



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: October 2011**



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

August 2011  
12 Months Ending August 2011

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

August 2011

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

2nd Quarter 2011  
January – June 2011

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

August 2011

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

August 2011

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

August 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 12 displays the number and percentage of regularly scheduled flights with tarmac delays of 2 hours or more.

Except for the flights listed in Tables 5 and 11, this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at

[http://www.bts.gov/programs/airline\\_information/airline\\_ontime\\_statistics/](http://www.bts.gov/programs/airline_information/airline_ontime_statistics/)

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

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

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

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

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

[http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp)

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

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

AUGUST 2011

## 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	84.5	15	94.8
ALASKA AIRLINES S/	18	91.9	53	90.8
SOUTHWEST AIRLINES S/	21	82.8	72	83.4
MESA AIRLINES S/	18	84.5	87	83.4
FRONTIER AIRLINES S/	21	83.9	51	83.4
DELTA AIR LINES S/	29	82.1	122	82.5
AIRTRAN AIRWAYS S/	22	82.5	62	82.4
SKYWEST AIRLINES S/	19	81.2	147	80.6
UNITED AIRLINES S/	26	77.7	70	77.8
EXPRESSJET AIRLINES S/V/	18	78.1	117	77.8
ATLANTIC SOUTHEAST AIRLINES S/	20	76.0	121	76.6
AMERICAN EAGLE S/	20	77.6	137	76.4
AMERICAN AIRLINES S/	28	76.3	80	75.9
CONTINENTAL AIRLINES S/	27	73.5	54	74.3
US AIRWAYS S/	27	74.2	73	74.2
JETBLUE AIRWAYS S/	21	61.3	50	61.6
TOTAL		78.8		79.3

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

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

## AUGUST 2011

## AIR TRAVEL CONSUMER REPORT

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

Carrier	3rd Quarter 07-09 2010		4th Quarter 10-12 2010		1st Quarter 01-03 2011		2nd Quarter 04-06 2011		Jun -11		Jul-11		Aug-11		12 Months Ending Aug 2011		Database To Date 09 1987-08 2011	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	83.4	6	87.0	3	81	5	82.6	3	80.0	4	81.2	4	82.4	7	83.8	3	(--)	(--)
ALASKA	89.2	2	83.9	6	83.4	2	90.6	2	91.4	2	90.9	2	90.8	2	87.3	2	76.5	6
AMERICAN	80.2	13	84.0	5	77.4	7	72.9	12	77.0	9	77.6	7	75.9	13	78.3	10	78.0	4
AMERICAN EAGLE	77.3	15	81.7	9	73.1	15	70.2	15	74.5	12	75.9	8	76.4	12	75.7	14	74.2	8
ATLANTIC SOUTHEAST	80.6	12	77.6	14	73.4	13	69.3	16	65.9	16	69.0	16	76.6	11	74.1	17	(--)	(--)
COMAIR	74.6	18	74.7	16	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	75.6	16	(--)	(--)
CONTINENTAL	83.2	7	80.9	11	76.6	9	74.2	11	74.8	10	75.9	9	74.3	14	77.6	12	78.3	2
DELTA	76.2	17	78	13	77.1	8	79.8	6	78.5	6	79.9	6	82.5	6	79.1	9	77.6	5
EXPRESSJET	79.1	14	81.5	10	73.2	14	70.5	14	72.0	15	71.1	15	77.8	10	75.7	15	(--)	(--)
FRONTIER	82.4	8	82.2	8	76.1	11	77.1	9	77.2	8	72.8	14	83.4	5	79.1	8	(--)	(--)
HAWAIIAN	95.3	1	92.0	1	90.4	1	92.9	1	93.1	1	95.1	1	94.8	1	92.7	1	(--)	(--)
JETBLUE	77.0	16	71.1	18	67.4	16	72.7	13	73.5	13	74.1	12	61.6	16	70.6	18	(--)	(--)
MESA	84.2	5	85.2	4	82.6	4	81.6	4	79	5	80.9	5	83.4	4	83.4	4	(--)	(--)
PINNACLE	80.7	11	79.4	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	80.7	6	(--)	(--)
SKYWEST	81.6	10	75.1	15	75	12	79.9	5	78.2	7	75.1	11	80.6	8	77.6	13	(--)	(--)
SOUTHWEST	82.0	9	74.6	17	76.3	10	77.6	8	80.5	3	83.8	3	83.4	3	78.3	11	81.9	1
UNITED	85.8	3	88.1	2	82.7	3	77.8	7	74.6	11	73.0	13	77.8	9	82.2	5	76.2	7
US AIRWAYS	84.7	4	82.9	7	80.7	6	75.1	10	73	14	75.5	10	74.2	15	79.4	7	78.3	3
Total	81.0		79.6		76.8		76.5		76.9		77.8		79.3		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).

AUGUST 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	456	71.9	843	58.6	267	67.8	208	67.8	901	62.7	441	74.1	13629	85.3	231	74.5
AS	31	87.1	93	83.9	H/		H/		93	84.9	151	96.7	94	92.6	H/	
B6	H/		2787	61.3	151	64.9	155	49.7	276	66.3	93	59.1	H/		H/	
CO	148	76.4	519	62.2	115	80.0	72	61.1	236	76.3	592	74.0	166	72.3	111	78.4
DL	17118	82.5	1166	76.4	666	78.1	389	83.3	916	76.4	630	84.4	461	85.9	4490	85.1
EV	8896	77.7	205	67.8	56	75.0	102	72.5	233	63.9	H/		140	70.0	1811	78.2
F9	89	83.1	85	71.8	H/		H/		178	71.9	3768	86.6	116	81.0	92	82.6
FL	6493	86.4	620	72.9	1695	78.1	198	74.7	368	72.8	135	89.6	293	80.2	186	80.6
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	437	70.3	356	57.0	178	66.9	441	68.7	619	64.1	186	74.2	6426	83.4	375	66.4
OO	158	67.7	H/		H/		67	65.7	27	66.7	5460	83.4	386	83.4	6	33.3
UA	77	76.6	726	66.3	320	70.6	31	93.5	361	71.5	4267	82.8	282	87.2	44	79.5
US	437	72.1	1653	67.5	389	61.2	6922	72.5	1736	68.9	403	76.9	630	79.4	278	70.5
WN	H/		795	68.6	5520	76.8	H/		H/		4592	85.8	H/		525	81.7
XE	213	74.6	60	80.0	47	61.7	287	72.1	222	57.2	1806	83.2	161	81.4	220	67.3
YV	228	81.6	1	100.0	H/		2071	84.1	H/		H/		58	93.1	58	87.9
TOTAL	34781	81.4	9909	66.0	9404	75.6	10943	74.5	6166	68.9	22524	83.7	22842	84.3	8427	81.1

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	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	385	56.6	283	71.7	309	71.5	275	80.0	1246	63.2	797	78.7	2558	76.6	1389	62.4
AS	62	74.2	H/		H/		31	96.8	H/		389	96.4	591	93.1	H/	
B6	461	50.8	1156	61.6	444	68.5	H/		4008	60.9	391	62.9	244	57.0	279	49.8
CO	3845	61.2	466	69.3	80	88.8	6046	82.8	H/		572	76.6	821	76.7	276	68.5
DL	539	65.9	848	79.5	271	81.9	213	88.3	1685	68.1	1078	86.3	1713	84.5	2142	71.6
EV	145	51.7	27	70.4	795	71.4	159	76.7	124	61.3	H/		H/		77	68.8
F9	H/		31	83.9	H/		H/		H/		217	86.6	211	78.2	202	63.4
FL	H/		465	79.6	115	68.7	H/		H/		217	90.8	275	82.2	569	68.2
HA	H/		H/		H/		H/		H/		83	86.7	62	75.8	H/	
MQ	124	55.6	H/		H/		213	72.8	930	59.1	H/		1883	89.4	1509	67.3
OO	H/		H/		156	64.7	1587	81.9	H/		618	77.2	4692	81.6	27	48.1
UA	295	58.3	H/		2186	78.6	209	80.4	383	65.3	600	84.0	2252	81.1	577	61.4
US	335	57.3	484	70.5	H/		321	80.1	186	61.3	882	84.2	613	69.2	1166	65.4
WN	542	62.7	1368	83.9	242	80.2	H/		H/		6738	87.6	3381	80.7	245	64.1
XE	3291	59.4	H/		1160	70.4	6624	87.6	H/		H/		H/		134	58.2
YV	58	53.4	H/		863	77.1	2	100.0	H/		186	75.8	52	88.5	31	77.4
TOTAL	10082	59.9	5128	74.4	6621	74.9	15680	84.5	8562	62.7	12768	84.9	19348	81.2	8623	66.1

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



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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	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	820	67.6	H/		3842	69.0	333	75.4	4748	76.7	155	76.8	337	64.4	412	79.6
AS	31	93.5	H/		31	96.8	62	96.8	155	91.6	863	94.3	H/		205	97.6
B6	1634	62.7	H/		H/		H/		225	64.0	155	72.3	H/		62	46.8
CO	503	74.0	H/		260	68.8	29	79.3	703	68.4	185	71.9	147	68.0	296	77.0
DL	1453	81.4	215	80.5	666	80.0	5730	86.7	574	76.0	454	83.0	561	75.6	637	86.3
EV	143	65.7	H/		174	69.5	167	83.2	521	71.8	H/		97	62.9	30	90.0
F9	41	80.5	132	87.1	H/		152	85.5	H/		160	81.9	31	71.0	107	88.8
FL	1961	83.2	389	84.6	31	93.5	297	82.5	H/		H/		267	73.0	62	93.5
HA	H/		H/		H/		H/		H/		62	80.6	H/		31	87.1
MQ	H/		H/		1108	75.5	237	69.6	7509	78.5	H/		151	64.2	124	83.9
OO	H/		H/		H/		1641	86.3	2488	78.6	1020	91.2	H/		539	80.0
UA	447	78.5	H/		H/		327	74.9	5326	79.3	424	81.8	299	69.2	265	79.2
US	662	67.7	H/		267	64.8	250	74.4	606	67.8	223	82.5	3915	68.1	5089	89.5
WN	2823	86.1	6952	83.1	H/		498	84.3	H/		1190	88.8	1642	73.6	5604	86.5
XE	H/		H/		11	100.0	196	77.6	4659	80.5	H/		69	71.0	3	66.7
YV	H/		H/		71	90.1	H/		937	82.8	H/		32	75.0	2647	89.8
TOTAL	10518	77.5	7688	83.2	6461	71.6	9919	84.7	28451	78.1	4891	87.0	7548	69.8	16113	87.3

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

AUGUST 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 *										
	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	462	76.2	470	76.2	969	68.6	155	80.6	522	73.2
AS	357	93.3	4169	92.4	331	69.5	H/		H/	
B6	124	71.0	217	70.5	306	65.7	124	67.7	370	53.5
CO	323	75.9	488	74.6	563	64.1	56	87.5	324	74.1
DL	596	85.2	920	86.3	845	77.3	2824	89.5	785	78.3
EV	H/		H/		H/		H/		62	74.2
F9	167	85.6	167	84.4	151	66.9	126	81.0	21	90.5
FL	H/		233	89.7	217	79.7	H/		603	82.6
HA	31	87.1	73	87.7	31	90.3	H/		H/	
MQ	319	90.9	H/		H/		182	83.0	H/	
OO	655	81.8	669	93.6	4447	63.0	5923	90.3	H/	
UA	523	78.0	631	81.8	3428	73.2	44	70.5	234	78.2
US	344	81.1	372	83.3	523	65.4	153	94.1	557	70.2
WN	2851	84.8	1329	87.7	1315	64.3	1158	87.2	2165	84.2
XE	H/		H/		H/		6	83.3	H/	
YV	27	96.3	H/		64	54.7	2	100.0	H/	
TOTAL	6779	83.4	9738	87.8	13190	67.8	10753	89.1	5643	77.9

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

AUGUST 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	92.1	79.4	73.1	84.3	78.3	88.3	88.7	88.2	59.1	55.6	81.4	91.2	67.2	97.1	90.8	87.0	78.2	98.3
700 - 759 AM	92.9	78.5	91.7	83.4	89.1	92.4	90.5	89.0	81.0	79.7	83.5	93.2	72.3	95.3	93.1	77.6	93.8	94.7
800 - 859 AM	87.4	77.3	91.3	84.8	79.9	92.1	90.9	88.0	76.9	83.8	90.7	91.6	77.6	94.5	90.3	84.5	89.0	96.0
900 - 959 AM	89.8	82.0	89.4	85.1	84.3	91.2	90.5	89.4	81.4	91.4	89.5	90.2	72.5	91.2	89.8	81.2	90.2	94.2
1000 - 1059 AM	87.4	80.8	89.8	80.2	83.1	88.0	90.1	87.7	75.3	84.5	85.5	88.5	69.7	89.9	87.6	78.2	83.1	88.5
1100 - 1159 AM	88.8	78.2	87.5	81.9	83.5	90.6	89.3	83.3	75.3	83.0	83.5	85.4	73.2	89.8	82.9	81.0	86.4	89.0
1200 - 1259 PM	88.0	76.0	85.0	83.2	79.4	88.9	87.8	89.6	70.9	76.5	80.7	90.7	69.6	86.8	83.9	74.6	85.1	86.3
100 - 159 PM	86.6	74.8	82.5	77.0	75.2	86.9	89.5	90.2	66.9	77.2	80.1	86.4	69.1	85.2	85.7	75.4	79.4	90.5
200 - 259 PM	85.1	69.7	74.5	74.2	74.7	86.2	82.8	85.4	65.4	76.8	86.9	85.7	69.2	87.0	82.1	71.5	80.3	85.7
300 - 359 PM	78.4	70.1	76.2	76.9	71.4	84.1	85.5	85.1	58.3	82.2	76.3	85.8	67.6	86.8	83.0	66.2	79.7	79.4
400 - 459 PM	80.1	59.7	69.2	74.8	65.2	81.7	84.3	78.5	53.1	66.4	70.3	82.6	65.0	84.8	78.8	63.5	77.4	78.9
500 - 559 PM	79.2	59.1	67.8	66.9	56.6	78.1	81.0	73.8	50.0	70.1	76.8	80.7	57.5	80.5	81.0	58.9	70.3	74.4
600 - 659 PM	74.5	53.2	62.4	66.3	58.0	76.4	79.2	74.4	46.8	68.4	67.4	82.4	56.6	79.8	76.8	54.9	69.4	73.5
700 - 759 PM	71.6	55.9	63.0	60.6	58.2	70.0	78.5	73.4	44.9	69.0	72.2	77.1	50.4	78.1	78.0	53.4	72.8	73.5
800 - 859 PM	68.8	53.4	63.1	65.2	54.1	73.1	78.1	74.9	43.7	68.7	60.0	74.5	46.4	77.1	70.9	55.9	69.5	74.2
900 - 959 PM	67.3	54.1	62.7	61.7	63.8	73.0	75.3	70.1	46.9	53.5	62.2	71.2	43.4	74.2	69.1	52.6	65.7	76.9
1000 - 1059 PM	76.3	58.0	71.9	62.8	60.7	76.4	64.7	70.6	52.8	78.6	68.0	81.4	52.0	81.5	71.3	55.1	68.6	76.4
1100 - 559 AM	72.9	60.3	68.5	65.6	52.2	77.3	78.5	76.2	60.2	65.5	71.7	75.4	62.5	78.8	79.4	53.9	68.7	81.8
TOTAL, ALL ARRIVALS, BY AIRPORT	81.4	66.0	75.6	74.5	68.9	83.7	84.3	81.1	59.9	74.4	74.9	84.5	62.7	84.9	81.2	66.1	77.5	83.2

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

AUGUST 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	78.5	96.1	88.4	96.8	80.8	95.9	J/	92.9	90.7	J/	100.0	87.0
700 - 759 AM	81.2	94.1	89.2	100.0	76.3	94.5	84.0	90.6	93.9	97.6	82.8	90.3
800 - 859 AM	86.5	89.0	86.5	96.5	78.9	93.0	95.1	95.9	83.4	95.8	92.4	88.5
900 - 959 AM	86.2	90.8	85.5	95.3	80.6	91.7	92.5	95.4	59.8	92.6	93.6	88.0
1000 - 1059 AM	83.5	87.5	79.6	95.0	77.9	91.9	88.0	90.3	54.5	91.7	85.5	85.1
1100 - 1159 AM	83.4	92.7	80.4	94.1	82.3	93.7	90.3	94.1	62.7	82.7	86.0	84.6
1200 - 1259 PM	77.6	91.3	83.4	92.9	75.5	87.9	86.0	90.2	56.9	93.6	82.2	83.8
100 - 159 PM	77.6	86.2	80.9	92.4	79.9	87.8	87.2	92.1	61.1	91.6	80.4	83.1
200 - 259 PM	73.5	81.9	80.2	86.3	72.3	89.2	83.7	87.8	68.8	90.2	81.2	81.7
300 - 359 PM	69.3	82.4	75.1	93.7	72.6	87.0	85.5	90.1	67.6	87.6	81.8	78.4
400 - 459 PM	60.5	81.9	75.5	85.8	66.3	84.6	77.9	86.2	74.8	87.3	79.1	76.4
500 - 559 PM	58.6	87.8	72.2	83.4	66.1	84.3	81.2	89.7	69.9	82.3	74.7	74.2
600 - 659 PM	62.6	81.7	70.7	84.9	55.8	80.6	81.1	87.4	69.7	90.6	69.4	72.5
700 - 759 PM	58.0	70.1	69.8	85.1	58.4	79.0	72.6	85.8	69.9	87.1	71.3	71.4
800 - 859 PM	54.2	82.6	70.4	81.8	56.3	81.6	78.1	83.3	69.2	80.4	73.3	69.9
900 - 959 PM	65.5	73.7	67.4	80.0	58.0	83.4	76.7	82.5	65.2	87.5	62.9	67.5
1000 - 1059 PM	56.5	72.0	63.3	74.1	64.7	81.0	78.9	80.7	58.8	72.3	70.1	69.2
1100 - 559 AM	60.1	78.8	79.2	78.2	70.2	82.7	82.1	82.7	68.6	77.2	69.6	71.9
TOTAL, ALL ARRIVALS, BY AIRPORT	71.6	84.7	78.1	87.0	69.8	87.3	83.4	87.8	67.8	89.1	77.9	78.8

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

AUGUST 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	90.6	87.3	91.3	87.6	87.7	94.8	90.0	91.4	86.0	93.8	92.8	94.2	82.0	94.6	93.5	86.4	90.1	96.8
700 - 759 AM	90.8	83.9	87.3	87.9	86.6	91.6	85.1	90.2	80.2	89.1	88.1	91.0	80.3	92.1	89.1	82.2	93.2	92.7
800 - 859 AM	90.8	78.7	85.4	87.7	84.7	89.3	86.9	92.5	76.9	91.7	86.0	90.0	79.4	88.1	86.3	84.8	89.3	93.2
900 - 959 AM	87.5	79.2	84.6	86.1	84.5	87.9	84.6	87.0	76.1	83.3	88.2	90.3	75.0	88.5	81.4	81.0	89.7	93.6
1000 - 1059 AM	89.0	76.9	85.3	80.8	82.9	85.4	84.4	88.5	75.4	85.4	89.6	87.7	69.2	84.7	83.8	81.0	89.0	86.4
1100 - 1159 AM	85.1	81.0	79.0	81.1	84.8	86.5	81.8	83.8	71.1	86.1	86.7	85.4	69.5	86.2	80.1	79.1	84.8	79.3
1200 - 1259 PM	82.2	78.5	77.0	80.8	79.9	83.2	81.6	84.9	69.1	77.0	83.0	85.0	72.8	86.3	80.3	82.4	86.0	80.8
100 - 159 PM	82.0	72.6	67.5	79.3	77.1	81.3	79.5	86.0	68.2	73.2	82.4	84.5	67.0	81.2	83.2	76.2	71.6	68.4
200 - 259 PM	81.9	68.5	69.1	73.2	68.6	78.8	77.3	76.4	65.4	71.8	73.4	82.0	61.5	75.3	78.1	74.2	72.8	72.9
300 - 359 PM	78.2	61.9	61.1	68.3	68.4	76.2	74.1	78.5	62.7	74.7	79.2	79.6	62.1	77.3	78.9	70.8	75.4	67.2
400 - 459 PM	74.6	67.6	57.1	74.5	68.8	75.2	72.7	71.7	50.9	59.3	67.4	82.4	56.0	80.4	80.6	60.7	71.2	63.2
500 - 559 PM	75.9	52.7	59.5	65.4	62.4	72.1	71.8	71.3	48.6	67.0	69.1	77.3	59.7	71.7	80.0	62.2	67.3	57.0
600 - 659 PM	76.1	52.2	56.4	66.2	56.9	74.5	70.6	70.1	51.4	63.5	64.9	76.9	58.4	74.9	81.9	58.8	57.7	55.5
700 - 759 PM	72.6	53.7	47.8	63.8	61.4	70.7	71.0	70.9	44.5	59.3	63.1	77.2	51.6	74.4	75.2	55.5	61.5	57.5
800 - 859 PM	71.1	53.0	61.4	61.6	62.2	70.6	71.8	77.0	42.9	67.3	55.3	72.3	44.0	69.9	76.7	58.3	70.9	54.7
900 - 959 PM	70.3	54.7	52.0	61.0	58.9	73.1	75.9	67.9	41.4	47.5	57.4	82.6	43.2	68.4	72.5	54.8	69.2	55.8
1000 - 1059 PM	69.8	J/	68.4	64.8	J/	82.1	75.9	76.1	61.1	J/	64.5	75.0	38.6	74.4	80.3	J/	57.1	J/
1100 - 559 AM	79.2	82.8	85.2	80.6	83.9	82.2	86.8	57.1	91.5	90.1	87.1	88.3	64.1	86.6	80.2	77.8	58.1	96.7
TOTAL, ALL DEPARTURES, BY AIRPORT	80.2	70.9	71.1	75.1	74.7	80.5	78.5	81.2	64.3	77.0	76.3	83.4	63.5	81.9	82.0	73.2	77.8	74.1

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

AUGUST 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	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	92.2	93.8	87.7	97.1	80.9	92.9	95.7	95.8	91.8	93.5	93.9	91.1
700 - 759 AM	85.3	90.9	86.1	94.0	79.7	90.6	90.3	90.7	91.3	92.6	95.6	88.4
800 - 859 AM	87.8	92.8	87.1	86.2	81.4	88.2	93.5	91.9	85.3	92.0	86.3	87.6
900 - 959 AM	80.8	89.7	83.9	95.1	78.7	90.0	91.7	89.3	75.1	92.5	90.1	85.5
1000 - 1059 AM	81.5	89.5	78.0	90.4	75.2	85.7	83.1	91.6	63.1	88.0	91.2	84.0
1100 - 1159 AM	81.5	86.5	75.1	93.6	74.5	87.8	85.2	85.6	57.2	90.8	83.0	82.4
1200 - 1259 PM	70.2	84.0	77.1	93.0	79.0	84.2	80.4	90.1	61.9	87.0	78.8	80.5
100 - 159 PM	64.6	84.6	76.0	93.1	70.1	83.0	84.3	82.9	65.2	87.0	76.9	78.5
200 - 259 PM	56.0	82.1	72.0	89.2	72.5	75.3	80.3	88.4	58.7	84.0	76.6	74.9
300 - 359 PM	50.5	78.8	71.6	91.1	63.0	78.9	79.8	81.7	68.0	89.5	72.7	74.4
400 - 459 PM	59.3	79.1	68.6	88.1	66.7	78.8	83.0	82.6	65.9	88.8	71.0	72.0
500 - 559 PM	51.2	78.7	69.3	86.1	59.7	71.6	76.4	87.9	75.7	82.3	71.8	70.2
600 - 659 PM	50.0	83.2	66.3	91.1	58.9	76.6	79.8	90.4	70.8	50.0	67.6	68.5
700 - 759 PM	58.5	81.7	67.5	90.8	55.2	72.6	78.8	89.8	70.6	83.5	63.5	68.5
800 - 859 PM	56.1	75.7	68.9	86.6	60.4	79.7	76.4	89.6	71.9	88.5	78.3	68.4
900 - 959 PM	45.7	82.4	70.9	88.2	65.5	75.3	79.1	83.9	69.0	89.5	81.8	69.6
1000 - 1059 PM	59.0	86.8	70.2	85.2	71.2	78.8	90.1	86.8	71.6	94.9	J/	73.5
1100 - 559 AM	55.6	97.2	91.7	91.4	86.2	85.8	J/	86.4	74.7	83.3	100.0	82.0
TOTAL, ALL DEPARTURES, BY AIRPORT	66.6	84.8	75.4	91.3	70.4	82.8	85.0	88.6	72.2	88.9	80.4	78.1

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

AUGUST 2011

## 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

JETBLUE	730	Jun	SJU-MCO	1940	30	16	53.3	59.1
JETBLUE	730	Jul	SJU-MCO	1940	31	22	71.0	63.1
JETBLUE	730	Aug	SJU-MCO	1940	31	23	74.2	60.2
CONTINENTAL	1520	Jun	BOS-SFO	1855	13	10	76.9	102.4
CONTINENTAL	1863	Jul	BOS-SFO	1900	18	10	55.6	104.7
CONTINENTAL	1086	Aug	BOS-SFO	1855	16	13	81.3	108.3
ATLANTIC SOUTHEAST	5136	Jun	DTW-EWR	1403	22	14	63.6	100.2
ATLANTIC SOUTHEAST	5136	Jul	DTW-EWR	1402	31	18	58.1	103.6
ATLANTIC SOUTHEAST	5115	Aug	DTW-EWR	1407	31	17	54.8	92.9
ATLANTIC SOUTHEAST	5350	Jun	DTW-EWR	1544	15	9	60.0	67.9
ATLANTIC SOUTHEAST	5350	Jul	DTW-EWR	1557	26	15	57.7	84.2
ATLANTIC SOUTHEAST	5350	Aug	DTW-EWR	1557	13	8	61.5	90.8

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

AUGUST 2011

## 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 THREE CONSECUTIVE MONTHS (CONTINUE)

ATLANTIC SOUTHEAST	5405	Jun	EWR-DTW	1629	22	16	72.7	134.5
ATLANTIC SOUTHEAST	5405	Jul	EWR-DTW	1629	31	20	64.5	121.0
ATLANTIC SOUTHEAST	5117	Aug	EWR-DTW	1625	31	18	58.1	81.8
ATLANTIC SOUTHEAST	4949	Jun	EWR-DTW	1829	15	9	60.0	59.5
ATLANTIC SOUTHEAST	4949	Jul	EWR-DTW	1829	21	16	76.2	75.7
ATLANTIC SOUTHEAST	4949	Aug	EWR-DTW	1829	11	6	54.6	92.0
ATLANTIC SOUTHEAST	5508	Jun	EWR-DTW	1923	19	13	68.4	106.0
ATLANTIC SOUTHEAST	5508	Jul	EWR-DTW	1921	25	15	60.0	100.0
ATLANTIC SOUTHEAST	5508	Aug	EWR-DTW	1921	13	9	69.2	78.0
ATLANTIC SOUTHEAST	5095	Jun	MSP-EWR	1510	22	12	54.6	97.4
ATLANTIC SOUTHEAST	5095	Jul	MSP-EWR	1510	31	19	61.3	108.1
ATLANTIC SOUTHEAST	5095	Aug	MSP-EWR	1510	15	9	60.0	86.0
EXPRESSJET	2226	Jun	DCA-EWR	1859	20	12	60.0	85.1
EXPRESSJET	2226	Jul	DCA-EWR	1859	26	18	69.2	105.4
EXPRESSJET	2226	Aug	DCA-EWR	1859	27	20	74.1	54.2
EXPRESSJET	2113	Jun	EWR-ATL	1629	19	12	63.2	85.1
EXPRESSJET	2076	Jul	EWR-ATL	1620	24	13	54.2	112.6
EXPRESSJET	2076	Aug	EWR-ATL	1620	27	14	51.9	106.8

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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



AUGUST 2011

## 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

ALASKA	224	Jul	PDX-SFO	0800	31	16	51.6	82.9
ALASKA	224	Aug	PDX-SFO	0800	31	22	71.0	76.2
AMERICAN	614	Jul	DFW-BOS	1725	26	17	65.4	75.0
AMERICAN	614	Aug	DFW-BOS	1725	27	14	51.9	74.3
AMERICAN	878	Jul	DFW-EWR	1635	26	14	53.9	104.3
AMERICAN	878	Aug	DFW-EWR	1635	23	14	60.9	78.3
AMERICAN	696	Jul	MIA-BOS	1730	31	16	51.6	101.6
AMERICAN	696	Aug	MIA-BOS	1730	31	17	54.8	82.1
AMERICAN	936	Jul	MIA-BOS	2115	31	16	51.6	79.0
AMERICAN	936	Aug	MIA-BOS	2115	31	23	74.2	61.9
AMERICAN	1382	Jul	MIA-EWR	2105	31	18	58.1	85.2
AMERICAN	1382	Aug	MIA-EWR	2105	27	16	59.3	104.7
AMERICAN	277	Jul	MIA-LAX	1520	31	16	51.6	106.4
AMERICAN	277	Aug	MIA-LAX	1520	31	16	51.6	99.4
AMERICAN	1876	Jul	MIA-LGA	1740	31	16	51.6	99.5
AMERICAN	1876	Aug	MIA-LGA	1740	31	20	64.5	112.8
AMERICAN	2378	Jul	ORD-MIA	1610	31	16	51.6	95.1
AMERICAN	2378	Aug	ORD-MIA	1610	21	11	52.4	98.8
ATLANTIC SOUTHEAST	5136	Jul	DTW-EWR	1402	31	18	58.1	103.6
ATLANTIC SOUTHEAST	5115	Aug	DTW-EWR	1407	31	17	54.8	92.9

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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 (CONTINUE)

ATLANTIC SOUTHEAST	5350	Jul	DTW-EWR	1557	26	15	57.7	84.2
ATLANTIC SOUTHEAST	5350	Aug	DTW-EWR	1557	13	8	61.5	90.8
ATLANTIC SOUTHEAST	4934	Jul	DTW-PHL	1748	21	12	57.1	105.8
ATLANTIC SOUTHEAST	4934	Aug	DTW-PHL	1748	19	13	68.4	102.3
ATLANTIC SOUTHEAST	5405	Jul	EWR-DTW	1629	31	20	64.5	121.0
ATLANTIC SOUTHEAST	5117	Aug	EWR-DTW	1625	31	18	58.1	81.8
ATLANTIC SOUTHEAST	4949	Jul	EWR-DTW	1829	21	16	76.2	75.7
ATLANTIC SOUTHEAST	4949	Aug	EWR-DTW	1829	11	6	54.6	92.0
ATLANTIC SOUTHEAST	5508	Jul	EWR-DTW	1921	25	15	60.0	100.0
ATLANTIC SOUTHEAST	5508	Aug	EWR-DTW	1921	13	9	69.2	78.0
ATLANTIC SOUTHEAST	5095	Jul	MSP-EWR	1510	31	19	61.3	108.1
ATLANTIC SOUTHEAST	5095	Aug	MSP-EWR	1510	15	9	60.0	86.0
ATLANTIC SOUTHEAST	5119	Jul	SAV-ATL	1700	30	18	60.0	116.8
ATLANTIC SOUTHEAST	5119	Aug	SAV-ATL	1700	15	8	53.3	61.9
CONTINENTAL	1634	Jul	BOS-EWR	1530	25	14	56.0	85.6
CONTINENTAL	1634	Aug	BOS-EWR	1530	27	15	55.6	95.9
CONTINENTAL	1863	Jul	BOS-SFO	1900	18	10	55.6	104.7
CONTINENTAL	1086	Aug	BOS-SFO	1855	16	13	81.3	108.3
DELTA	2242	Jul	ATL-EWR	1755	31	20	64.5	104.5
DELTA	2242	Aug	ATL-EWR	1750	31	17	54.8	122.1

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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 (CONTINUE)

DELTA	122	Jul	ATL-JFK	1745	31	17	54.8	101.6
DELTA	122	Aug	ATL-JFK	1745	31	16	51.6	86.9
EXPRESSJET	3153	Jul	DCA-EWR	1436	31	16	51.6	114.3
EXPRESSJET	3153	Aug	DCA-EWR	1436	28	17	60.7	87.1
EXPRESSJET	2226	Jul	DCA-EWR	1859	26	18	69.2	105.4
EXPRESSJET	2226	Aug	DCA-EWR	1859	27	20	74.1	54.2
EXPRESSJET	2076	Jul	EWR-ATL	1620	24	13	54.2	112.6
EXPRESSJET	2076	Aug	EWR-ATL	1620	27	14	51.9	106.8
EXPRESSJET	2717	Jul	EWR-STL	2100	24	14	58.3	93.4
EXPRESSJET	2717	Aug	EWR-STL	2100	27	14	51.9	99.0
EXPRESSJET	2478	Jul	GSO-EWR	1822	25	13	52.0	122.6
EXPRESSJET	2478	Aug	GSO-EWR	1816	27	15	55.6	98.6
EXPRESSJET	3043	Jul	IND-EWR	1730	26	15	57.7	98.3
EXPRESSJET	3043	Aug	IND-EWR	1730	27	15	55.6	106.6
EXPRESSJET	3074	Jul	PIT-EWR	2013	20	14	70.0	60.3
EXPRESSJET	3074	Aug	PIT-EWR	2013	23	13	56.5	117.8
EXPRESSJET	3062	Jul	PWM-EWR	1902	30	18	60.0	79.1
EXPRESSJET	3062	Aug	PWM-EWR	1902	17	9	52.9	87.6
EXPRESSJET	2517	Jul	SAV-EWR	1901	31	17	54.8	76.9
EXPRESSJET	3077	Aug	SAV-EWR	1901	31	17	54.8	92.6

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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 (CONTINUE)

EXPRESSJET	3082	Jul	SDF-EWR	1832	25	15	60.0	68.2
EXPRESSJET	3082	Aug	SDF-EWR	1832	27	16	59.3	85.8
FRONTIER	653	Jul	DEN-SFO	0820	31	17	54.8	94.4
FRONTIER	653	Aug	DEN-SFO	0820	31	21	67.7	77.0
JETBLUE	529	Jul	EWR-MCO	2115	31	17	54.8	87.1
JETBLUE	529	Aug	EWR-MCO	2115	31	17	54.8	108.9
JETBLUE	915	Jul	JFK-ORD	2059	31	16	51.6	93.1
JETBLUE	915	Aug	JFK-ORD	2059	31	20	64.5	110.2
JETBLUE	1109	Jul	JFK-RDU	2205	31	17	54.8	76.5
JETBLUE	1109	Aug	JFK-RDU	2205	27	15	55.6	115.6
JETBLUE	524	Jul	MCO-EWR	1910	31	17	54.8	98.9
JETBLUE	524	Aug	MCO-EWR	1910	31	18	58.1	89.5
JETBLUE	48	Jul	MCO-JFK	1640	31	18	58.1	115.6
JETBLUE	48	Aug	MCO-JFK	1640	31	19	61.3	75.9
JETBLUE	160	Jul	MCO-JFK	1820	31	19	61.3	114.4
JETBLUE	160	Aug	MCO-JFK	1820	31	20	64.5	105.8
JETBLUE	396	Jul	MCO-LGA	1920	31	17	54.8	80.7
JETBLUE	396	Aug	MCO-LGA	1920	31	17	54.8	133.4
JETBLUE	745	Jul	MCO-SJU	1605	31	19	61.3	54.1
JETBLUE	745	Aug	MCO-SJU	1605	31	17	54.8	60.5

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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 (CONTINUE)

JETBLUE	749	Jul	MCO-SJU	2320	31	20	64.5	73.1
JETBLUE	749	Aug	MCO-SJU	2320	31	19	61.3	63.2
JETBLUE	70	Jul	PBI-JFK	2010	31	16	51.6	84.3
JETBLUE	70	Aug	PBI-JFK	2010	31	21	67.7	88.5
JETBLUE	730	Jul	SJU-MCO	1940	31	22	71.0	63.1
JETBLUE	730	Aug	SJU-MCO	1940	31	23	74.2	60.2
JETBLUE	534	Jul	TPA-EWR	1739	31	17	54.8	96.9
JETBLUE	534	Aug	TPA-EWR	1739	31	19	61.3	110.5
SKYWEST	6329	Jul	ACV-SFO	0847	31	18	58.1	91.4
SKYWEST	6329	Aug	ACV-SFO	0847	31	18	58.1	100.2
SKYWEST	5354	Jul	ACV-SFO	1249	31	21	67.7	101.1
SKYWEST	5354	Aug	ACV-SFO	1249	31	19	61.3	89.2
SKYWEST	6383	Jul	BUR-SFO	1038	29	15	51.7	86.9
SKYWEST	5619	Aug	BUR-SFO	1038	26	14	53.9	83.8
SKYWEST	6234	Jul	CEC-SFO	0906	31	21	67.7	99.9
SKYWEST	6234	Aug	CEC-SFO	0906	31	18	58.1	81.3
SKYWEST	4720	Jul	LAX-SFO	1230	31	17	54.8	79.7
SKYWEST	4720	Aug	LAX-SFO	1230	31	19	61.3	74.6
SKYWEST	6250	Jul	MFR-SFO	0834	30	23	76.7	83.3
SKYWEST	6250	Aug	MFR-SFO	0834	31	23	74.2	98.5

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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 (CONTINUE)

SKYWEST	5510	Jul	MFR-SFO	0926	30	18	60.0	84.8
SKYWEST	5510	Aug	MFR-SFO	0926	28	16	57.1	91.9
SKYWEST	5531	Jul	MRY-SFO	0930	30	18	60.0	94.2
SKYWEST	5531	Aug	MRY-SFO	0930	31	22	71.0	83.0
SKYWEST	5315	Jul	MRY-SFO	1130	31	17	54.8	89.6
SKYWEST	5315	Aug	MRY-SFO	1140	31	16	51.6	101.6
SKYWEST	6502	Jul	OTH-SFO	0850	31	20	64.5	74.3
SKYWEST	6502	Aug	OTH-SFO	0850	31	24	77.4	76.6
SKYWEST	5325	Jul	RDD-SFO	1401	30	19	63.3	99.2
SKYWEST	5325	Aug	RDD-SFO	1404	31	16	51.6	92.9
SKYWEST	5304	Jul	SBA-SFO	0815	30	16	53.3	74.6
SKYWEST	5304	Aug	SBA-SFO	0815	31	19	61.3	69.6
SKYWEST	5331	Jul	SBA-SFO	1240	30	19	63.3	99.9
SKYWEST	5331	Aug	SBA-SFO	1240	31	20	64.5	95.2
SKYWEST	5354	Jul	SFO-ACV	1114	31	20	64.5	96.7
SKYWEST	5354	Aug	SFO-ACV	1114	28	17	60.7	94.1
SKYWEST	6264	Jul	SFO-FAT	1255	31	16	51.6	75.8
SKYWEST	6264	Aug	SFO-FAT	1255	31	16	51.6	64.7
SKYWEST	4720	Jul	SFO-LAX	1030	31	18	58.1	68.8
SKYWEST	4720	Aug	SFO-LAX	1030	31	19	61.3	83.1

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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 (CONTINUE)

SKYWEST	5315	Jul	SFO-MRY	1033	31	21	67.7	72.8
SKYWEST	5315	Aug	SFO-MRY	1033	31	17	54.8	84.5
SKYWEST	5325	Jul	SFO-RDD	1235	31	17	54.8	83.7
SKYWEST	5325	Aug	SFO-RDD	1235	31	17	54.8	89.1
SKYWEST	5331	Jul	SFO-SBA	1045	31	23	74.2	91.4
SKYWEST	5331	Aug	SFO-SBA	1045	31	20	64.5	99.2
SKYWEST	5330	Jul	SFO-SBA	1323	31	18	58.1	82.7
SKYWEST	5330	Aug	SFO-SBA	1323	29	16	55.2	91.6
SKYWEST	6359	Jul	SFO-SBP	1154	31	16	51.6	94.4
SKYWEST	6359	Aug	SFO-SBP	1154	31	20	64.5	73.6
SKYWEST	6426	Jul	SFO-SMF	1106	31	19	61.3	65.9
SKYWEST	6426	Aug	SFO-SMF	1106	31	20	64.5	81.8
SKYWEST	4611	Jul	SLC-SFO	0845	31	19	61.3	70.5
SKYWEST	4611	Aug	SLC-SFO	0845	17	12	70.6	86.6
SKYWEST	5320	Jul	SMF-SFO	1044	31	17	54.8	94.6
SKYWEST	5320	Aug	SMF-SFO	1044	31	20	64.5	78.8
SKYWEST	6426	Jul	SMF-SFO	1210	31	19	61.3	78.3
SKYWEST	6426	Aug	SMF-SFO	1210	31	20	64.5	84.2
SOUTHWEST	3256	Jul	DEN-STL	1535	26	16	61.5	94.5
SOUTHWEST	3256	Aug	DEN-STL	1535	11	8	72.7	73.5

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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 (CONTINUE)

SOUTHWEST	1076	Jul	ELP-DAL	1550	26	14	53.9	74.0
SOUTHWEST	1076	Aug	ELP-DAL	1550	11	6	54.6	78.0
SOUTHWEST	1355	Jul	LAS-SFO	0845	26	14	53.9	84.9
SOUTHWEST	1355	Aug	LAS-SFO	0845	11	10	90.9	93.7
SOUTHWEST	1246	Jul	LAX-SFO	0900	30	18	60.0	92.7
SOUTHWEST	1246	Aug	LAX-SFO	0900	15	11	73.3	93.6
SOUTHWEST	566	Jul	PHX-SFO	0830	26	14	53.9	69.4
SOUTHWEST	566	Aug	PHX-SFO	0830	11	9	81.8	82.1
SOUTHWEST	3256	Jul	SAN-SFO	0925	26	14	53.9	65.5
SOUTHWEST	3256	Aug	SAN-SFO	0925	11	9	81.8	66.3
SOUTHWEST	291	Jul	SFO-LAX	1030	26	14	53.9	68.7
SOUTHWEST	2062	Aug	SFO-LAX	1035	27	18	66.7	79.2
SOUTHWEST	566	Jul	SFO-LAX	1105	26	14	53.9	83.7
SOUTHWEST	566	Aug	SFO-LAX	1035	11	9	81.8	72.0
SOUTHWEST	1076	Jul	SFO-PHX	1050	26	15	57.7	106.2
SOUTHWEST	1076	Aug	SFO-PHX	1050	11	10	90.9	108.5
SOUTHWEST	1423	Jul	SFO-SAN	1050	25	13	52.0	90.7
SOUTHWEST	2114	Aug	SFO-SAN	1030	29	20	69.0	87.7
UNITED	436	Jul	ORD-EWR	1500	24	14	58.3	88.2
UNITED	436	Aug	ORD-EWR	1500	27	15	55.6	67.9
US AIRWAYS	741	Jul	PHL-SJU	1745	31	17	54.8	133.1
US AIRWAYS	741	Aug	PHL-SJU	1745	31	17	54.8	90.3

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
JETBLUE	641	22	3.4
SKYWEST	1,717	24	1.4
AMERICAN	1,554	20	1.3
FRONTIER	276	2	0.7
US AIRWAYS	1,142	6	0.5
EXPRESSJET	1,060	5	0.5
ALASKA	440	2	0.5
ATLANTIC SOUTHEAST	993	2	0.2
SOUTHWEST	2,400	4	0.2
DELTA	2,367	3	0.1
AMERICAN EAGLE	1,334	1	0.1
UNITED	792	0	0.0
AIRTRAN	743	0	0.0
MESA	405	0	0.0
CONTINENTAL	352	0	0.0
HAWAIIAN	186	0	0.0
TOTAL	16,402	91	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.

AUGUST 2011

## 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)	76.5	86.4	213	213
ADAK ISLAND AK (ADK)	87.5	12.5	8	8
AGUADILLA PR (BQN)	58.8	64.7	165	167
AKRON OH (CAK)	76.9	83.2	696	696
ALBANY GA (ABY)	78.7	83.1	89	89
ALBANY NY (ALB)	70.7	79.0	878	878
ALBUQUERQUE NM (ABQ)	82.8	84.7	3,048	3,047
ALEXANDRIA LA (AEX)	80.1	82.2	276	275
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	72.3	78.8	419	420
AMARILLO TX (AMA)	84.1	86.6	649	649
ANCHORAGE AK (ANC)	83.2	86.1	2,072	2,074
APPLETON WI (ATW)	77.5	84.3	325	325
ARCATA/EUREKA CA (ACV)	60.2	58.5	294	294
ARLINGTON VA (DCA)	68.9	74.7	6,166	6,165
ASHEVILLE NC (AVL)	81.2	80.6	504	504
ASPEN CO (ASE)	83.8	88.9	371	370
ATLANTA GA (ATL)	81.4	80.2	34,781	34,790
ATLANTIC CITY NJ (ACY)	69.4	80.6	62	62
AUGUSTA GA (AGS)	75.1	76.0	325	325
AUSTIN TX (AUS)	81.5	85.4	3,781	3,782
BAKERSFIELD CA (BFL)	79.5	80.4	331	331
BALTIMORE MD (BWI)	75.6	71.1	9,404	9,405
BANGOR ME (BGR)	62.9	66.4	116	116
BARROW AK (BRW)	80.0	72.9	70	70
BATON ROUGE LA (BTR)	81.1	82.8	704	704
BELLINGHAM WA (BLI)	90.3	95.2	62	62
BEND/REDMOND OR (RDM)	82.2	89.1	275	275
BETHEL AK (BET)	91.0	89.9	89	89
BILLINGS MT (BIL)	84.4	90.3	397	400
BIRMINGHAM AL (BHM)	81.5	85.8	1,559	1,560
BISMARCK/MANDAN ND (BIS)	79.2	86.3	293	292
BLOOMINGTON/NORMAL IL (BMI)	76.7	85.5	283	283
BOISE ID (BOI)	86.5	90.1	1,329	1,330
BOSTON MA (BOS)	66.0	70.9	9,909	9,907
BOZEMAN MT (BZN)	91.8	89.1	466	467
BRANSON MO (BKG)	96.3	96.3	136	136
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	79.6	85.1	323	323
BROWNSVILLE TX (BRO)	87.0	91.3	207	207
BRUNSWICK GA (BQK)	80.9	88.8	89	89
BUFFALO NY (BUF)	72.1	79.6	2,021	2,021
BURBANK CA (BUR)	84.4	87.0	2,383	2,381
BURLINGTON VT (BTV)	65.3	70.3	392	391
BUTTE MT (BTM)	93.3	95.0	60	60

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	82.6	89.1	201	201
CASPER WY (CPR)	85.3	88.6	184	184
CEDAR CITY UT (CDC)	98.3	98.3	58	58
CEDAR RAPIDS/IOWA CITY IA (CID)	76.2	83.4	626	628
CHAMPAIGN/URBANA IL (CMI)	77.6	88.3	205	205
CHANTILLY VA (IAD)	74.9	76.3	6,621	6,624
CHARLESTON SC (CHS)	78.9	82.6	1,135	1,136
CHARLESTON/DUNBAR WV (CRW)	75.7	77.9	329	330
CHARLOTTE AMALIE VI (STT)	67.2	79.1	235	235
CHARLOTTE NC (CLT)	74.5	75.1	10,943	10,941
CHARLOTTESVILLE VA (CHO)	74.8	75.5	151	151
CHATTANOOGA TN (CHA)	82.2	87.3	377	377
CHEYENNE WY (CYS)	87.1	74.2	31	31
CHICAGO IL (MDW)	83.2	74.1	7,688	7,689
CHICAGO IL (ORD)	78.1	75.4	28,451	28,449
CHICO CA (CIC)	65.0	60.8	120	120
CHRISTIANSTED VI (STX)	50.0	72.9	70	70
CLEVELAND OH (CLE)	78.1	83.4	4,199	4,197
CODY WY (COD)	78.2	87.9	124	124
COLLEGE STATION/BRYAN TX (CLL)	76.7	86.7	30	30
COLORADO SPRINGS CO (COS)	77.6	85.3	1,092	1,092
COLUMBIA SC (CAE)	78.3	85.2	674	674
COLUMBUS GA (CSG)	79.6	84.8	196	197
COLUMBUS MS (GTR)	78.7	83.1	89	89
COLUMBUS OH (CMH)	76.6	83.5	2,393	2,394
CORDOVA AK (CDV)	85.5	85.5	62	62
CORPUS CHRISTI TX (CRP)	83.1	90.0	649	649
COVINGTON KY (CVG)	79.4	81.1	2,359	2,359
CRESCENT CITY CA (CEC)	49.4	44.9	89	89
DALLAS TX (DAL)	86.1	81.9	3,890	3,888
DALLAS/FORT WORTH TX (DFW)	84.3	78.5	22,842	22,837
DAYTON OH (DAY)	75.8	85.1	1,180	1,180
DAYTONA BEACH FL (DAB)	78.0	86.0	150	150
DEADHORSE AK (SCC)	91.4	89.7	58	58
DENVER CO (DEN)	83.7	80.5	22,524	22,525
DES MOINES IA (DSM)	77.2	83.7	1,151	1,153
DETROIT MI (DTW)	81.1	81.2	8,427	8,407
DILLINGHAM AK (DLG)	81.5	92.6	27	27
DOTHAN AL (DHN)	77.0	82.3	113	113
DUBUQUE IA (DBQ)	81.5	87.0	54	54
DULUTH MN (DLH)	78.7	83.9	94	93
DURANGO CO (DRO)	82.5	85.5	325	325
EAGLE CO (EGE)	84.0	96.2	131	131

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EAU CLAIRE WI (EAU)	74.2	82.3	62	62
EL CENTRO CA (IPL)	80.6	90.3	62	62
EL PASO TX (ELP)	81.2	86.3	1,938	1,938
ELKO NV (EKO)	91.9	92.7	124	124
ELMIRA/CORNING NY (ELM)	80.4	81.4	97	97
EUGENE OR (EUG)	80.1	81.3	482	482
EVANSVILLE IN (EVV)	79.5	85.0	273	274
FAIRBANKS AK (FAI)	86.1	88.7	466	467
FARGO ND (FAR)	82.7	86.9	556	556
FAYETTEVILLE AR (XNA)	76.9	81.8	1,143	1,143
FAYETTEVILLE NC (FAY)	74.9	79.6	319	319
FLAGSTAFF AZ (FLG)	82.1	87.0	207	207
FLINT MI (FNT)	87.5	93.5	248	248
FORT LAUDERDALE FL (FLL)	74.4	77.0	5,128	5,127
FORT MYERS FL (RSW)	80.6	85.2	1,656	1,658
FORT SMITH AR (FSM)	70.0	85.0	40	40
FORT WAYNE IN (FWA)	75.3	81.2	308	309
FRESNO CA (FAT)	77.3	85.7	1,028	1,028
GAINESVILLE FL (GNV)	72.4	78.1	243	242
GILLETTE WY (GCC)	91.9	96.0	124	124
GRAND FORKS ND (GFK)	87.5	88.9	80	81
GRAND ISLAND NE (GRI)	77.6	81.0	58	58
GRAND JUNCTION CO (GJT)	82.0	87.7	527	527
GRAND RAPIDS MI (GRR)	74.9	83.1	969	968
GREAT FALLS MT (GTF)	88.5	91.8	183	183
GREEN BAY WI (GRB)	79.0	86.9	429	428
GREENSBORO/HIGH POINT NC (GSO)	74.7	77.5	629	628
GREER SC (GSP)	77.6	81.8	924	923
GUAM (GUM)	80.6	74.2	31	31
GULFPORT/BILOXI MS (GPT)	84.2	88.2	468	468
GUNNISON CO (GUC)	86.4	87.9	66	66
GUSTAVUS AK (GST)	92.6	92.6	27	27
HANCOCK/HOUGHTON MI (CMX)	77.4	82.3	62	62
HARLINGEN/SAN BENITO TX (HRL)	84.5	89.4	432	432
HARRISBURG PA (MDT)	73.0	82.0	489	490
HARTFORD CT (BDL)	70.1	77.9	1,913	1,915
HAYDEN CO (HDN)	88.4	90.9	121	121
HELENA MT (HLN)	91.3	91.3	149	149
HILO HI (ITO)	92.8	94.0	584	584
HOBBS NM (HOB)	100.0	100.0	56	56
HONOLULU HI (HNL)	89.5	92.3	4,481	4,479
HOUSTON TX (HOU)	85.4	80.7	4,505	4,505
HOUSTON TX (IAH)	84.5	83.4	15,680	15,671

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HUNTSVILLE AL (HSV)	77.7	85.0	909	911
IDAHO FALLS ID (IDA)	86.5	92.2	296	296
INDIANAPOLIS IN (IND)	78.7	82.3	2,527	2,527
INDIO/PALM SPRINGS CA (PSP)	82.0	83.9	633	633
INYOKERN CA (IYK)	89.0	92.7	82	82
ISLIP NY (ISP)	72.6	79.5	634	633
JACKSON WY (JAC)	83.6	89.7	445	447
JACKSON/VICKSBURG MS (JAN)	81.5	85.8	892	893
JACKSONVILLE FL (JAX)	78.8	83.5	2,316	2,319
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	67.5	72.8	157	158
JUNEAU AK (JNU)	86.8	88.5	479	480
KAHULUI HI (OGG)	91.5	94.1	1,775	1,775
KALAMAZOO MI (AZO)	77.6	96.6	58	58
KALISPELL MT (FCA)	86.1	90.1	323	323
KANSAS CITY MO (MCI)	80.1	83.1	4,342	4,343
KETCHIKAN AK (KTN)	86.7	87.0	248	247
KEY WEST FL (EYW)	85.8	89.7	155	155
KILLEEN TX (GRK)	74.2	83.9	62	62
KING SALMON AK (AKN)	96.3	96.3	27	27
KLAMATH FALLS OR (LMT)	81.7	93.5	93	93
KNOXVILLE TN (TYS)	75.9	83.2	1,015	1,015
KODIAK AK (ADQ)	89.7	86.2	58	58
KONA HI (KOA)	91.9	93.9	1,064	1,064
KOTZEBUE AK (OTZ)	85.7	74.6	63	63
LA CROSSE WI (LSE)	80.0	91.1	45	45
LAFAYETTE LA (LFT)	81.8	88.7	423	424
LAKE CHARLES LA (LCH)	84.2	94.7	95	95
LANSING MI (LAN)	79.8	85.6	104	104
LAREDO TX (LRD)	84.6	91.6	227	227
LAS VEGAS NV (LAS)	84.9	81.9	12,768	12,769
LEWISBURG WV (LWB)	93.5	90.3	31	31
LEWISTON ID (LWS)	94.9	90.0	59	60
LEXINGTON KY (LEX)	80.7	84.8	698	697
LIHUE HI (LIH)	92.5	95.0	1,017	1,018
LINCOLN NE (LNK)	78.4	83.2	208	208
LITTLE ROCK AR (LIT)	80.3	84.2	1,485	1,485
LONG BEACH CA (LGB)	82.1	81.2	1,340	1,340
LOS ANGELES CA (LAX)	81.2	82.0	19,348	19,347
LOUISVILLE KY (SDF)	81.8	85.5	1,457	1,457
LUBBOCK TX (LBB)	83.2	89.0	710	710
MADISON WI (MSN)	77.9	83.7	788	791
MANCHESTER NH (MHT)	72.3	76.2	1,046	1,045
MANHATTAN/FT. RILEY KS (MHK)	78.2	83.9	124	124

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MARQUETTE MI (MQT)	66.7	87.9	33	33
MARTHA'S VINEYARD MA (MVY)	74.2	51.6	31	31
MEDFORD OR (MFR)	74.9	68.4	374	373
MELBOURNE FL (MLB)	66.9	75.0	124	124
MEMPHIS TN (MEM)	83.6	84.4	4,093	4,093
MERIDIAN MS (MEI)	74.1	82.8	58	58
MIAMI FL (MIA)	71.6	66.6	6,461	6,468
MIDLAND/ODESSA TX (MAF)	81.5	88.1	647	648
MILWAUKEE WI (MKE)	82.7	83.8	3,788	3,788
MINNEAPOLIS MN (MSP)	84.7	84.8	9,919	9,909
MINOT ND (MOT)	72.6	85.4	219	219
MISSION/MCALLEN/EDINBURG TX (MFE)	77.1	83.9	262	261
MISSOULA MT (MSO)	87.8	91.1	369	370
MOBILE AL (MOB)	80.2	85.3	556	556
MODESTO CA (MOD)	48.4	59.7	124	124
MOLINE IL (MLI)	72.0	77.5	532	533
MONROE LA (MLU)	81.0	84.4	147	147
MONTEREY CA (MRY)	67.9	73.7	473	472
MONTGOMERY AL (MGM)	75.0	81.5	368	368
MONTROSE/DELTA CO (MTJ)	81.9	86.8	227	227
MOSINEE WI (CWA)	76.6	80.0	145	145
MUSKEGON MI (MKG)	75.8	74.2	62	62
MYRTLE BEACH SC (MYR)	75.1	80.1	277	276
NANTUCKET MA (ACK)	65.8	59.5	79	79
NASHVILLE TN (BNA)	80.0	81.2	4,654	4,651
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	72.6	79.5	73	73
NEW ORLEANS LA (MSY)	82.5	85.7	3,126	3,129
NEW YORK NY (JFK)	62.7	63.5	8,562	8,560
NEW YORK NY (LGA)	66.1	73.2	8,623	8,621
NEWARK NJ (EWR)	59.9	64.3	10,082	10,087
NEWBURGH/POUGHKEEPSIE NY (SWF)	44.8	64.9	154	154
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	74.5	77.8	415	415
NOME AK (OME)	83.9	84.9	93	93
NORFOLK VA (ORF)	75.0	81.1	1,304	1,302
NORTH BEND/COOS BAY OR (OTH)	62.1	51.6	124	124
OAKLAND CA (OAK)	86.0	83.9	4,073	4,073
OKLAHOMA CITY OK (OKC)	78.5	85.9	1,889	1,888
OMAHA NE (OMA)	77.4	83.1	1,917	1,914
ONTARIO CA (ONT)	84.9	87.5	2,125	2,123
ORLANDO FL (MCO)	77.5	77.8	10,518	10,520
PADUCAH KY (PAH)	80.6	90.3	62	62
PANAMA CITY FL (ECP)	78.9	83.7	558	558
PASCO/KENNEWICK/RICHLAND WA (PSC)	84.6	92.1	305	304

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PENSACOLA FL (PNS)	79.4	85.4	888	890
PEORIA IL (PIA)	78.2	85.0	266	266
PETERSBURG AK (PSG)	67.7	71.0	62	62
PHILADELPHIA PA (PHL)	69.8	70.4	7,548	7,548
PHOENIX AZ (PHX)	87.3	82.8	16,113	16,115
PITTSBURGH PA (PIT)	75.2	79.3	2,918	2,918
POCATELLO ID (PIH)	91.9	92.7	124	124
PONCE PR (PSE)	48.8	67.1	84	85
PORTLAND ME (PWM)	64.5	72.2	643	643
PORTLAND OR (PDX)	87.0	91.3	4,891	4,891
PROVIDENCE RI (PVD)	71.3	75.3	1,563	1,564
RALEIGH/DURHAM NC (RDU)	72.0	76.9	3,693	3,695
RAPID CITY SD (RAP)	81.6	85.6	631	630
REDDING CA (RDD)	64.9	72.8	151	151
RENO NV (RNO)	86.5	86.0	1,947	1,947
RICHMOND VA (RIC)	71.8	79.8	1,480	1,481
ROANOKE VA (ROA)	69.3	72.8	257	257
ROCHESTER MN (RST)	81.1	87.0	122	123
ROCHESTER NY (ROC)	75.2	81.7	856	858
ROCK SPRINGS WY (RKS)	88.1	92.4	185	185
ROSWELL NM (ROW)	85.8	88.3	120	120
SACRAMENTO CA (SMF)	84.2	86.7	4,050	4,051
SAGINAW/BAY CITY/MIDLAND MI (MBS)	74.7	76.9	91	91
SALT LAKE CITY UT (SLC)	89.1	88.9	10,753	10,751
SAN ANTONIO TX (SAT)	82.4	86.7	3,325	3,325
SAN DIEGO CA (SAN)	83.4	85.0	6,779	6,779
SAN FRANCISCO CA (SFO)	67.8	72.2	13,190	13,185
SAN JOSE CA (SJC)	87.8	88.9	3,623	3,626
SAN JUAN PR (SJU)	63.4	65.9	2,052	2,057
SAN LUIS OBISPO CA (SBP)	76.2	76.5	421	421
SANTA ANA CA (SNA)	87.0	86.0	3,553	3,554
SANTA BARBARA CA (SBA)	75.2	78.0	926	926
SANTA FE NM (SAF)	79.6	81.8	137	137
SANTA MARIA CA (SMX)	88.1	93.2	118	118
SARASOTA/BRADENTON FL (SRQ)	83.5	87.2	297	297
SAVANNAH GA (SAV)	75.6	80.4	829	831
SCRANTON/WILKES-BARRE PA (AVP)	64.7	80.9	136	136
SEATTLE WA (SEA)	87.8	88.6	9,738	9,735
SHREVEPORT LA (SHV)	79.3	85.0	314	314
SIOUX FALLS SD (FSD)	76.6	84.9	457	457
SITKA AK (SIT)	90.3	88.4	155	155
SOUTH BEND IN (SBN)	72.3	79.7	202	202
SPOKANE WA (GEG)	89.2	92.6	1,033	1,034

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SPRINGFIELD IL (SPI)	75.3	83.0	182	182
SPRINGFIELD MO (SGF)	78.3	84.5	612	612
ST. GEORGE UT (SGU)	89.7	89.7	174	174
ST. LOUIS MO (STL)	81.2	80.2	5,190	5,187
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	94.6	96.8	221	221
SYRACUSE NY (SYR)	69.4	80.3	631	633
TALLAHASSEE FL (TLH)	78.1	80.9	365	366
TAMPA FL (TPA)	77.9	80.4	5,643	5,641
TEXARKANA AR (TXK)	83.1	94.4	71	71
TOLEDO OH (TOL)	80.6	80.6	31	31
TRAVERSE CITY MI (TVC)	76.3	81.8	279	280
TUCSON AZ (TUS)	82.4	88.6	1,880	1,879
TULSA OK (TUL)	78.3	84.2	1,689	1,690
TWIN FALLS ID (TWF)	95.2	97.6	124	124
TYLER TX (TYR)	76.3	86.0	93	93
VALDOSTA GA (VLD)	76.9	87.9	91	91
VALPARAISO FL (VPS)	73.5	79.8	565	565
WACO TX (ACT)	74.2	93.5	31	31
WEST PALM BEACH/PALM BEACH FL (PBI)	70.4	78.2	1,784	1,784
WEST YELLOWSTONE MT (WYS)	98.6	98.6	70	70
WHITE PLAINS NY (HPN)	63.3	70.9	843	844
WICHITA KS (ICT)	77.7	87.1	963	962
WILMINGTON NC (ILM)	74.0	78.0	373	373
WRANGELL AK (WRG)	80.3	75.8	61	62
YAKUTAT AK (YAK)	87.1	85.5	62	62
YUMA AZ (YUM)	80.5	84.7	308	308

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TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS  
BY CARRIER

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
JETBLUE	21	13,653	973	7.1	50	19,510	1,373	7.0
AMERICAN EAGLE	20	23,307	1,175	5.0	137	39,360	1,779	4.5
EXPRESSJET	18	19,169	806	4.2	117	38,158	1,488	3.9
US AIRWAYS	27	29,398	1,085	3.7	73	34,490	1,194	3.5
AMERICAN	28	37,444	1,351	3.6	80	46,911	1,601	3.4
CONTINENTAL	27	17,934	636	3.5	55	21,596	709	3.3
ATLANTIC SOUTHEAST	20	13,961	389	2.8	121	29,124	736	2.5
UNITED	26	24,557	642	2.6	70	28,694	699	2.4
MESA	18	7,386	158	2.1	87	13,829	290	2.1
DELTA	29	50,569	1,052	2.1	122	66,099	1,242	1.9
AIRTRAN	22	15,689	298	1.9	62	22,432	412	1.8
SKYWEST	19	30,560	398	1.3	147	53,431	767	1.4
SOUTHWEST	21	51,480	833	1.6	72	100,374	1,314	1.3
FRONTIER	21	6,245	38	0.6	51	8,288	50	0.6
ALASKA	18	7,738	33	0.4	53	13,314	68	0.5
HAWAIIAN	7	373	0	0.0	15	5,832	4	0.1
Total		349,463	9,867	2.8	Total	541,442	13,726	2.5

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.

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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
JETBLUE	659	478	72.5
AMERICAN EAGLE	1404	433	30.8
US AIRWAYS	1686	417	24.7
AMERICAN	2511	591	23.5
CONTINENTAL	3038	539	17.7
ATLANTIC SOUTHEAST	2083	369	17.7
EXPRESSJET	4844	801	16.5
DELTA	2846	445	15.6
AIRTRAN	845	124	14.7
MESA	1223	142	11.6
UNITED	3646	385	10.6
SKYWEST	4393	357	8.1
SOUTHWEST	13630	1069	7.8
FRONTIER	385	16	4.2
ALASKA	478	13	2.7
HAWAIIAN	205	0	0.0
TOTAL	43876	6179	14.1

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.

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

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**TABLE 9. CAUSES OF DELAY\*, BY CARRIER\*\***

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	46911	35625	75.94%	1601	3.41%	196	0.42%	3439	7.33%	577	1.23%	2677	5.71%	6	0.01%	2790	5.95%
AS	13314	12095	90.84%	68	0.51%	19	0.14%	354	2.66%	21	0.15%	372	2.79%	10	0.08%	376	2.82%
B6	19510	12015	61.58%	1373	7.04%	77	0.39%	1792	9.18%	153	0.78%	1856	9.51%	12	0.06%	2233	11.44%
CO	21596	16049	74.31%	709	3.28%	78	0.36%	1607	7.44%	169	0.78%	2014	9.32%	33	0.15%	938	4.34%
DL	66099	54559	82.54%	1242	1.88%	191	0.29%	3235	4.89%	388	0.59%	3409	5.16%	1	0.00%	3074	4.65%
EV	29124	22320	76.64%	736	2.53%	98	0.34%	2032	6.98%	144	0.49%	1269	4.36%	7	0.02%	2518	8.65%
F9	8288	6910	83.37%	50	0.60%	15	0.18%	357	4.31%	14	0.16%	555	6.70%	0	0.00%	387	4.67%
FL	22432	18480	82.38%	412	1.84%	77	0.34%	643	2.87%	33	0.15%	1414	6.30%	0	0.00%	1374	6.12%
HA	5832	5530	94.82%	4	0.07%	3	0.05%	206	3.54%	0	0.00%	1	0.02%	0	0.00%	87	1.49%
MQ	39360	30080	76.42%	1779	4.52%	93	0.24%	2285	5.81%	372	0.95%	2356	5.99%	2	0.00%	2393	6.08%
OO	53431	43071	80.61%	767	1.44%	90	0.17%	2166	4.05%	144	0.27%	2424	4.54%	19	0.04%	4750	8.89%
UA	28694	22331	77.82%	699	2.44%	81	0.28%	1378	4.80%	166	0.58%	1892	6.59%	2	0.01%	2145	7.47%
US	34490	25590	74.20%	1194	3.46%	102	0.30%	2339	6.78%	245	0.71%	3039	8.81%	33	0.10%	1948	5.65%
WN	100374	83710	83.40%	1314	1.31%	238	0.24%	4180	4.16%	574	0.57%	2464	2.45%	60	0.06%	7835	7.81%
XE	38158	29684	77.79%	1488	3.90%	119	0.31%	2078	5.44%	130	0.34%	1979	5.19%	14	0.04%	2667	6.99%
YV	13829	11532	83.39%	290	2.10%	26	0.19%	510	3.69%	681	4.92%	390	2.82%	0	0.00%	401	2.90%
TOTAL	541442	429581		13726		1503		28600		3809		28110		198		35914	
			79.34%		2.54%		0.28%		5.28%		0.70%		5.19%		0.04%		6.63%

**\*Causes of Delay:**

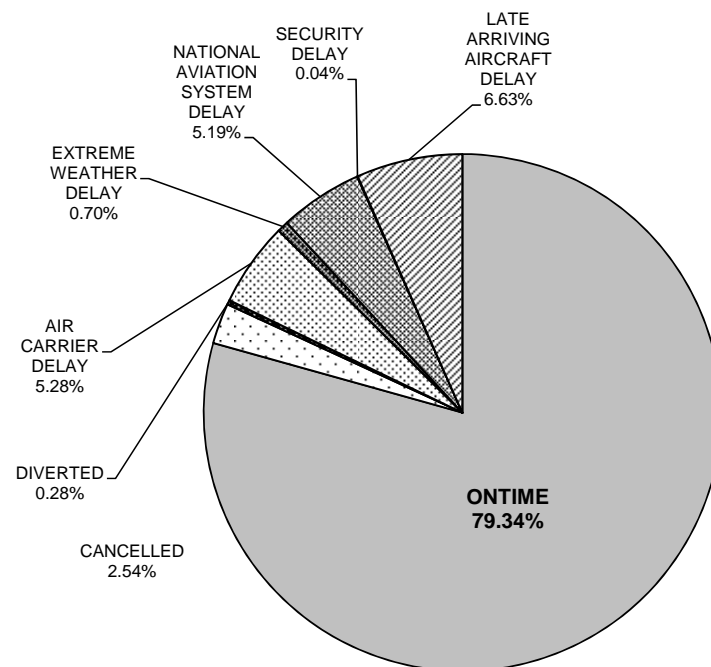
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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



**AUGUST 2011**  
**AIR TRAVEL CONSUMER REPORT**  
**TABLE 10. OVERALL CAUSES OF DELAY\***



**Causes of Delay:**

- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
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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>

AUGUST 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
DELTA	897	JFK	MSP	08/19/2011	Origin Airport	219
DELTA	31	JFK	SFO	08/19/2011	Origin Airport	189
UNITED	562	DFW	SFO	08/09/2011	Origin Airport	183

AUGUST 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
US	34,490	125	0.36
B6	19,510	52	0.27
CO	21,596	39	0.18
UA	28,694	46	0.16
AA	46,911	64	0.14
DL	66,099	88	0.13
MQ	39,360	38	0.10
XE	38,158	31	0.08
EV	29,124	20	0.07
FL	22,432	14	0.06
F9	8,288	4	0.05
YV	13,829	6	0.04
WN	100,374	27	0.03
OO	53,431	9	0.02
AS	13,314	0	0.00
HA	5,832	0	0.00
TOTAL	541,442	563	0.10

\* 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

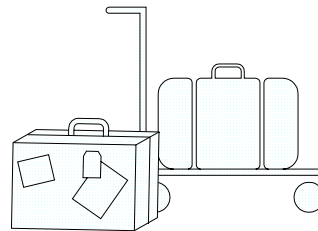
#### Data to DOT and to CRS Vendors

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

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

RANK	AIRLINE	AUGUST 2011			AUGUST 2010		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	4,282	2,294,373	1.87	4,184	2,291,555	1.83
2	HAWAIIAN AIRLINES	1,579	750,715	2.10	1,283	798,306	1.61
3	FRONTIER AIRLINES	2,345	1,056,387	2.22	2,427	923,008	2.63
4	DELTA AIR LINES	22,121	8,844,876	2.50	28,015	8,673,682	3.23
5	JETBLUE AIRWAYS	5,619	2,129,291	2.64	5,056	2,059,084	2.46
6	ALASKA AIRLINES	4,754	1,612,272	2.95	5,334	1,540,729	3.46
7	US AIRWAYS	13,100	4,084,949	3.21	9,760	4,138,689	2.36
8	AMERICAN AIRLINES	22,020	6,011,161	3.66	23,233	6,053,447	3.84
9	CONTINENTAL AIRLINES	10,797	2,938,995	3.67	7,324	2,860,110	2.56
10	SOUTHWEST AIRLINES	37,229	9,890,454	3.76	34,932	9,778,850	3.57
11	SKYWEST AIRLINES	8,620	2,212,426	3.90	9,313	2,227,493	4.18
12	UNITED AIRLINES**	15,709	3,940,648	3.99	14,099	4,263,211	3.31
13	EXPRESSJET AIRLINES	6,822	1,471,662	4.64	7,718	1,452,490	5.31
14	MESA AIRLINES	4,118	780,818	5.27	3,128	800,933	3.91
15	ATLANTIC SOUTHEAST AIRLINES	6,945	1,284,344	5.41	7,308	1,269,032	5.76
16	AMERICAN EAGLE AIRLINES	11,368	1,481,003	7.68	9,583	1,388,344	6.90
TOTALS		177,428	50,784,374	3.49	172,697	50,518,963	3.42

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 August 2011.

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

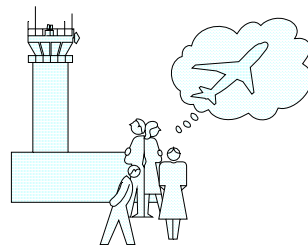
## **OVERSALES**

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

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

RANK	AIRLINE	APRIL - JUNE 2011				APRIL - JUNE 2010			
		<u>DENIED BOARDINGS</u> <u>(DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	9	0	6,622,343	<b>0.00</b>	4	0	6,113,408	<b>0</b>
2	<b>HAWAIIAN AIRLINES</b>	146	9	2,151,581	<b>0.04</b>	101	6	2,075,548	<b>0.03</b>
3	<b>DELTA AIR LINES</b>	28,195	763	26,752,092	<b>0.29</b>	30,642	1,017	25,552,761	<b>0.4</b>
4	<b>AIRTRAN AIRWAYS</b>	11,766	284	6,704,438	<b>0.42</b>	16,231	321	6,534,974	<b>0.49</b>
5	<b>SKYWEST AIRLINES</b>	11,295	336	6,210,623	<b>0.54</b>	11,666	320	5,986,774	<b>0.53</b>
6	<b>SOUTHWEST AIRLINES</b>	15,391	2,102	28,919,972	<b>0.73</b>	19,603	2,825	27,613,969	<b>1.02</b>
7	<b>AMERICAN AIRLINES</b>	15,587	1,660	19,650,620	<b>0.84</b>	17,860	1,791	19,706,744	<b>0.91</b>
8	<b>ALASKA AIRLINES</b>	1,592	384	4,242,336	<b>0.91</b>	1,052	221	3,930,261	<b>0.56</b>
9	<b>ATLANTIC SOUTHEAST AIRLINES</b>	11,694	346	3,708,749	<b>0.93</b>	7,680	210	3,445,538	<b>0.61</b>
10	<b>UNITED AIRLINES**</b>	20,913	1,105	11,830,449	<b>0.93</b>	11,732	1,210	12,663,048	<b>0.96</b>
11	<b>FRONTIER AIRLINES</b>	1,201	248	2,638,684	<b>0.94</b>	2,202	750	2,483,643	<b>3.02</b>
12	<b>US AIRWAYS</b>	11,524	1,590	14,011,454	<b>1.13</b>	17,250	1,965	12,583,487	<b>1.56</b>
13	<b>CONTINENTAL AIRLINES</b>	7,981	1,712	10,177,417	<b>1.68</b>	8,075	1,852	9,456,516	<b>1.96</b>
14	<b>EXPRESSJET AIRLINES</b>	7,985	811	4,339,911	<b>1.87</b>	7,358	818	4,176,099	<b>1.96</b>
15	<b>MESA AIRLINES</b>	2,125	541	1,794,852	<b>3.01</b>	3,792	606	2,366,318	<b>2.56</b>
16	<b>AMERICAN EAGLE AIRLINES</b>	7,647	1,345	4,377,094	<b>3.07</b>	6,346	2,010	4,013,456	<b>5.01</b>
	<b>TOTALS</b>	<b>155,051</b>	<b>13,236</b>	<b>154,132,615</b>	<b>0.86</b>	<b>161,594</b>	<b>15,922</b>	<b>148,702,544</b>	<b>1.07</b>

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay data voluntarily (ExpressJet). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report.

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

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

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

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

RANK	AIRLINE	JANUARY - JUNE 2011				JANUARY - JUNE 2010			
		<u>DENIED BOARDINGS</u> <u>(DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	23	12	12,661,036	<b>0.01</b>	31	7	11,641,741	<b>0.01</b>
2	<b>HAWAIIAN AIRLINES</b>	229	34	4,240,676	<b>0.08</b>	210	34	4,074,720	<b>0.08</b>
3	<b>DELTA AIR LINES</b>	51,997	1,419	49,392,614	<b>0.29</b>	61,611	2,389	47,437,217	<b>0.5</b>
4	<b>AIRTRAN AIRWAYS</b>	21,414	530	12,309,159	<b>0.43</b>	31,516	604	12,061,382	<b>0.5</b>
5	<b>SKYWEST AIRLINES</b>	25,992	789	11,924,798	<b>0.66</b>	27,396	1,008	11,389,325	<b>0.89</b>
6	<b>ATLANTIC SOUTHEAST AIRLINES</b>	19,396	525	6,894,211	<b>0.76</b>	14,872	374	6,533,892	<b>0.57</b>
7	<b>SOUTHWEST AIRLINES</b>	31,619	4,269	54,557,395	<b>0.78</b>	55,271	8,992	51,386,874	<b>1.75</b>
8	<b>FRONTIER AIRLINES</b>	2,038	481	4,729,039	<b>1.02</b>	3,537	1,226	4,498,360	<b>2.73</b>
9	<b>ALASKA AIRLINES</b>	3,390	823	8,001,366	<b>1.03</b>	3,468	759	7,262,893	<b>1.05</b>
10	<b>AMERICAN AIRLINES</b>	27,407	3,851	37,402,266	<b>1.03</b>	33,984	4,075	37,592,179	<b>1.08</b>
11	<b>US AIRWAYS</b>	22,884	2,767	26,717,322	<b>1.04</b>	36,637	5,558	24,737,383	<b>2.25</b>
12	<b>UNITED AIRLINES**</b>	40,060	2,415	22,387,816	<b>1.08</b>	27,253	3,352	23,834,371	<b>1.41</b>
13	<b>CONTINENTAL AIRLINES</b>	15,114	3,010	18,884,222	<b>1.59</b>	18,088	4,172	17,950,872	<b>2.32</b>
14	<b>EXPRESSJET AIRLINES</b>	14,419	1,367	7,852,247	<b>1.74</b>	13,778	1,688	7,472,137	<b>2.26</b>
15	<b>MESA AIRLINES</b>	5,022	893	3,875,795	<b>2.30</b>	7,964	1,109	4,675,227	<b>2.37</b>
16	<b>AMERICAN EAGLE AIRLINES</b>	13,754	2,339	8,004,372	<b>2.92</b>	10,069	3,639	7,563,890	<b>4.81</b>
	<b>TOTALS</b>	<b>294,758</b>	<b>25,524</b>	<b>289,834,334</b>	<b>0.88</b>	<b>345,685</b>	<b>38,986</b>	<b>280,112,463</b>	<b>1.39</b>

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay data voluntarily (ExpressJet). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report.

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

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	AUGUST 2011				AUGUST 2010			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,171	89	1	100	1,019	50	4	114
FOREIGN AIRLINES	210	2	0	23	145	4	0	15
TRAVEL AGENTS	11	1	0	3	14	0	0	1
TOUR OPERATORS	3	0	0	0	5	0	0	1
MISCELLANEOUS	22	5	0	20	17	5	0	18
INDUSTRY TOTALS	1,417	97	1	146	1,200	59	4	149

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	AUGUST 2011			AUGUST 2010		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	501		1	350	
CANCELLATIONS			216			146
DELAYS			148			110
MISS CONNECTIONS			88			53
BAGGAGE	2	242		3	184	
RES/TKTG/BOARDING	3	171		2	189	
CUSTOMER SERVICE	4	157		4	169	
REFUNDS	5	99		6	68	
OVERSALES	6	63		7	64	
FARES	7	60		8	50	
OTHER	8	56		9	30	
FREQUENT FLYER			39			22
DISABILITY	9	47		5	71	
DISCRIMINATION	10	12		10	17	
ADVERTISING	11	8		11	8	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		1,417			1,200	

\* 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\*

AUGUST 2011

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	5	0	0	0	0	0	0	0	0	0	0	0	5
AIRTRAN AIRWAYS	9	1	3	0	1	3	3	5	0	1	0	1	27
ALASKA AIRLINES	1	0	0	1	0	0	2	0	0	0	0	2	6
ALLEGiant AIR	5	0	3	0	0	0	1	0	1	0	0	0	10
AMERICAN AIRLINES	68	5	7	17	13	31	13	3	1	1	0	4	163
AMERICAN EAGLE AIRLINES	16	2	0	0	4	14	1	0	0	0	0	0	37
ATLANTIC SOUTHEAST AIRLINES	12	1	0	0	0	2	1	1	0	0	0	0	17
COLGAN AIR	8	0	0	0	0	0	0	0	0	0	0	0	8
COMAIR	5	0	0	0	0	2	0	1	0	0	0	0	8
COMMUTAIR	6	0	1	0	0	0	0	0	0	0	0	0	7
CONTINENTAL AIRLINES	33	3	12	4	9	13	18	6	1	2	0	8	109
DELTA AIR LINES	43	9	24	6	15	28	24	8	3	1	1	13	175
EXPRESSJET AIRLINES	14	0	1	0	0	2	2	1	0	0	0	0	20
FRONTIER AIRLINES	3	0	4	0	1	0	2	1	0	0	0	1	12
GOJET AIRLINES, LLC	5	1	0	0	0	0	0	0	0	0	0	0	6
HAWAIIAN AIRLINES	1	0	1	0	0	1	1	0	0	0	0	2	6
JETBLUE AIRWAYS	12	0	1	2	0	7	3	2	0	0	0	0	27
MESA AIRLINES	7	0	0	0	0	0	3	0	0	0	0	0	10
MESABA AVIATION	4	1	0	0	0	0	1	0	0	0	0	0	6
PIEDMONT AIRLINES	11	1	0	0	0	1	0	1	0	1	0	0	15
PINNACLE AIRLINES	8	0	0	0	0	2	2	0	0	0	0	1	13
PSA AIRLINES	5	0	0	0	0	0	1	0	0	0	0	0	6
REPUBLIC AIRLINES	9	0	1	0	0	0	1	0	0	0	0	0	11
SHUTTLE AMERICA	4	1	1	0	0	1	0	0	0	0	0	0	7
SKYWEST AIRLINES	15	1	0	0	0	7	5	0	0	0	0	0	28
SOUTHWEST AIRLINES	7	0	3	5	2	7	9	2	0	1	0	6	42
SPIRIT AIRLINES	25	7	17	4	10	7	10	1	0	0	0	1	82
TRANS STATES AIRLINES	4	0	0	0	0	0	2	0	0	0	0	0	6
UNITED AIRLINES	38	11	24	4	3	11	18	1	1	2	0	8	121
UNITED EXPRESS	9	1	2	0	0	2	3	0	0	0	0	0	17
US AIRWAYS	56	4	25	5	11	15	10	6	0	1	0	5	138
VISION AIRLINES	2	1	1	0	2	0	0	0	0	0	0	0	6
OTHER U. S. AIRLINES	6	0	4	2	3	2	2	1	0	0	0	0	20
TOTAL AUGUST 2011	456	50	135	50	74	158	138	40	7	10	1	52	1,171
% OF TOTAL COMPLAINTS	38.9	4.3	11.5	4.3	6.3	13.5	11.8	3.4	0.6	0.9	0.1	4.4	
TOTAL AUGUST 2010	321	55	156	39	42	146	151	63	7	15	0	24	1,019
% OF TOTAL COMPLAINTS	31.5	5.4	15.3	3.8	4.1	14.3	14.8	6.2	0.7	1.5	0	2.4	

\* 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

AUGUST 2011

U. S. AIRLINES*	COMPS RECD IN AUGUST	INCI - DENTS IN AUGUST	PERCENT	INCI - DENTS IN JULY	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	5	3	60.0	0	0.0	1	20.0	1	20.0
AIRTRAN AIRWAYS	27	17	63.0	4	14.8	5	18.5	1	3.7
ALASKA AIRLINES	6	1	16.7	2	33.3	2	33.3	1	16.7
ALLEGIAN AIR	10	3	30.0	5	50.0	1	10.0	1	10.0
AMERICAN AIRLINES	163	47	28.8	41	25.2	60	36.8	15	9.2
AMERICAN EAGLE AIRLINES	37	21	56.8	6	16.2	8	21.6	2	5.4
ATLANTIC SOUTHEAST AIRLINES	17	5	29.4	7	41.2	5	29.4	0	0.0
COLGAN AIR	8	4	50.0	3	37.5	0	0.0	1	12.5
COMAIR	8	6	75.0	1	12.5	1	12.5	0	0.0
COMMUTAIR	7	2	28.6	5	71.4	0	0.0	0	0.0
CONTINENTAL AIRLINES	109	33	30.3	29	26.6	32	29.4	15	13.8
DELTA AIRLINES	175	64	36.6	40	22.9	46	26.3	25	14.3
EXPRESSJET AIRLINES	20	9	45.0	5	25.0	5	25.0	1	5.0
FRONTIER AIRLINES	12	4	33.3	4	33.3	3	25.0	1	8.3
GOJET AIRLINES	6	2	33.3	3	50.0	1	16.7	0	0.0
HAWAIIAN AIRLINES	6	2	33.3	1	16.7	2	33.3	1	16.7
JETBLUE AIRWAYS	27	15	55.6	4	14.8	7	25.9	1	3.7
MESA AIRLINES	10	4	40.0	5	50.0	0	0.0	1	10.0
MESABA AVIATION	6	2	33.3	2	33.3	0	0.0	2	33.3
PIEDMONT AIRLINES	15	9	60.0	3	20.0	3	20.0	0	0.0
PINNACLE AIRLINES	13	8	61.5	1	7.7	2	15.4	2	15.4
PSA AIRLINES	6	4	66.7	2	33.3	0	0.0	0	0.0
REPUBLIC AIRLINES	11	8	72.7	0	0.0	1	9.1	2	18.2
SHUTTLE AMERICA	7	3	42.9	2	28.6	2	28.6	0	0.0
SKYWEST AIRLINES	28	15	53.6	7	25.0	6	21.4	0	0.0
SOUTHWEST AIRLINES	42	19	45.2	7	16.7	10	23.8	6	14.3
SPIRIT AIRLINES	82	38	46.3	9	11.0	18	22.0	17	20.7
TRANS STATES AIRLINES	6	5	83.3	1	16.7	0	0.0	0	0.0
UNITED AIRLINES	121	37	30.6	40	33.1	34	28.1	10	8.3
UNITED EXPRESS	17	11	64.7	3	17.6	3	17.6	0	0.0
US AIRWAYS	138	49	35.5	47	34.1	33	23.9	9	6.5
VISION AIRLINES	6	2	33.3	1	16.7	3	50.0	0	0.0
OTHER U. S. AIRLINES	20	8	40.0	7	35.0	4	20.0	1	5.0
<b>TOTALS</b>	<b>1,171</b>	<b>460</b>	<b>39.3</b>	<b>297</b>	<b>25.4</b>	<b>298</b>	<b>25.4</b>	<b>116</b>	<b>9.9</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>1,019</b>	<b>394</b>	<b>38.7</b>	<b>284</b>	<b>27.9</b>	<b>253</b>	<b>24.8</b>	<b>88</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\*\*

AUGUST 2011

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	5	3	1	0	0	4	3	2	0	0	0	0	18
ALITALIA AIRLINES	1	2	3	0	0	4	0	0	0	0	0	0	10
AVIANCA	3	0	1	0	0	1	0	0	0	0	0	0	5
BRITISH AIRWAYS	3	0	4	1	3	4	2	0	0	0	0	1	18
CARIBBEAN AIRLINES	5	1	2	0	0	0	1	1	0	0	0	1	11
COPA AIRLINES	0	1	0	0	0	4	0	1	0	0	0	0	6
EMIRATES AIRLINES	0	1	0	0	0	3	2	0	0	0	0	0	6
IBERIA AIRLINES	1	0	1	0	0	2	1	0	0	0	0	0	5
KLM	1	1	0	0	0	3	0	0	0	0	0	0	5
LOT POLISH AIRLINES	3	0	0	0	1	1	0	0	0	0	0	0	5
LUFTHANSA	3	0	7	0	2	6	2	1	0	1	0	0	22
QATAR AIRWAYS	0	1	0	0	0	4	0	0	0	0	0	0	5
TURKISH AIRLINES	1	0	0	1	1	5	1	0	0	0	0	0	9
OTHER FOREIGN AIRLINES	13	2	11	4	11	34	6	1	1	1	0	1	85
TOTALS	39	12	30	6	18	75	18	6	1	2	0	3	210
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	1	0	1	4	4	1	0	0	0	0	0	0	11
TOTALS	1	0	1	4	4	1	0	0	0	0	0	0	11
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	0	1	0	0	0	1	0	0	0	0	0	3
TOTALS	1	0	1	0	0	0	1	0	0	0	0	0	3
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	4	1	4	0	3	8	0	1	0	0	0	1	22
TOTALS	4	1	4	0	3	8	0	1	0	0	0	1	22

\* 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

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

RANK	AIRLINE	AUGUST 2011			AUGUST 2010		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	6	1,697,790	0.35	12	1,601,508	0.75
2	SOUTHWEST AIRLINES	42	9,610,770	0.44	24	9,508,305	0.25
3	HAWAIIAN AIRLINES	6	779,088	0.77	28	787,854	3.55
4	JETBLUE AIRWAYS	27	2,423,828	1.11	27	2,419,471	1.12
5	FRONTIER AIRLINES	12	1,072,461	1.12	21	1,423,347	1.48
6	AIRTRAN AIRWAYS	27	2,299,623	1.17	22	2,272,270	0.97
7	SKYWEST AIRLINES	28	2,286,801	1.22	16	2,243,828	0.71
8	EXPRESSJET AIRLINES	20	1,561,842	1.28	11	1,572,776	0.70
9	MESA AIRLINES	10	780,818	1.28	5	769,812	0.65
10	ATLANTIC SOUTHEAST AIRLINES	17	1,265,609	1.34	12	1,255,909	0.96
11	DELTA AIR LINES	175	10,753,702	1.63	248	10,452,951	2.37
12	AMERICAN AIRLINES	163	7,646,325	2.13	126	7,714,143	1.63
13	AMERICAN EAGLE AIRLINES	37	1,538,537	2.40	27	1,401,615	1.93
14	UNITED AIRLINES	121	4,755,805	2.54	100	5,057,365	1.98
15	CONTINENTAL AIRLINES	109	4,111,360	2.65	63	3,982,181	1.58
16	US AIRWAYS	138	4,582,291	3.01	89	4,624,446	1.92
TOTAL		938	57,166,650	1.64	831	57,087,781	1.46

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

The Transportation Security Administration (TSA) screened approximately 57 million airline passengers and their 46 million checked bags in the month of August 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 August.

**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
343	.0006	32	.00006	93	.0002*	372	.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
237	.0004	619	.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 August.

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.

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

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

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

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

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