.8	0	0.0
ATLANTIC SOUTHEAST AIRLINES	18	12	66.7	6	33.3	0	0.0	0	0.0
COLGAN AIR	7	5	71.4	1	14.3	0	0.0	1	14.3
CONTINENTAL AIRLINES	77	35	45.5	16	20.8	16	20.8	10	13.0
DELTA AIRLINES	109	61	56.0	13	11.9	25	22.9	10	9.2
EXPRESSJET AIRLINES	15	8	53.3	6	40.0	1	6.7	0	0.0
FRONTIER AIRLINES	6	2	33.3	1	16.7	2	33.3	1	16.7
HAWAIIAN AIRLINES	6	3	50.0	1	16.7	0	0.0	2	33.3
JETBLUE AIRWAYS	29	15	51.7	3	10.3	7	24.1	4	13.8
MESABA AVIATION	11	6	54.5	2	18.2	3	27.3	0	0.0
Piedmont AIRLINES	8	5	62.5	2	25.0	0	0.0	1	12.5
Pinnacle AIRLINES	11	6	54.5	3	27.3	2	18.2	0	0.0
Precision AIRLINES	5	1	20.0	3	60.0	1	20.0	0	0.0
REPUBLIC AIRLINES	18	12	66.7	4	22.2	2	11.1	0	0.0
SKYWEST AIRLINES	24	15	62.5	5	20.8	4	16.7	0	0.0
SOUTHWEST AIRLINES	34	8	23.5	9	26.5	9	26.5	8	23.5
Spirit AIRLINES	55	30	54.5	6	10.9	13	23.6	6	10.9
TRANS STATES AIRLINES	5	0	0.0	2	40.0	2	40.0	1	20.0
UNITED AIRLINES	119	51	42.9	28	23.5	25	21.0	15	12.6
UNITED EXPRESS	6	3	50.0	3	50.0	0	0.0	0	0.0
US AIRWAYS	120	57	47.5	32	26.7	22	18.3	9	7.5
YELLOW AIR TAXI	15	2	13.3	6	40.0	5	33.3	2	13.3
OTHER U. S. AIRLINES	35	18	51.4	2	5.7	13	37.1	2	5.7
<b>TOTALS</b>	935	436	46.6	214	22.9	195	20.9	90	9.6
<b>PREVIOUS YEAR'S TOTALS</b>	1,238	532	43.0	311	25.1	302	24.4	93	7.5

\*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\*\*

JUNE 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>													
AEROMEXICO	1	0	0	0	0	4	1	0	0	0	0	0	6
AIR CANADA	0	0	2	0	0	2	0	0	0	0	0	1	5
AIR FRANCE	1	0	1	0	4	0	2	1	0	0	0	0	9
ALITALIA AIRLINES	3	1	0	0	0	1	1	0	0	0	0	0	6
BRITISH AIRWAYS	2	0	1	1	1	4	1	1	0	0	0	0	11
EMIRATES AIRLINES	1	0	0	0	0	2	3	0	0	0	0	0	6
IBERIA AIRLINES	2	0	1	0	0	0	2	0	0	0	0	0	5
KLM	0	0	1	0	0	6	0	1	0	0	0	0	8
LUFTHANSA	2	0	3	1	1	1	0	0	0	0	0	0	8
TAM	3	0	4	1	0	0	1	0	0	0	0	0	9
TURKISH AIRLINES	1	1	0	0	2	1	1	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	12	1	17	3	12	17	6	2	0	1	0	3	74
TOTALS	28	3	30	6	20	38	18	5	0	1	0	4	153
<b><u>TRAVEL AGENTS</u></b>													
EXPEDIA.COM	0	0	3	1	1	0	0	0	0	0	0	0	5
PRICELINE.COM	0	0	5	0	1	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	1	0	6	0	2	0	0	0	0	0	0	0	9
TOTALS	1	0	14	1	4	0	0	0	0	0	0	0	20
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	2	0	0	2	1	0	0	0	0	0	0	0	5
TOTALS	2	0	0	2	1	0	0	0	0	0	0	0	5
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	2	0	2	2	2	3	2	0	1	0	0	0	14
TOTALS	2	0	2	2	2	3	2	0	1	0	0	0	14

\* 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

JUNE  
CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	JUNE 2011			JUNE 2010		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>ALASKA AIRLINES</b>	4	1,580,037	<b>0.25</b>	9	1,500,590	<b>0.60</b>
2	<b>SOUTHWEST AIRLINES</b>	34	9,928,599	<b>0.34</b>	29	9,567,043	<b>0.30</b>
3	<b>FRONTIER AIRLINES</b>	6	1,410,573	<b>0.43</b>	17	915,099	<b>1.86</b>
4	<b>MESA AIRLINES</b>	4	795,492	<b>0.50</b>	5	770,864	<b>0.65</b>
5	<b>AIRTRAN AIRWAYS</b>	12	2,320,442	<b>0.52</b>	18	2,313,045	<b>0.78</b>
6	<b>HAWAIIAN AIRLINES</b>	6	736,326	<b>0.81</b>	10	728,141	<b>1.37</b>
7	<b>EXPRESSJET AIRLINES</b>	15	1,570,380	<b>0.96</b>	23	1,589,496	<b>1.45</b>
8	<b>DELTA AIR LINES</b>	109	10,544,080	<b>1.03</b>	321	10,407,784	<b>3.08</b>
9	<b>SKYWEST AIRLINES</b>	24	2,192,186	<b>1.09</b>	16	2,166,893	<b>0.74</b>
10	<b>JETBLUE AIRWAYS</b>	29	2,240,287	<b>1.29</b>	25	2,090,525	<b>1.20</b>
11	<b>ATLANTIC SOUTHEAST AIRLINES</b>	18	1,305,589	<b>1.38</b>	12	1,245,333	<b>0.96</b>
12	<b>AMERICAN AIRLINES</b>	130	7,717,523	<b>1.68</b>	153	7,648,824	<b>2.00</b>
13	<b>CONTINENTAL AIRLINES</b>	77	4,116,863	<b>1.87</b>	77	3,930,730	<b>1.96</b>
14	<b>UNITED AIRLINES</b>	119	4,671,124	<b>2.55</b>	118	4,915,659	<b>2.40</b>
15	<b>US AIRWAYS</b>	120	4,684,421	<b>2.56</b>	86	4,590,026	<b>1.87</b>
16	<b>AMERICAN EAGLE AIRLINES</b>	41	1,570,834	<b>2.61</b>	14	1,384,632	<b>1.01</b>
<b>TOTAL</b>		<b>748</b>	<b>57,384,756</b>	<b>1.30</b>	<b>933</b>	<b>55,764,684</b>	<b>1.67</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 June 2010 reflect the deletion of Comair and Pinnacle's data for the month.

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS

	JANUARY - JUNE 2011				JANUARY - JUNE 2010			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTs	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTs
U. S. AIRLINES	4,468	292	7	431	4,841	287	15	534
FOREIGN AIRLINES	750	15	1	74	762	22	2	68
TRAVEL AGENTS	85	5	0	7	67	1	0	4
TOUR OPERATORS	38	2	0	1	28	0	0	1
MISCELLANEOUS	77	50	0	90	64	78	1	125
INDUSTRY TOTALS	5,418	364	8	603	5,762	388	18	732

TABLE 2 (YTD)

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - JUNE 2011			JANUARY - JUNE 2010		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	1,690		1	1809	
CANCELLATIONS			743			812
DELAYS			475			506
MISS CONNECTIONS			229			311
BAGGAGE	2	873		2	1019	
RES/TKTG/BOARDING	3	698		3	768	
CUSTOMER SERVICE	4	626		4	667	
REFUNDS	5	460		5	402	
FARES	6	289		8	243	
DISABILITY	7	284		7	269	
OVERSALES	8	250		6	279	
OTHER	9	140		9	191	
FREQUENT FLYER			111			155
DISCRIMINATION	10	64		10	72	
ADVERTISING	11	38		11	37	
ANIMALS	12	6		12	6	
COMPLAINT TOTAL		5,418			5,762	

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

## COMPLAINTS AGAINST U. S. AIRLINES

## BY COMPLAINT CATEGORY

JANUARY - JUNE 2011

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	17	2	1	0	0	1	3	0	0	1	0	0	25
AIRTRAN AIRWAYS	26	10	8	1	1	10	10	8	1	2	0	0	77
ALASKA AIRLINES	9	2	5	1	3	7	9	4	0	1	0	1	42
ALLEGiant AIR	39	4	18	6	11	7	14	5	1	0	0	1	106
AMERICAN AIRLINES	217	23	68	39	45	118	66	34	1	10	1	14	636
AMERICAN EAGLE AIRLINES	83	6	7	1	4	27	8	1	0	0	0	1	138
ATLANTIC SOUTHEAST AIRLINES	39	4	2	0	0	9	5	6	0	1	0	1	67
CHAUTAUQUA AIRLINES	26	1	1	0	0	4	1	1	0	0	0	0	34
COLGAN AIR	20	0	2	0	0	4	2	1	0	0	0	0	29
COMAIR	10	1	0	0	0	0	3	1	0	0	0	0	15
CONTINENTAL AIRLINES	86	17	61	24	29	42	72	30	2	9	0	9	381
DELTA AIR LINES	186	31	86	47	45	130	94	37	7	10	3	26	702
EXECUTIVE AIRLINES	2	2	2	0	0	4	0	0	0	1	0	0	11
EXPRESSJET AIRLINES	63	4	1	0	3	4	2	6	0	0	0	0	83
FRONTIER AIRLINES	18	2	6	2	2	3	9	3	0	0	0	3	48
GO!	10	3	0	0	4	1	0	0	0	0	0	0	18
GOJET AIRLINES	5	2	0	0	0	1	0	3	0	0	0	0	11
HAWAIIAN AIRLINES	4	1	4	4	6	4	5	2	1	0	0	0	31
HORIZON AIRLINES	6	1	0	0	1	2	0	1	0	0	0	1	12
JETBLUE AIRWAYS	51	1	12	11	9	11	21	14	2	2	0	2	136
MESA AIRLINES	13	2	2	0	0	3	1	3	0	0	0	1	25
MESABA AVIATION	16	1	2	1	0	1	2	4	0	0	0	0	27
PIEDMONT AIRLINES	21	13	7	0	0	7	3	4	0	0	0	0	55
PINNACLE AIRLINES	39	4	1	0	0	3	2	4	0	1	0	0	54
PSA AIRLINES	8	1	0	0	0	0	2	1	0	0	0	0	12
REPUBLIC AIRLINES	32	2	2	1	1	1	6	1	0	0	0	0	46
SHUTTLE AMERICA	8	1	2	0	0	4	2	0	0	0	0	0	17
SKYWEST AIRLINES	48	5	10	0	0	15	8	4	0	1	0	1	92
SOUTHWEST AIRLINES	42	7	14	19	13	26	25	21	3	2	0	10	182
SPIRIT AIRLINES	74	15	43	9	28	35	33	2	6	4	0	6	255
TRANS STATES AIRLINES	11	0	0	0	0	6	0	3	0	0	0	0	20
UNITED AIRLINES	120	20	63	35	50	77	79	24	3	2	0	28	501
UNITED EXPRESS	10	1	3	1	0	3	4	1	0	0	0	1	24
US AIRWAYS	139	29	64	36	30	64	57	17	0	6	0	14	456
VIRGIN AMERICA	2	0	2	0	4	2	1	0	0	0	0	0	11
YELLOW AIR TAXI	9	0	1	0	13	0	1	0	0	0	0	0	24
OTHER U. S. AIRLINES	26	4	6	2	8	7	5	6	0	0	1	0	65
TOTAL JAN-JUNE 2011	1,535	222	506	240	310	643	555	252	27	53	5	120	4,468
% OF TOTAL COMPLAINTS	34.4	5.0	11.3	5.4	6.9	14.4	12.4	5.6	0.6	1.2	0.1	2.7	
TOTAL JAN-JUNE 2010	1,631	247	615	191	290	776	586	240	29	62	3	171	4,841
% OF TOTAL COMPLAINTS	33.7	5.1	12.7	3.9	6.0	16.0	12.1	5.0	0.6	1.3	0.1	3.5	

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

TABLE 4 (YTD)

COMPANIES\* OTHER THAN U. S. AIRLINES  
BY COMPLAINT CATEGORY  
JANUARY – JUNE 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>													
AER LINGUS	6	0	0	0	2	2	1	0	0	0	0	0	11
AEROFLOT	2	0	1	0	1	5	0	1	0	0	0	0	10
AEROMEXICO	6	1	1	1	2	9	1	1	0	0	0	0	22
AIR CANADA	3	0	5	1	1	4	2	2	0	0	0	1	19
AIR FRANCE	5	3	6	1	7	22	7	3	0	1	0	1	56
AIR INDIA	2	2	1	2	1	3	1	1	1	1	0	0	15
ALITALIA AIRLINES	6	1	4	2	3	7	1	0	1	0	0	0	25
AVIANCA	1	2	4	1	2	1	0	0	0	0	0	0	11
BRITISH AIRWAYS	9	3	7	1	11	22	3	5	1	0	0	3	65
CARIBBEAN AIRLINES	4	0	0	0	0	5	1	0	0	0	0	0	10
EMIRATES AIRLINES	5	1	3	1	4	11	6	2	1	1	0	0	35
IBERIA AIRLINES	4	1	3	0	3	6	2	0	0	0	0	0	19
JET AIRWAYS	1	1	2	0	1	4	1	0	0	0	0	0	10
KLM	1	0	6	0	2	11	2	3	0	1	1	2	29
LAN AIRLINES	3	1	0	0	2	4	0	0	0	0	0	1	11
LUFTHANSA	8	3	13	3	10	21	1	0	0	0	0	0	59
QATAR AIRWAYS	6	0	7	0	2	0	2	0	0	0	0	0	17
ROYAL AIR MAROC	6	1	2	0	0	4	0	1	0	0	0	0	14
ROYAL JORDANIAN AIRLINES	0	2	0	1	0	3	2	1	0	1	0	0	10
TACA INTERNATIONAL AIRLINES	1	0	1	1	0	6	0	0	0	1	0	0	10
TAM	3	1	5	2	1	2	1	0	0	0	0	0	15
TURKISH AIRLINES	3	1	6	1	4	5	1	0	0	0	0	0	21
VIRGIN ATLANTIC AIRWAYS	3	0	6	1	10	3	2	0	0	0	0	0	25
VOLARIS AIRLINES	1	0	4	2	3	1	1	0	0	0	0	0	12
OTHER FOREIGN AIRLINES	39	2	38	9	38	48	20	9	1	5	0	10	219
<b>TOTALS</b>	<b>128</b>	<b>26</b>	<b>125</b>	<b>30</b>	<b>110</b>	<b>209</b>	<b>58</b>	<b>29</b>	<b>5</b>	<b>11</b>	<b>1</b>	<b>18</b>	<b>750</b>
<b><u>TRAVEL AGENTS</u></b>													
CHEAPOAIR.COM	1	0	4	2	5	0	0	0	0	0	0	0	12
EXPEDIA.COM	2	0	10	1	6	0	3	0	1	0	0	0	23
ORBITZ.COM	1	0	8	2	3	0	1	0	0	0	0	0	15
PRICELINE.COM	0	0	10	2	3	0	0	0	0	0	0	0	15
OTHER TRAVEL AGENTS	0	0	12	3	4	0	0	0	1	0	0	0	20
<b>TOTALS</b>	<b>4</b>	<b>0</b>	<b>44</b>	<b>10</b>	<b>21</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>85</b>
<b><u>TOUR OPERATORS</u></b>													
DIRECT AIR AND TOURS	11	0	12	5	3	0	1	3	1	0	0	0	36
OTHER TOUR OPERATORS	1	0	0	0	1	0	0	0	0	0	0	0	2
<b>TOTALS</b>	<b>12</b>	<b>0</b>	<b>12</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>38</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	11	2	11	4	15	21	8	0	3	0	0	2	77
<b>TOTALS</b>	<b>11</b>	<b>2</b>	<b>11</b>	<b>4</b>	<b>15</b>	<b>21</b>	<b>8</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>77</b>

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

TABLE 5 (YTD)

JANUARY – JUNE  
CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	JANUARY - JUNE 2011			JANUARY - JUNE 2010		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b><i>SOUTHWEST AIRLINES</i></b>	182	54,483,483	<b>0.33</b>	153	51,286,666	<b>0.30</b>
2	<b><i>ALASKA AIRLINES</i></b>	42	8,640,243	<b>0.49</b>	33	7,811,170	<b>0.42</b>
3	<b><i>MESA AIRLINES</i></b>	25	4,280,700	<b>0.58</b>	24	4,645,399	<b>0.52</b>
4	<b><i>AIRTRAN AIRWAYS</i></b>	77	12,204,704	<b>0.63</b>	146	11,944,854	<b>1.22</b>
5	<b><i>FRONTIER AIRLINES</i></b>	48	7,237,660	<b>0.66</b>	57	4,624,533	<b>1.23</b>
6	<b><i>HAWAIIAN AIRLINES</i></b>	31	4,241,966	<b>0.73</b>	39	4,074,720	<b>0.96</b>
7	<b><i>SKYWEST AIRLINES</i></b>	92	11,887,235	<b>0.77</b>	77	11,759,611	<b>0.65</b>
8	<b><i>ATLANTIC SOUTHEAST AIRLINES</i></b>	67	6,976,023	<b>0.96</b>	35	6,684,969	<b>0.52</b>
9	<b><i>EXPRESSJET AIRLINES</i></b>	83	8,213,543	<b>1.01</b>	56	7,987,574	<b>0.70</b>
10	<b><i>JETBLUE AIRWAYS</i></b>	136	12,660,406	<b>1.07</b>	160	11,549,697	<b>1.39</b>
11	<b><i>DELTA AIR LINES</i></b>	702	55,299,964	<b>1.27</b>	1,176	53,548,376	<b>2.20</b>
12	<b><i>AMERICAN AIRLINES</i></b>	636	42,306,297	<b>1.50</b>	661	42,347,093	<b>1.56</b>
13	<b><i>AMERICAN EAGLE AIRLINES</i></b>	138	8,249,678	<b>1.67</b>	68	7,793,446	<b>0.87</b>
14	<b><i>CONTINENTAL AIRLINES</i></b>	381	22,366,029	<b>1.70</b>	350	21,342,828	<b>1.64</b>
15	<b><i>US AIRWAYS</i></b>	456	26,302,706	<b>1.73</b>	428	25,366,113	<b>1.69</b>
16	<b><i>UNITED AIRLINES</i></b>	501	24,890,795	<b>2.01</b>	488	26,405,635	<b>1.85</b>
	<b>TOTAL</b>	<b>3,597</b>	<b>310,241,432</b>	<b>1.16</b>	<b>3,951</b>	<b>299,172,684</b>	<b>1.32</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 January - June 2010 reflect the deletion of Comair and Pinnacle's data for those months.

## **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.

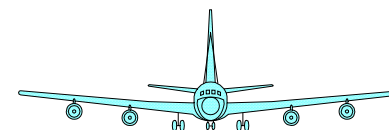
**Disability:** Civil rights complaints by air travelers with disabilities.

**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 June 2011 as provided by the Transportation Security Administration<sup>a</sup>

The Transportation Security Administration (TSA) screened approximately 58 million airline passengers and their 46 million checked bags in the month of June 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 June.

**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	Number of Complaints	Percentage of Flying Public
325	.0006	33	.00006	82*	.0001	373*	.001*

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

Number of Damage Claims Received			
Checkpoint (TSA)	Percentage of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	Percentage of Total Checked Bags Screened
281	.0005	681	.001

### 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, or telephone, (866) 289-9673. Contact Center representatives are available from 9:00AM to 5:00PM EST.

<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 June.

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.

## June 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>).

Carrier	Death	Injury	Loss
<a href="#"><i>Continental</i></a>	2		
<a href="#"><i>Delta</i></a>	2	1	
<i>Total</i>	4	1	