



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: December 2011**



<b>Flight Delays<sup>1</sup></b>	October 2011 12 Months Ending October 2011
<b>Mishandled Baggage<sup>1</sup></b>	October 2011
<b>Oversales<sup>1</sup></b>	3rd Quarter 2011 January – September 2011
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	October 2011
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	October 2011
<b>Airline Animal Incident Reports<sup>4</sup></b>	October 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.ost.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 11A lists the regularly scheduled international flights with tarmac delays of more than 4 hours. 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, 11 and 11A 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	79.7	15	94.7
ALASKA AIRLINES S/	18	91.2	50	91.1
AIRTRAN AIRWAYS S/	22	89.1	63	89.8
DELTA AIR LINES S/	29	89.2	118	89.5
MESA AIRLINES S/	16	88.1	84	88.1
FRONTIER AIRLINES S/	20	87.2	46	86.9
SOUTHWEST AIRLINES S/	21	86.4	72	86.8
SKYWEST AIRLINES S/	17	85.5	145	85.5
US AIRWAYS S/	27	85.0	78	85.3
AMERICAN EAGLE S/	20	85.0	132	85.0
ATLANTIC SOUTHEAST AIRLINES S/	19	83.9	122	84.7
AMERICAN AIRLINES S/	28	83.4	77	83.1
UNITED AIRLINES S/	26	82.2	68	82.4
CONTINENTAL AIRLINES S/	26	81.1	54	81.6
EXPRESSJET AIRLINES S/V/	18	81.4	117	81.5
JETBLUE AIRWAYS S/	21	76.1	48	76.7
TOTAL		85.1		85.5

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

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

## OCTOBER 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	4th Quarter 10-12 2010		1st Quarter 01-03 2011		2nd Quarter 04-06 2011		3rd Quarter 07-09 2011		Aug -11		Sep-11		Oct-11		12 Months Ending Oct 2011		Database To Date 09 1987-10 2011	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	87.0	3	81.0	5	82.6	3	84.1	3	82.4	7	89.5	3	89.8	3	83.6	3	(--)	(--)
ALASKA	83.9	6	83.4	2	90.6	2	91.1	2	90.8	2	91.7	2	91.1	2	87.7	2	76.5	6
AMERICAN	84.0	5	77.4	7	72.9	12	78.5	10	75.9	13	82.2	10	83.1	12	77.9	10	78.0	4
AMERICAN EAGLE	81.7	9	73.1	15	70.2	15	78.7	9	76.4	12	84.3	9	85.0	10	75.8	13	74.2	8
ATLANTIC SOUTHEAST	77.6	14	73.4	13	69.3	16	75.3	15	76.6	11	81.2	12	84.7	11	74.2	16	(--)	(--)
COMAIR	74.7	16	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	72.9	17	(--)	(--)
CONTINENTAL	80.9	11	76.6	9	74.2	11	76.5	13	74.3	14	79.8	14	81.6	14	76.6	12	78.3	2
DELTA	78.0	13	77.1	8	79.8	6	83.3	5	82.5	6	88.0	4	89.5	4	80.2	6	77.6	5
EXPRESSJET	81.5	10	73.2	14	70.5	14	75.5	14	77.8	10	77.9	15	81.5	15	74.6	15	(--)	(--)
FRONTIER	82.2	8	76.1	11	77.1	9	80.9	7	83.4	5	87.0	5	86.9	6	79.2	7	(--)	(--)
HAWAIIAN	92.0	1	90.4	1	92.9	1	95.2	1	94.8	1	95.5	1	94.7	1	92.6	1	(--)	(--)
JETBLUE	71.1	18	67.4	16	72.7	13	70.9	16	61.6	16	77.8	16	76.7	16	70.6	18	(--)	(--)
MESA	85.2	4	82.6	4	81.6	4	83.1	6	83.4	4	85.5	6	88.1	5	83.1	4	(--)	(--)
PINNACLE	79.4	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	75.7	14	(--)	(--)
SKYWEST	75.1	15	75.0	12	79.9	5	80.1	8	80.6	8	85.1	7	85.5	8	77.7	11	(--)	(--)
SOUTHWEST	74.6	17	76.3	10	77.6	8	83.8	4	83.4	3	84.3	8	86.8	7	79.0	8	81.9	1
UNITED	88.1	2	82.7	3	77.8	7	77.4	11	77.8	9	82.2	11	82.4	13	80.9	5	76.2	7
US AIRWAYS	82.9	7	80.7	6	75.1	10	76.7	12	74.2	15	80.7	13	85.3	9	78.9	9	78.3	3
Total	79.6		76.8		76.5		80.2		79.3		83.9		85.5		78.4		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).

OCTOBER 2011

## 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	442	84.8	817	76.1	248	81.9	202	82.2	867	82.9	416	82.2	12995	89.1	181	82.9
AS	31	87.1	93	86.0	H/		H/		93	88.2	93	97.8	88	93.2	H/	
B6	H/		2483	77.0	150	84.7	136	77.9	267	76.0	88	83.0	H/		H/	
CO	155	91.6	475	72.6	114	84.2	91	82.4	228	84.2	568	79.9	191	85.3	105	85.7
DL	16825	89.0	1104	81.8	669	88.3	376	91.2	866	88.9	573	91.4	359	89.4	4068	92.0
EV	8226	84.1	104	85.6	103	88.3	106	84.0	211	87.7	H/		219	88.1	1300	87.7
F9	83	79.5	75	85.3	H/		H/		176	86.9	3334	89.8	121	90.9	84	71.4
FL	5996	90.1	537	84.9	1362	91.4	162	82.7	372	93.5	124	92.7	214	88.8	181	97.8
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	430	74.4	352	71.9	176	86.9	419	78.3	611	81.5	186	83.9	6184	86.5	352	81.0
OO	190	91.1	H/		H/		61	88.5	H/		4314	88.4	311	80.7	202	91.6
UA	26	84.6	619	75.6	240	76.2	32	96.9	354	80.2	3482	87.5	299	87.3	30	73.3
US	449	82.2	1613	81.8	376	84.3	7095	86.3	1615	87.9	383	82.8	596	86.6	288	86.8
WN	H/		776	79.6	5361	85.5	H/		H/		4521	89.0	H/		487	87.7
XE	280	69.6	34	94.1	31	87.1	328	77.4	169	69.8	1731	85.1	149	85.9	210	76.2
YV	165	83.6	18	72.2	H/		1801	88.2	H/		H/		75	80.0	42	95.2
TOTAL	33298	87.5	9100	78.8	8830	86.3	10809	86.0	5829	85.3	19813	87.9	21801	88.1	7530	89.4

\* 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*																
	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	304	68.4	227	76.7	305	84.9	274	81.8	1107	83.6	776	75.4	2465	77.0	1164	75.7
AS	62	82.3	H/		H/		31	87.1	H/		389	94.9	531	92.3	H/	
B6	425	65.4	1119	67.6	367	78.7	H/		3550	81.0	377	79.3	243	73.3	301	70.1
CO	3661	75.5	412	75.5	62	90.3	5911	88.1	H/		593	81.1	699	78.3	259	80.3
DL	510	76.5	771	86.5	268	90.3	172	90.7	1529	86.4	1067	89.5	1656	88.9	1918	86.3
EV	61	57.4	26	80.8	782	79.0	223	88.8	124	72.6	H/		H/		80	67.5
F9	H/		53	77.4	H/		H/		H/		227	84.1	180	84.4	183	73.8
FL	H/		445	84.5	93	93.5	H/		H/		201	89.1	202	87.1	593	79.4
HA	H/		H/		H/		H/		H/		76	89.5	62	87.1	H/	
MQ	124	65.3	H/		H/		212	82.5	930	76.5	H/		1787	89.6	1581	78.6
OO	H/		H/		184	87.0	1329	89.8	H/		523	81.5	4192	81.8	H/	
UA	276	69.6	H/		1915	81.9	162	83.3	378	83.3	664	82.8	1930	79.7	537	77.3
US	316	71.2	464	80.8	H/		410	86.3	184	85.3	831	85.9	568	78.0	1119	82.9
WN	538	71.7	1324	84.1	234	83.8	H/		H/		6627	89.2	3240	82.5	243	76.1
XE	3069	67.2	H/		1151	81.2	5577	86.7	H/		H/		H/		83	67.5
YV	65	70.8	H/		748	84.6	H/		H/		147	83.0	64	81.2	31	67.7
TOTAL	9411	71.4	4841	79.2	6109	82.6	14301	87.4	7802	82.0	12498	86.8	17819	82.5	8092	79.9

\* 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*																
	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	764	79.1	H/		3597	82.6	331	86.1	4521	85.5	155	67.7	327	75.8	434	78.1
AS	31	90.3	H/		31	96.8	62	88.7	155	90.3	817	91.3	H/		212	95.8
B6	1386	70.9	H/		H/		H/		228	73.7	109	78.9	H/		64	73.4
CO	482	77.6	H/		212	79.7	H/		640	80.8	155	67.1	136	71.3	338	83.7
DL	1337	86.5	205	88.3	627	89.2	4725	93.7	474	91.4	392	88.5	576	81.4	597	89.4
EV	201	82.6	H/		253	82.6	544	94.3	635	74.8	H/		61	73.8	H/	
F9	50	76.0	101	91.1	H/		108	89.8	H/		145	86.9	24	66.7	143	85.3
FL	1617	88.5	295	92.5	23	95.7	229	92.6	H/		H/		218	79.4	50	88.0
HA	H/		H/		H/		H/		H/		62	75.8	H/		31	74.2
MQ	H/		H/		1078	84.6	238	81.5	6981	88.0	H/		150	70.7	124	87.9
OO	H/		H/		H/		1795	94.9	2457	88.1	948	89.0	H/		529	88.5
UA	363	81.3	H/		H/		277	87.0	4784	86.4	386	79.3	282	76.6	222	84.2
US	709	72.4	H/		243	80.2	304	83.9	594	85.7	158	87.3	3782	81.9	4991	91.7
WN	2712	85.1	6799	89.0	H/		491	90.4	H/		1097	89.2	1522	79.4	5187	88.1
XE	H/		H/		22	81.8	234	82.1	4033	85.6	H/		72	66.7	8	100.0
YV	H/		H/		124	79.0	H/		822	89.1	H/		23	78.3	2534	91.4
TOTAL	9652	81.8	7400	89.1	6210	83.5	9338	92.3	26324	86.4	4424	86.5	7173	80.1	15464	89.4

\* 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*										
	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	431	70.3	403	69.0	946	66.0	155	81.9	510	84.5
AS	336	90.8	3724	91.8	328	79.6	H/		H/	
B6	113	76.1	154	87.7	328	71.6	124	84.7	344	72.4
CO	251	79.7	368	69.6	514	67.5	62	77.4	323	79.3
DL	548	92.3	805	85.1	788	81.9	2524	93.1	774	89.5
EV	H/		H/		H/		H/		145	84.1
F9	142	85.2	146	85.6	142	78.2	138	83.3	H/	
FL	H/		81	90.1	128	81.2	H/		560	88.8
HA	31	71.0	62	74.2	31	74.2	H/		H/	
MQ	274	90.5	H/		H/		181	86.2	H/	
OO	587	77.5	604	89.7	4521	71.7	5033	92.4	H/	
UA	534	83.1	551	80.2	3332	76.0	31	51.6	187	83.4
US	306	86.6	261	83.9	500	72.0	151	94.0	523	79.9
WN	2740	85.3	1176	88.4	1289	75.5	1120	90.8	2095	85.5
XE	H/		H/		H/		17	82.4	H/	
YV	31	90.3	H/		58	65.5	H/		H/	
TOTAL	6324	84.1	8335	87.1	12905	73.6	9536	91.7	5461	84.5

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

OCTOBER 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	91.7	83.9	92.3	94.5	100.0	94.7	90.3	93.7	77.6	75.0	84.0	95.3	87.6	94.6	88.1	100.0	90.8	97.6
700 - 759 AM	96.0	83.9	94.0	95.5	90.6	96.0	90.7	93.7	85.5	85.9	89.9	90.4	88.2	94.7	91.8	85.2	95.2	95.5
800 - 859 AM	94.1	92.5	93.5	87.7	88.4	94.5	90.2	96.6	87.3	85.4	85.0	90.1	93.8	95.5	90.4	88.5	92.9	95.3
900 - 959 AM	93.1	87.7	92.2	84.6	90.5	94.0	89.9	94.3	91.0	90.3	95.6	85.8	93.8	91.6	90.9	85.7	85.3	95.1
1000 - 1059 AM	93.0	92.1	92.1	88.7	92.7	91.1	91.2	87.2	90.5	83.1	90.2	87.1	88.2	90.9	83.1	89.3	84.5	94.2
1100 - 1159 AM	91.4	92.5	95.0	88.4	90.4	91.8	90.1	92.9	88.4	84.2	85.2	87.8	89.8	91.9	83.4	89.1	81.3	96.2
1200 - 1259 PM	92.6	88.8	89.4	91.3	90.9	91.0	91.2	92.7	78.8	84.8	92.6	89.5	87.7	87.2	80.4	82.7	82.4	95.4
100 - 159 PM	90.1	83.8	91.6	86.7	85.4	85.9	90.5	90.9	68.8	85.5	86.0	87.4	84.7	84.8	86.1	81.4	87.1	94.1
200 - 259 PM	87.2	82.5	92.1	88.7	89.6	88.0	87.5	88.5	68.8	79.4	81.2	88.7	84.3	85.3	81.7	81.0	83.0	91.5
300 - 359 PM	86.3	83.6	84.9	86.5	88.4	85.4	88.3	88.6	64.3	78.1	81.5	88.3	81.1	86.3	77.8	79.7	85.3	87.5
400 - 459 PM	84.9	79.4	81.7	86.2	83.5	84.4	88.5	88.8	70.1	76.8	83.0	87.9	81.8	79.2	80.1	81.2	82.2	87.8
500 - 559 PM	89.0	68.4	81.6	79.3	85.6	82.3	87.0	88.1	62.2	72.6	85.5	87.1	80.7	81.2	82.8	78.1	78.9	85.3
600 - 659 PM	82.7	69.0	81.3	83.2	80.5	84.1	85.4	87.3	59.4	68.2	76.7	89.1	72.5	85.0	77.7	73.4	75.5	82.9
700 - 759 PM	78.4	69.2	78.4	80.8	81.6	80.1	86.8	88.1	59.3	75.6	81.7	83.9	67.0	82.8	83.2	68.7	75.0	85.2
800 - 859 PM	77.8	69.6	81.2	80.8	80.1	81.4	85.5	85.0	60.2	76.7	76.3	84.5	74.5	83.9	77.8	73.8	83.6	80.9
900 - 959 PM	82.3	66.2	79.0	83.4	81.7	86.0	83.1	82.4	63.2	73.8	78.3	79.9	73.4	83.1	76.3	72.6	75.6	78.9
1000 - 1059 PM	87.0	73.2	79.5	87.8	81.3	80.1	80.7	90.1	69.8	73.1	79.9	89.3	81.0	86.0	79.4	76.2	80.9	81.1
1100 - 559 AM	84.0	78.9	80.3	78.5	72.0	91.0	77.5	85.4	76.6	77.9	82.3	83.8	81.9	86.2	84.4	77.6	77.2	86.0
TOTAL, ALL ARRIVALS, BY AIRPORT	87.5	78.8	86.3	86.0	85.3	87.9	88.1	89.4	71.4	79.2	82.6	87.4	82.0	86.8	82.5	79.9	81.8	89.1

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

OCTOBER 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	83.9	96.7	91.1	93.5	84.7	94.4	J/	81.7	89.3	J/	80.0	90.7
700 - 759 AM	90.3	95.1	90.4	97.7	94.6	94.1	79.8	95.5	93.1	98.2	96.7	92.5
800 - 859 AM	92.5	96.1	87.3	93.2	84.6	94.5	82.7	94.0	87.6	94.3	96.7	91.3
900 - 959 AM	89.5	93.9	88.4	90.8	83.8	93.1	88.6	95.6	75.5	94.7	89.1	90.4
1000 - 1059 AM	87.3	95.9	89.1	89.3	88.3	92.5	87.3	88.5	68.5	94.1	90.6	89.0
1100 - 1159 AM	89.6	93.0	89.8	82.6	85.0	92.5	88.4	88.6	70.8	92.0	90.0	88.7
1200 - 1259 PM	86.9	93.2	90.0	90.5	85.9	88.3	86.0	86.2	66.0	93.2	87.3	87.9
100 - 159 PM	85.9	93.1	87.4	89.0	83.2	86.8	87.8	90.7	64.0	93.7	84.1	86.6
200 - 259 PM	86.2	93.3	88.4	87.6	79.5	89.9	80.6	87.8	73.4	95.7	81.8	86.1
300 - 359 PM	83.6	91.4	85.7	84.9	80.6	87.7	85.9	83.6	69.2	91.4	84.8	83.9
400 - 459 PM	81.4	91.1	84.3	91.7	79.8	89.9	77.3	84.9	71.2	90.7	84.3	83.9
500 - 559 PM	80.6	89.1	80.0	85.7	70.9	88.6	85.4	84.5	69.5	80.6	87.6	81.6
600 - 659 PM	76.4	92.6	84.6	88.4	76.3	83.4	79.2	88.6	74.7	91.2	81.7	81.6
700 - 759 PM	76.9	87.7	84.4	82.9	72.2	87.2	82.0	87.3	74.4	88.4	81.9	80.7
800 - 859 PM	78.4	90.6	82.0	81.7	71.4	85.3	79.2	83.9	72.1	80.6	78.5	79.8
900 - 959 PM	77.7	87.4	84.1	83.0	76.5	86.5	87.9	86.3	73.0	91.6	76.2	79.5
1000 - 1059 PM	77.1	82.5	82.6	86.3	78.3	86.7	82.9	87.6	68.5	86.9	78.2	80.3
1100 - 559 AM	72.5	92.6	84.6	79.6	83.0	83.5	85.7	83.2	80.5	83.7	76.7	81.6
TOTAL, ALL ARRIVALS, BY AIRPORT	83.5	92.3	86.4	86.5	80.1	89.4	84.1	87.1	73.6	91.7	84.5	85.1

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

OCTOBER 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	95.7	94.7	95.3	94.4	95.5	97.1	92.2	97.7	93.0	96.1	94.6	95.7	94.0	95.1	95.5	94.8	96.4	96.3
700 - 759 AM	94.1	92.9	93.1	92.9	95.9	94.9	90.1	94.5	90.9	94.6	93.2	93.2	91.1	93.4	92.1	94.2	97.3	94.2
800 - 859 AM	94.7	92.4	91.4	90.6	96.5	92.3	89.0	93.5	87.5	95.8	89.1	92.2	89.4	90.3	89.3	92.6	96.0	89.8
900 - 959 AM	92.1	92.2	88.0	91.9	92.2	90.2	86.2	91.8	85.3	85.4	92.4	90.9	90.2	92.1	87.0	89.3	91.3	92.7
1000 - 1059 AM	92.4	89.3	86.7	88.1	93.4	89.8	85.0	92.1	87.9	91.9	91.9	86.7	91.8	87.9	87.5	89.8	88.8	90.6
1100 - 1159 AM	89.7	89.7	85.0	89.3	91.2	88.5	85.4	90.1	90.2	84.9	89.7	85.0	88.3	89.5	80.8	91.7	81.1	87.3
1200 - 1259 PM	88.4	90.5	82.8	88.6	89.9	88.7	85.4	91.5	86.0	84.2	81.0	88.1	88.3	86.4	82.5	92.9	84.4	85.9
100 - 159 PM	88.8	85.9	81.8	90.8	90.3	84.5	85.3	85.8	78.4	80.2	95.5	87.8	79.0	82.8	82.9	83.3	79.1	87.1
200 - 259 PM	87.2	79.2	80.4	85.4	83.1	80.3	84.3	85.2	73.1	79.2	78.1	86.5	81.8	78.4	83.9	84.4	82.8	82.1
300 - 359 PM	85.3	80.2	79.5	77.7	87.7	83.5	85.0	87.4	70.2	78.1	77.9	85.2	82.5	76.6	79.6	86.7	84.2	76.5
400 - 459 PM	83.7	82.3	68.3	87.0	89.7	77.6	84.3	84.6	63.9	69.4	76.7	83.4	77.6	77.0	82.5	80.5	82.3	70.3
500 - 559 PM	83.6	75.1	74.2	84.5	83.4	77.6	84.0	85.2	70.5	71.0	78.3	86.0	82.9	70.8	81.1	81.2	80.6	73.0
600 - 659 PM	86.8	71.7	74.7	82.3	81.0	83.0	84.6	93.5	71.3	69.0	75.1	85.4	79.2	75.0	79.6	78.0	78.6	77.6
700 - 759 PM	84.1	71.3	68.1	84.6	82.9	82.7	80.2	84.5	63.8	72.4	72.6	84.0	81.1	79.2	77.1	74.3	72.2	66.3
800 - 859 PM	80.7	68.6	76.9	85.5	84.4	73.2	84.5	81.9	59.6	64.6	68.0	80.3	72.8	80.5	87.0	76.3	80.1	60.4
900 - 959 PM	80.7	75.2	68.1	83.0	85.0	79.2	83.7	83.5	55.8	100.0	81.9	88.9	73.9	81.3	84.7	73.7	74.1	66.7
1000 - 1059 PM	87.2	J/	J/	91.0	100.0	91.7	86.0	90.9	66.7	58.3	79.4	90.0	77.4	89.7	86.9	J/	J/	J/
1100 - 559 AM	100.0	95.9	96.2	96.8	100.0	91.9	92.9	J/	94.8	97.7	100.0	90.1	88.4	90.0	88.8	90.3	90.0	96.8
TOTAL, ALL DEPARTURES, BY AIRPORT	87.6	84.6	81.6	88.1	89.4	85.4	85.4	88.8	77.7	82.1	82.3	87.2	83.8	84.4	85.4	86.2	85.2	81.2

\* 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	93.6	95.7	92.6	96.9	93.9	96.6	95.8	95.6	94.6	96.7	96.3	95.1
700 - 759 AM	89.8	94.9	90.9	93.6	92.5	94.5	90.1	94.8	91.9	95.4	97.5	93.1
800 - 859 AM	90.1	95.7	90.0	89.9	90.7	91.8	89.8	95.6	90.9	94.7	95.1	91.8
900 - 959 AM	84.1	94.2	87.6	87.8	89.6	88.7	83.0	90.6	84.5	94.6	91.9	89.6
1000 - 1059 AM	82.0	92.2	87.0	87.0	89.1	90.0	84.5	93.6	77.4	90.5	93.4	88.7
1100 - 1159 AM	89.9	92.5	86.3	90.8	86.3	88.5	84.2	89.4	74.5	92.4	88.8	87.6
1200 - 1259 PM	83.8	91.2	86.7	89.8	83.9	86.5	84.1	91.7	72.5	84.4	85.5	85.9
100 - 159 PM	83.7	89.2	86.1	95.2	79.7	84.3	83.5	88.3	71.3	91.0	84.6	85.0
200 - 259 PM	80.6	90.2	83.3	86.2	81.1	82.1	83.0	85.8	69.8	92.5	82.4	82.8
300 - 359 PM	75.4	90.3	83.9	86.4	74.2	82.9	77.3	87.4	68.2	91.2	80.5	82.6
400 - 459 PM	79.5	79.8	83.1	89.4	81.0	83.7	86.1	83.6	73.8	89.6	82.1	81.0
500 - 559 PM	74.5	88.3	82.6	93.4	73.7	80.4	81.8	87.0	76.9	88.2	81.7	80.9
600 - 659 PM	76.8	80.4	79.9	88.7	77.6	83.5	81.0	90.4	76.8	72.2	82.1	80.1
700 - 759 PM	75.6	90.6	82.7	85.0	65.5	83.9	85.0	92.7	80.6	88.5	83.3	80.6
800 - 859 PM	77.4	83.9	82.8	82.1	84.6	83.9	80.6	92.9	77.4	91.2	84.3	80.2
900 - 959 PM	72.9	90.0	85.7	88.2	82.0	85.8	85.5	95.0	76.0	94.1	J/	81.5
1000 - 1059 PM	72.1	J/	87.2	90.3	84.5	82.3	96.4	96.0	85.1	97.6	J/	86.7
1100 - 559 AM	48.4	96.7	91.0	95.0	94.0	88.6	J/	91.1	84.2	95.5	100.0	90.3
TOTAL, ALL DEPARTURES, BY AIRPORT	81.4	91.0	85.5	90.5	83.4	87.1	85.8	91.3	79.7	92.0	87.3	85.7

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
---------	---------------	-------	-------------------------	--------------------------	--------------------------------	--	---	-----------------------------------

## CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE
------

## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

NONE
------

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

NONE
------

\* 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
SOUTHWEST	3,346	6	0.2
ATLANTIC SOUTHEAST	924	1	0.1
AMERICAN	1,485	1	0.1
DELTA	2,091	0	0.0
SKYWEST	1,537	0	0.0
AMERICAN EAGLE	1,288	0	0.0
US AIRWAYS	1,179	0	0.0
EXPRESSJET	911	0	0.0
UNITED	853	0	0.0
CONTINENTAL	706	0	0.0
AIRTRAN	647	0	0.0
JETBLUE	592	0	0.0
MESA	407	0	0.0
ALASKA	395	0	0.0
FRONTIER	260	0	0.0
HAWAIIAN	175	0	0.0
TOTAL	16,796	8	0.0

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



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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	86.3	91.5	212	212
ADAK ISLAND AK (ADK)	88.9	33.3	9	9
AGUADILLA PR (BQN)	80.5	84.4	77	77
AKRON OH (CAK)	86.6	89.3	664	663
ALBANY GA (ABY)	78.2	71.3	87	87
ALBANY NY (ALB)	84.7	91.6	837	837
ALBUQUERQUE NM (ABQ)	87.0	86.7	2,936	2,940
ALEXANDRIA LA (AEX)	85.7	84.2	266	266
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	83.4	87.7	277	277
AMARILLO TX (AMA)	84.7	86.5	613	614
ANCHORAGE AK (ANC)	88.1	96.0	1,411	1,411
APPLETON WI (ATW)	89.8	92.7	342	342
ARCATA/EUREKA CA (ACV)	68.1	69.5	285	285
ARLINGTON VA (DCA)	85.3	89.4	5,829	5,828
ASHEVILLE NC (AVL)	85.8	84.7	438	438
ASPEN CO (ASE)	80.0	82.5	160	160
ATLANTA GA (ATL)	87.5	87.6	33,298	33,297
ATLANTIC CITY NJ (ACY)	93.5	96.8	62	62
AUGUSTA GA (AGS)	86.4	86.4	279	280
AUSTIN TX (AUS)	86.6	88.6	3,596	3,596
BAKERSFIELD CA (BFL)	83.9	85.8	316	318
BALTIMORE MD (BWI)	86.3	81.6	8,830	8,825
BANGOR ME (BGR)	83.9	77.4	62	62
BARROW AK (BRW)	90.1	83.1	71	71
BATON ROUGE LA (BTR)	84.5	86.2	673	673
BELLINGHAM WA (BLI)	90.3	93.5	62	62
BEND/REDMOND OR (RDM)	89.6	91.8	279	279
BETHEL AK (BET)	89.8	86.4	88	88
BILLINGS MT (BIL)	92.4	93.1	275	275
BIRMINGHAM AL (BHM)	86.5	89.4	1,537	1,538
BISMARCK/MANDAN ND (BIS)	89.9	93.7	286	287
BLOOMINGTON/NORMAL IL (BMI)	90.0	95.0	259	259
BOISE ID (BOI)	88.6	89.7	1,154	1,154
BOSTON MA (BOS)	78.8	84.6	9,100	9,103
BOZEMAN MT (BZN)	91.8	96.1	207	207
BRANSON MO (BKG)	98.0	95.9	147	147
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	87.3	93.3	300	300
BROWNSVILLE TX (BRO)	81.8	88.2	203	203
BRUNSWICK GA (BQK)	88.6	93.7	79	79
BUFFALO NY (BUF)	84.4	88.9	1,839	1,840
BURBANK CA (BUR)	86.9	87.7	2,291	2,293
BURLINGTON VT (BTV)	79.0	85.6	372	374
BUTTE MT (BTM)	96.8	100.0	62	62

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	73.3	81.8	187	187
CASPER WY (CPR)	92.0	90.1	162	162
CEDAR CITY UT (CDC)	96.5	94.7	57	57
CEDAR RAPIDS/IOWA CITY IA (CID)	84.4	89.9	582	582
CHAMPAIGN/URBANA IL (CMI)	88.1	93.1	202	202
CHANTILLY VA (IAD)	82.6	82.3	6,109	6,135
CHARLESTON SC (CHS)	83.9	86.9	1,152	1,154
CHARLESTON/DUNBAR WV (CRW)	84.4	82.4	295	295
CHARLOTTE AMALIE VI (STT)	80.2	95.1	162	162
CHARLOTTE NC (CLT)	86.0	88.1	10,809	10,806
CHARLOTTESVILLE VA (CHO)	90.7	90.7	150	150
CHATTANOOGA TN (CHA)	84.1	90.2	358	358
CHEYENNE WY (CYS)	90.3	90.3	31	31
CHICAGO IL (MDW)	89.1	81.2	7,400	7,405
CHICAGO IL (ORD)	86.4	85.5	26,324	26,323
CHICO CA (CIC)	63.0	73.1	119	119
CHRISTIANSTED VI (STX)	90.3	85.5	62	62
CLEVELAND OH (CLE)	85.7	89.3	3,938	3,934
CODY WY (COD)	95.2	95.2	62	62
COLLEGE STATION/BRYAN TX (CLL)	100.0	100.0	26	26
COLORADO SPRINGS CO (COS)	84.0	88.0	972	972
COLUMBIA SC (CAE)	83.4	85.7	615	615
COLUMBUS GA (CSG)	79.7	85.4	192	192
COLUMBUS MS (GTR)	81.8	90.9	88	88
COLUMBUS OH (CMH)	84.6	87.3	2,369	2,367
CORDOVA AK (CDV)	91.9	93.5	62	62
CORPUS CHRISTI TX (CRP)	84.5	88.1	658	658
COVINGTON KY (CVG)	87.1	88.7	2,125	2,140
CRESCENT CITY CA (CEC)	65.1	71.1	83	83
DALLAS TX (DAL)	87.4	83.3	3,782	3,784
DALLAS/FORT WORTH TX (DFW)	88.1	85.4	21,801	21,799
DAYTON OH (DAY)	86.4	90.2	990	991
DAYTONA BEACH FL (DAB)	87.9	91.1	124	124
DEADHORSE AK (SCC)	98.2	93.0	57	57
DENVER CO (DEN)	87.9	85.4	19,813	19,780
DES MOINES IA (DSM)	88.2	90.2	1,039	1,040
DETROIT MI (DTW)	89.4	88.8	7,530	7,525
DOTHAN AL (DHN)	77.4	82.1	106	106
DUBUQUE IA (DBQ)	96.2	90.4	52	52
DULUTH MN (DLH)	94.9	95.5	177	178
DURANGO CO (DRO)	83.7	88.4	276	276
EAGLE CO (EGE)	87.0	88.2	92	93
EAU CLAIRE WI (EAU)	79.4	85.5	63	62

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EL CENTRO CA (IPL)	80.6	82.3	62	62
EL PASO TX (ELP)	84.3	86.6	1,824	1,823
ELKO NV (EKO)	92.7	95.2	124	124
ELMIRA/CORNING NY (ELM)	91.9	91.9	62	62
EUGENE OR (EUG)	83.3	84.5	431	431
EVANSVILLE IN (EVV)	85.4	92.0	199	199
FAIRBANKS AK (FAI)	91.8	96.7	367	367
FARGO ND (FAR)	89.4	92.8	432	432
FAYETTEVILLE AR (XNA)	85.2	86.8	1,081	1,080
FAYETTEVILLE NC (FAY)	83.7	87.2	312	312
FLAGSTAFF AZ (FLG)	89.7	93.0	214	214
FLINT MI (FNT)	95.4	94.9	217	217
FORT LAUDERDALE FL (FLL)	79.2	82.1	4,841	4,837
FORT MYERS FL (RSW)	83.8	86.4	1,705	1,701
FORT SMITH AR (FSM)	84.1	95.5	88	88
FORT WAYNE IN (FWA)	88.1	91.4	278	278
FRESNO CA (FAT)	82.7	86.3	954	956
GAINESVILLE FL (GNV)	88.7	90.3	247	247
GILLETTE WY (GCC)	83.1	92.8	124	125
GRAND FORKS ND (GFK)	91.6	96.3	83	82
GRAND ISLAND NE (GRI)	84.2	89.5	57	57
GRAND JUNCTION CO (GJT)	82.5	90.9	464	464
GRAND RAPIDS MI (GRR)	87.4	89.8	872	872
GREAT FALLS MT (GTF)	88.2	92.9	169	169
GREEN BAY WI (GRB)	89.7	93.6	436	437
GREENSBORO/HIGH POINT NC (GSO)	84.6	85.5	676	677
GREER SC (GSP)	82.6	86.8	834	835
GUAM (GUM)	74.2	90.3	31	31
GULFPORT/BILOXI MS (GPT)	88.1	89.9	437	437
GUNNISON CO (GUC)	87.1	87.1	31	31
HANCOCK/HOUGHTON MI (CMX)	93.5	98.4	62	62
HARLINGEN/SAN BENITO TX (HRL)	82.4	89.3	420	420
HARRISBURG PA (MDT)	80.8	85.3	448	448
HARTFORD CT (BDL)	83.0	85.4	1,893	1,891
HAYDEN CO (HDN)	91.9	93.0	86	86
HELENA MT (HLN)	92.6	96.3	135	135
HILO HI (ITO)	95.3	96.9	576	576
HOBBS NM (HOB)	75.0	93.8	48	48
HONOLULU HI (HNL)	91.1	94.5	4,140	4,141
HOUSTON TX (HOU)	88.0	80.6	4,405	4,405
HOUSTON TX (IAH)	87.4	87.2	14,301	14,291
HUNTSVILLE AL (HSV)	87.4	90.9	744	744
IDAHO FALLS ID (IDA)	91.3	94.9	277	277

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
INDIANAPOLIS IN (IND)	85.9	87.9	2,490	2,492
INYOKERN CA (IYK)	82.4	93.2	74	74
ISLIP NY (ISP)	81.0	85.7	567	568
JACKSON WY (JAC)	88.0	90.5	158	158
JACKSON/VICKSBURG MS (JAN)	88.0	89.5	839	839
JACKSONVILLE FL (JAX)	85.5	88.2	2,254	2,255
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	83.9	86.0	143	143
JUNEAU AK (JNU)	89.0	89.0	336	336
KAHULUI HI (OGG)	90.4	94.3	1,584	1,584
KALAMAZOO MI (AZO)	87.7	96.5	57	57
KALISPELL MT (FCA)	88.6	94.3	140	140
KANSAS CITY MO (MCI)	84.8	85.5	4,101	4,097
KETCHIKAN AK (KTN)	87.6	86.6	186	186
KEY WEST FL (EYW)	81.8	88.7	132	133
KILLEEN TX (GRK)	78.9	94.7	57	57
KLAMATH FALLS OR (LMT)	83.9	89.2	93	93
KNOXVILLE TN (TYS)	84.3	88.9	897	898
KODIAK AK (ADQ)	91.2	87.7	57	57
KONA HI (KOA)	93.8	95.5	977	976
KOTZEBUE AK (OTZ)	90.3	91.4	93	93
LA CROSSE WI (LSE)	94.2	95.7	69	69
LAFAYETTE LA (LFT)	83.8	86.3	444	444
LAKE CHARLES LA (LCH)	88.2	91.4	93	93
LANSING MI (LAN)	89.1	88.1	101	101
LAREDO TX (LRD)	88.0	92.4	209	210
LAS VEGAS NV (LAS)	86.8	84.4	12,498	12,505
LEWISBURG WV (LWB)	93.5	90.3	31	31
LEWISTON ID (LWS)	98.1	100.0	53	53
LEXINGTON KY (LEX)	87.2	90.4	616	617
LIHUE HI (LIH)	94.2	95.9	931	931
LINCOLN NE (LNK)	85.1	86.7	188	188
LITTLE ROCK AR (LIT)	87.5	89.2	1,336	1,336
LONG BEACH CA (LGB)	85.6	87.2	1,267	1,269
LOS ANGELES CA (LAX)	82.5	85.4	17,819	17,815
LOUISVILLE KY (SDF)	86.4	88.7	1,331	1,331
LUBBOCK TX (LBB)	86.6	87.0	685	685
MADISON WI (MSN)	87.0	89.9	670	670
MANCHESTER NH (MHT)	82.0	85.3	933	934
MANHATTAN/FT. RILEY KS (MHK)	87.1	91.1	124	124
MARQUETTE MI (MQT)	73.1	84.6	26	26
MEDFORD OR (MFR)	77.8	79.0	315	315
MELBOURNE FL (MLB)	83.9	91.1	124	124
MEMPHIS TN (MEM)	90.5	90.7	3,785	3,784

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MERIDIAN MS (MEI)	91.9	95.2	62	62
MIAMI FL (MIA)	83.5	81.4	6,210	6,211
MIDLAND/ODESSA TX (MAF)	84.2	88.9	612	614
MILWAUKEE WI (MKE)	90.1	91.3	3,461	3,459
MINNEAPOLIS MN (MSP)	92.3	91.0	9,338	9,322
MINOT ND (MOT)	88.2	88.8	169	169
MISSION/MCALLEN/EDINBURG TX (MFE)	86.3	91.5	248	248
MISSOULA MT (MSO)	91.0	92.8	222	222
MOBILE AL (MOB)	88.1	91.5	480	480
MODESTO CA (MOD)	68.9	72.3	119	119
MOLINE IL (MLI)	84.4	88.9	533	533
MONROE LA (MLU)	81.7	88.5	131	131
MONTEREY CA (MRJ)	78.2	79.5	477	477
MONTGOMERY AL (MGM)	86.9	86.9	367	367
MONTROSE/DELTA CO (MTJ)	85.2	90.2	122	122
MOSINEE WI (CWA)	82.5	83.2	137	137
MUSKEGON MI (MKG)	87.1	83.9	62	62
MYRTLE BEACH SC (MYR)	88.0	89.3	301	300
NANTUCKET MA (ACK)	62.5	62.5	8	8
NASHVILLE TN (BNA)	86.2	85.4	4,540	4,539
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	86.3	95.0	80	80
NEW ORLEANS LA (MSY)	87.7	89.2	3,164	3,162
NEW YORK NY (JFK)	82.0	83.8	7,802	7,803
NEW YORK NY (LGA)	79.9	86.2	8,092	8,094
NEWARK NJ (EWR)	71.4	77.7	9,411	9,412
NEWBURGH/POUGHKEEPSIE NY (SWF)	62.4	73.5	117	117
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	88.6	89.6	394	394
NOME AK (OME)	89.2	91.4	93	93
NORFOLK VA (ORF)	86.5	88.7	1,273	1,275
NORTH BEND/COOS BAY OR (OTH)	71.0	62.4	93	93
OAKLAND CA (OAK)	86.9	84.7	3,940	3,939
OKLAHOMA CITY OK (OKC)	85.8	88.7	1,816	1,822
OMAHA NE (OMA)	88.2	90.9	1,734	1,738
ONTARIO CA (ONT)	88.2	89.6	1,970	1,971
ORLANDO FL (MCO)	81.8	85.2	9,652	9,652
PADUCAH KY (PAH)	91.9	91.9	62	62
PALM SPRINGS CA (PSP)	82.9	83.6	877	877
PANAMA CITY FL (ECP)	82.6	86.7	518	517
PASCO/KENNEWICK/RICHLAND WA (PSC)	89.8	95.6	294	293
PENSACOLA FL (PNS)	86.3	90.7	771	772
PEORIA IL (PIA)	87.4	90.8	239	239
PETERSBURG AK (PSG)	85.5	85.5	62	62
PHILADELPHIA PA (PHL)	80.1	83.4	7,173	7,175

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PHOENIX AZ (PHX)	89.4	87.1	15,464	15,462
PITTSBURGH PA (PIT)	84.6	87.3	2,614	2,613
POCATELLO ID (PIH)	96.4	98.8	83	83
PONCE PR (PSE)	77.4	93.5	62	62
PORTLAND ME (PWM)	86.7	89.6	556	557
PORTLAND OR (PDX)	86.5	90.5	4,424	4,428
PROVIDENCE RI (PVD)	87.3	89.0	1,301	1,300
RALEIGH/DURHAM NC (RDU)	85.1	87.0	3,773	3,773
RAPID CITY SD (RAP)	89.7	90.4	487	488
REDDING CA (RDD)	65.3	78.7	150	150
RENO NV (RNO)	88.0	88.7	1,705	1,706
RICHMOND VA (RIC)	84.3	89.6	1,376	1,376
ROANOKE VA (ROA)	73.1	81.0	260	258
ROCHESTER MN (RST)	85.9	92.0	99	100
ROCHESTER NY (ROC)	85.6	91.0	758	757
ROCK SPRINGS WY (RKS)	89.0	91.7	181	181
ROSWELL NM (ROW)	85.7	86.6	119	119
SACRAMENTO CA (SMF)	85.6	85.1	3,750	3,751
SAGINAW/BAY CITY/MIDLAND MI (MBS)	86.4	85.2	88	88
SALT LAKE CITY UT (SLC)	91.7	92.0	9,536	9,532
SAN ANTONIO TX (SAT)	87.7	89.6	3,328	3,326
SAN DIEGO CA (SAN)	84.1	85.8	6,324	6,324
SAN FRANCISCO CA (SFO)	73.6	79.7	12,905	12,905
SAN JOSE CA (SJC)	87.7	88.6	3,371	3,373
SAN JUAN PR (SJU)	78.8	83.9	1,524	1,523
SAN LUIS OBISPO CA (SBP)	77.0	79.1	405	406
SANTA ANA CA (SNA)	88.0	87.6	3,378	3,378
SANTA BARBARA CA (SBA)	75.7	78.4	865	865
SANTA FE NM (SAF)	80.6	89.2	93	93
SANTA MARIA CA (SMX)	80.2	84.7	111	111
SARASOTA/BRADENTON FL (SRQ)	87.2	90.7	344	343
SAVANNAH GA (SAV)	84.2	86.1	766	769
SCRANTON/WILKES-BARRE PA (AVP)	77.9	85.3	136	136
SEATTLE WA (SEA)	87.1	91.3	8,335	8,337
SHREVEPORT LA (SHV)	87.9	88.6	307	307
SIOUX FALLS SD (FSD)	84.6	89.2	474	473
SITKA AK (SIT)	80.6	80.6	93	93
SOUTH BEND IN (SBN)	84.4	85.1	270	269
SPOKANE WA (GEG)	84.5	89.0	911	910
SPRINGFIELD IL (SPI)	81.8	87.5	176	176
SPRINGFIELD MO (SGF)	86.9	88.9	640	640
ST. GEORGE UT (SGU)	93.0	87.7	171	171
ST. LOUIS MO (STL)	87.7	85.3	4,825	4,826

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	93.7	92.9	126	126
SYRACUSE NY (SYR)	83.7	86.5	606	607
TALLAHASSEE FL (TLH)	87.3	89.4	369	368
TAMPA FL (TPA)	84.5	87.3	5,461	5,464
TEXARKANA AR (TXK)	82.8	91.4	93	93
TOLEDO OH (TOL)	90.9	100.0	44	44
TRAVERSE CITY MI (TVC)	75.9	84.6	137	136
TUCSON AZ (TUS)	87.6	90.4	1,856	1,855
TULSA OK (TUL)	82.9	88.7	1,585	1,583
TWIN FALLS ID (TWF)	95.7	98.9	93	94
TYLER TX (TYR)	84.9	92.5	93	93
VALDOSTA GA (VLD)	89.8	89.8	88	88
VALPARAISO FL (VPS)	86.7	90.5	444	444
WACO TX (ACT)	83.9	93.5	31	31
WEST PALM BEACH/PALM BEACH FL (PBI)	80.2	85.6	1,681	1,676
WHITE PLAINS NY (HPN)	83.7	86.5	732	733
WICHITA KS (ICT)	85.8	88.8	892	893
WILMINGTON NC (ILM)	86.3	91.2	387	388
WRANGELL AK (WRG)	83.9	83.9	62	62
YAKUTAT AK (YAK)	93.5	93.5	62	62
YUMA AZ (YUM)	88.2	87.9	297	297

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## AIR TRAVEL CONSUMER REPORT

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
EXPRESSJET	18	17,186	343	2.0	116	33,667	643	1.9
AMERICAN EAGLE	20	22,371	300	1.3	132	37,685	492	1.3
SKYWEST	17	27,759	327	1.2	145	48,394	612	1.3
MESA	16	6,739	77	1.1	84	12,602	153	1.2
CONTINENTAL	26	17,004	135	0.8	54	20,580	155	0.8
ATLANTIC SOUTHEAST	19	13,406	88	0.7	122	27,072	189	0.7
SOUTHWEST	21	49,579	343	0.7	72	97,171	649	0.7
AMERICAN	28	35,364	227	0.6	77	44,463	269	0.6
UNITED	26	21,898	119	0.5	68	25,121	143	0.6
JETBLUE	21	12,359	62	0.5	48	17,460	94	0.5
US AIRWAYS	27	28,830	151	0.5	78	34,121	183	0.5
ALASKA	18	7,105	5	0.1	50	11,933	49	0.4
AIRTRAN	22	13,683	45	0.3	63	20,076	66	0.3
DELTA	29	47,104	154	0.3	119	61,212	182	0.3
FRONTIER	20	5,653	6	0.1	46	7,355	13	0.2
HAWAIIAN	7	355	1	0.3	15	5,485	9	0.2
Total		326,395	2,383	0.7	Total	504,397	3,901	0.8

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.

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## 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
EXPRESSJET	3,755	366	9.7
MESA	910	71	7.8
SKYWEST	3,415	229	6.7
AMERICAN EAGLE	1,288	75	5.8
ATLANTIC SOUTHEAST	1,398	54	3.9
UNITED	1,451	51	3.5
AMERICAN	1,633	53	3.2
US AIRWAYS	1,830	43	2.3
ALASKA	415	9	2.2
SOUTHWEST	9,700	205	2.1
CONTINENTAL	870	16	1.8
DELTA	2,447	36	1.5
JETBLUE	707	10	1.4
AIRTRAN	825	10	1.2
HAWAIIAN	189	2	1.1
FRONTIER	342	1	0.3
TOTAL	31,175	1,231	3.9

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.

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

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**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	44463	36968	83.14%	269	0.60%	116	0.26%	2583	5.81%	206	0.46%	2504	5.63%	5	0.01%	1812	4.07%
AS	11933	10872	91.11%	49	0.41%	20	0.17%	282	2.36%	18	0.15%	476	3.99%	8	0.07%	208	1.74%
B6	17460	13389	76.68%	94	0.54%	45	0.26%	1113	6.37%	47	0.27%	1601	9.17%	13	0.07%	1158	6.63%
CO	20580	16792	81.59%	155	0.75%	59	0.29%	1023	4.97%	106	0.51%	1905	9.26%	12	0.06%	528	2.56%
DL	61212	54808	89.54%	182	0.30%	63	0.10%	1966	3.21%	69	0.11%	2610	4.26%	2	0.00%	1513	2.47%
EV	27072	22924	84.68%	189	0.70%	45	0.17%	1426	5.27%	70	0.26%	839	3.10%	4	0.01%	1576	5.82%
F9	7355	6392	86.91%	13	0.18%	7	0.10%	252	3.43%	3	0.04%	404	5.49%	0	0.00%	284	3.86%
FL	20076	18033	89.82%	66	0.33%	24	0.12%	444	2.21%	5	0.02%	883	4.40%	0	0.00%	621	3.09%
HA	5485	5197	94.75%	9	0.16%	1	0.02%	197	3.59%	0	0.00%	3	0.05%	1	0.01%	78	1.42%
MQ	37685	32026	84.98%	492	1.31%	83	0.22%	1438	3.82%	235	0.62%	1948	5.17%	1	0.00%	1462	3.88%
OO	48394	41397	85.54%	612	1.26%	87	0.18%	1428	2.95%	78	0.16%	1759	3.64%	9	0.02%	3024	6.25%
UA	25121	20709	82.44%	143	0.57%	32	0.13%	1042	4.15%	52	0.21%	1930	7.68%	0	0.00%	1213	4.83%
US	34121	29105	85.30%	183	0.54%	22	0.06%	1384	4.06%	39	0.12%	2371	6.95%	18	0.05%	999	2.93%
WN	97171	84320	86.77%	649	0.67%	137	0.14%	3537	3.64%	281	0.29%	2043	2.10%	48	0.05%	6156	6.34%
XE	33667	27430	81.47%	643	1.91%	72	0.21%	1750	5.20%	93	0.28%	1616	4.80%	7	0.02%	2055	6.10%
YV	12602	11099	88.07%	153	1.21%	3	0.02%	469	3.72%	22	0.18%	332	2.64%	6	0.05%	517	4.10%
TOTAL	504397	431461		3901		816		20337		1323		23223		135		23202	
			85.54%		0.77%		0.16%		4.03%		0.26%		4.60%		0.03%		4.60%

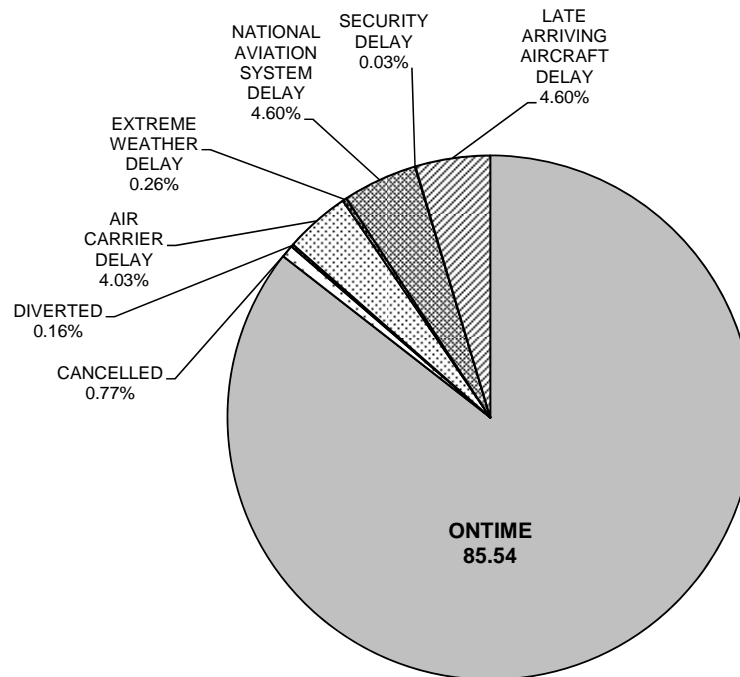
**\*Causes of Delay:**

- **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.

OCTOBER 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>



OCTOBER 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
JETBLUE	504	FLL	EWR	10/29/2011	Diversion Airport	454
JETBLUE	1013	BOS	JFK	10/29/2011	Diversion Airport	420
JETBLUE	1088	CLT	JFK	10/29/2011	Diversion Airport	314
JETBLUE	69	SYR	JFK	10/29/2011	Diversion Airport	263
CONTINENTAL	106	IAH	EWR	10/29/2011	Diversion Airport	227
DELTA	935	ATL	EWR	10/29/2011	Diversion Airport	200
JETBLUE	139	BUF	JFK	10/29/2011	Diversion Airport	192

Note: Tarmac delays of more than 3 hours on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244).

OCTOBER 2011

## AIR TRAVEL CONSUMER REPORT

TABLE 11A. LIST OF REGULARLY SCHEDULED INTERNATIONAL FLIGHTS WITH TARMAC DELAYS OVER 4 HOURS  
BY CARRIER

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
AMERICAN	45	CDG	JFK	10/29/2011	Diversion Airport	442
SWISS INTERNATIONAL	16	ZRH	JFK	10/29/2011	Diversion Airport	340
JET AIRWAYS	228	BRU	EWR	10/29/2011	Diversion Airport	314
PAKISTAN INTERNATIONAL	711	MAN	JFK	10/29/2011	Diversion Airport	287
DELTA	141	BRU	JFK	10/29/2011	Diversion Airport	285
CONTINENTAL	97	TXL	EWR	10/29/2011	Diversion Airport	282
CONTINENTAL	121	BCN	EWR	10/29/2011	Diversion Airport	267
CONTINENTAL	153	STR	EWR	10/29/2011	Diversion Airport	267
DELTA	127	MAD	JFK	10/29/2011	Diversion Airport	258
CONTINENTAL	75	HAM	EWR	10/29/2011	Diversion Airport	250
CONTINENTAL	1544	SAP	EWR	10/29/2011	Destination Airport	241

Note: Tarmac delays of more than 4 hours on any international flight at its U.S. airport departure from or arrival in the U.S. based on reports from all U.S. and foreign carriers operating international flights to and from the U.S. (Part 244).

OCTOBER 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
B6	17,460	12	0.07
F9	7,355	5	0.07
US	34,121	17	0.05
MQ	37,685	14	0.04
DL	61,212	17	0.03
CO	20,580	5	0.02
AA	44,463	10	0.02
UA	25,121	4	0.02
YV	12,602	2	0.02
FL	20,076	3	0.01
XE	33,667	5	0.01
EV	27,072	2	0.01
OO	48,394	2	0.00
WN	97,171	2	0.00
AS	11,933	0	0.00
HA	5,485	0	0.00
TOTAL	504,397	100	0.02

Note: Tarmac delays of 2 hours or more on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244).

\* 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

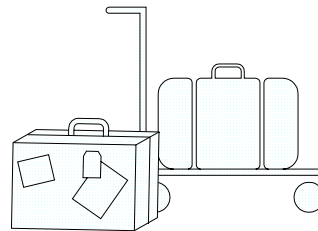
#### Data to DOT and to CRS Vendors

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.



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

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

RANK	AIRLINE	OCTOBER 2011			OCTOBER 2010		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	2,763	2,027,332	1.36	2,943	2,094,521	1.41
2	DELTA AIR LINES	15,693	8,240,711	1.90	23,363	8,339,600	2.80
3	JETBLUE AIRWAYS	3,839	1,974,917	1.94	3,901	1,846,472	2.11
4	FRONTIER AIRLINES	1,857	946,259	1.96	1,826	818,331	2.23
5	ALASKA AIRLINES	2,996	1,333,729	2.25	3,231	1,284,010	2.52
6	US AIRWAYS	9,209	4,054,592	2.27	8,915	4,143,094	2.15
7	HAWAIIAN AIRLINES	1,625	681,545	2.38	2,265	708,640	3.20
8	AMERICAN AIRLINES	14,529	5,870,535	2.47	16,685	5,881,738	2.84
9	UNITED AIRLINES**	9,784	3,440,546	2.84	9,565	3,952,549	2.42
10	CONTINENTAL AIRLINES	8,654	2,729,717	3.17	5,843	2,724,265	2.14
11	SKYWEST AIRLINES	6,516	2,006,725	3.25	7,214	1,963,147	3.67
12	SOUTHWEST AIRLINES	31,802	9,776,569	3.25	28,721	9,594,114	2.99
13	EXPRESSJET AIRLINES	5,206	1,352,717	3.85	5,069	1,370,875	3.70
14	MESA AIRLINES	2,841	718,837	3.95	2,765	773,679	3.57
15	ATLANTIC SOUTHEAST AIRLINES	5,000	1,253,345	3.99	7,934	1,264,729	6.27
16	AMERICAN EAGLE AIRLINES	7,910	1,519,823	5.20	8,498	1,462,312	5.81
TOTALS		130,224	47,927,899	2.72	138,738	48,222,076	2.88

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 October 2011.

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

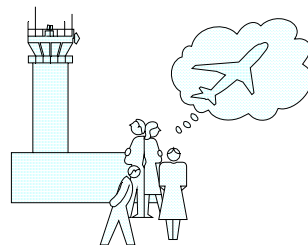
## **OVERSALES**

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

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

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

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





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

RANK	AIRLINE	JULY - SEPTEMBER 2011				JULY - SEPTEMBER 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>	16	8	7,015,965	<b>0.01</b>	1	3	6,572,961	<b>0.00</b>
2	<b>HAWAIIAN AIRLINES</b>	171	3	2,266,585	<b>0.01</b>	37	0	2,251,990	<b>0.00</b>
3	<b>DELTA AIR LINES</b>	30,608	1,036	27,524,156	<b>0.38</b>	29,292	921	26,763,823	<b>0.34</b>
4	<b>SOUTHWEST AIRLINES</b>	14,335	1,583	28,539,135	<b>0.55</b>	17,393	2,153	27,848,578	<b>0.77</b>
5	<b>AIRTRAN AIRWAYS</b>	13,380	369	6,533,019	<b>0.56</b>	11,322	197	6,538,710	<b>0.30</b>
6	<b>ALASKA AIRLINES</b>	1,424	269	4,590,676	<b>0.59</b>	2,358	646	4,387,652	<b>1.47</b>
7	<b>SKYWEST AIRLINES</b>	12,506	482	6,624,658	<b>0.73</b>	12,292	301	6,302,913	<b>0.48</b>
8	<b>US AIRWAYS</b>	8,767	1,120	13,743,223	<b>0.81</b>	16,387	1,545	13,734,726	<b>1.12</b>
9	<b>AMERICAN AIRLINES</b>	18,097	1,677	19,890,022	<b>0.84</b>	15,107	1,059	19,695,432	<b>0.54</b>
10	<b>ATLANTIC SOUTHEAST AIRLINES</b>	10,215	393	3,723,441	<b>1.06</b>	8,389	235	3,666,681	<b>0.64</b>
11	<b>FRONTIER AIRLINES</b>	1,297	330	3,045,475	<b>1.08</b>	2,428	694	2,606,366	<b>2.66</b>
12	<b>UNITED AIRLINES**</b>	20,177	1,635	12,305,211	<b>1.33</b>	17,349	1,629	13,071,281	<b>1.25</b>
13	<b>CONTINENTAL AIRLINES</b>	8,628	1,657	10,157,979	<b>1.63</b>	7,842	1,143	9,511,544	<b>1.20</b>
14	<b>MESA AIRLINES</b>	2,953	387	2,097,955	<b>1.84</b>	3,410	614	2,272,104	<b>2.70</b>
15	<b>AMERICAN EAGLE AIRLINES</b>	7,556	827	4,449,341	<b>1.86</b>	5,708	1,557	4,097,842	<b>3.80</b>
16	<b>EXPRESSJET AIRLINES</b>	7,699	919	4,367,314	<b>2.10</b>	6,489	621	4,303,947	<b>1.44</b>
	<b>TOTALS</b>	<b>157,829</b>	<b>12,695</b>	<b>156,874,155</b>	<b>0.81</b>	<b>155,804</b>	<b>13,318</b>	<b>153,626,550</b>	<b>0.87</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 July 2011 to September 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 January – September 2010 reflect the deletion of Comair and Pinnacle's data for that quarter.

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2011				JANUARY - SEPTEMBER 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>	39	20	19,677,001	<b>0.01</b>	32	10	18,214,702	<b>0.01</b>
2	<b>HAWAIIAN AIRLINES</b>	400	37	6,507,261	<b>0.06</b>	247	34	6,326,710	<b>0.05</b>
3	<b>DELTA AIR LINES</b>	82,605	2,455	76,916,770	<b>0.32</b>	90,903	3,310	74,201,040	<b>0.45</b>
4	<b>AIRTRAN AIRWAYS</b>	34,794	899	18,842,178	<b>0.48</b>	42,838	801	18,600,092	<b>0.43</b>
5	<b>SKYWEST AIRLINES</b>	38,498	1,271	18,549,456	<b>0.69</b>	39,688	1,309	17,692,238	<b>0.74</b>
6	<b>SOUTHWEST AIRLINES</b>	45,954	5,852	83,096,530	<b>0.70</b>	72,664	11,145	79,235,452	<b>1.41</b>
7	<b>ATLANTIC SOUTHEAST AIRLINES</b>	29,611	918	10,617,652	<b>0.86</b>	23,261	609	10,200,573	<b>0.60</b>
8	<b>ALASKA AIRLINES</b>	4,814	1,092	12,592,042	<b>0.87</b>	5,826	1,405	11,650,545	<b>1.21</b>
9	<b>US AIRWAYS</b>	31,651	3,887	40,460,545	<b>0.96</b>	53,024	7,103	38,472,109	<b>1.85</b>
10	<b>AMERICAN AIRLINES</b>	45,504	5,528	57,292,288	<b>0.96</b>	49,091	5,134	57,287,611	<b>0.90</b>
11	<b>FRONTIER AIRLINES</b>	3,335	811	7,774,514	<b>1.04</b>	5,965	1,920	7,104,726	<b>2.70</b>
12	<b>UNITED AIRLINES**</b>	60,237	4,050	34,693,027	<b>1.17</b>	44,602	4,981	36,905,652	<b>1.35</b>
13	<b>CONTINENTAL AIRLINES</b>	23,742	4,667	29,042,201	<b>1.61</b>	25,930	5,315	27,462,416	<b>1.94</b>
14	<b>EXPRESSJET AIRLINES</b>	22,118	2,286	12,219,561	<b>1.87</b>	20,267	2,309	11,776,084	<b>1.96</b>
15	<b>MESA AIRLINES</b>	7,975	1,280	5,973,750	<b>2.14</b>	11,374	1,723	6,947,331	<b>2.48</b>
16	<b>AMERICAN EAGLE AIRLINES</b>	21,310	3,166	12,453,713	<b>2.54</b>	15,777	5,196	11,661,732	<b>4.46</b>
	<b>TOTALS</b>	<b>452,587</b>	<b>38,219</b>	<b>446,708,489</b>	<b>0.86</b>	<b>501,489</b>	<b>52,304</b>	<b>433,739,013</b>	<b>1.21</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, April 2011 to June 2011 and July 2011 to September 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 January – September 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

	OCTOBER 2011				OCTOBER 2010			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	684	52	0	77	605	49	1	79
FOREIGN AIRLINES	126	4	0	20	122	6	0	12
TRAVEL AGENTS	7	1	0	2	11	1	0	2
TOUR OPERATORS	18	0	0	16	1	1	0	1
MISCELLANEOUS	27	8	0	16	10	4	0	15
INDUSTRY TOTALS	862	65	0	131	749	61	1	109

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	OCTOBER 2011			OCTOBER 2010		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	262		1	209	
CANCELLATIONS			98			70
DELAYS			80			62
MISS CONNECTIONS			38			49
BAGGAGE	2	136		2	137	
RES/TKTG/BOARDING	3	106		4	92	
CUSTOMER SERVICE	4	91		3	104	
REFUNDS	5	72		5	51	
DISABILITY	6	60		6	49	
OTHER	7	41		8	33	
FREQUENT FLYER			16			26
OVERSALES	8	40		9	29	
FARES	9	33		7	34	
DISCRIMINATION	10	15		10	6	
ADVERTISING	11	6		11	5	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		862			749	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

OCTOBER 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													
AIRTRAN AIRWAYS	3	0	2	0	1	6	1	2	0	0	0	0	15
ALASKA AIRLINES	0	2	2	0	0	0	4	1	0	0	0	0	9
ALLEGiant AIR	2	0	2	2	0	2	1	1	0	0	0	0	10
AMERICAN AIRLINES	25	2	6	1	9	17	8	3	0	1	0	2	74
AMERICAN EAGLE AIRLINES	1	1	1	0	0	2	2	1	0	1	0	0	9
CHAUTAUQUA AIRLINES	4	0	2	0	0	1	2	0	0	0	0	0	9
COLGAN AIR	7	0	0	0	0	1	0	1	0	0	0	0	9
CONTINENTAL AIRLINES	22	2	12	2	6	5	10	8	0	2	0	0	69
DELTA AIRLINES	22	5	13	10	7	15	14	9	2	2	0	7	106
EXPRESSJET AIRLINES	12	0	1	0	1	0	3	0	0	0	0	0	17
JETBLUE AIRWAYS	13	0	2	0	3	1	2	3	0	0	0	2	26
PIEDMONT AIRLINES	7	1	1	0	0	0	1	0	0	0	0	0	10
PINNACLE AIRLINES	2	3	0	0	0	0	1	0	0	0	0	0	6
REPUBLIC AIRLINES	6	0	0	0	0	1	0	0	0	0	0	0	7
SKYWEST AIRLINES	5	0	0	1	0	3	0	0	0	0	0	0	9
SOUTHWEST AIRLINES	7	1	3	1	1	3	7	4	0	1	0	0	28
SPIRIT AIRLINES	26	4	13	3	5	10	5	1	1	1	0	2	71
UNITED AIRLINES	19	2	7	5	8	14	10	6	0	1	0	5	77
US AIRWAYS	19	4	7	5	8	13	5	7	1	2	0	1	72
OTHER U. S. AIRLINES	22	4	2	0	3	6	3	7	1	0	0	3	51
TOTAL OCTOBER 2011	224	31	76	30	52	100	79	54	5	11	0	22	684
% OF TOTAL COMPLAINTS	32.7	4.5	11.1	4.4	7.6	14.6	11.5	7.9	0.7	1.6	0	3.2	
TOTAL OCTOBER 2010	186	27	65	26	32	99	93	42	2	5	0	28	605
% OF TOTAL COMPLAINTS	30.7	4.5	10.7	4.3	5.3	16.4	15.4	6.9	0.3	0.8	0	4.6	

\* 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

OCTOBER 2011

U. S. AIRLINES*	COMPS RECD IN SEP.	INCI - DENTS IN SEP.	PERCENT	INCI - DENTS IN AUG.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	15	8	53.3	2	13.3	5	33.3	0	0.0
ALASKA AIRLINES	9	3	33.3	2	22.2	4	44.4	0	0.0
ALLEGiant AIR	10	5	50.0	2	20.0	2	20.0	1	10.0
AMERICAN AIRLINES	74	30	40.5	9	12.2	31	41.9	4	5.4
AMERICAN EAGLE AIRLINES	9	4	44.4	2	22.2	3	33.3	0	0.0
CHAUTAUQUA AIRLINES	9	4	44.4	2	22.2	2	22.2	1	11.1
COLGAN AIR	9	4	44.4	2	22.2	3	33.3	0	0.0
CONTINENTAL AIRLINES	69	25	36.2	12	17.4	21	30.4	11	15.9
DELTA AIRLINES	106	38	35.8	22	20.8	33	31.1	13	12.3
EXPRESSJET AIRLINES	17	3	17.6	7	41.2	5	29.4	2	11.8
JETBLUE AIRWAYS	26	13	50.0	4	15.4	9	34.6	0	0.0
PIEDMONT AIRLINES	10	4	40.0	5	50.0	1	10.0	0	0.0
PINNACLE AIRLINES	6	3	50.0	1	16.7	2	33.3	0	0.0
REPUBLIC AIRLINES	7	6	85.7	0	0.0	1	14.3	0	0.0
SKYWEST AIRLINES	9	4	44.4	1	11.1	4	44.4	0	0.0
SOUTHWEST AIRLINES	28	11	39.3	7	25.0	5	17.9	5	17.9
SPIRIT AIRLINES	71	34	47.9	10	14.1	17	23.9	10	14.1
UNITED AIRLINES	77	25	32.5	16	20.8	24	31.2	12	15.6
US AIRWAYS	72	23	31.9	15	20.8	24	33.3	10	13.9
OTHER U. S. AIRLINES	51	21	41.2	15	29.4	12	23.5	3	5.9
<b>TOTALS</b>	<b>684</b>	<b>268</b>	<b>39.2</b>	<b>136</b>	<b>19.9</b>	<b>208</b>	<b>30.4</b>	<b>72</b>	<b>10.5</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>605</b>	<b>221</b>	<b>36.5</b>	<b>129</b>	<b>21.3</b>	<b>203</b>	<b>33.6</b>	<b>52</b>	<b>8.6</b>

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

Table 5

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

OCTOBER 2011

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DI SCRIM- INATION	ANI MALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR CANADA	2	0	1	0	0	3	0	0	0	0	0	0	6
AIR FRANCE	3	1	1	0	1	6	2	0	0	0	0	0	14
ALIT ALIA AIRLINES	1	1	0	0	0	2	2	0	0	1	0	0	7
BRITISH AIRWAYS	0	2	0	0	3	3	1	1	0	0	0	0	10
KLM	0	1	0	0	2	0	1	1	0	1	0	0	6
LUFTHANSA	1	2	1	1	1	1	0	1	1	1	0	1	11
OTHER FOREIGN AIRLINES	22	2	14	2	7	17	5	2	0	1	0	0	72
TOTALS	29	9	17	3	14	32	11	5	1	4	0	1	126
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	5	0	2	0	0	0	0	0	0	0	7
TOTALS	0	0	5	0	2	0	0	0	0	0	0	0	7
<b><u>TOUR OPERATORS</u></b>													
DIRECT AIR AND TOURS	7	0	7	0	3	0	0	1	0	0	0	0	18
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	7	0	7	0	3	0	0	1	0	0	0	0	18
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	2	0	1	0	1	4	1	0	0	0	0	18	27
TOTALS	2	0	1	0	1	4	1	0	0	0	0	18	27

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

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



TABLE 6

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

RANK	AIRLINE	OCTOBER 2011			OCTOBER 2010		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ATLANTIC SOUTHEAST AIRLINES	3	1,247,286	0.24	6	1,251,174	0.48
2	MESA AIRLINES	2	718,837	0.28	2	746,291	0.27
3	SOUTHWEST AIRLINES	28	9,528,279	0.29	21	9,369,549	0.22
4	FRONTIER AIRLINES	4	945,920	0.42	10	1,236,087	0.81
5	SKYWEST AIRLINES	9	2,082,251	0.43	8	2,090,648	0.38
6	HAWAIIAN AIRLINES	4	707,203	0.57	8	700,369	1.14
7	AMERICAN EAGLE AIRLINES	9	1,575,371	0.57	12	1,469,476	0.82
8	ALASKA AIRLINES	9	1,413,066	0.64	7	1,352,265	0.52
9	AIRTRAN AIRWAYS	15	2,013,144	0.75	9	2,073,296	0.43
10	AMERICAN AIRLINES	74	7,234,264	1.02	88	7,297,652	1.21
11	DELTA AIR LINES	106	9,612,739	1.10	157	9,727,412	1.61
12	EXPRESSJET AIRLINES	17	1,455,219	1.17	6	1,462,912	0.41
13	JETBLUE AIRWAYS	26	2,160,011	1.20	26	2,006,312	1.30
14	US AIRWAYS	72	4,402,704	1.64	54	4,495,174	1.20
15	UNITED AIRLINES	77	4,175,679	1.84	58	4,664,987	1.24
16	CONTINENTAL AIRLINES	69	3,598,421	1.92	38	3,621,804	1.05
TOTAL		524	52,870,394	0.99	510	53,565,408	0.95

**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 October 2010 reflect the deletion of Comair and Pinnacle's data for the month.

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

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

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

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

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

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



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

The Transportation Security Administration (TSA) screened approximately 54 million airline passengers and their 43 million checked bags in the month of October as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of October.

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

Courtesy <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
320	.0005	40	.00007	95	.0001	293	.0005

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
213	.0004	670	.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 October.

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

### October 2011 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#"><i>Alaska</i></a>	<b>1</b>		
<a href="#"><i>Delta</i></a>	<b>2</b>		
<b><i>Total</i></b>	<b>3</b>		