



U.S. Department
of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	December 2010 12 Months Ending December 2010
Mishandled Baggage¹	December 2010 January-December 2010
Oversales¹	4th Quarter 2010 January – December 2010
Consumer Complaints² (Includes Disability and Discrimination Complaints)	December 2010 January-December 2010
Customer Service Reports to the Dept. of Homeland Security³	December 2010
Airline Animal Incident Reports⁴	December 2010 January-December 2010

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the sixteen (16*) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the two (2**) carriers that currently report 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 18 reporting air carriers, 12 carriers (AirTran, American Eagle, Atlantic Southeast, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Pinnacle, Southwest, United, and US Airways) use ACARS exclusively; 2 carriers (American and Continental) use a combination of ACARS and DGS; 1 carrier (Comair) records arrival times manually; and 3 carriers (Alaska, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 29 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 29 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the regularly scheduled flights with more than 50% delayed arrivals of more than 30 minutes for two or more consecutive months. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 3, 4, and 5 contain information on the time of day that a flight operated. All times are local. A 10:50 a.m. departure from Atlanta is 10:50 a.m. Atlanta time; if that flight arrived in Dallas at 11:45 a.m., that is 11:45 a.m. Dallas time. If a flight's scheduled operating time changed during the month, Table 5 shows the time that was in effect for the last flight operation performed that month.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system. Table 8A displays the number and percentage of regularly scheduled flights canceled 5% or more of the time.

Table 9 displays airline flight delay causation data by categories, and Table 10 provides an overall graphic representation of that data.

Table 11 lists the regularly scheduled flights with tarmac delays of more than 3 hours, and Table 12 displays the number and percentage of regularly scheduled flights with tarmac delays of 2 hours or more.

Except for the flights listed in Tables 5 and 11, this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at http://www.bts.gov/programs/airline_information/airline_ontime_statistics/ Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml> CDs for earlier months can be purchased by sending an email to: Orders@bts.gov Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp> Cause of delay data for airports and airlines can be found at: http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp

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

*** Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as DL or Delta Air Lines data in the flight delay tables.**

****ExpressJet Airlines and Pinnacle Airlines currently report flight delay data voluntarily, as permitted by Part 234.**

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	83.8	15	87.6
UNITED AIRLINES S/	27	82.9	74	83.1
AIRTRAN AIRWAYS S/	22	81.9	65	82.1
ALASKA AIRLINES S/	18	81.3	50	80.9
AMERICAN AIRLINES S/	28	80.4	78	80.5
MESA AIRLINES S/	17	79.1	86	78.9
US AIRWAYS S/	28	78.2	78	78.7
FRONTIER AIRLINES S/	21	75.8	41	76.6
AMERICAN EAGLE S/	19	73.4	133	74.0
CONTINENTAL AIRLINES S/	26	71.6	59	72.1
EXPRESSJET AIRLINES S/V/	20	71.5	113	71.7
ATLANTIC SOUTHEAST AIRLINES S/	17	70.1	119	70.5
DELTA AIR LINES S/	29	70.0	115	70.1
SOUTHWEST AIRLINES S/	20	67.3	69	67.1
PINNACLE AIRLINES S/V/	18	62.5	126	65.5
SKYWEST AIRLINES S/	17	65.4	143	64.4
COMAIR S/	19	59.1	80	63.1
JETBLUE AIRWAYS S/	21	58.2	47	58.6
TOTAL		72.5		72.0

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

* 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.

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta Air Lines data in this table.

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AIR TRAVEL CONSUMER REPORT

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

Carrier	1st Quarter 01-03 2010		2nd Quarter 04-06 2010		3rd Quarter 07-09 2010		4th Quarter 10-12 2010		Oct -10		Nov -10		Dec-10		12 Months Ending Dec 2010		Database To Date 09 1987-12 2010	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	76.7	11	83.9	6	83.4	6	87.0	3	90.4	2	88.6	4	82.1	3	82.8	6	(--)	(--)
ALASKA	86.4	2	90.4	2	89.2	2	83.9	6	88.1	4	82.5	13	80.9	4	87.6	2	76.5	6
AMERICAN	76.5	12	77.8	14	80.2	13	84.0	5	86.3	11	85.3	8	80.5	5	79.6	9	78.0	4
AMERICAN EAGLE	74.6	14	74.4	17	77.3	15	81.7	9	86.5	10	84.5	9	74.0	9	77.1	16	74.2	8
ATLANTIC SOUTHEAST	76.2	13	82.3	9	80.6	12	77.6	14	80.7	15	81.9	14	70.5	12	79.2	11	(--)	(--)
COMAIR	71.4	18	71.4	18	74.6	18	74.7	16	78.0	16	82.8	11	63.1	17	73.1	18	(--)	(--)
CONTINENTAL	78.4	9	83.1	8	83.2	7	80.9	11	87.5	6	83.6	10	72.1	10	81.4	7	78.3	2
DELTA	78.9	7	76.6	16	76.2	17	78.0	13	82.9	14	80.8	15	70.1	13	77.4	15	77.6	5
EXPRESSJET	73.3	16	76.7	15	79.1	14	81.5	10	86.8	8	86.0	6	71.7	11	77.8	14	(--)	(--)
FRONTIER	80.3	5	80.7	12	82.4	8	82.2	8	87.0	7	82.7	12	76.6	8	81.4	8	(--)	(--)
HAWAIIAN	88.4	1	93.8	1	95.3	1	92.0	1	95.4	1	93.1	1	87.6	1	92.5	1	(--)	(--)
JETBLUE	71.6	17	83.2	7	77.0	16	71.1	18	76.7	18	79.1	17	58.6	18	75.7	17	(--)	(--)
MESA	80.4	4	84.1	5	84.2	5	85.2	4	87.9	5	89.2	3	78.9	6	83.3	4	(--)	(--)
PINNACLE	74.1	15	79.7	13	80.7	11	79.4	12	86.7	9	86.1	5	65.5	15	78.5	13	(--)	(--)
SKYWEST	78.2	10	81.2	10	81.6	10	75.1	15	83.0	13	78.0	18	64.4	16	79.1	12	(--)	(--)
SOUTHWEST	80.1	6	81.1	11	82.0	9	74.6	17	77.5	17	79.3	16	67.1	14	79.5	10	81.9	1
UNITED	82.5	3	84.2	4	85.8	3	88.1	2	89.9	3	91.4	2	83.1	2	85.2	3	76.2	7
US AIRWAYS	78.7	8	85.7	3	84.7	4	82.9	7	84.0	12	86.0	7	78.7	7	83.0	5	78.3	3
Total	77.9		80.5		81.0		79.6		83.8		83.2		72.0		79.8		78.2	

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily (ExpressJet and Pinnacle). Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta data in this table.

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	1195	66.8	68	55.9	H/		76	65.8	105	62.9	H/		31	80.6	4245	62.3
AA	445	84.3	820	71.3	273	81.0	195	84.6	891	75.5	429	81.6	12920	88.2	211	77.7
AS	31	90.3	62	79.0	H/		H/		91	90.1	92	89.1	91	89.0	H/	
B6	H/		2448	56.6	112	60.7	164	63.4	272	61.8	82	57.3	H/		H/	
CO	139	74.1	358	69.6	141	78.7	121	75.2	228	78.1	365	69.0	225	78.7	123	69.1
DL	15233	74.3	1127	66.8	633	73.5	454	73.3	1103	68.2	604	61.8	420	76.4	4583	73.6
EV	9756	71.8	228	72.8	30	66.7	51	70.6	382	70.2	32	71.9	16	75.0	731	68.3
F9	87	79.3	83	68.7	H/		H/		175	77.7	2812	78.8	105	81.9	88	76.1
FL	5615	84.5	571	72.9	1534	84.0	157	84.1	357	80.7	123	85.4	254	79.5	166	74.1
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	471	68.8	347	68.0	149	61.7	390	70.8	599	72.0	216	64.8	6604	86.1	340	66.5
OH	416	68.8	413	58.1	47	61.7	110	60.9	554	57.6	12	58.3	126	59.5	1560	65.7
OO	84	77.4	H/		H/		H/		H/		6292	75.5	276	72.5	82	56.1
UA	69	82.6	707	81.6	348	87.4	55	83.6	345	86.4	4236	88.8	280	88.6	33	84.8
US	428	81.3	1359	74.6	372	78.2	7090	79.8	1747	80.6	378	78.8	614	83.1	234	81.6
WN	H/		757	59.0	4809	69.6	H/		H/		4170	74.3	H/		476	56.9
XE	348	68.7	81	61.7	105	61.9	342	64.9	219	62.1	3	100.0	191	80.1	208	60.1
YV	123	74.8	H/		4	75.0	1927	78.3	H/		2	100.0	H/		66	54.5
TOTAL	34440	75.1	9429	66.4	8557	73.7	11132	78.1	7068	73.6	19848	78.2	22153	86.5	13146	67.7

* See Appendix at end of this section for list of airport and carrier codes. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

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

ARRIVAL AIRPORT*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	49	44.9	H/		94	72.3	125	80.8	547	55.8	H/		H/		86	55.8
AA	400	62.0	339	77.0	357	81.0	273	85.7	1247	71.8	758	81.8	2314	75.9	1374	68.3
AS	62	75.8	H/		H/		31	90.3	H/		332	85.5	479	79.1	H/	
B6	386	47.2	1304	58.1	473	59.6	H/		3805	60.9	258	61.6	187	46.5	273	44.7
CO	3706	63.5	426	71.6	H/		6301	80.1	H/		413	71.2	714	60.6	271	64.2
DL	508	51.0	1064	72.3	223	68.2	155	74.8	1634	66.8	1069	70.4	1648	65.1	2082	65.9
EV	67	61.2	26	73.1	1317	66.7	97	72.2	118	56.8	H/		H/		83	61.4
F9	H/		59	79.7	H/		H/		H/		221	70.6	180	65.6	145	62.1
FL	H/		516	83.7	98	84.7	H/		H/		182	78.0	165	79.4	562	64.8
HA	H/		H/		H/		H/		H/		85	85.9	75	88.0	H/	
MQ	99	50.5	H/		H/		122	58.2	713	64.4	H/		1176	76.7	1449	61.6
OH	130	43.8	H/		136	66.2	73	69.9	877	52.0	H/		H/		411	57.9
OO	H/		H/		115	73.9	140	65.7	H/		558	65.1	3850	69.8	H/	
UA	252	69.8	H/		2177	89.0	257	88.7	375	81.6	612	87.9	2008	83.2	559	72.8
US	323	65.0	588	77.0	31	90.3	308	81.8	174	74.7	860	78.0	528	65.9	935	74.9
WN	H/		1490	71.4	239	59.0	H/		H/		6362	68.2	3258	60.5	242	48.8
XE	3613	53.6	H/		380	73.2	7934	83.1	H/		H/		H/		44	65.9
YV	75	54.7	H/		925	73.6	3	66.7	H/		208	82.2	74	93.2	33	78.8
TOTAL	9670	58.1	5812	70.7	6565	76.1	15819	81.5	9490	63.5	11918	71.9	16656	70.2	8549	65.2

* See Appendix at end of this section for list of airport and carrier codes. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

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

ARRIVAL AIRPORT*																
	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
9E	25	32.0	171	55.6	4	50.0	1415	62.3	82	50.0	H/		24	62.5	H/	
AA	833	78.6	H/		3937	79.9	297	70.0	4486	76.3	122	71.3	365	78.4	485	84.5
AS	62	91.9	H/		31	90.3	58	87.9	153	65.4	848	84.8	H/		226	86.3
B6	1425	59.3	H/		H/		H/		180	56.7	85	74.1	H/		85	60.0
CO	527	73.8	H/		279	75.6	31	64.5	474	63.3	170	61.8	144	68.1	329	70.8
DL	1620	72.9	210	54.8	779	73.8	4604	67.5	438	60.7	339	56.6	571	70.4	717	65.4
EV	H/		H/		H/		2	100.0	406	49.0	H/		64	75.0	H/	
F9	99	88.9	113	84.1	H/		118	76.3	H/		136	72.8	23	78.3	147	62.6
FL	1796	84.8	379	81.8	26	88.5	241	66.0	H/		H/		243	70.8	88	87.5
HA	H/		H/		H/		H/		H/		62	80.6	H/		31	71.0
MQ	H/		H/		1321	78.9	269	56.1	6634	66.1	H/		141	59.6	H/	
OH	68	76.5	15	46.7	H/		542	46.5	206	55.3	H/		149	59.1	H/	
OO	H/		H/		H/		1188	57.5	3169	58.8	925	71.5	1	100.0	238	69.7
UA	520	87.1	H/		21	90.5	288	80.2	5030	81.4	342	81.0	280	80.7	358	84.4
US	733	76.0	H/		295	74.6	263	71.1	588	60.2	163	78.5	3754	77.3	5240	83.7
WN	2881	76.5	6214	67.0	H/		492	52.4	H/		1082	64.6	1639	69.2	5100	68.5
XE	16	62.5	H/		27	74.1	371	58.5	2127	64.3	H/		52	51.9	54	87.0
YV	H/		H/		H/		2	0.0	898	69.0	H/		28	64.3	2460	87.5
TOTAL	10605	75.7	7102	67.4	6720	78.7	10181	63.8	24871	69.3	4274	72.1	7478	73.8	15558	77.8

* See Appendix at end of this section for list of airport and carrier codes. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		H/		H/		H/		62	62.9
AA	429	78.6	363	66.9	913	58.4	169	78.7	524	83.8
AS	320	71.9	3561	82.2	298	62.8	H/		H/	
B6	90	53.3	151	66.9	281	43.1	124	60.5	336	60.7
CO	327	66.7	398	62.8	410	48.5	108	69.4	376	77.7
DL	481	64.2	731	58.0	753	47.0	2737	66.4	1010	75.2
EV	H/		H/		H/		H/		H/	
F9	131	66.4	132	73.5	81	43.2	59	64.4	41	82.9
FL	H/		46	50.0	109	59.6	H/		608	85.7
HA	31	93.5	75	80.0	31	87.1	H/		H/	
MQ	362	76.8	H/		H/		77	45.5	H/	
OH	H/		H/		H/		H/		2	50.0
OO	617	60.8	588	73.5	3961	48.0	5921	66.5	H/	
UA	578	82.0	537	86.6	3132	72.4	45	75.6	256	87.5
US	314	71.0	293	77.8	456	53.5	139	87.8	646	79.7
WN	2692	60.8	1167	68.8	1293	44.1	1085	61.0	2206	75.4
XE	H/		H/		H/		8	50.0	19	78.9
YV	H/		H/		74	47.3	14	85.7	H/	
TOTAL	6372	66.6	8042	75.3	11792	55.5	10486	66.2	6086	77.4

* See Appendix at end of this section for list of airport and carrier codes. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	82.2	68.0	90.9	83.8	100.0	100.0	88.7	72.2	70.6	71.9	83.3	89.3	69.2	88.9	82.1	J/	75.0	73.3
700 - 759 AM	82.0	77.3	83.2	84.4	74.4	87.5	90.9	70.9	71.7	53.1	80.6	86.3	72.0	90.0	85.2	69.0	92.9	82.3
800 - 859 AM	83.4	68.9	87.0	79.9	74.4	87.2	89.8	71.7	69.5	81.8	81.6	87.8	67.5	90.2	83.8	69.8	82.0	80.6
900 - 959 AM	82.6	77.2	84.3	81.5	78.5	87.9	89.2	68.6	74.3	84.7	85.3	87.3	71.4	84.0	78.6	73.9	82.5	79.5
1000 - 1059 AM	79.4	72.1	81.7	78.3	81.0	85.7	89.8	76.9	74.8	81.8	79.0	84.1	69.1	80.8	73.1	72.3	86.4	76.2
1100 - 1159 AM	80.7	76.8	84.6	84.0	76.4	83.2	90.7	72.0	70.3	75.2	80.3	87.1	66.3	78.7	76.4	73.3	83.6	79.0
1200 - 1259 PM	80.4	77.8	81.9	82.4	77.1	78.2	87.9	78.4	62.6	78.2	71.9	85.2	66.4	76.7	73.7	68.8	80.2	72.9
100 - 159 PM	78.5	69.7	79.8	77.6	74.7	76.8	88.9	70.0	62.8	77.7	81.2	80.7	61.0	74.0	71.8	63.4	79.4	82.7
200 - 259 PM	76.2	70.6	77.2	77.2	75.8	78.4	84.3	61.5	55.4	71.4	82.5	82.2	67.4	70.2	66.5	67.5	80.3	69.6
300 - 359 PM	73.1	69.8	75.7	80.2	74.8	70.7	84.0	72.7	57.3	74.8	75.0	83.1	61.2	70.7	71.1	63.1	76.1	72.4
400 - 459 PM	69.5	65.9	67.6	80.3	75.8	74.9	85.2	67.7	55.4	68.2	73.9	79.7	65.5	64.5	63.8	67.1	77.3	67.7
500 - 559 PM	71.9	64.4	70.2	79.1	71.2	72.9	86.8	65.1	50.0	69.2	73.1	76.4	58.9	65.9	62.9	62.1	74.7	62.1
600 - 659 PM	65.0	60.1	67.3	75.1	66.8	72.5	83.9	60.9	43.5	59.2	69.7	75.5	52.4	64.6	65.4	63.9	69.2	55.7
700 - 759 PM	64.9	58.4	66.4	71.8	69.9	69.1	84.5	66.7	47.0	67.9	81.7	77.2	48.5	62.8	61.7	59.9	66.1	50.2
800 - 859 PM	66.5	62.6	65.0	73.8	72.6	74.1	84.7	69.0	44.4	63.3	70.4	77.0	57.7	62.7	62.3	60.2	67.8	52.3
900 - 959 PM	73.6	53.8	59.1	74.6	71.2	64.7	83.5	66.6	48.6	59.3	74.7	81.1	62.0	53.5	64.0	54.4	72.3	48.6
1000 - 1059 PM	70.3	55.9	61.4	69.2	66.7	66.4	73.8	62.9	53.6	65.7	65.7	74.7	67.1	61.1	55.9	60.3	62.5	58.4
1100 - 559 AM	79.7	61.6	63.4	74.0	65.9	68.9	80.2	67.8	65.4	57.9	72.1	71.0	66.4	68.2	74.9	61.8	66.4	49.0
TOTAL, ALL ARRIVALS, BY AIRPORT	75.1	66.4	73.7	78.1	73.6	78.2	86.5	67.7	58.1	70.7	76.1	81.5	63.5	71.9	70.2	65.2	75.7	67.4

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	91.5	70.8	79.4	90.3	86.0	100.0	J/	74.3	81.1	72.2	82.4	80.4
700 - 759 AM	81.1	63.5	75.9	73.3	77.8	87.5	74.1	86.7	81.6	73.2	91.1	80.0
800 - 859 AM	91.3	66.5	72.3	97.3	79.1	92.1	81.9	90.2	70.9	77.8	83.9	81.0
900 - 959 AM	84.9	69.3	76.2	86.9	79.4	88.5	73.2	85.9	62.6	78.4	87.3	80.8
1000 - 1059 AM	82.3	69.7	76.3	76.9	83.3	85.9	75.5	79.1	55.4	74.2	86.4	79.1
1100 - 1159 AM	79.5	71.4	73.6	68.4	79.7	77.6	75.4	77.6	51.7	73.5	83.7	78.0
1200 - 1259 PM	80.5	69.6	73.4	78.0	72.5	85.6	71.5	76.5	50.2	75.7	81.2	76.6
100 - 159 PM	82.0	65.3	72.0	78.2	75.1	78.4	70.3	78.4	51.0	62.8	83.8	74.8
200 - 259 PM	86.8	60.4	69.6	72.3	72.8	74.5	67.9	78.2	52.9	66.8	83.5	72.6
300 - 359 PM	80.0	65.2	67.3	79.1	74.0	72.8	69.9	77.0	52.3	65.2	81.1	71.6
400 - 459 PM	77.8	57.4	64.8	66.9	76.2	78.3	63.1	81.9	47.8	64.1	78.6	70.7
500 - 559 PM	73.7	66.0	63.2	65.3	73.0	74.4	60.8	66.6	49.5	65.9	70.3	69.3
600 - 659 PM	73.1	58.2	63.4	69.1	70.1	75.4	66.8	76.4	51.0	62.8	72.6	66.4
700 - 759 PM	70.7	51.5	60.5	64.1	68.0	64.7	62.3	74.0	49.2	54.9	75.6	64.8
800 - 859 PM	75.3	61.5	60.6	71.2	65.4	75.3	62.0	65.4	52.0	60.7	68.0	66.9
900 - 959 PM	71.2	60.2	58.1	67.1	71.4	68.4	49.0	70.5	50.3	47.9	73.1	64.5
1000 - 1059 PM	73.2	59.0	63.6	56.2	63.9	65.4	52.1	69.3	42.6	54.1	61.6	62.1
1100 - 559 AM	66.6	69.2	83.1	70.2	66.5	67.8	62.2	69.5	63.2	55.0	71.1	68.6
TOTAL, ALL ARRIVALS, BY AIRPORT	78.7	63.8	69.3	72.1	73.8	77.8	66.6	75.3	55.5	66.2	77.4	72.5

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	89.5	84.0	86.2	88.2	86.1	95.0	92.9	93.2	79.2	89.3	88.3	89.0	78.7	95.5	91.2	83.8	88.1	79.6
700 - 759 AM	83.1	77.7	86.2	86.2	82.2	90.4	89.9	81.3	76.2	90.0	85.2	89.5	78.6	89.0	85.3	81.6	91.3	79.8
800 - 859 AM	82.5	76.3	77.4	87.7	86.5	82.8	85.8	78.1	72.9	89.8	86.2	86.5	73.0	86.2	82.5	78.7	90.2	58.4
900 - 959 AM	78.4	70.9	76.3	81.6	80.5	79.2	85.2	79.2	73.5	80.6	79.5	86.2	72.3	75.0	74.1	76.2	85.3	59.3
1000 - 1059 AM	80.9	74.7	70.7	81.4	84.7	82.2	83.3	72.8	74.7	80.9	82.8	80.7	72.2	67.4	67.0	77.6	83.8	60.1
1100 - 1159 AM	75.4	71.3	58.7	78.6	79.1	78.8	82.0	75.3	67.6	80.7	86.5	76.1	70.3	74.1	68.0	72.8	81.4	47.6
1200 - 1259 PM	76.4	76.6	67.0	74.1	73.4	77.8	82.5	70.3	65.9	68.8	77.3	79.1	61.5	67.0	68.9	73.6	77.3	50.6
100 - 159 PM	76.4	76.2	52.7	81.1	77.1	70.8	78.7	70.4	61.7	64.5	74.1	80.0	58.7	64.7	69.4	68.9	75.5	50.1
200 - 259 PM	70.2	67.2	65.2	77.0	71.6	67.7	79.4	66.3	59.7	66.5	76.2	75.1	61.4	60.4	63.4	64.9	72.7	54.7
300 - 359 PM	72.0	70.5	56.8	62.3	70.8	70.3	78.5	63.3	55.8	69.0	79.6	77.5	61.5	61.4	65.8	63.5	70.9	49.7
400 - 459 PM	66.8	65.6	54.5	79.6	73.6	62.7	80.5	67.9	52.2	63.1	70.1	79.1	60.2	55.6	66.8	65.3	68.4	38.8
500 - 559 PM	66.6	60.5	54.6	74.7	72.8	63.5	79.9	61.6	54.5	52.7	73.1	68.0	64.8	49.9	66.1	65.0	71.0	41.2
600 - 659 PM	66.7	63.4	60.6	74.7	69.9	71.8	79.1	49.2	52.3	58.8	66.5	73.0	60.9	54.4	60.0	62.0	66.8	46.1
700 - 759 PM	64.2	59.2	43.5	74.2	71.4	71.4	79.0	62.8	50.0	60.9	65.8	70.8	54.7	43.4	57.7	57.8	60.6	23.1
800 - 859 PM	66.4	60.8	50.0	73.7	70.6	54.9	81.8	69.4	50.9	56.8	42.9	67.0	51.0	52.4	57.1	67.7	58.8	19.8
900 - 959 PM	66.0	23.5	74.6	61.3	80.7	73.2	81.2	70.3	39.3	20.8	81.2	78.5	52.0	40.3	65.5	56.4	51.9	19.0
1000 - 1059 PM	72.4	J/	J/	75.9	80.0	66.7	89.5	78.1	100.0	J/	72.9	71.9	57.9	83.7	75.3	J/	J/	J/
1100 - 559 AM	100.0	82.5	89.5	87.1	79.1	74.4	87.8	75.0	79.6	76.5	J/	89.3	74.0	87.1	72.4	87.1	71.7	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	73.0	71.2	65.4	78.7	77.3	74.6	82.4	69.9	63.1	71.8	77.2	78.4	64.4	67.2	71.4	70.9	76.0	49.9

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	91.6	84.9	81.8	90.8	82.7	94.3	90.6	92.8	89.1	94.1	89.5	88.0
700 - 759 AM	88.7	78.3	76.7	89.1	85.2	93.5	83.7	88.6	81.4	84.2	89.3	84.7
800 - 859 AM	84.7	77.8	75.8	88.5	79.3	91.1	80.7	91.7	76.1	77.1	94.2	81.7
900 - 959 AM	86.3	75.2	74.1	83.0	76.1	88.2	79.6	87.4	70.3	79.1	86.9	78.5
1000 - 1059 AM	81.6	72.0	70.4	78.6	78.4	76.6	67.2	81.2	62.0	76.7	81.3	76.4
1100 - 1159 AM	82.8	71.2	70.3	74.4	79.6	81.0	69.9	76.8	54.2	74.9	83.8	74.6
1200 - 1259 PM	75.3	72.1	69.0	59.3	71.4	67.2	64.8	70.3	56.6	77.0	78.3	71.9
100 - 159 PM	77.7	67.0	69.3	76.0	67.3	78.3	66.2	72.0	55.2	67.5	76.0	71.0
200 - 259 PM	71.8	64.7	65.0	69.8	64.1	75.2	62.9	75.6	50.7	63.4	73.1	68.6
300 - 359 PM	71.5	59.7	67.6	75.9	65.4	66.1	61.4	75.3	51.4	68.6	73.8	67.5
400 - 459 PM	70.8	52.3	61.8	59.9	66.3	66.8	57.7	75.1	53.0	66.3	71.6	65.6
500 - 559 PM	68.2	60.7	61.1	68.6	66.5	70.5	63.6	80.8	47.3	62.1	72.7	64.9
600 - 659 PM	77.3	58.4	59.9	56.3	68.5	65.6	52.2	68.5	52.4	49.6	65.3	64.9
700 - 759 PM	70.0	65.4	60.9	71.7	55.2	71.8	58.5	74.9	52.8	60.4	71.8	63.1
800 - 859 PM	71.5	61.1	59.0	55.1	69.6	55.4	45.5	76.0	53.2	58.7	58.0	61.2
900 - 959 PM	78.5	65.0	61.0	70.5	63.2	74.2	50.4	71.0	47.0	70.8	64.7	66.6
1000 - 1059 PM	66.4	68.6	67.7	80.6	80.4	85.6	74.8	76.0	67.2	69.2	J/	74.2
1100 - 559 AM	J/	86.5	82.0	92.9	85.8	80.8	J/	84.1	61.8	81.3	86.0	79.8
TOTAL, ALL DEPARTURES, BY AIRPORT	77.0	68.3	67.7	77.0	72.8	76.8	69.5	80.4	61.8	70.8	78.8	72.2

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

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

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

NONE

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

SOUTHWEST	1142	Oct	BWI-LGA	1745	26	14	53.9	86.3
SOUTHWEST	973	Nov	BWI-LGA	1740	26	15	57.7	66.2
SOUTHWEST	973	Dec	BWI-LGA	1740	26	16	61.5	68.6

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS OR MORE

SKYWEST	4846	Nov	ICT-MEM	1640	11	6	54.6	68.7
SKYWEST	4846	Dec	ICT-MEM	1640	16	9	56.3	76.2
SOUTHWEST	973	Nov	BWI-LGA	1740	26	15	57.7	66.2
SOUTHWEST	973	Dec	BWI-LGA	1740	26	16	61.5	68.6
SOUTHWEST	2381	Nov	LGA-MDW	1925	25	13	52.0	67.5
SOUTHWEST	452	Dec	LGA-MDW	1925	25	13	52.0	73.4
SOUTHWEST	897	Nov	MDW-LGA	2020	24	13	54.2	70.8
SOUTHWEST	2026	Dec	MDW-LGA	2015	25	14	56.0	60.1
SOUTHWEST	186	Nov	MDW-SDF	1950	19	10	52.6	58.5
SOUTHWEST	186	Dec	MDW-SDF	1950	24	14	58.3	78.5
SOUTHWEST	1152	Nov	OAK-SLC	2015	18	10	55.6	57.6
SOUTHWEST	1152	Dec	OAK-SLC	2015	25	14	56.0	78.4
SOUTHWEST	3931	Nov	PHX-AUS	1910	19	10	52.6	76.2
SOUTHWEST	3508	Dec	PHX-AUS	1925	18	12	66.7	66.8

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
SOUTHWEST	2,555	103	4.0
JETBLUE	642	23	3.6
SKYWEST	1,569	51	3.3
COMAIR	406	11	2.7
ATLANTIC SOUTHEAST	870	13	1.5
PINNACLE	616	8	1.3
DELTA	1,994	20	1.0
EXPRESSJET	977	7	0.7
CONTINENTAL	721	4	0.6
ALASKA	376	2	0.5
US AIRWAYS	1,150	1	0.1
AMERICAN	1,521	0	0.0
AMERICAN EAGLE	1,260	0	0.0
UNITED	919	0	0.0
AIRTRAN	699	0	0.0
MESA	388	0	0.0
FRONTIER	219	0	0.0
HAWAIIAN	177	0	0.0
TOTAL	17,059	243	1.4

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.

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta data in this table.

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AIR TRAVEL CONSUMER REPORT
TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	0.0	50.0	2	2
ABILENE TX (ABI)	85.8	92.4	211	211
ADAK ISLAND AK (ADK)	100.0	77.8	9	9
AGUADILLA PR (BQN)	58.7	74.5	138	137
AKRON OH (CAK)	72.7	77.1	746	759
ALBANY GA (ABY)	81.6	82.8	87	87
ALBANY NY (ALB)	62.6	72.9	940	951
ALBUQUERQUE NM (ABQ)	72.7	73.6	2,800	2,799
ALEXANDRIA LA (AEX)	83.1	86.4	284	286
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	67.5	77.2	305	342
AMARILLO TX (AMA)	75.1	79.9	482	482
ANCHORAGE AK (ANC)	78.0	85.8	1,311	1,307
APPLETON WI (ATW)	53.9	69.8	371	378
ASHEVILLE NC (AVL)	72.6	69.7	427	426
ASHLAND WV (HTS)	70.2	87.7	57	57
ASPEN CO (ASE)	56.8	66.8	461	458
ATLANTA GA (ATL)	75.1	73.0	34,440	34,449
ATLANTIC CITY NJ (ACY)	71.0	75.8	62	62
AUGUSTA GA (AGS)	71.1	74.2	322	322
AUSTIN TX (AUS)	75.0	78.3	3,655	3,654
BAKERSFIELD CA (BFL)	66.5	69.9	275	276
BALTIMORE MD (BWI)	73.7	65.4	8,557	8,565
BANGOR ME (BGR)	56.3	56.3	32	32
BARROW AK (BRW)	76.5	70.6	68	68
BATON ROUGE LA (BTR)	80.1	84.4	738	738
BELLINGHAM WA (BLI)	88.5	92.3	26	26
BEND/REDMOND OR (RDM)	64.2	66.9	271	272
BETHEL AK (BET)	83.3	70.2	84	84
BILLINGS MT (BIL)	80.1	82.0	306	306
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	56.8	70.3	74	74
BIRMINGHAM AL (BHM)	71.2	75.8	1,778	1,756
BISMARCK/MANDAN ND (BIS)	66.7	71.0	324	324
BLOOMINGTON IL (BMI)	65.7	69.9	405	405
BOISE ID (BOI)	62.1	69.4	1,208	1,208
BOSTON MA (BOS)	66.4	71.2	9,429	9,439
BOZEMAN MT (BZN)	71.7	81.3	357	359
BRANSON MO (BKG)	88.3	93.3	60	60
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	74.4	73.5	313	313
BROWNSVILLE TX (BRO)	80.2	88.9	207	207
BRUNSWICK GA (BQK)	80.5	81.6	87	87
BUFFALO NY (BUF)	63.6	67.1	1,970	1,938
BURBANK CA (BUR)	66.4	69.6	2,146	2,147
BURLINGTON VT (BTV)	58.3	66.0	523	523

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUTTE MT (BTM)	73.3	78.3	60	60
CARLSBAD CA (CLD)	64.4	71.8	163	163
CASPER WY (CPR)	74.4	81.8	176	176
CEDAR CITY UT (CDC)	64.8	67.3	54	55
CEDAR RAPIDS/IOWA CITY IA (CID)	71.9	75.3	477	477
CHAMPAIGN/URBANA IL (CMI)	57.5	72.1	179	179
CHARLESTON SC (CHS)	68.0	74.0	1,001	1,007
CHARLESTON/DUNBAR WV (CRW)	60.8	65.7	390	391
CHARLOTTE AMALIE VI (STT)	74.3	82.4	245	244
CHARLOTTE NC (CLT)	78.1	78.7	11,132	11,133
CHARLOTTESVILLE VA (CHO)	75.9	80.5	87	87
CHATTANOOGA TN (CHA)	76.6	78.8	363	363
CHEYENNE WY (CYS)	90.3	83.9	31	31
CHICAGO IL (MDW)	67.4	49.9	7,102	7,103
CHICAGO IL (ORD)	69.3	67.7	24,871	24,822
CHICO CA (CIC)	43.3	58.3	120	120
CHRISTIANSTED VI (STX)	82.2	82.6	45	46
CLEVELAND OH (CLE)	70.0	76.2	4,730	4,783
CODY WY (COD)	68.8	77.4	93	93
COLLEGE STATION/BRYAN TX (CLL)	83.9	87.1	31	31
COLORADO SPRINGS CO (COS)	68.8	76.2	1,029	1,031
COLUMBIA MO (COU)	73.0	79.8	89	89
COLUMBIA SC (CAE)	70.7	73.2	687	683
COLUMBUS GA (CSG)	78.8	80.4	179	179
COLUMBUS MS (GTR)	83.6	88.5	61	61
COLUMBUS OH (CMH)	67.9	72.1	2,652	2,657
CORDOVA AK (CDV)	84.2	91.2	57	57
CORPUS CHRISTI TX (CRP)	80.6	86.4	689	689
COVINGTON KY (CVG)	71.1	71.2	4,713	4,708
CRESCENT CITY CA (CEC)	49.4	50.0	89	88
DALLAS TX (DAL)	74.2	68.1	3,835	3,838
DALLAS/FT.WORTH TX (DFW)	86.5	82.4	22,153	22,154
DAYTON OH (DAY)	73.3	79.8	1,244	1,244
DAYTONA BEACH FL (DAB)	61.5	63.7	135	135
DEADHORSE AK (SCC)	89.3	85.7	56	56
DENVER CO (DEN)	78.2	74.6	19,848	19,843
DES MOINES IA (DSM)	72.7	76.2	1,050	1,050
DETROIT MI (DTW)	67.7	69.9	13,146	13,136
DOTHAN AL (DHN)	77.1	82.2	118	118
DUBUQUE IA (DBQ)	51.9	55.6	27	27
DULUTH MN (DLH)	57.8	70.1	223	224
DURANGO CO (DRO)	73.9	80.4	291	291
EAGLE CO (EGE)	67.2	75.4	262	260

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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)	60.7	68.5	89	89
EL CENTRO CA (IPL)	71.0	83.9	62	62
EL PASO TX (ELP)	73.2	77.3	1,818	1,818
ELKO NV (EKO)	55.2	56.0	116	116
ELMIRA/CORNING NY (ELM)	59.6	80.8	104	104
ERIE PA (ERI)	66.2	75.7	74	74
EUGENE OR (EUG)	58.1	69.2	418	419
EUREKA/ARCATA CA (ACV)	53.9	53.0	295	296
EVANSVILLE IN (EVV)	71.3	80.3	348	350
FAIRBANKS AK (FAI)	81.2	79.3	329	329
FARGO ND (FAR)	62.2	71.8	489	490
FAYETTEVILLE AR (XNA)	73.8	77.2	1,123	1,128
FAYETTEVILLE NC (FAY)	71.0	73.4	338	338
FLAGSTAFF AZ (FLG)	72.6	78.5	219	219
FLINT MI (FNT)	62.6	70.8	431	431
FLORENCE SC (FLO)	66.7	50.0	18	18
FORT LAUDERDALE FL (FLL)	70.7	71.8	5,812	5,807
FORT SMITH AR (FSM)	82.7	88.9	162	162
FORT WAYNE IN (FWA)	63.8	74.4	448	449
FRESNO CA (FAT)	66.8	74.7	971	971
FT. MYERS FL (RSW)	76.5	80.8	2,719	2,717
GAINESVILLE FL (GNV)	72.2	73.2	194	194
GILLETTE WY (GCC)	71.8	76.6	124	124
GRAND FORKS ND (GFK)	57.8	64.1	206	206
GRAND JUNCTION CO (GJT)	80.2	86.1	470	469
GRAND RAPIDS MI (GRR)	64.5	74.8	1,010	1,015
GREAT FALLS MT (GTF)	74.8	82.3	147	147
GREEN BAY/CLINTONVILLE WI (GRB)	62.4	70.4	532	541
GREENSBORO/HIGH POINT NC (GSO)	69.6	75.1	872	871
GREENVILLE/SPARTANBURG SC (GSP)	70.8	75.3	791	790
GUAM GU (GUM)	50.0	80.0	10	10
GULFPORT/BILOXI MS (GPT)	82.6	83.5	501	502
GUNNISON CO (GUC)	55.8	74.7	95	95
HANCOCK/HOUGHTON MI (CMX)	66.1	77.4	62	62
HARLINGEN/SAN BENITO TX (HRL)	73.1	85.9	412	412
HARRISBURG PA (MDT)	70.8	79.6	535	529
HARTFORD CT (BDL)	65.8	73.2	2,281	2,280
HELENA MT (HLN)	69.0	78.6	145	145
HILO HI (ITO)	89.2	91.4	604	604
HONOLULU HI (HNL)	82.0	89.0	4,453	4,454
HOUSTON TX (HOU)	74.2	64.9	4,419	4,420
HOUSTON TX (IAH)	81.5	78.4	15,819	15,821
HUNTSVILLE AL (HSV)	76.7	84.0	876	849

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
IDAHO FALLS ID (IDA)	71.4	80.8	220	224
INDIANAPOLIS IN (IND)	69.7	75.3	3,167	3,135
INDIO/PALM SPRINGS CA (PSP)	69.1	75.1	1,024	1,026
INYOKERN CA (IYK)	74.4	86.0	86	86
ISLIP NY (ISP)	58.2	66.9	631	631
ITHACA/CORTLAND NY (ITH)	58.7	62.7	75	75
JACKSON WY (JAC)	58.7	66.0	252	250
JACKSON/VICKSBURG MS (JAN)	76.1	78.4	985	985
JACKSONVILLE FL (JAX)	74.8	79.3	2,739	2,738
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	71.9	70.4	135	135
JUNEAU AK (JNU)	83.1	82.4	296	295
KAHULUI HI (OGG)	84.4	89.7	1,803	1,772
KALAMAZOO MI (AZO)	62.2	74.1	241	243
KALISPELL MT (FCA)	73.3	86.3	161	161
KANSAS CITY MO (MCI)	73.3	74.0	4,250	4,237
KETCHIKAN AK (KTN)	84.8	80.9	178	178
KEY WEST FL (EYW)	68.3	69.8	126	126
KILLEEN TX (GRK)	80.1	87.3	267	267
KLAMATH FALLS OR (LMT)	65.6	62.4	93	93
KNOXVILLE TN (TYS)	73.9	78.4	1,192	1,205
KODIAK AK (ADQ)	76.8	73.2	56	56
KONA HI (KOA)	84.1	89.8	1,001	1,001
KOTZEBUE AK (OTZ)	63.3	60.0	90	90
LA CROSSE WI (LSE)	64.4	77.0	135	135
LAFAYETTE LA (LFT)	82.9	87.6	433	434
LAKE CHARLES LA (LCH)	84.3	92.2	89	90
LANSING MI (LAN)	61.1	79.8	262	262
LAREDO TX (LRD)	84.4	88.8	224	224
LAS VEGAS NV (LAS)	71.9	67.2	11,918	11,918
LEWISBURG WV (LWB)	56.5	54.8	62	62
LEWISTON ID (LWS)	77.2	77.2	57	57
LEXINGTON KY (LEX)	65.3	70.4	801	802
LIHUE HI (LIH)	86.4	91.5	936	936
LINCOLN NE (LNK)	70.7	74.8	205	210
LITTLE ROCK AR (LIT)	74.9	80.0	1,572	1,572
LONG BEACH CA (LGB)	67.1	71.1	1,126	1,126
LONGVIEW/KILGOR/GLADWATR TX (GGG)	90.3	90.3	31	31
LOS ANGELES CA (LAX)	70.2	71.4	16,656	16,657
LOUISVILLE KY (SDF)	66.6	74.6	1,408	1,411
LUBBOCK TX (LBB)	73.7	81.4	623	622
LYNCHBURG VA (LYH)	66.1	72.9	59	59
MADISON WI (MSN)	63.8	72.1	801	800
MAMMOTH LAKES CA (MMH)	37.5	31.3	16	16

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MANCHESTER NH (MHT)	64.8	73.8	1,067	1,066
MANHATTAN/FT. RILEY KS (MHK)	78.0	82.1	123	123
MARQUETTE MI (MQT)	54.7	73.6	106	106
MEDFORD OR (MFR)	57.6	72.6	361	361
MELBOURNE FL (MLB)	76.8	76.8	138	138
MEMPHIS TN (MEM)	77.3	80.1	6,450	6,450
MERIDIAN MS (MEI)	74.1	84.5	58	58
MIAMI FL (MIA)	78.7	77.0	6,720	6,716
MIDLAND/ODESSA TX (MAF)	75.1	85.0	587	587
MILWAUKEE WI (MKE)	69.6	73.1	4,070	4,068
MINNEAPOLIS MN (MSP)	63.8	68.3	10,181	10,166
MINOT ND (MOT)	58.5	65.2	164	164
MISSION/MCALLEN/EDINBURG TX (MFE)	82.9	87.9	380	379
MISSOULA MT (MSO)	69.6	80.2	283	283
MOBILE AL (MOB)	77.9	81.0	562	562
MODESTO CA (MOD)	37.5	48.6	144	144
MOLINE IL (MLI)	63.1	67.0	447	445
MONROE LA (MLU)	77.9	81.4	172	172
MONTEREY CA (MRY)	64.5	71.6	451	451
MONTGOMERY AL (MGM)	81.4	80.2	388	388
MONTROSE/DELTA CO (MTJ)	73.2	74.3	183	183
MUSKEGON MI (MKG)	65.7	74.2	67	66
MYRTLE BEACH SC (MYR)	74.3	81.1	280	280
NASHVILLE TN (BNA)	72.1	68.1	4,300	4,353
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	74.3	75.7	74	74
NEW ORLEANS LA (MSY)	75.2	77.6	3,401	3,400
NEW YORK NY (JFK)	63.5	64.4	9,490	9,496
NEW YORK NY (LGA)	65.2	70.9	8,549	8,547
NEWARK NJ (EWR)	58.1	63.1	9,670	9,673
NEWBURGH/POUGHKEEPSIE NY (SWF)	51.4	68.0	181	181
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	68.2	71.2	453	455
NOME AK (OME)	64.4	61.1	90	90
NORFOLK VA (ORF)	66.6	71.7	1,418	1,419
NORTH BEND/COOS BAY OR (OTH)	59.1	44.1	93	93
OAKLAND CA (OAK)	64.0	62.0	3,781	3,783
OKLAHOMA CITY OK (OKC)	72.3	78.6	1,908	1,906
OMAHA NE (OMA)	68.7	75.8	1,971	1,971
ONTARIO/SAN BERNARDINO CA (ONT)	68.7	73.3	1,943	1,944
ORLANDO FL (MCO)	75.7	76.0	10,605	10,596
PADUCAH KY (PAH)	69.4	75.8	62	62
PANAMA CITY FL (ECP)	72.8	80.5	580	580
PASCO/KENNEWICK/RICHLAND WA (PSC)	63.3	66.4	278	277
PELLSTON MI (PLN)	40.6	50.0	32	32

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PENSACOLA FL (PNS)	79.1	81.9	829	829
PEORIA IL (PIA)	67.6	75.2	250	250
PETERSBURG AK (PSG)	78.0	71.2	59	59
PHILADELPHIA PA (PHL)	73.8	72.8	7,478	7,480
PHOENIX AZ (PHX)	77.8	76.8	15,558	15,557
PITTSBURGH PA (PIT)	70.5	73.2	3,270	3,265
POCATELLO ID (PIH)	58.4	67.3	113	113
PONCE PR (PSE)	43.5	72.6	62	62
PORTLAND ME (PWM)	60.9	71.5	516	516
PORTLAND OR (PDX)	72.1	77.0	4,274	4,274
PROVIDENCE RI (PVD)	68.3	75.9	1,539	1,543
RALEIGH/DURHAM NC (RDU)	70.9	73.1	4,147	4,159
RAPID CITY SD (RAP)	70.1	76.2	422	421
REDDING CA (RDD)	45.0	65.0	120	120
RENO NV (RNO)	64.8	66.2	1,709	1,708
RICHMOND VA (RIC)	68.7	73.8	1,554	1,556
ROANOKE VA (ROA)	70.5	76.2	292	307
ROCHESTER MN (RST)	62.7	67.9	166	168
ROCHESTER NY (ROC)	65.1	70.3	1,185	1,190
ROCK SPRINGS WY (RKS)	60.6	63.9	155	155
ROSWELL NM (ROW)	73.6	79.3	87	87
SACRAMENTO CA (SMF)	64.6	68.1	3,473	3,504
SAGINAW/BAY CITY/MIDLAND MI (MBS)	61.8	74.2	309	310
SALT LAKE CITY UT (SLC)	66.2	70.8	10,486	10,473
SAN ANGELO TX (SJT)	86.7	86.7	15	15
SAN ANTONIO TX (SAT)	76.6	80.8	3,267	3,272
SAN DIEGO CA (SAN)	66.6	69.5	6,372	6,370
SAN FRANCISCO CA (SFO)	55.5	61.8	11,792	11,786
SAN JOSE CA (SJC)	68.2	69.9	3,357	3,357
SAN JUAN PR (SJU)	69.2	73.1	1,903	1,895
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	63.1	64.5	407	406
SANTA ANA CA (SNA)	74.1	72.6	3,535	3,535
SANTA BARBARA CA (SBA)	68.1	69.5	827	827
SANTA FE NM (SAF)	80.4	84.8	92	92
SANTA MARIA CA (SMX)	74.2	77.5	120	120
SARASOTA/BRADENTON FL (SRQ)	81.7	82.7	514	513
SAVANNAH GA (SAV)	69.8	74.2	779	783
SCRANTON/WILKES-BARRE PA (AVP)	58.2	66.3	208	199
SEATTLE WA (SEA)	75.3	80.4	8,042	8,038
SHREVEPORT LA (SHV)	82.4	87.4	397	397
SIOUX FALLS SD (FSD)	59.2	69.4	520	517
SITKA AK (SIT)	77.3	84.3	88	89
SOUTH BEND IN (SBN)	56.9	60.3	427	428

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SPOKANE WA (GEG)	70.5	78.8	1,059	1,060
SPRINGFIELD IL (SPI)	55.2	68.4	174	174
SPRINGFIELD MO (SGF)	76.1	81.0	623	621
ST. GEORGE UT (SGU)	55.7	69.8	192	192
ST. LOUIS MO (STL)	71.2	66.0	5,034	5,031
ST. PETERSBURG FL (PIE)	100.0	100.0	23	23
STATE COLLEGE PA (SCE)	57.5	70.1	87	87
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	71.5	77.8	158	158
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	45.6	48.7	193	193
SYRACUSE NY (SYR)	64.1	67.3	918	917
TALLAHASSEE FL (TLH)	76.4	77.5	432	431
TAMPA FL (TPA)	77.4	78.8	6,086	6,085
TELLURIDE CO (TEX)	63.0	63.0	27	27
TEXARKANA AR (TXK)	88.3	93.5	77	77
TOLEDO OH (TOL)	70.4	66.7	27	27
TRAVERSE CITY MI (TVC)	60.4	63.9	275	277
TUCSON AZ (TUS)	73.8	83.0	1,862	1,862
TULSA OK (TUL)	72.4	79.9	1,656	1,664
TUNICA MS (UTM)	94.4	94.4	18	18
TWIN FALLS ID (TWF)	60.0	63.6	120	121
TYLER TX (TYR)	90.0	90.0	60	60
VALDOSTA GA (VLD)	75.9	81.6	87	87
VALPARAISO FL (VPS)	79.8	81.0	633	633
WACO TX (ACT)	89.8	93.3	59	60
WASHINGTON DC (DCA)	73.6	77.3	7,068	7,073
WASHINGTON DC (IAD)	76.1	77.2	6,565	6,528
WAUSAU/MARSHFIELD WI (CWA)	60.3	62.4	141	141
WEST PALM BEACH/PALM BEACH FL (PBI)	71.3	75.6	2,388	2,385
WHITE PLAINS NY (HPN)	63.7	66.2	815	816
WICHITA FALLS TX (SPS)	76.1	73.9	46	46
WICHITA KS (ICT)	74.9	80.8	979	978
WILMINGTON NC (ILM)	74.1	81.7	317	317
WRANGELL AK (WRG)	69.5	79.7	59	59
YAKUTAT AK (YAK)	84.2	91.2	57	57
YUMA AZ (YUM)	80.5	79.6	338	338

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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	12,522	1,095	8.7	48	18,112	1,542	8.5
COMAIR	19	5,778	551	9.5	80	12,630	975	7.7
PINNACLE	18	8,449	691	8.2	126	20,686	1,536	7.4
AMERICAN EAGLE	19	21,477	1,268	5.9	133	36,605	2,004	5.5
ATLANTIC SOUTHEAST	17	13,429	679	5.1	118	27,983	1,380	4.9
DELTA	29	47,522	2,310	4.9	115	60,940	2,874	4.7
SKYWEST	17	27,997	1,102	3.9	143	50,254	2,247	4.5
EXPRESSJET	20	16,032	778	4.9	113	31,126	1,360	4.4
CONTINENTAL	26	17,101	570	3.3	59	21,118	653	3.1
MESA	17	6,918	220	3.2	86	13,725	412	3.0
AMERICAN	28	36,172	972	2.7	78	45,656	1,111	2.4
US AIRWAYS	28	28,855	708	2.5	78	34,500	806	2.3
UNITED	27	23,704	526	2.2	74	27,619	599	2.2
SOUTHWEST	20	47,654	1,116	2.3	69	94,097	1,744	1.9
AIRTRAN	22	13,838	217	1.6	65	20,827	308	1.5
ALASKA	18	6,830	43	0.6	50	11,471	94	0.8
FRONTIER	21	5,038	30	0.6	41	6,456	38	0.6
HAWAIIAN	7	389	0	0.0	15	5,578	9	0.2
Total		339,705	12,876	3.8	Total	539,383	19,692	3.7

For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta data in this table.

DECEMBER 2010
AIR TRAVEL CONSUMER REPORT

TABLE 8A. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
JETBLUE	680	491	72.2
PINNACLE	1,627	773	47.5
AMERICAN EAGLE	1,301	558	42.9
DELTA	3,017	1,220	40.4
COMAIR	1,036	390	37.6
ATLANTIC SOUTHEAST	2,203	796	36.1
CONTINENTAL	923	267	28.9
SKYWEST	4,372	1,157	26.5
EXPRESSJET	2,428	622	25.6
AMERICAN	1,577	308	19.5
MESA	1,275	223	17.5
US AIRWAYS	1,885	322	17.1
UNITED	1,684	237	14.1
SOUTHWEST	14,582	1,518	10.4
AIRTRAN	879	82	9.3
ALASKA	408	20	4.9
FRONTIER	278	9	3.2
HAWAIIAN	195	0	0.0
Total	40,350	8,993	22.3

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.

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta data in this table.

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

**DECEMBER 2010
AIR TRAVEL CONSUMER REPORT
TABLE 9. CAUSES OF DELAY*, BY CARRIER****

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	20686	13554	65.52%	1536	7.43%	67	0.32%	1638	7.92%	152	0.73%	1873	9.06%	2	0.01%	1864	9.01%
AA	45656	36766	80.53%	1111	2.43%	134	0.29%	2521	5.52%	460	1.01%	2678	5.87%	26	0.06%	1960	4.29%
AS	11471	9276	80.86%	94	0.82%	45	0.39%	530	4.62%	52	0.45%	841	7.33%	6	0.06%	627	5.46%
B6	18112	10620	58.64%	1542	8.51%	53	0.29%	2049	11.31%	61	0.33%	1867	10.31%	12	0.06%	1909	10.54%
CO	21118	15223	72.09%	653	3.09%	51	0.24%	1631	7.72%	297	1.41%	2066	9.78%	33	0.15%	1165	5.52%
DL	60940	42735	70.13%	2874	4.72%	124	0.20%	4768	7.82%	483	0.79%	5383	8.83%	5	0.01%	4569	7.50%
EV	27983	19717	70.46%	1380	4.93%	41	0.15%	2268	8.10%	276	0.98%	1286	4.60%	8	0.03%	3008	10.75%
F9	6456	4945	76.60%	38	0.59%	8	0.12%	340	5.26%	15	0.23%	546	8.46%	0	0.00%	564	8.74%
FL	20827	17089	82.05%	308	1.48%	29	0.14%	685	3.29%	79	0.38%	1344	6.45%	0	0.00%	1293	6.21%
HA	5578	4889	87.65%	9	0.16%	6	0.11%	364	6.53%	8	0.14%	5	0.08%	2	0.03%	295	5.30%
MQ	36605	27085	73.99%	2004	5.47%	81	0.22%	1970	5.38%	475	1.30%	2520	6.89%	30	0.08%	2440	6.67%
OH	12630	7965	63.06%	975	7.72%	28	0.22%	1227	9.72%	358	2.83%	1587	12.56%	5	0.04%	485	3.84%
OO	50254	32351	64.37%	2247	4.47%	253	0.50%	2990	5.95%	282	0.56%	4558	9.07%	22	0.04%	7552	15.03%
UA	27619	22948	83.09%	599	2.17%	69	0.25%	957	3.47%	101	0.37%	1677	6.07%	0	0.00%	1267	4.59%
US	34500	27148	78.69%	806	2.34%	38	0.11%	1848	5.36%	143	0.41%	2858	8.28%	31	0.09%	1628	4.72%
WN	94097	63111	67.07%	1744	1.85%	245	0.26%	9311	9.90%	616	0.66%	3587	3.81%	201	0.21%	15282	16.24%
XE	31126	22312	71.68%	1360	4.37%	70	0.22%	1852	5.95%	188	0.60%	2740	8.80%	23	0.07%	2581	8.29%
YV	13725	10825	78.87%	412	3.00%	26	0.19%	621	4.52%	82	0.59%	708	5.16%	4	0.03%	1047	7.63%
TOTAL	539383	388559		19692		1368		37569		4125		38123		410		49536	
			72.04%		3.65%		0.25%		6.97%		0.76%		7.07%		0.08%		9.18%

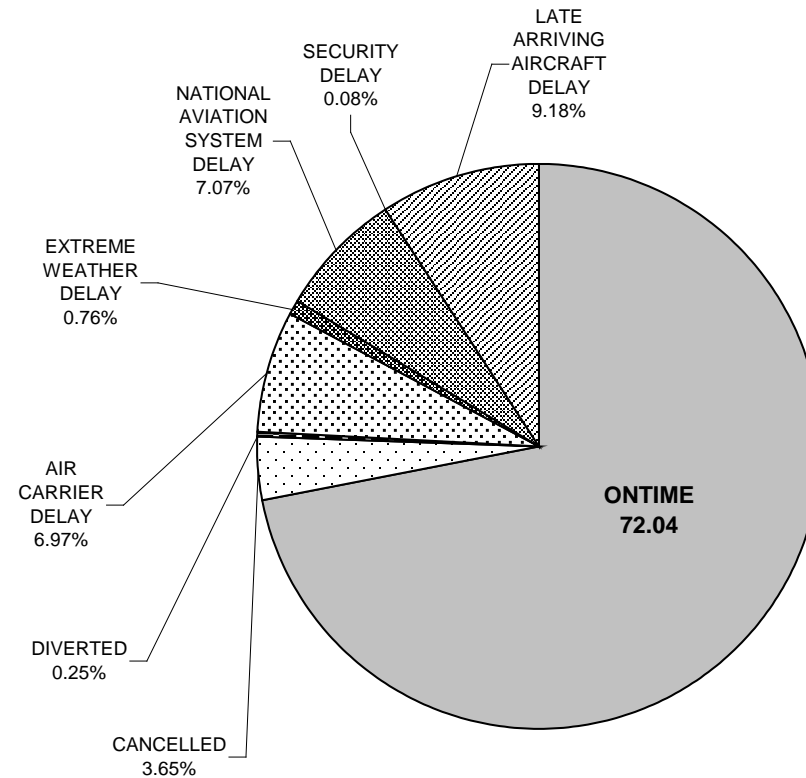
***Causes of Delay:**

- **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. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

DECEMBER 2010
 AIR TRAVEL CONSUMER REPORT
 TABLE 10. OVERALL CAUSES OF DELAY*



Causes of Delay:

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

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

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

DECEMBER 2010

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	1329	DTW	MIA	12/12/2010	Origin Airport	192
UNITED	147	SAN	SFO	12/27/2010	Diversion Airport	189
PINNACLE	3829	DTW	CID	12/12/2010	Origin Airport	186

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

DECEMBER 2010

AIR TRAVEL CONSUMER REPORT

TABLE 12. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS WITH 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
FRONTIER	6,456	19	0.29
COMAIR	12,630	18	0.14
ATLANTIC SOUTHEAST	27,983	36	0.13
DELTA	60,940	69	0.11
US AIRWAYS	34,500	32	0.09
PINNACLE	20,686	18	0.09
AMERICAN EAGLE	36,605	30	0.08
UNITED	27,619	16	0.06
EXPRESSJET	31,126	16	0.05
MESA	13,725	7	0.05
JETBLUE	18,112	8	0.04
CONTINENTAL	21,118	8	0.04
AMERICAN	45,656	16	0.04
SKYWEST	50,254	16	0.03
AIRTRAN	20,827	4	0.02
SOUTHWEST	94,097	4	0.00
ALASKA	11,471	0	0.00
HAWAIIAN	5,578	0	0.00
TOTAL	539,383	317	0.06

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as DL data in this table.

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: Int'l 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
OH	Comair
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

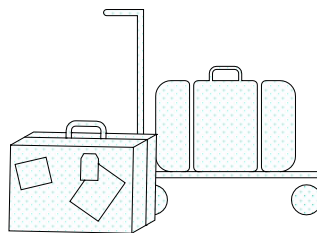
9E	Pinnacle Airlines
XE	ExpressJet Airlines

* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #19, issued November 23, 2009, effective January 1, 2010.

** Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as DL or Delta Air Lines data in the flight delay tables.

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.



DECEMBER
MISHANDLED BAGGAGE REPORTS FILED BY PASSENGERS
U.S. AIRLINES*

RANK	AIRLINE	DECEMBER 2010			DECEMBER 2009		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	3,994	2,025,934	1.97	4,274	2,020,491	2.12
2	JETBLUE AIRWAYS	5,490	1,839,578	2.98	5,799	1,791,665	3.24
3	FRONTIER AIRLINES	2,412	723,672	3.33	2,425	693,376	3.50
4	US AIRWAYS	13,527	3,877,957	3.49	16,179	3,645,317	4.44
5	ALASKA AIRLINES	4,714	1,317,080	3.58	4,835	1,200,663	4.03
6	HAWAIIAN AIRLINES	2,705	715,961	3.78	1,179	710,349	1.66
7	UNITED AIRLINES	14,415	3,493,643	4.13	22,845	3,652,201	6.26
8	AMERICAN AIRLINES	24,558	5,629,935	4.36	30,747	5,633,230	5.46
9	CONTINENTAL AIRLINES	11,938	2,692,456	4.43	9,813	2,790,026	3.52
10	DELTA AIR LINES**	36,165	7,376,347	4.90	27,862	4,531,411	6.15
11	SOUTHWEST AIRLINES***	45,370	9,136,475	4.97	38,510	8,579,488	4.49
12	MESA AIRLINES	4,304	726,097	5.93	5,872	893,681	6.57
13	EXPRESSJET AIRLINES	8,020	1,234,694	6.50	5,758	1,061,074	5.43
14	SKYWEST AIRLINES	12,684	1,916,555	6.62	15,829	1,817,098	8.71
15	COMAIR	3,677	485,789	7.57	3,609	472,353	7.64
16	AMERICAN EAGLE AIRLINES	11,526	1,298,950	8.87	12,496	1,250,744	9.99
17	PINNACLE AIRLINES	7,793	790,163	9.86	5,308	890,225	5.96
18	ATLANTIC SOUTHEAST AIRLINES	11,504	1,160,219	9.92	11,387	1,006,621	11.31
TOTALS		224,796	46,441,505	4.84	224,727	42,640,013	5.27

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 and Pinnacle). 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.

** Effective January 2010, "Total Baggage Reports" and "Enplaned Passengers" data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Effective January 2010, Northwest Airlines is no longer ranked in this table. Totals for December 2009 reflect the deletion of Northwest's data for that month.

*** This table was revised on May 9, 2011, to include the correction made by Southwest Airlines to its Total Baggage Reports for December 2010.

**JANUARY TO DECEMBER
MISHANDLED BAGGAGE REPORTS
FILED BY PASSENGERS
U.S. AIRLINES***

RANK	AIRLINE	JANUARY-DECEMBER 2010			JANUARY-DECEMBER 2009		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	40,673	24,914,028	1.63	40,931	24,565,776	1.67
2	HAWAIIAN AIRLINES	18,977	8,518,682	2.23	16,075	8,465,984	1.90
3	JETBLUE AIRWAYS	54,103	21,774,499	2.48	53,262	20,788,303	2.56
4	US AIRWAYS	119,472	46,737,693	2.56	139,632	46,057,753	3.03
5	FRONTIER AIRLINES	24,544	9,508,989	2.58	23,782	9,524,184	2.50
6	CONTINENTAL AIRLINES	84,576	31,919,358	2.65	90,690	33,252,683	2.73
7	ALASKA AIRLINES	48,504	15,502,813	3.13	58,475	14,692,489	3.98
8	UNITED AIRLINES	154,630	45,537,571	3.40	196,356	47,948,918	4.10
9	SOUTHWEST AIRLINES	378,511	109,076,175	3.47	357,525	104,235,484	3.43
10	DELTA AIR LINES**	327,868	93,828,968	3.49	284,136	58,116,315	4.89
11	AMERICAN AIRLINES	262,551	68,716,186	3.82	299,257	69,208,708	4.32
12	MESA AIRLINES	37,127	9,347,008	3.97	51,437	11,387,988	4.52
13	SKYWEST AIRLINES***	112,779	23,890,608	4.72	122,072	21,467,249	5.69
14	EXPRESSJET AIRLINES	74,001	15,323,951	4.83	46,676	11,931,767	3.91
15	COMAIR	34,055	6,449,801	5.28	38,516	6,379,831	6.04
16	PINNACLE AIRLINES	65,689	10,432,054	6.30	59,794	11,027,102	5.42
17	ATLANTIC SOUTHEAST AIRLINES	94,392	14,057,289	6.71	104,215	13,235,879	7.87
18	AMERICAN EAGLE AIRLINES	113,326	15,843,500	7.15	120,994	15,547,802	7.78
TOTALS		2,045,778	571,379,173	3.58	2,103,825	527,834,215	3.99

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 and Pinnacle). 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.

** Effective January 2010, "Total Baggage Reports" and "Enplaned Passengers" data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Effective January 2010, Northwest Airlines is no longer ranked in this table. Totals for January-December 2009 reflect the deletion of Northwest's data for that month.

*** This table was revised on May 9, 2011, to include the corrections made by Southwest Airlines to its Total Baggage Reports for October, November and December 2010.

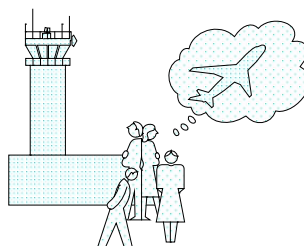
OVERSALES

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.



OCTOBER - DECEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	OCTOBER-DECEMBER 2010				OCTOBER-DECEMBER 2009			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<i>HAWAIIAN AIRLINES</i>	118	2	2,097,578	0.01	41	7	2,066,495	0.03
2	<i>JETBLUE AIRWAYS</i>	21	12	6,039,231	0.02	5	2	5,456,842	0.00
3	<i>AIRTRAN AIRWAYS</i>	10,016	161	6,121,134	0.26	9,042	137	5,911,553	0.23
4	<i>DELTA AIR LINES</i>	18,424	704	24,546,433	0.29	10,505	557	15,029,156	0.37
5	<i>COMAIR</i>	3,938	57	1,597,859	0.36	4,713	56	1,419,761	0.39
6	<i>ATLANTIC SOUTHEAST AIRLINES</i>	6,766	165	3,527,999	0.47	5,043	76	3,071,287	0.25
7	<i>PINNACLE AIRLINES</i>	6,065	142	2,527,629	0.56	6,028	208	2,573,221	0.81
8	<i>SKYWEST AIRLINES</i>	11,301	346	6,006,681	0.58	10,526	474	5,241,819	0.90
9	<i>AMERICAN AIRLINES</i>	15,096	1,417	18,934,213	0.75	14,284	1,400	18,649,876	0.75
10	<i>SOUTHWEST AIRLINES</i>	16,548	2,062	27,178,950	0.76	28,566	3,281	25,450,773	1.29
11	<i>FRONTIER AIRLINES</i>	784	188	2,241,300	0.84	1,155	297	2,201,707	1.35
12	<i>US AIRWAYS</i>	11,122	1,204	13,192,128	0.91	10,524	1,407	12,275,768	1.15
13	<i>UNITED AIRLINES</i>	16,152	1,181	11,805,553	1.00	15,064	1,722	11,930,997	1.44
14	<i>ALASKA AIRLINES</i>	1,638	418	3,852,268	1.09	2,478	636	3,526,980	1.80
15	<i>CONTINENTAL AIRLINES</i>	6,665	1,366	9,220,356	1.48	8,580	1,956	9,193,271	2.13
16	<i>EXPRESSJET AIRLINES</i>	5,306	664	3,893,575	1.71	4,824	607	3,151,179	1.93
17	<i>MESA AIRLINES</i>	3,575	564	2,018,689	2.79	4,316	429	2,698,257	1.59
18	<i>AMERICAN EAGLE AIRLINES</i>	5,876	1,139	4,086,490	2.79	4,881	1,822	3,934,563	4.63
	TOTALS	139,411	11,792	148,888,066	0.79	140,575	15,074	133,783,505	1.13

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.

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report.

Note: Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Effective the first quarter 2010, Northwest Airlines is no longer ranked in this table. Totals for October-December 2009 reflect the deletion of Northwest's data for that quarter.

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

RANK	AIRLINE	JANUARY-DECEMBER 2010				JANUARY-DECEMBER 2009			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<i>JETBLUE AIRWAYS</i>	53	22	24,253,933	0.01	33	9	22,267,349	0.00
2	<i>HAWAIIAN AIRLINES</i>	365	36	8,424,288	0.04	173	22	8,344,628	0.03
3	<i>AIRTRAN AIRWAYS</i>	52,854	962	24,721,226	0.39	33,910	569	23,997,810	0.24
4	<i>DELTA AIR LINES</i>	109,327	4,014	98,747,473	0.41	57,102	6,956	61,886,229	1.12
5	<i>ATLANTIC SOUTHEAST AIRLINES</i>	30,027	774	13,728,572	0.56	30,782	2,937	12,952,513	2.27
6	<i>COMAIR</i>	19,342	401	6,245,699	0.64	18,885	1,610	6,131,756	2.63
7	<i>SKYWEST AIRLINES</i>	50,989	1,655	23,698,919	0.70	40,925	2,134	20,721,633	1.03
8	<i>PINNACLE AIRLINES</i>	30,866	781	10,505,693	0.74	26,253	1,223	10,509,282	1.16
9	<i>AMERICAN AIRLINES</i>	64,187	6,551	76,221,824	0.86	57,070	4,304	76,245,981	0.56
10	<i>ALASKA AIRLINES</i>	7,464	1,823	15,502,813	1.18	9,228	2,980	14,692,489	2.03
11	<i>SOUTHWEST AIRLINES</i>	89,212	13,207	106,414,402	1.24	114,298	13,113	101,770,164	1.29
12	<i>UNITED AIRLINES</i>	60,754	6,162	48,711,205	1.27	81,813	6,645	50,971,409	1.30
13	<i>US AIRWAYS</i>	64,146	8,307	51,664,237	1.61	75,498	7,297	51,741,773	1.41
14	<i>CONTINENTAL AIRLINES</i>	32,595	6,681	36,682,772	1.82	37,915	5,893	37,524,185	1.57
15	<i>EXPRESSJET AIRLINES</i>	25,573	2,973	15,669,659	1.90	20,492	2,386	12,394,332	1.93
16	<i>FRONTIER AIRLINES</i>	6,749	2,108	9,346,026	2.26	6,618	1,769	9,419,052	1.88
17	<i>MESA AIRLINES</i>	14,949	2,287	8,966,020	2.55	22,480	1,618	10,984,365	1.47
18	<i>AMERICAN EAGLE AIRLINES</i>	21,653	6,335	15,748,222	4.02	17,978	5,828	15,485,727	3.76
	TOTALS	681,105	65,079	595,252,983	1.09	651,453	67,293	548,040,677	1.23

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report.

Note: Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Effective the first quarter 2010, Northwest Airlines is no longer ranked in this table. Totals for January-December 2009 reflect the deletion of Northwest'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

	DECEMBER 2010				DECEMBER 2009			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	590	114	0	75	564	25	2	75
FOREIGN AIRLINES	137	5	0	14	106	0	0	12
TRAVEL AGENTS	8	15	0	1	7	0	0	1
TOUR OPERATORS	2	0	0	0	0	0	0	0
MISCELLANEOUS	16	74	0	16	15	6	0	20
INDUSTRY TOTALS	753	208	0	106	692	31	2	108

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	DECEMBER 2010			DECEMBER 2009		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	230		1	171	
CANCELLATIONS			105			76
DELAYS			78			47
MISCONNECTIONS			27			29
BAGGAGE	2	154		2	165	
CUSTOMER SERVICE	3	93		4	79	
RES/TKTG/BOARDING	4	93		3	102	
REFUNDS	5	50		6	38	
DISABILITY	6	38		5	38	
FARES	7	32		7	33	
OVERSALES	8	26		8	25	
OTHER	9	15		9	23	
FREQUENT FLYER			14			19
DISCRIMINATION	10	14		10	11	
ADVERTISING	11	7		11	6	
ANIMALS	12	1		12	1	
COMPLAINT TOTAL		753			692	

* 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*

DECEMBER 2010

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	3	0	1	0	0	3	0	1	0	0	0	0	8
ALLEGIAN AIR	4	0	2	1	1	1	1	0	0	0	0	0	10
AMERICAN AIRLINES	22	2	6	2	8	18	10	6	0	1	0	2	77
AMERICAN EAGLE AIRLINES	7	0	2	0	0	3	1	0	0	0	0	0	13
ATLANTIC SOUTHEAST AIRLINES	3	0	0	0	0	2	0	0	0	0	0	0	5
COLGAN AIR	4	1	0	0	0	0	0	0	0	0	0	0	5
CONTINENTAL AIRLINES	10	0	5	2	5	11	10	2	2	4	0	2	53
DELTA AIR LINES	33	4	14	7	5	20	11	5	0	2	1	2	104
EXPRESSJET AIRLINES	5	0	0	0	0	0	2	0	0	0	0	0	7
FRONTIER AIRLINES	2	0	1	0	1	4	3	0	0	0	0	0	11
HAWAIIAN AIRLINES	1	0	1	0	0	2	0	0	1	0	0	0	5
HORIZON AIRLINES	4	0	0	1	0	0	0	0	0	0	0	0	5
JETBLUE AIRWAYS	14	0	2	2	3	0	4	3	0	0	0	0	28
PIEDMONT AIRLINES	2	1	1	0	0	0	2	0	0	0	0	0	6
PINNACLE AIRLINES	4	0	0	0	0	0	1	0	0	0	0	0	5
SKYWEST AIRLINES	8	1	0	0	0	4	0	0	0	0	0	0	13
SOUTHWEST AIRLINES	4	1	2	1	1	7	5	2	1	1	0	1	26
SPIRIT AIRLINES	7	1	14	0	3	7	6	1	0	0	0	2	41
UNITED AIRLINES	13	3	10	5	3	10	11	3	0	0	0	4	62
UNITED EXPRESS	4	0	0	0	1	0	0	0	0	1	0	0	6
US AIRWAYS	14	3	8	2	2	7	4	5	1	1	0	1	48
VIRGIN AMERICA	2	0	0	0	0	0	2	2	0	0	0	0	6
OTHER U. S. AIRLINES	25	1	2	1	4	3	7	2	0	1	0	0	46
TOTAL DECEMBER 2010	195	18	71	24	37	102	80	32	5	11	1	14	590
% OF TOTAL COMPLAINTS	33.1	3.1	12.0	4.1	6.3	17.3	13.6	5.4	0.8	1.9	0.2	2.4	
TOTAL DECEMBER 2009	157	20	80	27	23	123	67	33	4	10	1	19	564
% OF TOTAL COMPLAINTS	27.8	3.5	14.2	4.8	4.1	21.8	11.9	5.9	0.7	1.8	0.2	3.4	

* 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.'

NOTE: EFFECTIVE JANUARY 2010, THE COMPLAINTS OF THE MERGED DELTA AIR LINES AND NORTHWEST AIRLINES ARE COMBINED, AND APPEAR ONLY AS DELTA AIR LINES COMPLAINTS IN THIS TABLE. NORTHWEST AIRLINES IS NO LONGER INCLUDED IN THIS TABLE. EFFECTIVE AUGUST 2010, "COMPLAINTS" OF THE MERGED OPERATIONS OF FRONTIER AIRLINES AND MIDWEST AIRLINES ARE COMBINED, AND APPEAR AS FRONTIER AIRLINES IN THIS TABLE.

Table 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE
DECEMBER 2010

U. S. AIRLINES*	COMPS RECD IN DEC	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN NOV	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL	DEC	DEC		NOV		MONTHS		DATE	
AIRTRAN AIRWAYS	8	1	12.5	2	25.0	4	50.0	1	12.5
ALLEGiant AIR	10	6	60.0	2	20.0	0	0.0	2	20.0
AMERICAN AIRLINES	77	38	49.4	10	13.0	25	32.5	4	5.2
AMERICAN EAGLE AIRLINES	13	9	69.2	1	7.7	3	23.1	0	0.0
ATLANTIC SOUTHEAST AIRLINES	5	2	40.0	1	20.0	1	20.0	1	20.0
COLGAN AIR	5	0	0.0	3	60.0	2	40.0	0	0.0
CONTINENTAL AIRLINES	53	30	56.6	8	15.1	6	11.3	9	17.0
DELTA AIR LINES	104	61	58.7	10	9.6	25	24.0	8	7.7
EXPRESSJET AIRLINES	7	6	85.7	1	14.3	0	0.0	0	0.0
FRONTIER AIRLINES	11	8	72.7	3	27.3	0	0.0	0	0.0
HAWAIIAN AIRLINES	5	1	20.0	1	20.0	2	40.0	1	20.0
HORIZON AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
JETBLUE AIRWAYS	28	18	64.3	2	7.1	4	14.3	4	14.3
PIEDMONT AIRLINES	6	4	66.7	0	0.0	2	33.3	0	0.0
PINNACLE AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
SKYWEST AIRLINES	13	8	61.5	2	15.4	3	23.1	0	0.0
SOUTHWEST AIRLINES	26	13	50.0	3	11.5	6	23.1	4	15.4
SPIRIT AIRLINES	41	26	63.4	5	12.2	6	14.6	4	9.8
UNITED AIRLINES	62	28	45.2	11	17.7	20	32.3	3	4.8
UNITED EXPRESS	6	3	50.0	2	33.3	1	16.7	0	0.0
US AIRWAYS	48	17	35.4	11	22.9	15	31.2	5	10.4
VIRGIN AMERICA	6	3	50.0	1	16.7	1	16.7	1	16.7
OTHER U. S. AIRLINES	46	26	56.5	7	15.2	10	21.7	3	6.5
TOTALS	590	317	53.7	87	14.7	136	23.1	50	8.5
PREVIOUS YEAR'S TOTALS	564	321	56.9	79	14.0	117	20.7	47	8.3

*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**

DECEMBER 2010

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	5	0	1	2	1	5	0	0	0	0	0	0	14
AIR INDIA	2	0	0	0	0	1	1	1	0	0	0	0	5
ALITALIA AIRLINES	1	2	1	0	1	4	0	0	0	0	0	0	9
BRITISH AIRWAYS	3	1	2	1	1	2	1	1	0	0	0	0	12
CATHAY PACIFIC AIRWAYS	3	0	0	1	0	1	0	0	0	0	0	0	5
KLM	2	0	1	0	2	1	0	0	1	0	0	0	7
LUFTHANSA	2	1	0	1	0	8	1	0	0	0	0	0	13
OTHER FOREIGN AIRLINES	13	4	12	1	3	26	6	3	0	3	0	1	72
TOTALS	31	8	17	6	8	48	9	5	1	3	0	1	137
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	1	1	3	0	3	0	0	0	0	0	8
TOTALS	0	0	1	1	3	0	3	0	0	0	0	0	8
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	1	0	0	0	0	0	0	0	0	0	2
TOTALS	1	0	1	0	0	0	0	0	0	0	0	0	2
<u>MISCELLANEOUS ***</u>													
OTHER MISCELLANEOUS	3	0	3	1	2	4	1	1	1	0	0	0	16
TOTALS	3	0	3	1	2	4	1	1	1	0	0	0	16

* 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

DECEMBER
CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES *

RANK	AIRLINE	DECEMBER 2010			DECEMBER 2009		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	3	1,439,686	0.21	3	1,318,459	0.23
2	SOUTHWEST AIRLINES	26	8,952,888	0.29	16	8,361,945	0.19
3	AIRTRAN AIRWAYS	8	2,003,749	0.40	19	1,973,336	0.96
4	COMAIR	2	485,789	0.41	7	482,773	1.45
5	MESA AIRLINES	3	700,190	0.43	3	860,624	0.35
6	ATLANTIC SOUTHEAST AIRLINES	5	1,151,465	0.43	2	1,003,568	0.20
7	EXPRESSJET AIRLINES	7	1,240,816	0.56	5	1,185,339	0.42
8	PINNACLE AIRLINES	5	834,969	0.60	5	863,837	0.58
9	SKYWEST AIRLINES	13	1,977,235	0.66	5	1,811,394	0.28
10	HAWAIIAN AIRLINES	5	720,386	0.69	6	700,967	0.86
11	FRONTIER AIRLINES	11	1,145,388	0.96	5	714,520	0.70
12	AMERICAN EAGLE AIRLINES	13	1,312,461	0.99	7	1,296,631	0.54
13	AMERICAN AIRLINES	77	7,136,809	1.08	66	7,076,938	0.93
14	US AIRWAYS	48	4,277,551	1.12	68	4,011,730	1.70
15	DELTA AIR LINES	104	8,755,596	1.19	112	5,369,330	2.09
16	JETBLUE AIRWAYS	28	2,040,194	1.37	14	1,957,564	0.72
17	CONTINENTAL AIRLINES	53	3,701,730	1.43	38	3,719,269	1.02
18	UNITED AIRLINES	62	4,226,379	1.47	80	4,341,997	1.84
	TOTAL	473	52,103,281	0.91	461	47,050,221	0.98

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 (ExpressJet and Pinnacle). 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 2010, "Complaints" and "Systemwide Enplanements" data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Northwest is no longer ranked in this table. Totals for December 2009 reflect the deletion of Northwest's data for that month. Effective August 2010, "Complaints" and "Systemwide Enplanements" of the merged operations of Frontier Airlines and Midwest Airlines are combined, and appear as Frontier Airlines in this table.

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS

	JANUARY - DECEMBER 2010				JANUARY - DECEMBER 2009			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	9,119	601	28	1,068	7,120	454	21	937
FOREIGN AIRLINES	1,539	49	3	145	1,449	58	3	135
TRAVEL AGENTS	132	23	0	12	105	3	0	114
TOUR OPERATORS	52	1	0	4	2	0	0	0
MISCELLANEOUS	143	215	1	235	145	70	1	150
INDUSTRY TOTALS	10,985	889	32	1,464	8,821	585	25	1,336

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - DECEMBER 2010			JANUARY - DECEMBER 2009		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	3,336		1	2,041	
CANCELLATIONS			1444			801
DELAYS			965			557
MISCONNECTIONS			557			431
BAGGAGE	2	1,937		2	1,607	
RES/TKTG/BOARDING	3	1,510		3	1583	
CUSTOMER SERVICE	4	1,344		4	1103	
REFUNDS	5	730		5	669	
DISABILITY	6	572		6	519	
OVERSALES	7	544		8	370	
FARES	8	465		7	436	
OTHER	9	319		9	304	
FREQUENT FLYER			251			232
DISCRIMINATION	10	143		10	131	
ADVERTISING	11	77		11	53	
ANIMALS	12	8		12	5	
COMPLAINT TOTAL		10,985			8,821	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

COMPLAINTS AGAINST U. S. AIRLINES/ BY COMPLAINT CATEGORY*/JANUARY – DECEMBER 2010

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	28	4	4	0	0	2	6	0	0	0	0	0	44
AIRTRAN AIRWAYS	77	19	37	4	7	30	28	11	1	4	0	3	221
ALASKA AIRLINES	16	2	14	2	5	9	11	13	0	1	0	0	73
ALLEGIAN AIR	31	4	29	6	14	15	12	13	3	2	0	0	129
AMERICAN AIRLINES	450	28	125	49	74	272	139	47	8	10	0	38	1,240
AMERICAN EAGLE AIRLINES	73	12	10	1	1	43	15	9	0	1	0	1	166
ATLANTIC SOUTHEAST AIRLINES	47	5	1	0	0	8	6	4	0	1	0	3	75
CHAUTAUQUA AIRLINES	23	3	3	0	0	6	1	4	0	0	0	0	40
COLGAN AIR	28	3	3	0	1	5	4	0	0	0	0	0	44
COMAIR	64	6	0	0	0	5	6	2	0	0	0	0	83
COMPASS AIRLINES	10	1	1	0	0	0	1	1	0	1	0	0	15
CONTINENTAL AIRLINES	148	27	94	42	32	85	125	41	8	21	1	21	645
DELTA AIR LINES	673	110	312	107	116	385	271	114	8	29	3	100	2,228
EXECUTIVE AIRLINES	15	1	3	0	0	13	2	0	0	0	0	0	34
EXPRESSJET AIRLINES	62	2	5	0	1	8	11	5	0	0	0	1	95
FREEDOM AIRLINES	11	0	0	0	0	0	1	0	0	0	0	0	12
FRONTIER AIRLINES	48	15	18	2	11	14	21	14	0	0	0	1	144
GO!	3	5	1	0	3	5	2	0	0	0	0	0	19
GOJET AIRLINES,	12	1	2	0	0	4	1	4	0	0	0	0	24
GREAT LAKES AVIATION	18	2	2	0	0	1	2	3	0	2	0	0	30
HAWAIIAN AIRLINES	14	0	34	7	3	12	18	3	2	1	0	4	98
HORIZON AIRLINES	19	2	4	2	3	2	4	3	0	0	0	0	39
JETBLUE AIRWAYS	123	10	33	12	27	27	43	20	2	1	0	6	304
MESA AIRLINES	25	4	1	0	1	4	10	2	0	0	0	1	48
MESABA AVIATION	26	2	1	0	0	4	7	4	0	2	0	1	47
MIDWEST AIRLINES	11	6	2	0	2	2	3	4	0	0	0	0	30
PACIFIC WINGS	3	0	2	0	6	2	0	0	1	0	0	0	14
PIEDMONT AIRLINES	50	13	10	1	1	26	15	11	0	2	0	0	129
PINNACLE AIRLINES	54	13	2	0	0	6	6	9	0	0	0	1	91
PSA AIRLINES	21	0	0	0	0	1	0	1	0	0	0	0	23
REPUBLIC AIRWAYS	32	3	0	0	0	3	10	1	0	0	0	0	49
SHUTTLE AMERICA	19	1	5	0	0	12	3	2	0	0	0	2	44
SKYWEST AIRLINES	66	12	7	0	1	37	14	11	0	0	0	1	149
SOUTHWEST AIRLINES	64	15	37	8	9	48	53	35	4	9	0	9	291
SPIRIT AIRLINES	167	22	109	14	54	48	51	7	7	2	0	11	492
TRANS STATES AIRLINES	15	0	2	0	1	7	3	4	0	0	0	0	32
UNITED AIRLINES	151	45	145	57	69	173	136	46	4	10	0	52	888
UNITED EXPRESS	31	2	6	0	2	14	11	1	0	1	0	0	68
US AIRWAYS	224	69	117	40	49	96	106	47	8	15	0	24	795
US AIRWAYS EXPRESS	3	1	0	2	1	1	3	0	0	0	0	0	11
USA3000	5	0	1	1	1	3	1	0	0	0	0	0	12
VIRGIN AMERICA	5	0	3	1	3	2	7	3	3	0	0	0	27
OTHER U. S. AIRLINES	31	2	7	1	11	13	9	0	1	0	0	2	77
TOTAL JAN-DEC 2010	2,996	472	1,192	359	509	1,453	1,178	499	60	115	4	282	9,119
% OF TOTAL COMPLAINTS	32.9	5.2	13.1	3.9	5.6	15.9	12.9	5.5	0.7	1.3	0	3.1	
TOTAL JAN-DEC 2009	1,846	331	1,069	342	434	1,265	958	462	35	106	5	267	7,120
% OF TOTAL COMPLAINTS	25.9	4.6	15	4.8	6.1	17.8	13.5	6.5	0.5	1.5	0.1	3.8	

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

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

TABLE 4 (YTD)

COMPANIES OTHER THAN U. S. AIRLINES/ BY COMPLAINT CATEGORY**/ JANUARY – DECEMBER 2010

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	5	0	1	3	5	2	1	1	0	0	0	0	18
AEROFLOT	2	0	6	1	4	1	0	0	0	0	0	0	14
AEROMEXICO	7	3	7	5	4	2	5	2	0	0	0	0	35
AIR CANADA	10	1	7	0	4	12	2	2	0	1	0	1	40
AIR CHINA	3	1	3	0	0	2	0	3	0	0	0	1	13
AIR EUROPA	0	0	5	0	0	5	1	1	0	0	0	0	12
AIR FRANCE	25	2	12	5	9	27	10	3	0	1	0	3	97
AIR INDIA	9	0	5	3	5	23	2	1	0	2	0	0	50
AIR JAMAICA	8	2	6	0	3	6	1	0	0	0	0	0	26
AIRES	6	1	1	2	1	2	0	0	0	0	0	0	13
ALITALIA AIRLINES	10	6	9	2	9	45	8	3	0	0	0	2	94
AVIANCA	2	1	2	1	1	1	1	0	0	0	0	1	10
BRITISH AIRWAYS	21	2	20	10	17	34	5	5	2	1	0	3	120
CATHAY PACIFIC AIRWAYS	10	1	2	1	0	3	5	0	0	0	0	2	24
COPA COMPANIA PANAMENA	6	0	4	4	6	12	2	2	1	0	0	0	37
EGYPTAIR	2	0	3	0	0	5	3	1	0	0	0	1	15
EMIRATES AIRLINES	6	1	6	1	7	17	8	3	0	1	0	1	51
ETIHAD AIRWAYS	6	0	6	0	3	3	4	1	0	0	0	0	23
IBERIA AIRLINES	11	7	5	0	3	17	2	1	0	2	0	0	48
JET AIRWAYS	5	0	3	0	2	5	2	0	0	0	0	0	17
KLM	7	2	7	2	5	18	3	2	3	1	0	0	50
KOREAN AIR LINES	1	0	4	1	0	2	1	3	0	1	0	1	14
KUWAIT AIRWAYS	1	3	1	0	0	4	4	0	0	1	0	0	14
LAN AIRLINES	2	0	3	3	3	6	2	1	0	1	0	1	22
LAN CHILE AIRLINES	2	1	1	1	3	6	0	2	0	0	0	0	16
LUFTHANSA	23	4	23	7	9	32	9	5	1	2	0	3	118
MEXICANA	26	5	9	1	16	31	5	1	0	0	0	1	95
PHILIPPINE AIRLINES	4	0	1	2	1	1	4	1	0	0	2	0	16
QANTAS AIRWAYS	1	1	0	0	0	1	2	1	1	1	0	2	10
QATAR AIRWAYS	4	1	7	2	2	9	1	1	0	1	0	1	29
ROYAL AIR MAROC	1	1	1	0	0	5	3	0	0	0	0	0	11
ROYAL JORDANIAN AIRLINES	1	3	1	1	0	5	1	2	0	0	0	0	14
SINGAPORE AIRLINES	1	0	2	2	0	3	1	1	0	1	0	2	13
SOUTH AFRICAN AIRWAYS	2	0	2	1	0	8	1	1	0	0	0	1	16
SWISS AIR (NEW)	0	1	2	1	1	6	2	1	0	0	0	0	14
TACA INTERNATIONAL AIRLINES	2	3	5	1	2	5	4	1	0	1	0	0	24
TAM	2	0	6	1	0	7	1	1	0	0	0	1	19
TURKISH AIRLINES	5	0	2	0	1	20	1	1	0	2	0	0	32
VIRGIN ATLANTIC AIRWAYS	5	3	3	1	4	13	6	1	0	2	0	0	38
VOLARIS AIRLINES	3	1	7	4	5	3	1	0	0	0	0	0	24
OTHER FOREIGN AIRLINES	38	9	30	12	19	47	19	10	0	3	2	4	193
TOTALS JAN-DEC 2010	285	66	230	81	154	456	133	65	8	25	4	32	1,539

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

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

TABLE 4 (YTD. . . CONTINUED)

COMPANIES OTHER THAN U. S. AIRLINES*

BY COMPLAINT CATEGORY**

*
JANUARY – DECEMBER 2010

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>TRAVEL AGENTS</u>													
CHEAPOAIR.COM	1	0	7	2	4	0	0	0	1	0	0	0	15
EXPEDIA.COM	2	0	19	6	15	1	4	0	1	1	0	0	49
ORBITZ.COM	2	0	10	4	13	0	2	0	2	0	0	0	33
TRAVELOCITY.COM	0	0	5	2	2	0	2	0	1	0	0	0	12
OTHER TRAVEL AGENTS	0	0	9	3	7	0	3	0	1	0	0	0	23
TOTALS	5	0	50	17	41	1	11	0	6	1	0	0	132
<u>TOUR OPERATORS</u>													
DIRECT AIR AND TOURS	16	2	13	2	7	3	3	2	0	0	0	0	48
OTHER TOUR OPERATORS	0	0	0	0	3	0	1	0	0	0	0	0	4
TOTALS	16	2	13	2	10	3	4	2	0	0	0	0	52
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	34	4	25	6	16	24	18	6	3	2	0	5	143
TOTALS	34	4	25	6	16	24	18	6	3	2	0	5	143

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

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

TABLE 5 (YTD)

JANUARY – DECEMBER
CONSUMER COMPLAINTS: RANKINGS/ U.S. AIRLINES *

RANK	AIRLINE	JANUARY - DECEMBER 2010			JANUARY - DECEMBER 2009		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	291	106,307,267	0.27	211	101,417,913	0.21
2	<i>ALASKA AIRLINES</i>	73	16,514,349	0.44	78	15,561,087	0.50
3	<i>MESA AIRLINES</i>	48	9,041,846	0.53	67	10,962,035	0.61
4	<i>ATLANTIC SOUTHEAST AIRLINES</i>	75	13,959,021	0.54	86	13,198,240	0.65
5	<i>EXPRESSJET AIRLINES</i>	95	16,584,174	0.57	44	13,441,156	0.33
6	<i>SKYWEST AIRLINES</i>	149	24,335,003	0.61	104	21,320,662	0.49
7	<i>PINNACLE AIRLINES</i>	91	11,098,522	0.82	84	10,591,084	0.79
8	<i>AIRTRAN AIRWAYS</i>	221	24,576,435	0.90	234	24,037,905	0.97
9	<i>AMERICAN EAGLE AIRLINES</i>	166	16,086,595	1.03	111	17,321,151	0.64
10	<i>HAWAIIAN AIRLINES</i>	98	8,424,288	1.16	62	8,344,839	0.74
11	<i>FRONTIER AIRLINES</i>	144	11,750,306	1.23	88	9,612,613	0.92
12	<i>COMAIR</i>	83	6,637,623	1.25	73	7,103,710	1.03
13	<i>JETBLUE AIRWAYS</i>	304	24,226,456	1.25	189	22,122,542	0.85
14	<i>AMERICAN AIRLINES</i>	1,240	86,129,130	1.44	913	85,720,516	1.07
15	<i>CONTINENTAL AIRLINES</i>	645	43,543,539	1.48	440	43,995,409	1.00
16	<i>US AIRWAYS</i>	795	51,853,197	1.53	668	51,016,029	1.31
17	<i>UNITED AIRLINES</i>	888	54,034,924	1.64	751	56,070,670	1.34
18	<i>DELTA AIR LINES</i>	2,228	111,250,515	2.00	1,327	67,852,554	1.96
	TOTAL	7,634	636,353,190	1.20	5,530	579,690,115	0.95

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

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

Note: Effective January 2010, "Complaints" and "Systemwide Enplanements" data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Northwest is no longer ranked in this table. Totals for January-December 2009 reflect the deletion of Northwest's data for that period. Effective August 2010, "Complaints" and "Systemwide Enplanements" of the merged operations of Frontier Airlines and Midwest Airlines are combined, and appear as Frontier Airlines in this table.

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.

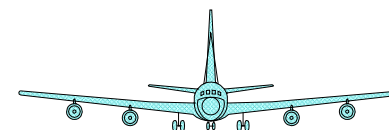
Disability: Civil rights complaints by air travelers with disabilities.

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 December 2010 as provided by the Transportation Security Administration^a

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

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
348	.0007	71	.0002	64	.0001	370	.0007

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
193	.0004	612	.001

NOTES

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

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

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

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.

December 2010 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

Carrier	Death	Injury	Loss
<i>Alaska</i>	1		
<i>American</i>	1		
<i>Continental</i>	1		
<i>Delta</i>	3	1	0
<i>Total</i>	6	1	0

**January-December 2010 Airline Reports to DOT of Incidents Involving the
Loss, Injury or Death of Animals During Air Transportation**

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Carrier	Death	Injury	Loss
<u><i>Alaska</i></u>	4	4	1
<u><i>American</i></u>	6	0	1
<u><i>American Eagle</i></u>	1	0	0
<u><i>Atlantic Southeast</i></u>	0	0	1
<u><i>Continental</i></u>	6	1	0
<u><i>Delta</i></u>	16	6	1
<u><i>Frontier</i></u>	0	1	0
<u><i>Hawaiian</i></u>	2	0	0
<u><i>SkyWest</i></u>	0	1	0
<u><i>United</i></u>	4	0	1
<i>Total</i>	39	13	5