



U.S. Department
of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	May 2011 12 Months Ending May 2011
Mishandled Baggage¹	May 2011
Oversales¹	1st Quarter 2011
Consumer Complaints² (Includes Disability and Discrimination Complaints)	May 2011
Customer Service Reports to the Dept. of Homeland Security³	May 2011
Airline Animal Incident Reports⁴	May 2011

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

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

³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

The *Air Travel Consumer Report* is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings (OAEP). The report is designed to assist consumers with information on the quality of services provided by the airlines.

The report is divided into six sections (Flight Delays, Mishandled Baggage, Oversales, Consumer Complaints, Customer Service Reports to the Transportation Security Administration, and Airline Reports of the Loss, Injury, or Death of Animals During Air Transportation). The sections that deal with flight delays, mishandled baggage and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section that deals with consumer complaints is based on data compiled by the OAEP's Aviation Consumer Protection Division (ACPD). The section that deals with customer service reports to the Department of Homeland Security's Transportation Security Administration (TSA) is based on data provided by TSA. The section that deals with animal incidents during air transport is based on reports required to be submitted by airlines to the ACPD. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

The report normally is released by the end of the first week of each month. The report is available via the Internet at <http://airconsumer.dot.gov/>

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 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/

Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at

<https://www.bts.gov/pdc/index.xml> CDs for earlier months can be purchased by

sending an email to: Orders@bts.gov Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at:

<http://www.transtats.bts.gov/HomeDrillChart.asp>

Cause of delay data for airports and airlines can be found at:

http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp

Information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights have a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

****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	70.8	15	91.4
ALASKA AIRLINES S/	18	89.8	50	90.7
AIRTRAN AIRWAYS S/	22	85.4	64	85.9
MESA AIRLINES S/	18	84.6	87	84.8
DELTA AIR LINES S/	29	82.1	114	82.7
SKYWEST AIRLINES S/	18	81.9	144	81.5
UNITED AIRLINES S/	27	78.1	69	78.4
SOUTHWEST AIRLINES S/	21	77.6	72	76.7
JETBLUE AIRWAYS S/	21	74.3	50	76.2
CONTINENTAL AIRLINES S/	27	75.1	55	76.0
US AIRWAYS S/	28	74.7	76	74.8
FRONTIER AIRLINES S/	21	74.7	48	73.8
ATLANTIC SOUTHEAST AIRLINES S/	17	72.8	114	73.7
EXPRESSJET AIRLINES S/V/	17	71.2	114	71.6
AMERICAN AIRLINES S/	28	71.1	78	70.3
AMERICAN EAGLE S/	20	68.8	129	67.6
TOTAL		77.0		77.1

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

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

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AIR TRAVEL CONSUMER REPORT

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

Carrier*	2nd Quarter 04-06 2010		3rd Quarter 07-09 2010		4th Quarter 10-12 2010		1st Quarter 01-03 2011		Mar-11		Apr-11		May-11		12 Months Ending May 2011		Database To Date Sep 87- May 11	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	82.1	5	83.4	6	87.0	3	81.0	5	82.8	5	82.0	3	85.9	3	83.5	5	(--)	(--)
ALASKA	90.2	2	89.2	2	83.9	6	83.4	2	82.6	6	89.5	2	90.7	2	86.7	2	76.5	6
AMERICAN	75.2	14	80.2	13	84.0	5	77.4	7	80.8	7	71.5	12	70.3	15	78.4	10	78.0	4
AMERICAN EAGLE	70.5	17	77.3	15	81.7	9	73.1	15	79.8	9	68.6	13	67.6	16	75.0	16	74.2	8
ATLANTIC SOUTHEAST	79.8	10	80.6	12	77.6	14	73.4	13	72.2	15	68.5	14	73.7	13	76.4	14	(--)	(--)
COMAIR	65.9	18	74.6	18	74.7	16	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	73.3	17	(--)	(--)
CONTINENTAL	81.6	8	83.2	7	80.9	11	76.6	9	77.6	12	71.9	11	76.0	10	79.2	9	78.3	2
DELTA	72.9	16	76.2	17	78.0	13	77.1	8	78.4	11	78.3	8	82.7	5	77.1	13	77.6	5
EXPRESSJET	73.4	15	79.1	14	81.5	10	73.2	14	76.6	14	68.0	16	71.6	14	75.8	15	(--)	(--)
FRONTIER	78.6	12	82.4	8	82.2	8	76.1	11	79.6	10	80.9	5	73.8	12	79.5	7	(--)	(--)
HAWAIIAN	94.0	1	95.3	1	92.0	1	90.4	1	88.4	1	94.1	1	91.4	1	92.8	1	(--)	(--)
JETBLUE	82.0	7	77.0	16	71.1	18	67.4	16	71.3	16	68.4	15	76.2	9	72.7	18	(--)	(--)
MESA	82.2	4	84.2	5	85.2	4	82.6	4	83.5	3	81.0	4	84.8	4	83.5	4	(--)	(--)
PINNACLE	76.3	13	80.7	11	79.4	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	79.4	8	(--)	(--)
SKYWEST	80.0	9	81.6	10	75.1	15	75.0	12	76.9	13	80.1	7	81.5	6	77.9	11	(--)	(--)
SOUTHWEST	79.4	11	82.0	9	74.6	17	76.3	10	79.9	8	75.7	10	76.7	8	77.5	12	81.9	1
UNITED	82.1	6	85.8	3	88.1	2	82.7	3	84.0	2	80.7	6	78.4	7	84.1	3	76.2	7
US AIRWAYS	84.3	3	84.7	4	82.9	7	80.7	6	82.8	4	77.4	9	74.8	11	81.7	6	78.3	3
Total	78.2		81.0		79.6		76.8		79.2		75.5		77.1		78.5		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	453	70.6	802	54.6	274	70.8	196	57.1	887	65.7	426	64.3	13237	71.7	205	71.2
AS	31	77.4	62	59.7	H/		H/		93	73.1	93	81.7	93	86.0	H/	
B6	H/		2580	64.0	150	83.3	151	78.8	269	83.6	90	74.4	H/		H/	
CO	85	78.8	454	60.4	110	83.6	80	78.8	228	81.6	421	79.1	188	77.1	112	72.3
DL	16895	84.1	1111	65.6	648	80.6	454	81.9	970	79.5	573	84.1	420	78.6	4391	83.5
EV	8932	74.6	342	59.6	58	79.3	93	53.8	408	62.7	4	100.0	68	63.2	842	77.4
F9	89	66.3	20	75.0	H/		H/		118	58.5	3401	78.7	123	65.9	89	62.9
FL	6064	87.8	591	70.1	1524	87.2	154	83.8	359	85.0	128	81.2	256	80.9	161	83.9
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	433	65.8	355	58.0	177	63.8	449	65.3	625	66.1	186	71.5	6328	71.5	383	65.8
OO	243	71.6	H/		H/		32	71.9	26	53.8	4987	81.1	380	77.9	36	66.7
UA	58	65.5	718	60.4	302	72.8	31	77.4	351	75.8	3900	85.5	218	71.6	57	61.4
US	450	76.0	1659	61.4	393	72.8	7033	72.6	1734	74.2	415	75.2	657	76.1	277	66.1
WN	H/		794	61.5	5575	78.7	H/		H/		4310	78.8	H/		541	74.9
XE	154	81.8	54	55.6	96	55.2	359	65.5	112	68.8	1235	80.3	196	67.9	235	57.9
YV	190	75.8	H/		H/		1992	84.5	H/		19	47.4	101	74.3	60	78.3
TOTAL	34077	81.5	9542	62.3	9307	79.1	11024	74.4	6180	73.1	20188	80.4	22265	72.1	7389	78.8

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

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

ARRIVAL AIRPORT*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	415	55.4	309	74.4	308	66.6	276	71.7	1222	75.9	833	73.2	2449	75.7	1377	63.3
AS	62	72.6	H/		H/		31	83.9	H/		404	94.8	530	89.1	H/	
B6	428	62.1	1169	78.1	442	79.2	H/		3606	75.1	353	85.6	195	79.0	278	68.3
CO	3756	65.0	458	76.4	88	43.2	5834	84.1	H/		549	78.5	666	68.8	285	69.1
DL	448	63.8	876	81.6	289	80.6	212	80.7	1645	73.1	1114	85.5	1632	78.4	2161	74.3
EV	146	56.2	31	58.1	923	71.0	32	90.6	124	71.0	H/		H/		137	49.6
F9	H/		38	76.3	H/		H/		H/		242	70.7	212	68.4	137	43.8
FL	H/		469	86.4	114	85.1	H/		H/		216	89.4	246	77.6	563	65.2
HA	H/		H/		H/		H/		H/		84	88.1	93	77.4	H/	
MQ	124	32.3	H/		H/		213	63.8	929	59.4	H/		1928	85.5	1472	70.8
OO	H/		H/		128	68.0	1442	76.1	H/		547	79.5	4142	85.8	H/	
UA	168	57.1	H/		2039	75.4	179	85.5	376	79.0	627	82.8	1974	80.6	543	57.5
US	341	56.3	532	68.0	31	74.2	318	72.3	185	73.5	912	79.4	633	69.2	1142	68.8
WN	239	56.9	1475	79.3	237	66.2	H/		H/		6792	79.2	3338	70.9	240	55.8
XE	3020	61.3	H/		1718	71.7	6103	77.4	H/		H/		H/		48	37.5
YV	58	48.3	H/		717	78.5	7	85.7	H/		185	76.8	47	78.7	17	76.5
TOTAL	9205	61.9	5357	78.3	7034	73.6	14647	79.7	8087	73.1	12858	80.2	18085	78.8	8400	67.4

* 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	836	72.2	H/		3774	84.2	329	65.3	4736	69.1	120	60.0	333	62.2	460	63.9
AS	31	90.3	H/		31	80.6	58	93.1	155	82.6	852	91.0	H/		210	91.0
B6	1429	80.1	H/		H/		H/		221	67.9	116	87.1	H/		65	86.2
CO	508	83.7	H/		263	85.2	32	78.1	697	61.4	158	71.5	131	80.2	303	68.6
DL	1534	84.5	213	74.6	669	85.2	4948	84.5	520	72.1	360	86.1	481	74.4	634	81.9
EV	H/		H/		53	81.1	H/		463	68.0	H/		108	69.4	H/	
F9	42	76.2	126	77.0	H/		110	79.1	H/		151	71.5	29	72.4	142	75.4
FL	1931	88.7	394	84.0	31	100.0	236	83.9	H/		H/		272	76.1	96	89.6
HA	H/		H/		H/		H/		H/		62	74.2	H/		31	45.2
MQ	H/		H/		1147	79.9	239	63.2	7393	63.0	H/		149	50.3	124	75.0
OO	H/		H/		H/		1377	80.2	2314	69.2	924	89.1	H/		455	84.6
UA	483	77.0	H/		3	100.0	304	79.6	4841	77.1	371	82.2	256	75.8	338	80.5
US	720	74.9	H/		281	73.3	260	81.2	628	62.9	227	83.7	3896	71.5	5311	88.2
WN	3065	82.8	6893	77.6	H/		489	71.6	H/		1155	80.1	1609	75.5	5426	79.5
XE	7	71.4	H/		22	90.9	229	74.2	4443	68.5	H/		15	73.3	H/	
YV	H/		H/		131	82.4	H/		816	75.9	H/		25	72.0	2713	92.4
TOTAL	10586	82.2	7626	77.9	6405	83.1	8611	81.2	27227	68.7	4496	83.8	7304	72.2	16308	84.2

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	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	417	63.3	444	64.4	956	63.3	150	60.0	495	71.1
AS	359	93.0	3817	91.7	328	78.0	H/		H/	
B6	89	86.5	183	86.9	299	75.3	124	87.1	309	75.7
CO	274	75.5	362	73.5	469	64.2	61	75.4	368	83.7
DL	557	82.8	735	85.9	679	76.6	2501	87.8	809	86.0
EV	H/		H/		H/		H/		H/	
F9	138	68.8	157	70.7	130	60.8	107	73.8	31	93.5
FL	H/		106	87.7	182	78.6	H/		627	90.0
HA	31	54.8	62	62.9	31	54.8	H/		H/	
MQ	337	86.4	H/		H/		182	72.5	H/	
OO	617	84.9	525	88.6	3826	74.3	5535	91.3	H/	
UA	485	80.4	539	86.8	3074	77.8	62	61.3	244	77.5
US	348	79.3	340	79.4	537	67.6	151	88.1	600	74.5
WN	2835	77.9	1267	79.7	1300	64.8	1168	76.5	2254	84.4
XE	H/		H/		H/		H/		H/	
YV	31	96.8	H/		62	61.3	4	100.0	H/	
TOTAL	6518	79.4	8537	85.5	11873	72.7	10045	87.3	5737	82.3

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	89.6	87.9	76.0	73.7	85.7	96.0	80.4	86.7	66.1	69.6	76.2	91.0	70.5	86.3	87.9	90.5	81.4	95.3
700 - 759 AM	94.6	81.6	97.1	88.9	87.1	93.5	82.1	95.7	85.4	84.6	88.1	86.3	78.1	94.2	92.0	81.9	95.2	93.7
800 - 859 AM	90.6	76.1	95.0	86.0	80.7	93.1	83.0	84.9	86.2	96.1	81.4	85.2	80.3	95.1	91.6	77.9	97.1	89.3
900 - 959 AM	90.1	78.9	94.6	79.8	88.7	90.0	80.1	88.7	84.1	90.5	88.7	85.4	88.6	91.3	86.2	80.5	92.6	90.7
1000 - 1059 AM	87.7	79.6	93.5	82.8	87.2	89.2	79.4	87.7	87.1	91.3	84.0	82.6	77.3	89.8	87.1	80.3	93.7	89.3
1100 - 1159 AM	89.9	79.4	90.7	79.7	83.0	89.5	78.0	87.3	78.3	84.2	79.3	84.9	87.4	87.6	84.1	79.1	91.6	88.0
1200 - 1259 PM	87.5	81.4	88.5	78.6	80.2	86.8	77.1	91.6	74.8	78.1	77.3	86.2	88.9	86.9	85.2	76.8	91.0	89.4
100 - 159 PM	86.0	67.0	86.1	77.2	82.6	85.4	74.6	88.8	63.7	80.3	83.6	81.7	78.7	80.0	85.4	71.5	84.3	86.3
200 - 259 PM	82.8	67.1	84.8	72.3	79.6	83.7	71.6	81.1	58.6	86.2	84.6	84.2	75.7	81.5	77.3	72.1	86.8	83.4
300 - 359 PM	79.4	67.8	78.7	77.3	78.3	74.6	70.7	85.2	56.6	83.5	71.7	74.5	66.4	79.4	80.9	70.2	86.1	72.9
400 - 459 PM	78.5	59.7	70.2	72.9	66.7	73.9	71.0	77.0	59.4	75.6	69.6	78.2	71.8	71.5	71.7	68.0	83.2	79.0
500 - 559 PM	76.3	48.9	74.3	72.4	60.6	73.7	68.2	60.0	51.5	85.6	79.7	77.0	70.1	77.5	71.9	66.4	75.5	68.8
600 - 659 PM	73.5	47.5	65.3	66.0	67.0	71.8	64.9	69.4	50.3	74.6	72.3	72.0	67.3	74.8	73.7	57.8	75.7	68.0
700 - 759 PM	70.1	50.3	71.8	64.9	66.5	69.9	65.3	72.2	45.1	73.4	67.8	70.8	57.3	68.3	71.8	54.5	71.2	66.6
800 - 859 PM	71.6	47.8	64.3	62.6	68.2	66.9	63.3	71.2	48.7	65.2	62.5	68.4	55.3	76.4	73.4	52.6	77.7	59.8
900 - 959 PM	71.8	50.1	62.7	63.5	58.1	65.2	58.8	69.2	51.1	66.7	63.2	64.9	63.2	66.8	67.8	52.1	71.6	56.1
1000 - 1059 PM	71.3	49.4	64.7	65.1	63.0	66.1	57.3	67.4	52.2	68.1	65.3	76.1	74.7	65.8	65.5	56.5	66.7	69.4
1100 - 559 AM	71.3	57.4	64.6	63.4	63.9	71.1	72.7	68.4	58.6	62.9	67.1	79.1	76.1	77.9	76.4	59.6	71.6	72.8
TOTAL, ALL ARRIVALS, BY AIRPORT	81.5	62.3	79.1	74.4	73.1	80.4	72.1	78.8	61.9	78.3	73.6	79.7	73.1	80.2	78.8	67.4	82.2	77.9

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	90.3	79.4	83.1	98.5	82.5	94.2	87.5	80.6	93.8	J/	84.6	84.6
700 - 759 AM	87.7	89.1	82.7	100.0	89.3	93.9	88.1	90.6	90.5	95.4	90.9	89.6
800 - 859 AM	90.4	87.0	78.7	97.6	81.1	91.1	94.8	97.6	87.2	95.9	96.5	87.5
900 - 959 AM	86.3	89.3	75.8	95.2	75.6	92.6	92.1	95.7	76.8	94.0	93.1	87.1
1000 - 1059 AM	86.6	86.9	73.7	93.2	77.6	90.6	86.6	93.6	69.2	92.5	93.8	85.8
1100 - 1159 AM	88.4	76.0	75.2	86.2	82.1	89.2	88.9	91.8	72.6	88.6	90.8	84.2
1200 - 1259 PM	85.8	90.2	73.6	93.0	75.2	88.5	87.2	91.1	70.2	92.3	88.2	83.5
100 - 159 PM	85.7	85.1	69.7	90.4	75.4	84.9	79.7	90.2	72.7	88.9	89.4	80.3
200 - 259 PM	91.3	79.7	69.9	81.5	73.6	82.1	80.7	88.0	76.8	89.0	84.4	79.8
300 - 359 PM	85.9	81.4	64.9	90.6	81.0	84.1	83.7	86.5	70.3	90.0	85.5	75.9
400 - 459 PM	83.8	77.4	61.3	84.0	72.4	77.2	74.5	86.6	71.0	86.5	86.6	73.7
500 - 559 PM	82.4	81.6	59.8	84.2	67.2	83.0	71.3	79.6	72.1	81.4	83.1	71.5
600 - 659 PM	77.6	73.5	57.9	76.3	68.8	81.5	73.0	83.6	75.1	86.0	74.5	69.9
700 - 759 PM	79.7	76.7	61.2	77.2	64.6	76.9	74.3	83.4	63.7	83.3	70.3	68.3
800 - 859 PM	82.3	78.8	59.8	79.8	66.3	76.9	69.9	77.2	70.0	76.3	71.3	67.4
900 - 959 PM	70.3	66.1	54.3	77.2	63.6	71.8	74.3	83.2	66.2	75.8	64.5	65.5
1000 - 1059 PM	77.5	63.8	58.4	72.1	61.6	74.9	66.8	75.7	60.4	63.8	73.2	65.6
1100 - 559 AM	73.8	78.8	79.3	74.8	65.1	77.0	73.6	75.7	68.4	72.0	67.3	70.7
TOTAL, ALL ARRIVALS, BY AIRPORT	83.1	81.2	68.7	83.8	72.2	84.2	79.4	85.5	72.7	87.3	82.3	77.0

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	91.4	92.5	95.0	92.3	92.4	91.6	89.1	93.7	92.5	94.5	91.7	94.1	92.7	94.2	94.0	93.3	96.0	91.8
700 - 759 AM	90.3	86.8	90.8	87.6	90.5	87.9	81.8	92.2	91.7	95.0	93.4	91.2	90.3	92.9	90.0	90.9	94.1	92.6
800 - 859 AM	91.3	86.5	93.5	88.7	88.6	91.2	80.2	91.7	88.1	92.2	90.3	86.4	86.7	90.0	87.7	87.7	90.8	87.0
900 - 959 AM	86.7	84.6	87.0	86.0	85.9	84.2	74.8	89.8	88.2	88.3	91.4	91.6	89.5	85.2	85.0	83.7	93.0	79.0
1000 - 1059 AM	87.6	82.2	84.5	86.2	88.2	85.4	75.2	87.0	85.1	92.2	83.2	88.1	88.5	84.2	82.3	83.9	90.2	81.2
1100 - 1159 AM	83.5	83.3	76.5	82.3	86.8	84.7	71.4	82.6	82.6	84.6	91.9	85.6	84.3	84.2	80.1	81.3	87.1	76.3
1200 - 1259 PM	82.4	79.6	75.9	72.5	80.5	81.7	70.0	85.5	79.4	79.8	81.2	85.8	82.5	83.2	78.8	76.9	87.5	70.6
100 - 159 PM	83.5	83.6	71.1	76.8	83.1	77.7	69.0	85.3	73.6	72.7	78.5	83.5	81.1	76.3	80.8	75.0	81.6	72.0
200 - 259 PM	79.5	65.7	75.6	75.7	74.7	74.0	64.0	80.1	72.3	76.9	75.6	78.1	81.6	76.8	73.4	77.4	77.1	69.7
300 - 359 PM	78.3	69.3	62.9	50.6	79.9	67.8	64.6	74.5	63.0	76.7	81.4	78.9	76.4	71.7	74.1	72.5	77.1	66.6
400 - 459 PM	72.3	67.3	56.4	76.4	71.8	65.4	63.5	69.8	58.8	73.0	67.4	74.1	67.6	70.0	75.1	71.1	73.7	58.9
500 - 559 PM	73.0	58.4	56.5	69.7	65.9	64.1	62.1	73.6	53.8	70.4	65.2	77.1	76.8	57.5	74.9	68.4	77.8	56.5
600 - 659 PM	69.6	51.7	54.2	68.3	56.9	66.7	58.8	62.6	64.7	73.9	65.9	74.1	69.7	66.8	75.9	64.9	66.1	50.4
700 - 759 PM	72.6	51.7	52.5	67.6	64.2	68.6	58.7	68.9	56.9	68.4	64.1	73.4	66.8	61.6	74.7	59.0	62.7	46.2
800 - 859 PM	73.7	58.0	46.5	64.4	64.4	61.6	58.1	58.8	52.4	60.3	61.9	68.1	59.3	62.5	73.9	60.5	71.4	44.3
900 - 959 PM	72.4	58.5	63.0	66.7	72.7	61.6	59.5	68.0	50.7	52.1	65.4	81.3	51.6	55.7	75.3	64.5	63.1	37.2
1000 - 1059 PM	75.2	J/	J/	65.0	J/	68.5	59.8	75.0	J/	66.7	65.6	100.0	66.5	83.1	84.4	J/	J/	J/
1100 - 559 AM	79.6	88.3	89.7	90.3	96.7	88.7	90.3	100.0	88.7	100.0	60.0	86.7	89.7	90.6	82.0	100.0	83.9	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	79.9	74.6	72.5	76.3	78.7	76.0	68.4	80.3	73.1	80.2	77.0	81.8	77.3	77.4	81.0	77.3	81.6	68.3

* 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	88.0	91.1	86.1	96.2	94.9	94.5	94.7	96.3	93.7	94.3	95.9	92.9
700 - 759 AM	91.4	90.0	83.6	93.4	90.4	91.6	90.5	92.1	91.8	87.8	96.5	90.2
800 - 859 AM	86.5	85.0	79.4	91.6	89.6	90.4	91.1	90.7	89.4	91.9	91.0	88.2
900 - 959 AM	88.3	86.7	77.7	96.5	82.2	85.7	88.8	90.9	82.2	92.3	92.6	85.4
1000 - 1059 AM	77.0	88.6	74.6	90.0	82.6	89.0	83.4	88.8	76.5	88.7	89.8	84.4
1100 - 1159 AM	85.3	85.3	72.3	90.6	77.5	82.6	82.5	91.0	69.4	91.5	88.8	82.4
1200 - 1259 PM	82.7	84.2	70.6	84.2	82.9	81.7	80.9	87.1	74.0	83.8	89.3	79.6
100 - 159 PM	79.5	83.5	69.5	91.4	76.8	81.2	76.9	89.8	69.7	89.5	87.1	78.4
200 - 259 PM	76.0	82.5	65.1	88.2	67.3	69.6	74.5	82.0	72.2	79.1	75.6	74.2
300 - 359 PM	78.3	77.8	62.0	83.0	67.7	71.8	72.7	84.1	72.3	91.6	79.7	73.0
400 - 459 PM	75.6	69.4	57.1	82.5	72.3	77.7	78.5	84.9	72.1	86.9	73.4	70.3
500 - 559 PM	69.2	78.8	56.1	86.0	66.7	68.9	65.8	90.7	66.5	84.2	81.8	68.5
600 - 659 PM	73.2	71.9	58.9	80.3	66.2	82.0	74.4	85.6	76.0	57.5	77.3	67.1
700 - 759 PM	73.2	80.0	53.4	90.4	60.7	67.2	73.0	87.1	73.4	79.6	70.3	66.4
800 - 859 PM	73.5	92.3	58.1	73.9	70.1	74.2	67.2	82.9	76.7	89.1	75.8	66.1
900 - 959 PM	74.2	83.6	61.1	90.7	73.8	68.3	70.6	84.8	69.9	88.8	J/	67.7
1000 - 1059 PM	71.0	78.6	48.3	81.0	69.4	82.6	90.8	86.4	77.0	J/	J/	73.2
1100 - 559 AM	J/	91.4	88.3	95.6	92.7	87.1	J/	84.6	77.3	86.8	100.0	86.4
TOTAL, ALL DEPARTURES, BY AIRPORT	79.3	83.4	67.5	88.8	76.9	81.3	81.1	88.5	77.7	88.8	84.7	77.6

* 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	3130	Mar	IND-EWR	1725	27	14	51.9	85.6
EXPRESSJET	2389	Apr	IND-EWR	1730	25	18	72.0	100.5
EXPRESSJET	2264	May	IND-EWR	1730	26	15	57.7	107.1

* 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	409	May	DCA-DFW	1845	31	16	51.6	75.2
AMERICAN	409	Apr	DCA-DFW	1845	26	14	53.9	88.4
AMERICAN	1184	May	ORD-EWR	1215	27	16	59.3	75.9
AMERICAN	1184	Apr	ORD-EWR	1215	26	14	53.9	70.6
AMERICAN	350	May	ORD-LGA	1755	30	17	56.7	80.5
AMERICAN	350	Apr	ORD-LGA	1755	29	15	51.7	89.6
AMERICAN EAGLE	3841	May	BOS-JFK	1830	31	23	74.2	70.6
AMERICAN EAGLE	3841	Apr	BOS-JFK	1830	30	19	63.3	93.5
AMERICAN EAGLE	3835	May	DCA-JFK	1825	31	20	64.5	69.0
AMERICAN EAGLE	3835	Apr	DCA-JFK	1825	30	21	70.0	78.5
AMERICAN EAGLE	4358	May	IND-JFK	1720	31	16	51.6	96.4
AMERICAN EAGLE	4358	Apr	IND-JFK	1720	26	17	65.4	69.5
AMERICAN EAGLE	3812	May	JFK-BOS	1630	31	19	61.3	91.3
AMERICAN EAGLE	3812	Apr	JFK-BOS	1630	30	16	53.3	100.4
AMERICAN EAGLE	3846	May	JFK-DCA	2100	31	16	51.6	82.3
AMERICAN EAGLE	3846	Apr	JFK-DCA	2100	30	17	56.7	77.6
AMERICAN EAGLE	3777	May	JFK-ORD	1620	31	17	54.8	112.5
AMERICAN EAGLE	3777	Apr	JFK-ORD	1620	26	16	61.5	181.8
AMERICAN EAGLE	4218	May	JFK-PIT	2030	31	16	51.6	82.9
AMERICAN EAGLE	4218	Apr	JFK-PIT	2030	26	15	57.7	62.3

* 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 EAGLE	3605	May	ORD-BDL	2150	27	18	66.7	70.0
AMERICAN EAGLE	3605	Apr	ORD-BDL	2150	22	15	68.2	64.3
AMERICAN EAGLE	4308	May	ORD-BNA	2030	27	14	51.9	54.3
AMERICAN EAGLE	4308	Apr	ORD-BNA	2030	22	14	63.6	83.8
AMERICAN EAGLE	3740	May	ORD-EWR	1600	31	20	64.5	68.3
AMERICAN EAGLE	3740	Apr	ORD-EWR	1600	26	17	65.4	75.1
AMERICAN EAGLE	3745	May	ORD-PHL	1545	30	16	53.3	107.5
AMERICAN EAGLE	3745	Apr	ORD-PHL	1545	26	14	53.9	100.1
AMERICAN EAGLE	3924	May	TUL-ORD	2000	27	14	51.9	91.1
AMERICAN EAGLE	3924	Apr	TUL-ORD	2000	25	13	52.0	77.4
ATLANTIC SOUTHEAST	5145	May	ATL-HOU	1945	28	15	53.6	113.0
ATLANTIC SOUTHEAST	5145	Apr	ATL-HOU	1945	23	12	52.2	111.6
ATLANTIC SOUTHEAST	5080	May	BOS-IND	1915	26	16	61.5	89.9
ATLANTIC SOUTHEAST	5080	Apr	BOS-IND	1910	25	16	64.0	91.3
ATLANTIC SOUTHEAST	4978	May	DCA-BOS	1700	25	16	64.0	107.4
ATLANTIC SOUTHEAST	4978	Apr	DCA-BOS	1700	25	14	56.0	83.0
ATLANTIC SOUTHEAST	5341	May	DTW-EWR	1745	31	16	51.6	110.3
ATLANTIC SOUTHEAST	5341	Apr	DTW-EWR	1745	30	17	56.7	81.5
CONTINENTAL	256	May	ORD-EWR	1700	27	15	55.6	94.6
CONTINENTAL	256	Apr	ORD-EWR	1700	25	16	64.0	69.5

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

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AIR TRAVEL CONSUMER REPORT

TABLE 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

CONTINENTAL	281	May	ORD-EWR	1900	27	20	74.1	74.6
CONTINENTAL	281	Apr	ORD-EWR	1900	25	17	68.0	86.7
EXPRESSJET	2714	May	BWI-EWR	1651	31	18	58.1	105.8
EXPRESSJET	2714	Apr	BWI-EWR	1651	30	19	63.3	129.3
EXPRESSJET	5874	May	CID-ORD	1911	21	11	52.4	68.2
EXPRESSJET	5950	Apr	CID-ORD	1908	21	12	57.1	76.1
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	2774	May	DAY-EWR	1832	25	15	60.0	102.7
EXPRESSJET	2774	Apr	DAY-EWR	1815	24	17	70.8	89.1
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	2379	May	EWR-SDF	2050	26	14	53.9	85.3
EXPRESSJET	2379	Apr	EWR-SDF	2035	25	17	68.0	86.8
EXPRESSJET	2717	May	EWR-STL	2100	26	14	53.9	93.8
EXPRESSJET	2717	Apr	EWR-STL	2100	25	19	76.0	80.9
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	2264	May	IND-EWR	1730	26	15	57.7	107.1
EXPRESSJET	2389	Apr	IND-EWR	1730	25	18	72.0	100.5

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

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AIR TRAVEL CONSUMER REPORT

TABLE 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

EXPRESSJET	2298	May	IND-EWR	1915	26	14	53.9	79.1
EXPRESSJET	2298	Apr	IND-EWR	1925	25	16	64.0	75.5
EXPRESSJET	3046	May	MEM-EWR	1219	27	15	55.6	92.4
EXPRESSJET	3046	Apr	MEM-EWR	1219	24	16	66.7	109.0
EXPRESSJET	2248	May	MEM-EWR	1900	26	16	61.5	85.2
EXPRESSJET	2248	Apr	MEM-EWR	1900	25	14	56.0	83.1
EXPRESSJET	2505	May	RIC-EWR	1712	26	14	53.9	96.1
EXPRESSJET	2505	Apr	RIC-EWR	1712	25	15	60.0	128.3
EXPRESSJET	2019	May	STL-EWR	1656	22	12	54.6	103.7
EXPRESSJET	2204	Apr	STL-EWR	1706	24	16	66.7	82.1
EXPRESSJET	2808	May	XNA-EWR	1842	26	14	53.9	96.0
EXPRESSJET	2808	Apr	XNA-EWR	1855	25	14	56.0	84.6
SOUTHWEST	855	May	BOS-BWI	1915	27	14	51.9	124.1
SOUTHWEST	3421	Apr	BOS-BWI	1945	25	14	56.0	88.9
SOUTHWEST	282	May	EWR-MDW	1755	31	20	64.5	106.7
SOUTHWEST	132	Apr	EWR-MDW	1755	30	26	86.7	134.9
SOUTHWEST	217	May	EWR-MDW	1955	27	15	55.6	134.4
SOUTHWEST	217	Apr	EWR-MDW	1955	25	13	52.0	99.8
SOUTHWEST	216	May	EWR-STL	1625	31	17	54.8	98.8
SOUTHWEST	139	Apr	EWR-STL	1625	30	20	66.7	102.2

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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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

SOUTHWEST	37	May	HOU-PHL	1705	27	14	51.9	165.3
SOUTHWEST	37	Apr	HOU-PHL	1705	25	13	52.0	156.9
SOUTHWEST	257	May	MDW-EWR	1250	31	17	54.8	78.6
SOUTHWEST	190	Apr	MDW-EWR	1250	30	21	70.0	97.7
SOUTHWEST	173	May	MDW-EWR	1420	31	19	61.3	88.0
SOUTHWEST	103	Apr	MDW-EWR	1420	30	27	90.0	130.6
SOUTHWEST	222	May	MDW-EWR	1620	31	18	58.1	105.3
SOUTHWEST	161	Apr	MDW-EWR	1610	30	19	63.3	120.9
SOUTHWEST	2894	May	MDW-LGA	1850	27	18	66.7	100.1
SOUTHWEST	1777	Apr	MDW-LGA	1855	25	17	68.0	95.4
SOUTHWEST	1549	May	MDW-LGA	2040	27	14	51.9	63.9
SOUTHWEST	1337	Apr	MDW-LGA	2010	29	15	51.7	90.5
UNITED	436	May	ORD-EWR	1500	26	15	57.7	77.1
UNITED	436	Apr	ORD-EWR	1500	25	14	56.0	97.9

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
SOUTHWEST	3,410	48	1.4
FRONTIER	241	2	0.8
AMERICAN EAGLE	1,312	10	0.8
CONTINENTAL	697	5	0.7
EXPRESSJET	1,133	8	0.7
ATLANTIC SOUTHEAST	946	5	0.5
AMERICAN	1,526	8	0.5
US AIRWAYS	1,159	6	0.5
JETBLUE	590	3	0.5
UNITED	804	1	0.1
SKYWEST	1,631	2	0.1
DELTA	2,130	1	0.0
AIRTRAN	696	0	0.0
MESA	409	0	0.0
ALASKA	405	0	0.0
HAWAIIAN	183	0	0.0
TOTAL	17,272	99	0.6

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)	64.0	77.3	211	211
ADAK ISLAND AK (ADK)	100.0	88.9	9	9
AGUADILLA PR (BQN)	77.5	90.8	142	142
AKRON OH (CAK)	77.1	80.8	748	749
ALBANY GA (ABY)	74.4	77.9	86	86
ALBANY NY (ALB)	70.9	82.3	846	844
ALBUQUERQUE NM (ABQ)	76.1	77.3	2,943	2,943
ALEXANDRIA LA (AEX)	78.7	84.6	300	299
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	68.1	80.6	301	299
AMARILLO TX (AMA)	75.5	79.5	644	645
ANCHORAGE AK (ANC)	90.4	95.1	1,569	1,565
APPLETON WI (ATW)	68.8	75.1	189	189
ASHEVILLE NC (AVL)	75.6	81.4	381	381
ASPEN CO (ASE)	77.4	81.1	155	127
ATLANTA GA (ATL)	81.5	79.9	34,077	34,035
ATLANTIC CITY NJ (ACY)	78.3	86.7	60	60
AUGUSTA GA (AGS)	72.4	76.3	355	354
AUSTIN TX (AUS)	76.6	79.7	3,564	3,564
BAKERSFIELD CA (BFL)	86.8	85.2	325	324
BALTIMORE MD (BWI)	79.1	72.5	9,307	9,306
BARROW AK (BRW)	78.6	75.7	70	70
BATON ROUGE LA (BTR)	79.3	79.7	745	743
BELLINGHAM WA (BLI)	90.3	96.8	62	62
BEND/REDMOND OR (RDM)	84.8	87.3	269	267
BETHEL AK (BET)	95.5	94.3	88	88
BILLINGS MT (BIL)	87.6	94.1	291	290
BIRMINGHAM AL (BHM)	77.3	82.1	1,515	1,516
BISMARCK/MANDAN ND (BIS)	83.5	85.4	248	246
BLOOMINGTON IL (BMI)	68.6	70.0	290	290
BOISE ID (BOI)	81.3	87.9	1,286	1,228
BOSTON MA (BOS)	62.3	74.6	9,542	9,539
BOZEMAN MT (BZN)	88.0	93.6	234	233
BRANSON MO (BKG)	88.2	80.4	102	102
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	76.0	80.0	254	255
BROWNSVILLE TX (BRO)	77.8	85.1	203	202
BRUNSWICK GA (BQK)	70.1	73.6	87	87
BUFFALO NY (BUF)	72.4	78.3	1,941	1,942
BURBANK CA (BUR)	78.8	83.6	2,208	2,207
BURLINGTON VT (BTV)	68.2	75.8	308	310
BUTTE MT (BTM)	98.2	98.2	57	57
CARLSBAD CA (CLD)	87.0	92.5	184	187
CASPER WY (CPR)	86.0	85.0	172	173
CEDAR CITY UT (CDC)	81.0	100.0	58	57

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR RAPIDS/IOWA CITY IA (CID)	72.6	77.7	481	480
CHAMPAIGN/URBANA IL (CMI)	50.2	74.9	203	203
CHARLESTON SC (CHS)	77.2	82.2	1,238	1,239
CHARLESTON/DUNBAR WV (CRW)	65.3	73.6	329	329
CHARLOTTE AMALIE VI (STT)	79.7	87.7	187	187
CHARLOTTE NC (CLT)	74.4	76.3	11,024	11,019
CHARLOTTESVILLE VA (CHO)	75.0	80.7	88	88
CHATTANOOGA TN (CHA)	72.1	79.3	405	405
CHEYENNE WY (CYS)	77.4	71.0	31	31
CHICAGO IL (MDW)	77.9	68.3	7,626	7,625
CHICAGO IL (ORD)	68.7	67.5	27,227	27,205
CHICO CA (CIC)	82.1	82.9	117	117
CHRISTIANSTED VI (STX)	94.3	82.9	35	35
CLEVELAND OH (CLE)	75.7	82.6	4,379	4,379
CODY WY (COD)	81.7	84.9	93	93
COLLEGE STATION/BRYAN TX (CLL)	77.4	77.4	31	31
COLORADO SPRINGS CO (COS)	72.0	78.6	1,018	1,011
COLUMBIA SC (CAE)	68.5	77.6	622	621
COLUMBUS GA (CSG)	72.6	78.8	179	179
COLUMBUS MS (GTR)	78.7	78.7	89	89
COLUMBUS OH (CMH)	72.8	79.6	2,213	2,216
CORDOVA AK (CDV)	93.5	91.9	62	62
CORPUS CHRISTI TX (CRP)	72.5	81.3	640	640
COVINGTON KY (CVG)	77.2	77.6	2,369	2,371
CRESCENT CITY CA (CEC)	72.3	72.6	83	84
DALLAS TX (DAL)	73.1	66.6	3,854	3,853
DALLAS/FT.WORTH TX (DFW)	72.1	68.4	22,265	22,256
DAYTON OH (DAY)	72.6	80.6	1,005	1,008
DAYTONA BEACH FL (DAB)	82.7	90.4	156	156
DEADHORSE AK (SCC)	86.0	84.2	57	57
DENVER CO (DEN)	80.4	76.0	20,188	20,207
DES MOINES IA (DSM)	70.3	75.3	950	957
DETROIT MI (DTW)	78.8	80.3	7,389	7,421
DOTHAN AL (DHN)	75.9	81.4	112	113
DUBUQUE IA (DBQ)	61.1	72.2	54	54
DULUTH MN (DLH)	74.2	78.3	62	60
DURANGO CO (DRO)	78.6	82.3	294	294
EAGLE CO (EGE)	90.3	95.2	62	62
EAU CLAIRE WI (EAU)	67.7	79.0	62	62
EL CENTRO CA (IPL)	83.9	90.0	56	60
EL PASO TX (ELP)	73.0	76.6	1,890	1,890
ELKO NV (EKO)	94.2	92.5	120	120
ELMIRA/CORNING NY (ELM)	83.9	82.8	93	93

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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.
EUGENE OR (EUG)	84.0	86.8	405	393
EUREKA/ARCATA CA (ACV)	78.4	74.0	255	254
EVANSVILLE IN (EVV)	68.4	76.1	285	285
FAIRBANKS AK (FAI)	92.2	92.4	408	407
FARGO ND (FAR)	77.2	82.3	491	491
FAYETTEVILLE AR (XNA)	67.1	73.0	1,042	1,038
FAYETTEVILLE NC (FAY)	67.5	76.3	329	329
FLAGSTAFF AZ (FLG)	92.6	94.6	203	203
FLINT MI (FNT)	76.4	87.1	263	263
FORT LAUDERDALE FL (FLL)	78.3	80.2	5,357	5,365
FORT MYERS FL (RSW)	83.9	83.9	2,068	2,080
FORT SMITH AR (FSM)	51.6	67.7	31	31
FORT WAYNE IN (FWA)	66.7	72.7	264	264
FRESNO CA (FAT)	83.1	87.5	1,011	1,011
GAINESVILLE FL (GNV)	78.2	83.2	202	202
GILLETTE WY (GCC)	90.3	87.9	124	124
GRAND FORKS ND (GFK)	83.1	81.5	65	65
GRAND JUNCTION CO (GJT)	77.2	82.5	517	520
GRAND RAPIDS MI (GRR)	73.5	78.1	952	948
GREAT FALLS MT (GTF)	89.4	93.4	151	151
GREEN BAY/CLINTONVILLE WI (GRB)	69.2	74.0	364	365
GREENSBORO/HIGH POINT NC (GSO)	68.4	76.0	576	576
GREENVILLE/SPARTANBURG SC (GSP)	71.0	78.3	891	893
GUAM GU (GUM)	80.6	75.0	31	32
GULFPORT/BILOXI MS (GPT)	78.9	81.0	525	525
GUNNISON CO (GUC)	83.9	77.4	31	31
HANCOCK/HOUGHTON MI (CMX)	71.0	77.4	62	62
HARLINGEN/SAN BENITO TX (HRL)	68.0	79.6	422	422
HARRISBURG PA (MDT)	69.0	76.8	520	521
HARTFORD CT (BDL)	72.7	82.5	1,936	1,932
HELENA MT (HLN)	88.4	92.5	147	147
HILO HI (ITO)	93.5	93.0	583	583
HONOLULU HI (HNL)	90.2	91.7	4,342	4,342
HOUSTON TX (HOU)	74.2	64.8	4,534	4,533
HOUSTON TX (IAH)	79.7	81.8	14,647	14,639
HUNTSVILLE AL (HSV)	73.3	80.6	924	921
IDAHO FALLS ID (IDA)	89.1	91.3	230	230
INDIANAPOLIS IN (IND)	76.0	78.6	2,694	2,700
INDIO/PALM SPRINGS CA (PSP)	82.2	84.0	919	918
INYOKERN CA (IYK)	91.5	95.1	82	82
ISLIP NY (ISP)	70.4	80.7	649	649
JACKSON WY (JAC)	87.0	88.5	192	192
JACKSON/VICKSBURG MS (JAN)	73.0	77.4	867	867

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSONVILLE FL (JAX)	79.0	83.3	2,463	2,460
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	79.1	77.6	148	147
JUNEAU AK (JNU)	90.1	92.3	353	352
KAHULUI HI (OGG)	90.8	92.5	1,621	1,622
KALAMAZOO MI (AZO)	55.0	76.7	60	60
KALISPELL MT (FCA)	92.5	96.6	147	148
KANSAS CITY MO (MCI)	75.3	77.2	4,318	4,318
KETCHIKAN AK (KTN)	94.1	95.1	203	203
KEY WEST FL (EYW)	94.2	91.6	155	155
KILLEEN TX (GRK)	56.5	67.7	62	62
KLAMATH FALLS OR (LMT)	80.6	87.1	93	93
KNOXVILLE TN (TYS)	69.3	75.9	962	959
KODIAK AK (ADQ)	91.4	91.4	58	58
KONA HI (KOA)	93.3	95.1	1,027	1,027
KOTZEBUE AK (OTZ)	87.1	87.1	93	93
LA CROSSE WI (LSE)	82.0	86.9	61	61
LAFAYETTE LA (LFT)	77.1	84.3	468	466
LAKE CHARLES LA (LCH)	71.0	82.8	100	99
LANSING MI (LAN)	58.8	64.2	80	81
LAREDO TX (LRD)	71.2	79.1	219	220
LAS VEGAS NV (LAS)	80.2	77.4	12,858	12,885
LEWISBURG WV (LWB)	77.4	74.2	31	31
LEWISTON ID (LWS)	93.0	91.2	57	57
LEXINGTON KY (LEX)	71.1	77.7	679	681
LIHUE HI (LIH)	91.6	93.0	939	938
LINCOLN NE (LNK)	66.2	74.8	210	210
LITTLE ROCK AR (LIT)	70.7	77.4	1,489	1,490
LONG BEACH CA (LGB)	90.4	89.5	1,214	1,212
LONGVIEW/KILGOR/GLADWATR TX (GGG)	80.6	77.4	31	31
LOS ANGELES CA (LAX)	78.8	81.0	18,085	18,080
LOUISVILLE KY (SDF)	74.9	79.1	1,358	1,356
LUBBOCK TX (LBB)	70.2	77.0	699	700
MADISON WI (MSN)	70.8	79.0	725	724
MANCHESTER NH (MHT)	71.6	81.3	980	981
MANHATTAN/FT. RILEY KS (MHK)	62.1	71.0	124	124
MARQUETTE MI (MQT)	65.9	75.0	85	84
MARTHA'S VINEYRD MA (MVY)	66.7	33.3	6	6
MEDFORD OR (MFR)	82.4	78.3	267	267
MELBOURNE FL (MLB)	86.6	91.6	119	119
MEMPHIS TN (MEM)	80.1	81.4	4,467	4,465
MERIDIAN MS (MEI)	81.0	81.0	58	58
MIAMI FL (MIA)	83.1	79.3	6,405	6,405
MIDLAND/ODESSA TX (MAF)	66.5	75.2	617	617

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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.
MILWAUKEE WI (MKE)	80.0	81.6	3,761	3,760
MINNEAPOLIS MN (MSP)	81.2	83.4	8,611	8,615
MINOT ND (MOT)	73.6	79.3	174	174
MISSION/MCALLEN/EDINBURG TX (MFE)	68.6	80.2	261	262
MISSOULA MT (MSO)	85.9	84.4	269	269
MOBILE AL (MOB)	77.7	81.6	548	549
MODESTO CA (MOD)	74.4	80.3	117	117
MOLINE IL (MLI)	64.7	71.4	470	469
MONROE LA (MLU)	77.3	82.7	150	150
MONTEREY CA (MRY)	82.7	84.8	468	468
MONTGOMERY AL (MGM)	71.3	79.3	380	381
MONTROSE/DELTA CO (MTJ)	70.3	78.3	91	92
MUSKEGON MI (MKG)	72.7	80.6	66	67
MYRTLE BEACH SC (MYR)	76.8	79.1	267	268
NANTUCKET MA (ACK)	76.9	61.5	13	13
NASHVILLE TN (BNA)	78.0	76.8	4,616	4,614
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	72.6	83.9	62	62
NEW ORLEANS LA (MSY)	81.1	81.6	3,457	3,458
NEW YORK NY (JFK)	73.1	77.3	8,087	8,078
NEW YORK NY (LGA)	67.4	77.3	8,400	8,396
NEWARK NJ (EWR)	61.9	73.1	9,205	9,202
NEWBURGH/POUGHKEEPSIE NY (SWF)	69.7	84.0	119	119
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	76.2	80.8	407	407
NOME AK (OME)	87.1	89.2	93	93
NORFOLK VA (ORF)	76.0	83.5	1,209	1,213
NORTH BEND/COOS BAY OR (OTH)	74.2	72.0	93	93
OAKLAND CA (OAK)	76.4	76.1	3,834	3,834
OKLAHOMA CITY OK (OKC)	67.4	74.7	1,716	1,742
OMAHA NE (OMA)	74.9	80.2	2,006	2,010
ONTARIO/SAN BERNARDINO CA (ONT)	80.8	84.6	2,063	2,060
ORLANDO FL (MCO)	82.2	81.6	10,586	10,590
PADUCAH KY (PAH)	75.8	80.6	62	62
PANAMA CITY FL (ECP)	75.2	77.1	584	584
PASCO/KENNEWICK/RICHLAND WA (PSC)	89.2	92.0	324	323
PENSACOLA FL (PNS)	79.3	83.2	942	943
PEORIA IL (PIA)	67.2	71.4	241	241
PETERSBURG AK (PSG)	93.5	88.7	62	62
PHILADELPHIA PA (PHL)	72.2	76.9	7,304	7,307
PHOENIX AZ (PHX)	84.2	81.3	16,308	16,344
PITTSBURGH PA (PIT)	74.1	82.4	2,999	2,999
POCATELLO ID (PIH)	95.8	97.5	120	120
PONCE PR (PSE)	80.3	93.5	61	62
PORTLAND ME (PWM)	77.1	84.9	475	476

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PORTLAND OR (PDX)	83.8	88.8	4,496	4,492
PROVIDENCE RI (PVD)	73.7	79.9	1,634	1,629
RALEIGH/DURHAM NC (RDU)	76.7	79.7	3,642	3,644
RAPID CITY SD (RAP)	77.9	80.0	507	506
REDDING CA (RDD)	70.5	74.8	146	147
RENO NV (RNO)	81.9	85.0	1,862	1,862
RICHMOND VA (RIC)	73.2	81.2	1,333	1,335
ROANOKE VA (ROA)	69.8	73.8	275	275
ROCHESTER MN (RST)	63.9	68.7	83	83
ROCHESTER NY (ROC)	73.7	79.0	1,000	1,001
ROCK SPRINGS WY (RKS)	87.7	89.6	154	154
ROSWELL NM (ROW)	64.7	74.8	119	119
SACRAMENTO CA (SMF)	78.8	82.2	3,893	3,891
SAGINAW/BAY CITY/MIDLAND MI (MBS)	74.4	69.7	90	89
SALT LAKE CITY UT (SLC)	87.3	88.8	10,045	10,051
SAN ANTONIO TX (SAT)	75.5	80.7	3,365	3,366
SAN DIEGO CA (SAN)	79.4	81.1	6,518	6,538
SAN FRANCISCO CA (SFO)	72.7	77.7	11,873	11,879
SAN JOSE CA (SJC)	79.1	81.0	3,495	3,497
SAN JUAN PR (SJU)	76.1	79.5	1,773	1,778
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	85.4	86.6	410	410
SANTA ANA CA (SNA)	82.8	83.4	3,492	3,492
SANTA BARBARA CA (SBA)	84.0	85.6	849	849
SANTA FE NM (SAF)	71.0	80.6	124	124
SANTA MARIA CA (SMX)	90.7	87.3	118	118
SARASOTA/BRADENTON FL (SRQ)	88.2	88.5	390	391
SAVANNAH GA (SAV)	75.8	81.5	935	936
SCRANTON/WILKES-BARRE PA (AVP)	58.5	70.9	147	148
SEATTLE WA (SEA)	85.5	88.5	8,537	8,537
SHREVEPORT LA (SHV)	75.7	84.3	300	300
SIOUX FALLS SD (FSD)	74.0	78.0	488	487
SITKA AK (SIT)	89.5	92.6	95	94
SOUTH BEND IN (SBN)	64.2	69.3	204	205
SPOKANE WA (GEG)	82.7	89.6	960	960
SPRINGFIELD IL (SPI)	67.5	72.0	151	150
SPRINGFIELD MO (SGF)	65.3	72.4	668	667
ST. GEORGE UT (SGU)	90.2	86.0	164	164
ST. LOUIS MO (STL)	76.9	74.9	5,049	5,049
ST. PETERSBURG FL (PIE)	100.0	100.0	2	2
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	87.1	86.9	62	61
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	84.1	84.8	151	151
SYRACUSE NY (SYR)	67.5	73.6	673	673
TALLAHASSEE FL (TLH)	75.1	76.8	414	414

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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.
TAMPA FL (TPA)	82.3	84.7	5,737	5,742
TEXARKANA AR (TXK)	73.3	78.3	60	60
TOLEDO OH (TOL)	46.2	53.8	26	26
TRAVERSE CITY MI (TVC)	67.0	66.7	176	177
TUCSON AZ (TUS)	77.3	84.8	1,976	1,975
TULSA OK (TUL)	68.0	76.6	1,538	1,541
TUNICA MS (UTM)	100.0	100.0	2	2
TWIN FALLS ID (TWF)	95.2	96.0	124	124
TYLER TX (TYR)	68.8	76.3	93	93
VALDOSTA GA (VLD)	75.3	77.5	89	89
VALPARAISO FL (VPS)	65.7	71.4	626	626
WACO TX (ACT)	67.7	80.6	31	31
WASHINGTON DC (DCA)	73.1	78.7	6,180	6,183
WASHINGTON DC (IAD)	73.6	77.0	7,034	7,034
WAUSAU/MARSHFIELD WI (CWA)	66.7	73.1	144	145
WEST PALM BEACH/PALM BEACH FL (PBI)	79.4	84.1	1,972	1,978
WHITE PLAINS NY (HPN)	75.0	79.9	720	720
WICHITA KS (ICT)	68.0	73.1	919	918
WILMINGTON NC (ILM)	79.5	83.1	297	296
WRANGELL AK (WRG)	90.3	96.8	62	62
YAKUTAT AK (YAK)	91.9	95.2	62	62
YUMA AZ (YUM)	89.9	92.3	327	326

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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
AMERICAN EAGLE	20	23,176	1,486	6.4	129	39,142	2,576	6.6
AMERICAN	28	36,719	1,956	5.3	78	46,088	2,552	5.5
EXPRESSJET	17	18,027	740	4.1	114	36,191	1,426	3.9
ATLANTIC SOUTHEAST	18	12,767	360	2.8	115	28,295	737	2.6
SKYWEST	18	27,617	531	1.9	144	48,550	1,029	2.1
MESA	18	7,178	154	2.1	87	13,410	250	1.9
UNITED	27	22,542	270	1.2	69	25,999	327	1.3
US AIRWAYS	28	30,012	340	1.1	76	35,164	378	1.1
SOUTHWEST	21	51,002	376	0.7	72	99,942	831	0.8
HAWAIIAN	7	394	0	0.0	15	5,707	42	0.7
DELTA	29	48,476	288	0.6	115	62,988	357	0.6
JETBLUE	21	12,542	46	0.4	50	17,929	80	0.4
AIRTRAN	22	14,708	69	0.5	64	21,393	87	0.4
ALASKA	18	7,244	5	0.1	50	12,137	32	0.3
CONTINENTAL	27	16,932	35	0.2	54	20,444	43	0.2
FRONTIER	21	5,639	6	0.1	48	7,233	7	0.1
Total		334,975	6,662	2.0	Total	520,612	10,754	2.1

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 OF THE TIME

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,318	736	55.8
AMERICAN	1,605	773	48.2
EXPRESSJET	4,428	657	14.8
ATLANTIC SOUTHEAST	1,601	222	13.9
SKYWEST	3,376	368	10.9
MESA	1,288	99	7.7
UNITED	2,610	152	5.8
HAWAIIAN	201	10	5.0
US AIRWAYS	1,733	78	4.5
ALASKA	457	11	2.4
DELTA	2,362	53	2.2
SOUTHWEST	8,890	190	2.1
JETBLUE	846	16	1.9
AIRTRAN	1,008	15	1.5
CONTINENTAL	1,079	8	0.7
FRONTIER	416	3	0.7
TOTAL	33,218	3,391	10.2

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.

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	46088	32412	70.33%	2552	5.54%	362	0.79%	3233	7.01%	818	1.77%	3567	7.74%	4	0.01%	3140	6.81%
AS	12137	11007	90.69%	32	0.26%	39	0.32%	299	2.46%	14	0.11%	488	4.02%	3	0.02%	255	2.10%
B6	17929	13653	76.15%	80	0.45%	41	0.23%	1124	6.27%	39	0.22%	1802	10.05%	6	0.03%	1185	6.61%
CO	20444	15529	75.96%	43	0.21%	55	0.27%	1232	6.03%	132	0.65%	2644	12.93%	24	0.12%	784	3.84%
DL	62988	52084	82.69%	357	0.57%	105	0.17%	3152	5.00%	323	0.51%	4148	6.59%	6	0.01%	2814	4.47%
EV	28295	20844	73.67%	737	2.60%	46	0.16%	2168	7.66%	168	0.59%	1417	5.01%	6	0.02%	2909	10.28%
F9	7233	5336	73.77%	7	0.10%	11	0.15%	452	6.25%	30	0.41%	813	11.24%	0	0.00%	584	8.08%
FL	21393	18375	85.89%	87	0.41%	56	0.26%	509	2.38%	21	0.10%	1098	5.13%	0	0.00%	1247	5.83%
HA	5707	5216	91.40%	42	0.74%	3	0.05%	281	4.92%	14	0.25%	0	0.00%	0	0.00%	151	2.64%
MQ	39142	26469	67.62%	2576	6.58%	178	0.45%	2421	6.19%	766	1.96%	3439	8.79%	1	0.00%	3292	8.41%
OO	48550	39562	81.49%	1029	2.12%	106	0.22%	1697	3.50%	162	0.33%	2470	5.09%	30	0.06%	3494	7.20%
UA	25999	20393	78.44%	327	1.26%	77	0.30%	1081	4.16%	155	0.60%	2119	8.15%	9	0.04%	1837	7.07%
US	35164	26320	74.85%	378	1.07%	68	0.19%	2348	6.68%	129	0.37%	3819	10.86%	38	0.11%	2065	5.87%
WN	99942	76684	76.73%	831	0.83%	201	0.20%	6406	6.41%	635	0.64%	3255	3.26%	90	0.09%	11840	11.85%
XE	36191	25928	71.64%	1426	3.94%	155	0.43%	2093	5.78%	147	0.41%	3243	8.96%	18	0.05%	3182	8.79%
YV	13410	11367	84.77%	250	1.86%	31	0.23%	0	0.00%	0	0.00%	411	3.06%	0	0.00%	1351	10.07%
TOTAL	520612	401179		10754		1534		28493		3552		34734		235		40131	
			77.06%		2.07%		0.29%		5.47%		0.68%		6.67%		0.05%		7.71%

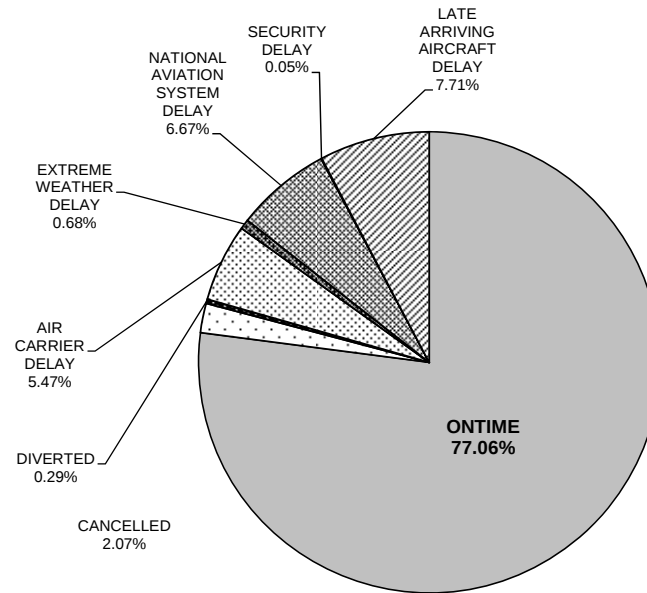
***Causes of Delay:**

- **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.**

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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>

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TABLE 11. LIST OF REGULARLY SCHEDULED FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS
BY CARRIER

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
AMERICAN EAGLE	3873	ELP	ORD	05/29/2011	Destination Airport	223
AMERICAN EAGLE	4185	CLE	ORD	05/29/2011	Destination Airport	210
AMERICAN EAGLE	4122	TRI	ORD	05/29/2011	Destination Airport	208
AMERICAN EAGLE	4230	ICT	ORD	05/29/2011	Destination Airport	201
AMERICAN EAGLE	4168	RIC	ORD	05/29/2011	Destination Airport	201
AMERICAN EAGLE	3765	DEN	ORD	05/29/2011	Destination Airport	199
AMERICAN EAGLE	3709	ATL	ORD	05/29/2011	Destination Airport	194
AMERICAN EAGLE	4305	JFK	IND	05/26/2011	Origin Airport	192
AMERICAN EAGLE	4143	BUF	ORD	05/29/2011	Destination Airport	190
AMERICAN EAGLE	4173	ICT	ORD	05/29/2011	Destination Airport	188
AMERICAN EAGLE	4315	CLE	ORD	05/29/2011	Destination Airport	187
AMERICAN EAGLE	4031	MHK	ORD	05/29/2011	Destination Airport	183
AMERICAN EAGLE	3919	LIT	ORD	05/29/2011	Destination Airport	183
SOUTHWEST	622	DEN	SEA	05/11/2011	Origin Airport	182
AMERICAN EAGLE	4215	BNA	ORD	05/29/2011	Destination Airport	181
AMERICAN EAGLE	4164	CMH	ORD	05/29/2011	Destination Airport	181

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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
MQ	39,142	106	0.27
UA	25,999	50	0.19
US	35,164	64	0.18
AA	46,088	69	0.15
DL	62,988	79	0.13
F9	7,233	9	0.12
B6	17,929	19	0.11
CO	20,444	19	0.09
XE	36,191	31	0.09
FL	21,393	13	0.06
EV	28,295	14	0.05
OO	48,550	22	0.05
WN	99,942	42	0.04
YV	13,410	4	0.03
AS	12,137	1	0.01
HA	5,707	0	0.00
TOTAL	520,612	542	0.10

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

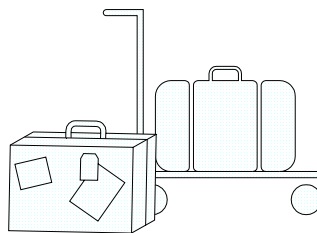
Data to DOT and to CRS Vendors

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.



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

RANK	AIRLINE	MAY 2011			MAY 2010		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	3,756	2,251,939	1.67	3,280	2,153,354	1.52
2	FRONTIER AIRLINES	1,841	908,689	2.03	2,178	839,799	2.59
3	JETBLUE AIRWAYS	4,122	1,993,074	2.07	3,854	1,789,799	2.15
4	HAWAIIAN AIRLINES	1,804	725,548	2.49	1,264	695,125	1.82
5	US AIRWAYS	11,932	4,223,202	2.83	9,029	3,984,307	2.27
6	DELTA AIR LINES	24,014	8,444,542	2.84	27,977	8,000,058	3.50
7	ALASKA AIRLINES	4,091	1,391,818	2.94	3,948	1,288,047	3.07
8	CONTINENTAL AIRLINES	9,566	2,837,383	3.37	6,178	2,723,310	2.27
9	UNITED AIRLINES**	12,227	3,565,530	3.43	11,947	3,921,376	3.05
10	SOUTHWEST AIRLINES	37,360	9,706,504	3.85	28,846	9,333,733	3.09
11	SKYWEST AIRLINES	8,087	2,012,544	4.02	8,707	1,966,155	4.43
12	AMERICAN AIRLINES	24,999	5,858,794	4.27	22,914	5,920,573	3.87
13	EXPRESSJET AIRLINES	6,508	1,441,921	4.51	6,648	1,358,559	4.89
14	MESA AIRLINES	3,958	774,909	5.11	2,026	788,952	2.57
15	ATLANTIC SOUTHEAST AIRLINES	7,044	1,288,659	5.47	4,671	1,173,317	3.98
16	AMERICAN EAGLE AIRLINES	12,896	1,487,868	8.67	9,399	1,360,525	6.91
TOTALS		174,205	48,912,924	3.56	152,866	47,296,989	3.23

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 May 2011.

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

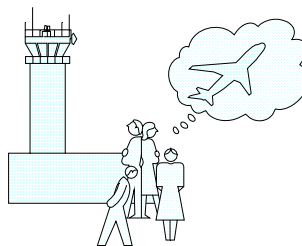
OVERSALES

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.



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

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

RANK	AIRLINE	JANUARY - MARCH 2011				JANUARY - MARCH 2010			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	14	12	6,038,693	0.02	27	7	5,528,333	0.01
2	HAWAIIAN AIRLINES	83	25	2,089,095	0.12	109	28	1,999,172	0.14
3	DELTA AIR LINES	23,802	656	22,640,522	0.29	30,969	1,372	21,884,456	0.63
4	AIRTRAN AIRWAYS	9,648	246	5,604,721	0.44	15,285	283	5,526,408	0.51
5	ATLANTIC SOUTHEAST AIRLINES	7,702	179	3,185,462	0.56	7,192	164	3,088,354	0.53
6	SKYWEST AIRLINES	14,697	453	5,714,175	0.79	15,730	688	5,402,551	1.27
7	SOUTHWEST AIRLINES	16,228	2,167	25,637,423	0.85	35,668	6,167	23,772,905	2.59
8	US AIRWAYS	11,360	1,177	12,705,868	0.93	19,387	3,593	12,153,896	2.96
9	FRONTIER AIRLINES	837	233	2,090,355	1.11	1,335	476	2,014,717	2.36
10	ALASKA AIRLINES	1,798	439	3,759,030	1.17	2,416	538	3,332,632	1.61
11	AMERICAN AIRLINES	11,820	2,191	17,751,646	1.23	16,124	2,284	17,885,435	1.28
12	UNITED AIRLINES**	19,147	1,310	10,557,367	1.24	15,521	2,142	11,171,323	1.92
13	CONTINENTAL AIRLINES	7,133	1,298	8,706,805	1.49	10,013	2,320	8,494,356	2.73
14	EXPRESSJET AIRLINES	6,434	556	3,512,336	1.58	6,420	870	3,296,038	2.64
15	MESA AIRLINES	2,897	352	2,080,943	1.69	4,172	503	2,308,909	2.18
16	AMERICAN EAGLE AIRLINES	6,107	994	3,627,278	2.74	3,723	1,629	3,550,434	4.59
	TOTALS	139,707	12,288	135,701,719	0.91	184,091	23,064	131,409,919	1.76

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 January 2011 to March 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 – March 2010 reflect the deletion of Comair and Pinnacle's data for that quarter.

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	MAY 2011				MAY 2010			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	897	58	0	71	665	39	2	92
FOREIGN AIRLINES	124	1	1	9	105	8	1	14
TRAVEL AGENTS	17	0	0	1	16	0	0	1
TOUR OPERATORS	10	0	0	1	1	0	0	0
MISCELLANEOUS	14	12	0	13	12	13	1	16
INDUSTRY TOTALS	1,062	71	1	95	799	60	4	123

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	MAY 2011			MAY 2010		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	383		1	226	
CANCELLATIONS			155			93
DELAYS			111			71
MISCONNECTIONS			54			39
BAGGAGE	2	143		2	135	
CUSTOMER SERVICE	3	120		4	87	
RES/TKTG/BOARDING	4	116		3	112	
REFUNDS	5	94		5	63	
FARES	6	61		9	37	
DISABILITY	7	57		7	40	
OVERSALES	8	44		6	42	
OTHER	9	30		8	38	
FREQUENT FLYER			27			34
DISCRIMINATION	10	10		10	10	
ADVERTISING	11	4		11	7	
ANIMALS	12	0		12	2	
COMPLAINT TOTAL		1,062			799	

* 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*

MAY 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	9	0	0	0	0	0	0	0	0	0	0	0	9
AIRTRAN AIRWAYS	5	2	1	0	1	1	2	2	0	0	0	0	14
ALASKA AIRLINES	1	1	1	0	1	1	3	2	0	0	0	0	10
ALLEGiant AIR	12	1	3	2	1	1	1	1	0	0	0	0	22
AMERICAN AIRLINES	58	4	13	9	7	29	13	6	0	2	0	6	147
AMERICAN EAGLE AIRLINES	18	3	3	0	1	8	1	0	0	0	0	0	34
ATLANTIC SOUTHEAST AIRLINES	8	0	0	0	0	2	1	1	0	0	0	0	12
CHAUTAUQUA AIRLINES	10	1	0	0	0	1	0	0	0	0	0	0	12
COLGAN AIR	5	0	0	0	0	1	0	0	0	0	0	0	6
COMAIR	3	0	0	0	0	0	1	1	0	0	0	0	5
CONTINENTAL AIRLINES	16	3	13	5	5	10	11	4	1	2	0	2	72
DELTA AIR LINES	23	4	13	9	5	22	15	10	1	0	0	5	107
EXPRESSJET AIRLINES	16	0	0	0	1	0	1	1	0	0	0	0	19
FRONTIER AIRLINES	6	0	1	0	0	1	1	0	0	0	0	1	10
GOJET AIRLINES	4	1	0	0	0	0	0	0	0	0	0	0	5
JETBLUE AIRWAYS	10	1	0	2	1	2	7	1	0	1	0	1	26
PIEDMONT AIRLINES	7	4	1	0	0	1	0	1	0	0	0	0	14
PINNACLE AIRLINES	15	0	0	0	0	1	0	2	0	0	0	0	18
REPUBLIC AIRLINES	7	0	1	0	1	0	1	0	0	0	0	0	10
SKYWEST AIRLINES	3	2	0	0	0	2	3	0	0	1	0	1	12
SOUTHWEST AIRLINES	13	0	5	5	5	6	7	4	0	0	0	3	48
SPIRIT AIRLINES	19	1	11	3	8	6	9	0	1	0	0	0	58
UNITED AIRLINES	27	4	9	7	13	11	12	10	0	1	0	7	101
US AIRWAYS	39	5	9	6	5	9	15	2	0	2	0	2	94
YELLOW AIR TAXI	3	0	0	0	2	0	0	0	0	0	0	0	5
OTHER U.S. AIRLINES	13	1	3	1	4	2	1	1	0	0	0	1	27
TOTAL MAY 2011	350	38	87	49	61	117	105	49	3	9	0	29	897
% OF TOTAL COMPLAINTS	39	4.2	9.7	5.5	6.8	13	11.7	5.5	0.3	1	0	3.2	
TOTAL MAY 2010	201	35	88	33	41	105	80	36	7	7	1	31	665
% OF TOTAL COMPLAINTS	30.2	5.3	13.2	5	6.2	15.8	12	5.4	1.1	1.1	0.2	4.7	

* 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

MAY 2011

U.S. AIRLINES*	COMPS RECD IN MAY	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN APR	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	9	5	55.6	3	33.3	0	0.0	1	11.1
AIRTRAN AIRWAYS	14	7	50.0	2	14.3	4	28.6	1	7.1
ALASKA AIRLINES	10	3	30.0	3	30.0	4	40.0	0	0.0
ALLEGiant AIR	22	13	59.1	3	13.6	5	22.7	1	4.5
AMERICAN AIRLINES	147	52	35.4	40	27.2	37	25.2	18	12.2
AMERICAN EAGLE AIRLINES	34	19	55.9	9	26.5	4	11.8	2	5.9
ATLANTIC SOUTHEAST AIRLINES	12	3	25.0	5	41.7	4	33.3	0	0.0
CHAUTAUQUA AIRLINES	12	6	50.0	4	33.3	2	16.7	0	0.0
COLGAN AIR	6	2	33.3	1	16.7	3	50.0	0	0.0
COMAIR	5	3	60.0	1	20.0	1	20.0	0	0.0
CONTINENTAL AIRLINES	72	32	44.4	13	18.1	15	20.8	12	16.7
DELTA AIR LINES	107	40	37.4	29	27.1	27	25.2	11	10.3
EXPRESSJET AIRLINES	19	10	52.6	6	31.6	2	10.5	1	5.3
FRONTIER AIRLINES	10	6	60.0	1	10.0	2	20.0	1	10.0
GOJET AIRLINES	5	1	20.0	4	80.0	0	0.0	0	0.0
JETBLUE AIRWAYS	26	10	38.5	7	26.9	5	19.2	4	15.4
PIEDMONT AIRLINES	14	6	42.9	6	42.9	1	7.1	1	7.1
PINNACLE AIRLINES	18	8	44.4	3	16.7	6	33.3	1	5.6
REPUBLIC AIRLINES	10	5	50.0	3	30.0	1	10.0	1	10.0
SKYWEST AIRLINES	12	5	41.7	1	8.3	2	16.7	4	33.3
SOUTHWEST AIRLINES	48	20	41.7	10	20.8	9	18.8	9	18.8
SPIRIT AIRLINES	58	27	46.6	17	29.3	9	15.5	5	8.6
UNITED AIRLINES	101	37	36.6	21	20.8	31	30.7	12	11.9
US AIRWAYS	94	55	58.5	18	19.1	18	19.1	3	3.2
YELLOW AIR TAXI	5	2	40.0	2	40.0	0	0.0	1	20.0
OTHER U.S. AIRLINES	27	11	40.7	7	25.9	5	18.5	4	14.8
TOTALS	897	388	43.3	219	24.4	197	22.0	93	10.4
PREVIOUS YEAR'S TOTALS	665	313	47.1	107	16.1	177	26.6	68	10.2

* 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**

MAY 2011

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	2	1	0	0	0	1	1	0	0	0	0	0	5
ALITALIA AIRLINES	1	0	1	1	2	0	0	0	0	0	0	0	5
BRITISH AIRWAYS	2	0	1	0	3	2	1	2	0	0	0	1	12
LUFTHANSA	2	1	3	0	3	1	0	0	0	0	0	0	10
TURKISH AIRLINES	0	0	2	1	2	1	0	0	0	0	0	0	6
VIRGIN ATLANTIC AIRWAYS	0	0	2	1	2	0	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	19	4	8	4	15	17	7	6	0	1	0	0	81
TOTALS	26	6	17	7	27	22	9	8	0	1	0	1	124
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	6	4	4	0	2	0	1	0	0	0	17
TOTALS	0	0	6	4	4	0	2	0	1	0	0	0	17
<u>TOUR OPERATORS</u>													
DIRECT AIR AND TOURS	6	0	3	0	1	0	0	0	0	0	0	0	10
	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	6	0	3	0	1	0	0	0	0	0	0	0	10
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	1	0	3	1	1	4	4	0	0	0	0	0	14
TOTALS	1	0	3	1	1	4	4	0	0	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

MAY 2011
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	MAY 2011			MAY 2010		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	1	774,909	0.13	5	769,209	0.65
2	HAWAIIAN AIRLINES	3	737,533	0.41	3	685,051	0.44
3	SOUTHWEST AIRLINES	48	9,710,047	0.49	24	9,087,275	0.26
4	SKYWEST AIRLINES	12	2,089,982	0.57	5	2,053,954	0.24
5	AIRTRAN AIRWAYS	14	2,247,364	0.62	25	2,128,139	1.17
6	ALASKA AIRLINES	10	1,483,037	0.67	5	1,367,661	0.37
7	FRONTIER AIRLINES	10	1,340,210	0.75	6	835,066	0.72
8	ATLANTIC SOUTHEAST AIRLINES	12	1,275,250	0.94	2	1,168,689	0.17
9	DELTA AIR LINES	107	9,991,250	1.07	148	9,414,419	1.57
10	JETBLUE AIRWAYS	26	2,196,297	1.18	34	1,982,342	1.72
11	EXPRESSJET AIRLINES	19	1,527,365	1.24	9	1,481,150	0.61
12	CONTINENTAL AIRLINES	72	3,902,375	1.85	50	3,671,814	1.36
13	US AIRWAYS	94	4,711,418	2.00	53	4,455,959	1.19
14	AMERICAN AIRLINES	147	7,359,397	2.00	120	7,378,918	1.63
15	AMERICAN EAGLE AIRLINES	34	1,542,978	2.20	12	1,394,765	0.86
16	UNITED AIRLINES	101	4,348,551	2.32	79	4,662,308	1.69
	TOTAL	710	55,237,963	1.29	580	52,536,719	1.10

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 May 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.

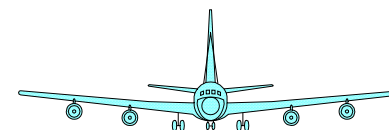
Disability: Civil rights complaints by air travelers with disabilities.

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 May 2011 as provided by the Transportation Security Administration^a

The Transportation Security Administration (TSA) screened approximately 56 million airline passengers and their 45 million checked bags in the month of May as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of May.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public
372	.0006	54	.0001	90*	.0002*	340*	.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
240	.0004	699	.002

NOTES

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

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

^c The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of May.

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.

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

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

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

Carrier	Death	Injury	Loss
Alaska		1	
Delta	1		
Total	1	1	