



U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: April 2011



Flight Delays¹	February 2011 12 Months Ending February 2011
Mishandled Baggage¹	February 2011
Oversales¹	4th Quarter 2010 January – December 2010
Consumer Complaints² (Includes Disability and Discrimination Complaints)	February 2011
Customer Service Reports to the Dept. of Homeland Security³	February 2011
Airline Animal Incident Reports⁴	February 2011

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>	2	<i>Flight Delays (continued)</i>	
<i>Flight Delays</i>		Table 11	24
Explanation	3	List of Regularly Scheduled Flights with Tarmac Delays Over 3 Hours, By Carrier	
Table 1	4	Table 12	25
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		Number and Percentage of Regularly Scheduled Flights With Tarmac Delays of 2 Hours or More, By Carrier	
Table 1A	5	Footnotes	26
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		Appendix	27
Table 2	6	<i>Mishandled Baggage</i>	
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		Explanation	28
Table 3	10	Ranking—January	29
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		<i>Oversales</i>	
Table 4	12	Explanation	30
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		Ranking—4th Quarter	31
Table 5	14	Ranking—January – December	32
List of Regularly Scheduled Flights with More than 50% Delayed Arrivals of More Than 30 Minutes		<i>Consumer Complaints</i>	
Table 6	15	Explanation	33
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More		Complaint Tables 1-5 (January)	34
Table 7	16	Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
On-Time Arrival and Departure Percentage, by Airport		Ranking, Table 6 (January)	39
Table 8	20	Complaint Categories	40
Overall Number and Percentage of Flight Cancellations, by Carrier		<i>Customer Service Reports to the Department of Homeland Security (January)</i>	41
Table 8A	21	<i>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation (January)</i>	42
Number and Percentage of Regularly Scheduled Flights Canceled 5% or More of the Time, By Carrier.			
Table 9	22		
Flight Causation Data, By Airline and Category			
Table 10	23		
Flight Causation Data, Graphic Representation			

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/>

This report is dedicated to Michael ("Mike") Spollen who retired on April 1. Mike's career with the U.S. Civil Aeronautics Board and Department of Transportation's Aviation Consumer Protection Division spanned more than 30 years.

Norman A. Strickman
Director, Aviation Consumer Protection Division
Office of Aviation Enforcement and Proceedings
Office of the General Counsel
U.S. Department of Transportation

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the fifteen (15*) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the one (1**) carrier that currently reports flight delay data voluntarily.

The rule requires carriers to currently report on operations to and from the 29 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 16 reporting air carriers, 11 carriers (AirTran, American Eagle, Atlantic Southeast, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Southwest, United, and US Airways) use ACARS exclusively; 2 carriers (American and Continental) use a combination of ACARS and DGS; and 3 carriers (Alaska, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

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

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

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

FEBRUARY 2011

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	77.1	15	91.8
AIRTRAN AIRWAYS S/	22	82.4	65	82.6
MESA AIRLINES S/	18	84.5	86	82.6
ALASKA AIRLINES S/	18	84.8	50	82.1
US AIRWAYS S/	28	80.1	79	80.5
UNITED AIRLINES S/	27	79.2	73	79.3
DELTA AIR LINES S/	29	78.0	109	78.5
ATLANTIC SOUTHEAST AIRLINES S/	17	76.8	118	76.9
CONTINENTAL AIRLINES S/	27	75.1	63	75.5
SOUTHWEST AIRLINES S/	20	75.3	69	74.3
SKYWEST AIRLINES S/	19	75.8	147	74.3
FRONTIER AIRLINES S/	21	72.5	41	72.5
AMERICAN AIRLINES S/	28	71.9	78	71.0
JETBLUE AIRWAYS S/	21	64.9	47	65.5
EXPRESSJET AIRLINES S/V/	21	65.7	118	65.5
AMERICAN EAGLE S/	19	63.1	134	62.7
TOTAL		75.0		74.5

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

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

FEBRUARY 2011
AIR TRAVEL CONSUMER REPORT

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

Carrier	1st Quarter 01-03 2010		2nd Quarter 04-06 2010		3rd Quarter 07-09 2010		4th Quarter 10-12 2010		Dec -10		Jan-11		Feb-11		12 Months Ending Feb 2011		Database To Date 09 1987-02 2011	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	76.7	11	83.9	6	83.4	6	87.0	3	82.1	3	77.6	7	82.6	2	83.5	5	(--)	(--)
ALASKA	86.4	2	90.4	2	89.2	2	83.9	6	80.9	4	85.3	2	82.1	4	87.2	2	76.5	6
AMERICAN	76.5	12	77.8	14	80.2	13	84.0	5	80.5	5	79.8	5	71.0	13	79.5	10	78.0	4
AMERICAN EAGLE	74.6	14	74.4	17	77.3	15	81.7	9	74.0	9	75.5	11	62.7	16	76.7	16	74.2	8
ATLANTIC SOUTHEAST	76.2	13	82.3	9	80.6	12	77.6	14	70.5	12	71.4	15	76.9	8	79.0	11	(--)	(--)
COMAIR	71.4	18	71.4	18	74.6	18	74.7	16	63.1	17	(--)	(--)	(--)	(--)	74.1	18	(--)	(--)
CONTINENTAL	78.4	9	83.1	8	83.2	7	80.9	11	72.1	10	76.5	9	75.5	9	81.0	7	78.3	2
DELTA	78.9	7	76.6	16	76.2	17	78.0	13	70.1	13	74.6	12	78.5	7	77.1	15	77.6	5
EXPRESSJET	73.3	16	76.7	15	79.1	14	81.5	10	71.7	11	77.1	8	65.5	15	77.5	14	(--)	(--)
FRONTIER	80.3	5	80.7	12	82.4	8	82.2	8	76.6	8	75.7	10	72.5	12	80.3	9	(--)	(--)
HAWAIIAN	88.4	1	93.8	1	95.3	1	92.0	1	87.6	1	91.2	1	91.8	1	93.1	1	(--)	(--)
JETBLUE	71.6	17	83.2	7	77.0	16	71.1	18	58.6	18	65.0	16	65.5	14	74.7	17	(--)	(--)
MESA	80.4	4	84.1	5	84.2	5	85.2	4	78.9	6	81.6	4	82.6	3	84.0	4	(--)	(--)
PINNACLE	74.1	15	79.7	13	80.7	11	79.4	12	65.5	15	(--)	(--)	(--)	(--)	80.4	8	(--)	(--)
SKYWEST	78.2	10	81.2	10	81.6	10	75.1	15	64.4	16	73.5	14	74.3	11	78.8	12	(--)	(--)
SOUTHWEST	80.1	6	81.1	11	82.0	9	74.6	17	67.1	14	74.4	13	74.3	10	78.6	13	81.9	1
UNITED	82.5	3	84.2	4	85.8	3	88.1	2	83.1	2	84.5	3	79.3	6	85.2	3	76.2	7
US AIRWAYS	78.7	8	85.7	3	84.7	4	82.9	7	78.7	7	78.6	6	80.5	5	83.3	6	78.3	3
Total	77.9		80.5		81.0		79.6		72.0		76.3		74.5		79.6		78.2	

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

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

FEBRUARY 2011

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	402	77.1	756	70.8	247	76.5	180	70.0	808	72.2	391	69.8	11805	74.9	186	69.9
AS	28	85.7	52	90.4	H/		H/		84	94.0	82	86.6	78	88.5	H/	
B6	H/		2342	64.7	123	60.2	134	49.3	244	68.4	72	36.1	H/		H/	
CO	106	80.2	329	77.2	101	87.1	98	75.5	204	89.2	383	74.2	177	63.3	98	78.6
DL	13737	79.8	997	76.8	551	84.0	384	84.4	1007	83.4	524	75.8	326	75.8	3815	79.2
EV	8512	78.5	233	79.0	36	77.8	69	73.9	435	80.9	34	73.5	47	72.3	749	72.8
F9	75	77.3	60	75.0	H/		H/		134	79.1	2555	75.8	116	72.4	76	80.3
FL	4858	84.2	456	80.3	1218	87.4	140	85.7	326	82.5	110	80.9	183	80.9	143	83.2
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	425	57.6	315	66.3	134	70.1	353	68.0	532	69.5	192	69.8	6051	65.2	324	57.4
OO	107	55.1	10	0.0	H/		31	61.3	10	50.0	4670	74.6	259	71.0	66	48.5
UA	47	66.0	589	83.0	254	83.5	40	70.0	319	77.1	3784	83.4	218	81.2	32	78.1
US	400	82.5	1489	81.4	347	83.9	6497	81.7	1756	82.1	333	74.5	564	72.0	218	75.2
WN	H/		689	77.2	4272	80.1	H/		H/		3861	76.8	H/		422	68.7
XE	228	63.6	38	76.3	123	63.4	264	63.3	240	64.6	764	63.7	117	62.4	155	56.1
YV	109	71.6	H/		1	100.0	1793	88.0	H/		H/		30	76.7	54	75.9
TOTAL	29034	79.6	8355	74.0	7407	81.0	9983	81.1	6099	78.6	17755	76.5	19971	71.8	6338	75.4

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

FEBRUARY 2011

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	350	67.7	308	68.5	321	75.4	246	74.8	1141	80.1	675	69.3	2124	66.8	1284	65.5
AS	54	90.7	H/		H/		28	89.3	H/		303	87.5	423	86.1	H/	
B6	420	65.5	1199	67.1	376	67.0	H/		3080	68.4	288	64.6	126	36.5	251	55.4
CO	3289	75.0	426	81.0	78	82.1	5464	80.2	H/		431	63.1	531	59.9	239	66.9
DL	394	71.8	1029	80.7	218	85.3	159	81.1	1475	78.6	1016	74.2	1533	69.7	1987	73.2
EV	124	70.2	26	73.1	855	73.9	82	67.1	112	67.9	H/		H/		78	52.6
F9	H/		57	78.9	H/		H/		H/		217	62.2	148	62.2	129	57.4
FL	H/		460	84.6	88	86.4	H/		H/		152	71.7	128	56.2	498	68.9
HA	H/		H/		H/		H/		H/		76	92.1	56	78.6	H/	
MQ	104	42.3	H/		H/		110	45.5	664	66.1	H/		1064	85.4	1311	65.1
OO	H/		H/		134	64.2	949	68.6	H/		464	79.5	3568	80.7	H/	
UA	224	68.3	H/		1877	88.0	103	73.8	355	90.4	613	78.1	1796	77.3	504	67.1
US	300	74.3	526	83.7	28	82.1	278	79.5	165	85.5	815	77.2	478	68.8	1042	77.2
WN	H/		1427	83.0	208	73.1	H/		H/		5781	76.9	2953	70.6	215	57.2
XE	2898	63.8	2	100.0	1090	65.8	5821	73.6	H/		H/		H/		85	58.8
YV	61	73.8	H/		812	83.3	2	50.0	H/		144	86.1	28	89.3	28	82.1
TOTAL	8218	69.5	5460	78.2	6085	78.2	13242	76.0	6992	73.8	10975	75.7	14956	73.8	7651	68.5

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

FEBRUARY 2011

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	726	73.4	H/		3537	80.3	271	56.8	4195	65.8	112	63.4	328	75.0	443	60.7
AS	56	92.9	H/		28	92.9	52	82.7	123	78.0	768	87.9	H/		208	85.6
B6	1298	64.1	H/		H/		H/		156	47.4	65	86.2	H/		72	48.6
CO	486	77.2	H/		255	80.0	28	85.7	498	68.1	112	53.6	125	72.8	261	60.2
DL	1511	78.2	187	68.4	714	83.3	4097	77.0	448	69.9	242	73.6	480	77.3	622	72.3
EV	H/		H/		H/		H/		273	53.8	H/		47	76.6	H/	
F9	98	71.4	96	75.0	H/		100	75.0	H/		103	68.0	20	80.0	188	60.1
FL	1606	84.4	349	79.4	22	90.9	210	71.4	H/		H/		212	78.3	64	67.2
HA	H/		H/		H/		H/		H/		56	73.2	H/		28	64.3
MQ	H/		H/		1192	73.8	242	44.2	6132	54.6	H/		130	40.0	H/	
OO	H/		H/		H/		1093	69.8	2766	61.5	826	81.4	H/		285	76.8
UA	488	83.2	H/		78	79.5	231	75.8	4325	75.7	308	78.9	234	81.2	347	70.0
US	636	80.0	H/		276	80.1	244	73.4	547	64.9	144	79.9	3336	80.9	4648	82.3
WN	2708	79.1	5290	74.4	H/		429	70.4	H/		957	73.8	1494	73.0	4819	73.2
XE	15	80.0	H/		10	60.0	265	63.8	3081	54.1	H/		21	81.0	9	44.4
YV	H/		H/		42	88.1	2	100.0	751	70.6	H/		32	59.4	2190	88.5
TOTAL	9628	77.5	5922	74.5	6154	79.5	7264	72.9	23295	62.7	3693	78.2	6459	77.3	14184	77.7

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

FEBRUARY 2011

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	390	55.1	331	56.5	845	62.0	140	60.0	476	76.5
AS	300	80.3	3188	84.2	268	75.7	H/		H/	
B6	80	50.0	122	73.8	244	57.4	112	81.2	304	62.2
CO	239	69.0	252	62.3	360	57.5	56	73.2	327	76.1
DL	390	75.6	610	68.2	607	68.0	2156	79.8	892	81.7
EV	H/		H/		H/		H/		26	80.8
F9	121	69.4	112	62.5	68	61.8	84	61.9	40	80.0
FL	H/		28	57.1	56	64.3	H/		520	83.1
HA	28	67.9	68	72.1	28	75.0	H/		H/	
MQ	328	85.4	H/		H/		84	46.4	H/	
OO	596	76.7	429	82.3	3668	73.4	5434	84.7	H/	
UA	509	74.7	500	76.8	2729	76.8	53	83.0	246	83.3
US	256	75.0	200	71.5	364	67.6	132	84.1	527	85.0
WN	2500	74.0	971	69.3	1157	68.2	1053	71.5	2034	79.1
XE	H/		H/		H/		7	57.1	1	100.0
YV	H/		H/		60	73.3	8	100.0	H/	
TOTAL	5737	73.5	6811	76.7	10454	71.3	9319	81.0	5393	79.3

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

FEBRUARY 2011

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	89.0	78.2	75.0	85.2	75.0	72.7	70.7	87.4	75.0	85.7	94.5	83.4	82.4	95.2	92.2	J/	78.2	80.6
700 - 759 AM	90.3	79.9	82.1	77.8	84.0	80.6	74.7	80.9	77.9	100.0	79.6	78.9	79.0	88.3	90.7	73.5	94.6	85.0
800 - 859 AM	82.7	78.7	86.3	85.0	77.6	85.0	72.9	80.8	76.1	87.4	78.6	71.3	82.3	89.6	88.5	78.4	93.2	80.2
900 - 959 AM	80.2	73.7	86.3	71.4	80.0	85.3	73.4	80.6	83.4	81.3	83.8	82.0	84.2	83.0	81.4	74.7	86.2	86.3
1000 - 1059 AM	80.9	80.1	79.7	80.6	86.6	81.1	74.1	73.5	78.0	81.7	71.8	74.6	79.5	83.1	77.8	74.8	77.8	82.3
1100 - 1159 AM	82.8	79.9	87.6	73.6	77.6	78.6	74.7	81.2	75.6	80.3	79.5	81.5	74.5	80.1	78.2	70.4	78.9	81.1
1200 - 1259 PM	83.5	72.3	83.4	87.9	83.4	78.1	75.5	83.7	77.1	81.5	70.1	77.2	76.8	80.9	75.8	71.5	80.0	80.0
100 - 159 PM	83.6	75.2	84.3	82.4	82.6	72.6	75.5	80.8	71.8	80.7	84.7	72.3	76.2	72.2	69.2	70.4	80.3	82.8
200 - 259 PM	82.1	73.9	84.6	78.6	81.6	76.2	69.5	76.9	67.1	79.9	77.3	79.4	77.3	74.8	77.6	66.6	81.5	70.4
300 - 359 PM	78.1	74.5	80.5	84.5	77.0	75.9	73.1	79.1	70.1	83.8	77.4	79.3	71.5	75.9	74.7	67.4	79.9	77.9
400 - 459 PM	82.0	71.2	79.9	84.0	77.4	78.5	70.8	75.4	62.9	78.1	76.3	75.2	78.2	74.1	67.2	72.6	80.8	69.0
500 - 559 PM	79.3	76.0	79.9	80.6	74.7	71.3	71.1	69.5	60.7	85.3	81.3	78.5	69.4	70.3	68.8	65.9	77.4	66.3
600 - 659 PM	74.5	68.5	78.8	77.7	76.3	72.0	68.1	68.7	62.3	74.6	72.8	76.4	64.5	66.6	69.7	66.0	71.4	70.1
700 - 759 PM	71.2	72.1	75.6	75.9	75.3	70.5	69.2	66.4	62.3	78.2	79.4	73.6	54.7	68.1	64.9	67.7	73.9	66.3
800 - 859 PM	73.5	70.7	78.0	79.0	77.8	67.9	68.6	71.3	61.1	64.8	73.7	71.4	63.3	71.5	69.5	63.9	70.6	65.2
900 - 959 PM	74.3	68.4	73.5	79.6	79.1	69.6	69.9	72.1	67.2	71.4	76.1	74.3	67.6	66.4	68.7	61.0	71.6	63.1
1000 - 1059 PM	73.1	71.9	74.7	76.8	75.7	74.3	64.9	65.5	69.5	76.7	81.3	67.8	70.0	68.6	59.4	61.8	71.0	72.4
1100 - 559 AM	80.1	74.3	82.0	75.3	73.3	72.2	70.4	70.8	71.3	67.2	82.3	77.7	81.0	65.6	71.1	65.3	72.0	68.9
TOTAL, ALL ARRIVALS, BY AIRPORT	79.6	74.0	81.0	81.1	78.6	76.5	71.8	75.4	69.5	78.2	78.2	76.0	73.8	75.7	73.8	68.5	77.5	74.5

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

FEBRUARY 2011
AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	92.5	76.2	70.7	89.3	91.4	J/	65.4	88.5	92.9	J/	62.5	83.5
700 - 759 AM	84.4	70.5	66.4	95.2	91.7	85.6	94.0	86.4	85.9	88.7	90.0	80.9
800 - 859 AM	91.8	70.7	63.6	90.5	81.2	91.0	90.8	92.9	82.0	88.3	90.3	80.3
900 - 959 AM	82.2	76.7	67.6	90.1	72.7	86.5	84.9	90.7	75.8	87.8	86.9	80.7
1000 - 1059 AM	78.6	77.0	64.9	87.2	80.9	82.9	78.5	81.2	71.1	84.7	83.3	78.8
1100 - 1159 AM	79.7	76.9	67.6	74.8	77.2	75.6	71.8	81.4	69.2	72.3	83.1	77.4
1200 - 1259 PM	80.0	81.5	64.9	89.2	78.2	83.3	76.8	75.6	70.0	89.2	83.4	78.2
100 - 159 PM	85.0	73.6	67.2	83.2	79.7	78.0	76.8	83.7	68.5	81.3	81.4	76.9
200 - 259 PM	83.8	74.7	64.9	84.3	76.9	79.3	74.5	77.4	72.0	84.9	77.6	76.5
300 - 359 PM	86.1	71.9	62.9	78.8	69.7	75.9	70.1	74.3	71.0	84.6	81.9	75.5
400 - 459 PM	78.9	71.7	62.5	78.8	77.0	72.1	71.3	77.7	70.5	77.1	81.8	74.4
500 - 559 PM	71.4	72.7	59.2	74.3	77.0	68.4	70.3	71.7	73.0	73.0	76.5	72.0
600 - 659 PM	76.4	69.0	58.6	76.9	74.9	75.5	64.7	70.7	65.8	82.4	78.2	70.5
700 - 759 PM	72.4	76.2	52.4	67.2	74.8	72.8	69.1	72.5	67.8	75.9	77.9	69.6
800 - 859 PM	77.7	69.9	51.2	74.9	78.2	74.2	68.9	72.7	70.7	74.0	71.0	69.6
900 - 959 PM	76.6	68.0	54.8	73.6	74.4	72.3	63.8	68.0	63.9	73.4	74.5	70.2
1000 - 1059 PM	75.1	65.8	57.2	69.6	82.4	68.9	64.7	71.8	59.9	59.6	70.8	69.1
1100 - 559 AM	72.7	71.2	79.0	71.5	73.7	74.4	79.5	74.8	70.4	64.4	76.7	73.6
TOTAL, ALL ARRIVALS, BY AIRPORT	79.5	72.9	62.7	78.2	77.3	77.7	73.5	76.7	71.3	81.0	79.3	75.0

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

FEBRUARY 2011

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	88.4	85.9	89.5	86.8	84.6	88.4	83.8	84.8	82.4	94.8	90.9	85.5	90.2	95.8	92.4	85.9	92.0	86.1
700 - 759 AM	89.3	82.5	86.7	88.5	89.3	86.9	75.2	82.7	80.7	91.5	88.5	85.1	84.8	93.8	91.5	81.9	92.4	85.6
800 - 859 AM	88.2	78.8	79.6	89.4	89.2	85.0	70.5	84.7	78.3	92.0	86.2	81.8	82.5	87.3	90.5	77.8	92.2	69.0
900 - 959 AM	83.5	74.1	82.5	87.5	84.6	85.0	70.1	81.4	77.6	79.5	82.6	79.8	82.3	80.3	84.6	81.4	88.1	77.0
1000 - 1059 AM	83.1	77.2	79.2	80.2	87.1	80.6	65.6	82.5	81.5	81.6	83.0	85.1	77.7	77.8	81.8	78.2	86.0	72.6
1100 - 1159 AM	81.1	76.6	75.8	83.5	84.5	78.1	68.0	74.7	77.1	81.6	78.4	76.7	81.5	77.3	77.7	75.3	80.0	70.2
1200 - 1259 PM	82.4	78.1	79.3	80.1	81.5	75.2	66.7	77.9	75.8	70.8	77.8	78.4	76.3	75.6	76.6	72.6	75.7	64.3
100 - 159 PM	82.6	76.9	79.6	84.3	84.4	71.1	68.4	77.8	76.5	69.4	89.7	77.2	77.6	76.1	73.8	74.8	80.1	72.8
200 - 259 PM	81.4	73.3	74.4	81.6	80.5	71.4	65.2	76.4	69.3	75.8	79.9	75.0	76.1	66.1	69.0	70.2	77.0	61.1
300 - 359 PM	78.6	76.2	69.3	73.5	81.1	70.6	64.5	69.2	66.1	74.5	71.2	78.8	73.2	65.3	71.5	70.7	73.6	55.9
400 - 459 PM	75.3	70.2	70.7	84.3	79.3	64.9	65.9	72.9	66.0	70.3	71.6	77.1	65.6	64.7	73.9	72.9	69.5	61.3
500 - 559 PM	76.3	70.3	72.6	82.5	78.9	69.2	65.6	69.1	67.3	68.7	76.4	75.5	74.7	62.8	71.7	72.4	76.0	50.0
600 - 659 PM	73.5	70.2	71.9	77.9	71.6	73.2	61.4	59.6	66.9	75.6	71.8	74.2	71.4	63.3	73.7	67.8	68.5	53.8
700 - 759 PM	75.8	69.8	66.4	76.6	78.7	69.2	63.3	70.3	64.1	68.8	73.5	77.4	67.5	61.8	67.7	70.4	65.7	41.2
800 - 859 PM	75.8	74.0	60.2	78.2	68.4	57.0	66.0	59.5	62.7	71.9	50.0	77.5	57.8	69.1	66.4	73.4	71.8	48.8
900 - 959 PM	77.1	50.0	78.1	78.6	77.8	72.0	66.9	65.2	59.8	48.4	72.2	80.8	59.3	58.8	73.4	65.5	61.5	56.5
1000 - 1059 PM	79.9	J/	J/	83.3	J/	77.8	70.8	J/	J/	J/	76.8	100.0	65.5	86.7	82.7	50.0	J/	J/
1100 - 559 AM	90.4	88.9	83.3	92.9	94.2	81.0	81.5	66.7	94.7	87.5	100.0	88.2	83.6	81.9	76.5	92.3	87.1	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	80.5	76.3	76.1	83.0	82.1	74.8	67.6	75.4	72.6	78.3	79.3	79.0	75.1	74.8	79.1	75.3	78.9	64.4

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

FEBRUARY 2011

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	91.0	87.6	75.6	92.2	87.9	93.4	93.3	92.5	92.1	88.7	94.4	88.4
700 - 759 AM	89.6	87.6	70.3	93.3	88.5	94.9	90.1	90.5	89.5	86.9	94.9	86.4
800 - 859 AM	88.9	72.3	65.4	90.8	86.0	92.6	93.9	89.2	84.5	89.9	92.8	83.5
900 - 959 AM	84.9	79.4	65.9	96.8	78.3	88.5	86.7	93.2	82.9	87.9	88.8	80.8
1000 - 1059 AM	80.8	79.8	61.2	84.6	74.0	79.1	79.0	85.4	78.3	87.4	86.0	78.9
1100 - 1159 AM	80.2	78.2	61.6	86.1	82.0	82.2	73.8	81.9	73.9	86.6	80.0	77.9
1200 - 1259 PM	74.9	63.0	63.4	76.5	79.4	69.7	68.5	79.1	73.6	80.3	81.9	74.9
100 - 159 PM	73.1	75.1	63.4	87.7	76.1	80.3	74.6	82.2	72.4	85.6	80.4	75.7
200 - 259 PM	75.5	70.9	61.2	77.1	73.8	73.8	71.1	77.8	73.5	76.0	79.4	72.8
300 - 359 PM	74.5	71.3	60.6	85.0	75.3	68.8	70.9	76.8	71.0	85.4	72.2	71.9
400 - 459 PM	73.3	67.5	57.8	79.2	70.1	73.4	70.6	79.2	73.9	84.2	75.5	71.5
500 - 559 PM	68.5	73.1	59.2	75.9	74.1	66.7	72.9	79.6	74.7	78.7	77.9	71.3
600 - 659 PM	75.2	68.4	57.6	73.1	78.4	63.3	71.8	76.9	65.5	53.4	77.0	68.8
700 - 759 PM	71.1	72.4	53.2	85.9	63.2	76.5	66.7	74.2	76.6	72.0	77.1	68.8
800 - 859 PM	74.4	71.1	50.4	64.8	84.1	65.1	72.0	84.8	74.6	81.5	73.0	68.3
900 - 959 PM	79.0	78.3	49.9	90.2	91.7	77.3	68.7	68.9	70.1	84.8	J/	71.0
1000 - 1059 PM	73.5	86.8	45.5	90.2	90.0	90.7	84.3	83.1	75.3	J/	J/	79.1
1100 - 559 AM	J/	86.7	83.5	93.9	78.6	84.0	J/	86.8	72.1	84.7	95.7	83.5
TOTAL, ALL DEPARTURES, BY AIRPORT	77.9	76.6	60.9	85.3	79.2	78.7	78.2	83.9	77.4	84.0	82.6	76.1

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

FEBRUARY 2011

AIR TRAVEL CONSUMER REPORT

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

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

CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

SOUTHWEST	1240	Dec	MDW-PIT	1935	25	13	52.0	87.1
SOUTHWEST	32	Jan	MDW-PIT	1915	23	14	60.9	59.2
SOUTHWEST	32	Feb	MDW-PIT	1915	11	8	72.7	69.5

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS OR MORE

EXPRESSJET	5953	Jan	ORD-MCI	2010	20	12	60.0	86.8
EXPRESSJET	5953	Feb	ORD-MCI	2010	23	16	69.6	126.5
JETBLUE	633	Jan	BOS-SFO	0915	19	10	52.6	70.4
JETBLUE	631	Feb	BOS-SFO	0915	24	13	54.2	72.6
SKYWEST	6283	Jan	ORD-DTW	1603	24	13	54.2	63.8
SKYWEST	6962	Feb	ORD-DTW	1603	18	13	72.2	61.4
SOUTHWEST	32	Jan	MDW-PIT	1915	23	14	60.9	59.2
SOUTHWEST	32	Feb	MDW-PIT	1915	11	8	72.7	69.5

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

FEBRUARY 2011

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
JETBLUE	574	15	2.6
SOUTHWEST	104	2	1.9
AMERICAN EAGLE	1,245	18	1.4
CONTINENTAL	655	3	0.5
SKYWEST	1,358	4	0.3
EXPRESSJET	705	2	0.3
ALASKA	380	1	0.3
AMERICAN	1,518	3	0.2
ATLANTIC SOUTHEAST	766	1	0.1
DELTA	1,840	0	0.0
US AIRWAYS	1,093	0	0.0
UNITED	802	0	0.0
AIRTRAN	643	0	0.0
MESA	360	0	0.0
FRONTIER	214	0	0.0
HAWAIIAN	179	0	0.0
TOTAL	12,436	49	0.4

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.

FEBRUARY 2011

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	67.0	72.3	191	191
ADAK ISLAND AK (ADK)	75.0	87.5	8	8
AGUADILLA PR (BQN)	91.2	93.3	91	90
AKRON OH (CAK)	72.8	78.6	615	616
ALBANY GA (ABY)	86.5	90.5	74	74
ALBANY NY (ALB)	72.1	74.2	691	691
ALBUQUERQUE NM (ABQ)	74.8	76.5	2,394	2,395
ALEXANDRIA LA (AEX)	78.9	81.5	270	270
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	64.1	75.1	298	297
AMARILLO TX (AMA)	68.0	75.2	434	431
ANCHORAGE AK (ANC)	67.2	84.1	1,158	1,158
APPLETON WI (ATW)	52.7	61.6	167	177
ASHEVILLE NC (AVL)	77.2	81.0	342	342
ASPEN CO (ASE)	54.7	62.5	585	584
ATLANTA GA (ATL)	79.6	80.5	29,034	29,012
ATLANTIC CITY NJ (ACY)	89.3	94.6	56	56
AUGUSTA GA (AGS)	78.5	82.1	312	312
AUSTIN TX (AUS)	72.7	78.4	3,172	3,170
BAKERSFIELD CA (BFL)	85.6	85.2	250	250
BALTIMORE MD (BWI)	81.0	76.1	7,407	7,410
BARROW AK (BRW)	65.6	57.8	64	64
BATON ROUGE LA (BTR)	72.0	73.3	604	603
BEAUMONT/PORT ARTHUR TX (BPT)	0.0	0.0	1	1
BELLINGHAM WA (BLI)	96.4	96.4	28	28
BEND/REDMOND OR (RDM)	82.5	85.0	246	247
BETHEL AK (BET)	77.5	72.5	80	80
BILLINGS MT (BIL)	79.6	86.0	230	229
BIRMINGHAM AL (BHM)	73.2	79.0	1,322	1,322
BISMARCK/MANDAN ND (BIS)	69.7	74.0	201	204
BLOOMINGTON IL (BMI)	74.7	76.4	292	292
BOISE ID (BOI)	75.4	82.8	1,021	1,022
BOSTON MA (BOS)	74.0	76.3	8,355	8,354
BOZEMAN MT (BZN)	73.7	77.3	327	326
BRANSON MO (BKG)	78.1	87.5	32	32
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	78.2	84.3	229	230
BROWNSVILLE TX (BRO)	76.5	79.1	187	187
BRUNSWICK GA (BQK)	72.9	77.1	70	70
BUFFALO NY (BUF)	72.7	75.4	1,605	1,606
BURBANK CA (BUR)	76.2	81.4	1,910	1,910
BURLINGTON VT (BTV)	65.8	71.4	310	308
BUTTE MT (BTM)	88.5	88.5	52	52
CARLSBAD CA (CLD)	76.5	80.9	162	162
CASPER WY (CPR)	78.5	86.7	158	158

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR CITY UT (CDC)	87.5	89.6	48	48
CEDAR RAPIDS/IOWA CITY IA (CID)	60.4	63.1	366	366
CHAMPAIGN/URBANA IL (CMI)	56.9	66.3	181	181
CHARLESTON SC (CHS)	75.9	79.9	709	708
CHARLESTON/DUNBAR WV (CRW)	67.8	73.8	295	294
CHARLOTTE AMALIE VI (STT)	80.3	85.9	269	269
CHARLOTTE NC (CLT)	81.1	83.0	9,983	9,985
CHARLOTTESVILLE VA (CHO)	89.9	84.8	79	79
CHATTANOOGA TN (CHA)	76.4	79.4	351	350
CHEYENNE WY (CYS)	71.4	67.9	28	28
CHICAGO IL (MDW)	74.5	64.4	5,922	5,921
CHICAGO IL (ORD)	62.7	60.9	23,295	23,291
CHICO CA (CIC)	75.0	85.2	108	108
CHRISTIANSTED VI (STX)	80.0	82.5	40	40
CLEVELAND OH (CLE)	69.8	74.1	3,669	3,667
CODY WY (COD)	77.4	86.9	84	84
COLLEGE STATION/BRYAN TX (CLL)	75.0	75.0	28	28
COLORADO SPRINGS CO (COS)	67.8	75.8	925	925
COLUMBIA SC (CAE)	74.0	75.9	588	588
COLUMBUS GA (CSG)	76.5	73.5	162	162
COLUMBUS MS (GTR)	83.9	82.1	56	56
COLUMBUS OH (CMH)	73.1	75.0	1,999	1,997
CORDOVA AK (CDV)	76.8	76.8	56	56
CORPUS CHRISTI TX (CRP)	69.7	75.1	587	587
COVINGTON KY (CVG)	76.6	78.2	1,909	1,906
CRESCENT CITY CA (CEC)	72.4	76.3	76	76
DALLAS TX (DAL)	67.3	62.4	3,454	3,455
DALLAS/FT.WORTH TX (DFW)	71.8	67.6	19,971	19,975
DAYTON OH (DAY)	70.3	75.3	929	931
DAYTONA BEACH FL (DAB)	80.3	82.6	173	172
DEADHORSE AK (SCC)	73.1	71.2	52	52
DENVER CO (DEN)	76.5	74.8	17,755	17,812
DES MOINES IA (DSM)	64.7	71.2	719	718
DETROIT MI (DTW)	75.4	75.4	6,338	6,366
DOTHAN AL (DHN)	83.2	86.0	107	107
DUBUQUE IA (DBQ)	37.5	45.8	24	24
DULUTH MN (DLH)	62.4	77.6	85	85
DURANGO CO (DRO)	75.2	83.6	262	262
EAGLE CO (EGE)	68.1	78.9	408	408
EAU CLAIRE WI (EAU)	55.0	66.3	80	80
EL CENTRO CA (IPL)	87.0	90.7	54	54
EL PASO TX (ELP)	70.7	75.8	1,613	1,609
ELKO NV (EKO)	89.8	95.4	108	108

FEBRUARY 2011

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ELMIRA/CORNING NY (ELM)	64.8	87.0	54	54
EUGENE OR (EUG)	77.7	85.2	376	365
EUREKA/ARCATA CA (ACV)	76.0	75.6	242	242
EVANSVILLE IN (EVV)	66.1	75.7	230	230
FAIRBANKS AK (FAI)	79.5	82.8	303	303
FARGO ND (FAR)	63.6	68.4	439	443
FAYETTEVILLE AR (XNA)	55.5	61.0	884	882
FAYETTEVILLE NC (FAY)	77.0	83.5	322	322
FLAGSTAFF AZ (FLG)	80.6	81.9	155	155
FLINT MI (FNT)	76.3	83.1	262	261
FORT LAUDERDALE FL (FLL)	78.2	78.3	5,460	5,457
FORT MYERS FL (RSW)	74.5	79.1	2,779	2,776
FORT SMITH AR (FSM)	67.9	71.4	56	56
FORT WAYNE IN (FWA)	60.3	68.7	214	214
FRESNO CA (FAT)	79.8	84.5	857	857
GAINESVILLE FL (GNV)	83.0	81.9	182	182
GILLETTE WY (GCC)	80.4	78.6	112	112
GRAND FORKS ND (GFK)	69.1	82.1	123	123
GRAND JUNCTION CO (GJT)	77.5	85.2	395	398
GRAND RAPIDS MI (GRR)	67.6	73.4	701	702
GREAT FALLS MT (GTF)	81.5	92.3	130	130
GREEN BAY/CLINTONVILLE WI (GRB)	54.2	60.8	365	365
GREENSBORO/HIGH POINT NC (GSO)	75.1	77.5	582	581
GREENVILLE/SPARTANBURG SC (GSP)	73.2	76.5	485	485
GUAM GU (GUM)	58.6	69.0	29	29
GULFPORT/BILOXI MS (GPT)	79.5	82.1	430	430
GUNNISON CO (GUC)	63.7	70.4	135	135
HANCOCK/HOUGHTON MI (CMX)	55.4	73.2	56	56
HARLINGEN/SAN BENITO TX (HRL)	66.9	74.0	384	384
HARRISBURG PA (MDT)	75.1	81.0	401	401
HARTFORD CT (BDL)	76.7	81.2	1,758	1,756
HELENA MT (HLN)	81.7	87.8	131	131
HILO HI (ITO)	91.4	92.7	536	536
HONOLULU HI (HNL)	84.4	89.0	3,967	3,967
HOUSTON TX (HOU)	71.0	64.4	3,883	3,884
HOUSTON TX (IAH)	76.0	79.0	13,242	13,244
HUNTSVILLE AL (HSV)	74.6	82.4	756	756
IDAHO FALLS ID (IDA)	84.8	91.0	210	210
INDIANAPOLIS IN (IND)	72.1	74.8	2,289	2,288
INDIO/PALM SPRINGS CA (PSP)	73.5	75.9	1,016	1,015
INYOKERN CA (IYK)	84.9	89.0	73	73
ISLIP NY (ISP)	78.6	83.7	590	590
JACKSON WY (JAC)	67.4	73.8	282	282

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON/VICKSBURG MS (JAN)	72.4	75.5	820	822
JACKSONVILLE FL (JAX)	77.0	83.3	2,222	2,219
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	80.2	82.1	106	106
JUNEAU AK (JNU)	81.1	80.4	280	280
KAHULUI HI (OGG)	87.9	90.7	1,526	1,498
KALAMAZOO MI (AZO)	50.6	62.7	83	83
KALISPELL MT (FCA)	83.6	93.0	128	128
KANSAS CITY MO (MCI)	67.6	71.3	3,518	3,516
KETCHIKAN AK (KTN)	81.5	85.7	168	168
KEY WEST FL (EYW)	75.9	78.6	112	112
KILLEEN TX (GRK)	63.6	64.9	187	188
KLAMATH FALLS OR (LMT)	71.4	79.8	84	84
KNOXVILLE TN (TYS)	69.5	75.6	863	866
KODIAK AK (ADQ)	78.8	78.8	52	52
KONA HI (KOA)	86.7	88.2	948	948
KOTZEBUE AK (OTZ)	53.6	47.6	84	84
LA CROSSE WI (LSE)	63.6	71.2	66	66
LAFAYETTE LA (LFT)	77.3	80.0	409	409
LAKE CHARLES LA (LCH)	69.9	77.1	83	83
LANSING MI (LAN)	63.3	68.0	98	97
LAREDO TX (LRD)	69.7	76.8	198	198
LAS VEGAS NV (LAS)	75.7	74.8	10,975	10,977
LEWISBURG WV (LWB)	85.7	85.7	28	28
LEWISTON ID (LWS)	86.3	92.2	51	51
LEXINGTON KY (LEX)	71.4	78.4	538	538
LIHUE HI (LIH)	86.2	89.0	819	819
LINCOLN NE (LNK)	58.1	70.4	186	186
LITTLE ROCK AR (LIT)	64.7	71.1	1,364	1,358
LONG BEACH CA (LGB)	79.0	81.9	1,003	1,004
LONGVIEW/KILGOR/GLADWATR TX (GGG)	60.7	67.9	28	28
LOS ANGELES CA (LAX)	73.8	79.1	14,956	14,963
LOUISVILLE KY (SDF)	75.2	78.9	1,107	1,107
LUBBOCK TX (LBB)	64.7	72.2	496	496
MADISON WI (MSN)	65.1	70.8	581	579
MAMMOTH LAKES CA (MMH)	57.1	46.4	28	28
MANCHESTER NH (MHT)	76.7	79.8	885	885
MANHATTAN/FT. RILEY KS (MHK)	59.8	67.9	112	112
MARQUETTE MI (MQT)	51.3	67.1	76	76
MEDFORD OR (MFR)	73.9	80.0	230	230
MELBOURNE FL (MLB)	75.0	83.9	112	112
MEMPHIS TN (MEM)	77.2	80.3	3,699	3,697
MERIDIAN MS (MEI)	75.0	78.8	52	52
MIAMI FL (MIA)	79.5	77.9	6,154	6,155

FEBRUARY 2011

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MIDLAND/ODESSA TX (MAF)	65.7	74.8	551	552
MILWAUKEE WI (MKE)	69.1	72.8	3,404	3,407
MINNEAPOLIS MN (MSP)	72.9	76.6	7,264	7,271
MINOT ND (MOT)	71.0	74.8	155	155
MISSION/MCALLEN/EDINBURG TX (MFE)	70.9	79.8	254	253
MISSOULA MT (MSO)	83.1	87.6	201	201
MOBILE AL (MOB)	77.2	78.6	514	514
MODESTO CA (MOD)	81.5	82.4	108	108
MOLINE IL (MLI)	62.6	67.4	313	313
MONROE LA (MLU)	76.7	77.9	150	149
MONTEREY CA (MRY)	80.2	83.4	415	415
MONTGOMERY AL (MGM)	81.0	83.7	343	343
MONTROSE/DELTA CO (MTJ)	73.0	71.0	248	248
MUSKEGON MI (MKG)	50.0	58.3	60	60
MYRTLE BEACH SC (MYR)	78.7	82.2	253	253
NASHVILLE TN (BNA)	75.5	74.6	3,764	3,759
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	80.4	91.1	56	56
NEW ORLEANS LA (MSY)	75.1	78.6	2,964	2,964
NEW YORK NY (JFK)	73.8	75.1	6,992	7,003
NEW YORK NY (LGA)	68.5	75.3	7,651	7,647
NEWARK NJ (EWR)	69.5	72.6	8,218	8,216
NEWBURGH/POUGHKEEPSIE NY (SWF)	58.8	78.5	80	79
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	83.1	90.2	337	338
NOME AK (OME)	46.4	44.0	84	84
NORFOLK VA (ORF)	78.1	82.6	1,125	1,127
NORTH BEND/COOS BAY OR (OTH)	79.8	77.4	84	84
OAKLAND CA (OAK)	76.6	78.6	3,323	3,324
OKLAHOMA CITY OK (OKC)	64.8	71.4	1,594	1,590
OMAHA NE (OMA)	70.1	77.6	1,560	1,560
ONTARIO/SAN BERNARDINO CA (ONT)	76.1	81.4	1,775	1,775
ORLANDO FL (MCO)	77.5	78.9	9,628	9,627
PADUCAH KY (PAH)	57.1	71.9	56	57
PANAMA CITY FL (ECP)	77.3	81.7	494	493
PASCO/KENNEWICK/RICHLAND WA (PSC)	77.2	88.8	276	276
PENSACOLA FL (PNS)	74.6	81.4	780	779
PEORIA IL (PIA)	58.1	69.3	210	205
PETERSBURG AK (PSG)	80.4	83.9	56	56
PHILADELPHIA PA (PHL)	77.3	79.2	6,459	6,459
PHOENIX AZ (PHX)	77.7	78.7	14,184	14,188
PITTSBURGH PA (PIT)	76.1	77.4	2,406	2,407
POCATELLO ID (PIH)	94.4	95.4	108	108
PONCE PR (PSE)	66.7	78.4	51	51
PORTLAND ME (PWM)	75.3	76.6	344	342

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PORTLAND OR (PDX)	78.2	85.3	3,693	3,692
PROVIDENCE RI (PVD)	78.4	80.3	1,302	1,302
RALEIGH/DURHAM NC (RDU)	77.1	81.8	3,098	3,095
RAPID CITY SD (RAP)	72.8	78.2	360	362
REDDING CA (RDD)	72.6	77.4	124	124
RENO NV (RNO)	71.9	76.7	1,659	1,658
RICHMOND VA (RIC)	76.5	82.0	1,100	1,099
ROANOKE VA (ROA)	71.1	76.5	187	187
ROCHESTER MN (RST)	57.5	64.9	73	74
ROCHESTER NY (ROC)	73.7	75.2	829	829
ROCK SPRINGS WY (RKS)	78.6	78.6	140	140
ROSWELL NM (ROW)	65.0	72.5	80	80
SACRAMENTO CA (SMF)	76.2	80.3	3,198	3,227
SAGINAW/BAY CITY/MIDLAND MI (MBS)	60.0	56.3	80	80
SAIPAN (SPN)	100.0	100.0	1	1
SALT LAKE CITY UT (SLC)	81.0	84.0	9,319	9,315
SAN ANTONIO TX (SAT)	72.9	77.8	2,834	2,833
SAN DIEGO CA (SAN)	73.5	78.2	5,737	5,739
SAN FRANCISCO CA (SFO)	71.3	77.4	10,454	10,457
SAN JOSE CA (SJC)	78.0	81.1	3,068	3,069
SAN JUAN PR (SJU)	77.2	81.6	1,648	1,644
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	81.7	84.8	356	356
SANTA ANA CA (SNA)	78.7	81.0	3,187	3,187
SANTA BARBARA CA (SBA)	79.9	83.5	751	751
SANTA FE NM (SAF)	65.5	69.0	84	84
SANTA MARIA CA (SMX)	86.1	91.7	108	108
SARASOTA/BRADENTON FL (SRQ)	80.8	83.4	494	494
SAVANNAH GA (SAV)	72.2	79.4	641	641
SCRANTON/WILKES-BARRE PA (AVP)	52.6	69.3	114	114
SEATTLE WA (SEA)	76.7	83.9	6,811	6,812
SHREVEPORT LA (SHV)	75.7	79.1	345	345
SIoux FALLS SD (FSD)	57.0	61.4	374	373
SITKA AK (SIT)	79.8	84.5	84	84
SOUTH BEND IN (SBN)	56.6	61.4	166	166
SPOKANE WA (GEG)	78.1	85.3	894	893
SPRINGFIELD IL (SPI)	50.4	65.1	129	129
SPRINGFIELD MO (SGF)	63.9	72.0	526	507
ST. GEORGE UT (SGU)	88.7	86.3	124	124
ST. LOUIS MO (STL)	72.1	69.8	4,229	4,233
ST. PETERSBURG FL (PIE)	73.1	80.8	26	26
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	63.4	73.7	232	232
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	70.4	74.5	196	196
SYRACUSE NY (SYR)	66.2	73.8	636	634

FEBRUARY 2011

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TALLAHASSEE FL (TLH)	75.8	73.9	376	376
TAMPA FL (TPA)	79.3	82.6	5,393	5,390
TELLURIDE CO (TEX)	75.0	75.0	52	52
TEXARKANA AR (TXK)	62.5	67.9	56	56
TOLEDO OH (TOL)	41.7	45.8	24	24
TRAVERSE CITY MI (TVC)	61.0	62.3	154	151
TUCSON AZ (TUS)	71.2	80.0	1,775	1,775
TULSA OK (TUL)	62.4	69.5	1,340	1,340
TUNICA MS (UTM)	68.8	81.3	16	16
TWIN FALLS ID (TWF)	88.4	90.3	112	113
TYLER TX (TYR)	65.5	69.1	55	55
VALDOSTA GA (VLD)	79.7	84.8	79	79
VALPARAISO FL (VPS)	72.2	75.9	522	522
WACO TX (ACT)	68.0	68.0	50	50
WASHINGTON DC (DCA)	78.6	82.1	6,099	6,100
WASHINGTON DC (IAD)	78.2	79.3	6,085	6,064
WAUSAU/MARSHFIELD WI (CWA)	59.8	61.8	102	102
WEST PALM BEACH/PALM BEACH FL (PBI)	75.7	80.0	2,321	2,321
WHITE PLAINS NY (HPN)	65.0	68.2	677	676
WICHITA FALLS TX (SPS)	56.0	60.0	25	25
WICHITA KS (ICT)	63.3	69.7	747	746
WILMINGTON NC (ILM)	81.9	87.0	276	277
WRANGELL AK (WRG)	83.9	89.3	56	56
YAKUTAT AK (YAK)	73.2	87.5	56	56
YUMA AZ (YUM)	85.4	86.3	314	313

FEBRUARY 2011
AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	19	19,691	2,271	11.5	134	33,523	3,965	11.8
EXPRESSJET	21	15,250	1,638	10.7	118	29,789	3,214	10.8
AMERICAN	28	33,019	2,129	6.4	78	41,813	2,732	6.5
CONTINENTAL	27	14,952	809	5.4	63	18,436	960	5.2
JETBLUE	21	11,115	605	5.4	47	15,982	815	5.1
SKYWEST	19	25,393	948	3.7	147	45,017	1,973	4.4
ATLANTIC SOUTHEAST	17	11,741	485	4.1	118	24,735	1,077	4.4
UNITED	27	20,806	836	4.0	73	24,080	949	3.9
SOUTHWEST	20	43,240	1,266	2.9	69	85,277	2,897	3.4
DELTA	29	42,110	1,405	3.3	109	53,844	1,794	3.3
MESA	18	6,148	166	2.7	86	12,058	335	2.8
AIRTRAN	22	11,828	289	2.4	65	17,956	487	2.7
FRONTIER	21	4,599	87	1.9	41	5,845	136	2.3
US AIRWAYS	28	26,547	578	2.2	79	31,718	675	2.1
ALASKA	18	6,123	37	0.6	50	10,391	164	1.6
HAWAIIAN	7	340	0	0.0	15	5,052	6	0.1
Total		292,902	13,549	4.6	Total	455,516	22,179	4.9

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

FEBRUARY 2011
AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,332	1,066	80.0
AMERICAN	2,393	1,170	48.9
JETBLUE	671	308	45.9
CONTINENTAL	917	306	33.4
EXPRESSJET	5,740	1,769	30.8
ATLANTIC SOUTHEAST	1,652	441	26.7
SKYWEST	3,093	812	26.3
DELTA	2,806	720	25.7
UNITED	1,487	360	24.2
FRONTIER	329	63	19.1
AIRTRAN	829	152	18.3
MESA	962	163	16.9
SOUTHWEST	12,273	1,801	14.7
US AIRWAYS	1,721	244	14.2
ALASKA	403	39	9.7
HAWAIIAN	197	2	1.0
TOTAL	36,805	9,416	25.6

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

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

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	41813	29697	71.02%	2732	6.53%	101	0.24%	2753	6.58%	783	1.87%	3130	7.49%	11	0.03%	2605	6.23%
AS	10391	8533	82.12%	164	1.58%	35	0.34%	408	3.93%	56	0.53%	738	7.10%	4	0.04%	453	4.36%
B6	15982	10472	65.52%	815	5.10%	84	0.53%	1380	8.63%	26	0.16%	1715	10.73%	8	0.05%	1482	9.27%
CO	18436	13923	75.52%	960	5.21%	40	0.22%	921	5.00%	130	0.70%	1843	10.00%	24	0.13%	595	3.23%
DL	53844	42254	78.47%	1794	3.33%	111	0.21%	2775	5.15%	283	0.52%	3998	7.43%	2	0.00%	2627	4.88%
EV	24735	19024	76.91%	1077	4.35%	70	0.28%	1541	6.23%	168	0.68%	976	3.95%	8	0.03%	1871	7.56%
F9	5845	4237	72.49%	136	2.33%	5	0.09%	307	5.25%	21	0.36%	769	13.16%	0	0.00%	370	6.33%
FL	17956	14832	82.60%	487	2.71%	37	0.21%	471	2.62%	37	0.20%	1153	6.42%	0	0.00%	940	5.23%
HA	5052	4636	91.77%	6	0.12%	1	0.02%	255	5.04%	0	0.00%	1	0.02%	0	0.00%	153	3.03%
MQ	33523	21024	62.72%	3965	11.83%	73	0.22%	2069	6.17%	713	2.13%	2678	7.99%	1	0.00%	3001	8.95%
OO	45017	33450	74.31%	1973	4.38%	150	0.33%	2027	4.50%	174	0.39%	3094	6.87%	12	0.03%	4137	9.19%
UA	24080	19101	79.32%	949	3.94%	26	0.11%	864	3.59%	98	0.41%	1844	7.66%	0	0.00%	1198	4.97%
US	31718	25519	80.46%	675	2.13%	60	0.19%	1377	4.34%	107	0.34%	2745	8.65%	22	0.07%	1213	3.82%
WN	85277	63372	74.31%	2897	3.40%	210	0.25%	5206	6.10%	339	0.40%	3182	3.73%	100	0.12%	9971	11.69%
XE	29789	19510	65.49%	3214	10.79%	67	0.22%	2001	6.72%	156	0.52%	2272	7.63%	10	0.03%	2559	8.59%
YV	12058	9956	82.57%	335	2.78%	18	0.15%	437	3.63%	44	0.36%	539	4.47%	7	0.06%	722	5.99%
TOTAL	455516	339540		22179		1088		24790		3134		30678		210		33897	
			74.54%		4.87%		0.24%		5.44%		0.69%		6.73%		0.05%		7.44%

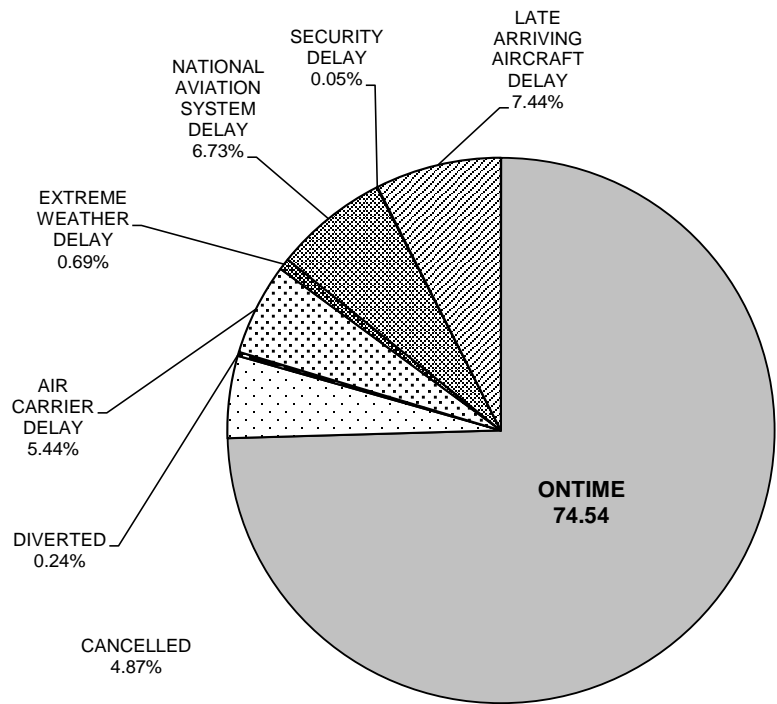
***Causes of Delay:**

- **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.

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



Causes of Delay:

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

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

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

FEBRUARY 2011

AIR TRAVEL CONSUMER REPORT

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

There were no flights reported with tarmac delays of more than 3 hours for February

FEBRUARY 2011
AIR TRAVEL CONSUMER REPORT

TABLE 12. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS EXPERIENCING TARMAC DELAYS OF 2 HOURS OR MORE BY CARRIER

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
FL	17,956	17	0.10
EV	24,735	21	0.09
DL	53,844	43	0.08
UA	24,080	15	0.06
MQ	33,523	20	0.06
B6	15,982	9	0.06
AA	41,813	23	0.06
F9	5,845	3	0.05
US	31,718	16	0.05
YV	12,058	5	0.04
XE	29,789	9	0.03
OO	45,017	8	0.02
CO	18,436	3	0.02
WN	85,277	9	0.01
AS	10,391	1	0.01
HA	5,052	0	0.00
TOTAL	455,516	202	0.04

FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 29 airports for which data must be reported. Data include all reported domestic flight operations to the 29 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 29 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- K** Flights listed arrived at the scheduled destination gate more than 30 minutes after the published arrival time more than 50 percent of the time in each month. Some flights on the list are a combination of flights operated by the same carrier between the same origin and destination with a change in scheduled departure time of 30 minutes or less.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

Airports Covered by the Rule (14 CFR PART 234 *)

Atlanta: Hartsfield-Jackson	ATL
Balt/Wash: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Portland: International	PDX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Reagan National	DCA
Washington: Dulles	IAD

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

FL	AirTran Airways
AS	Alaska Airlines
AA	American Airlines
MQ	American Eagle Airlines
EV	Atlantic Southeast Airlines
CO	Continental Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways

Air Carriers Voluntarily Reporting

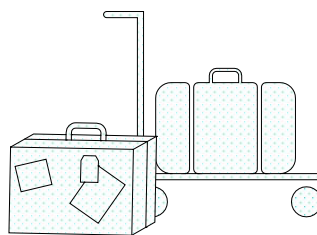
Data to DOT and to CRS Vendors

XE	ExpressJet Airlines
----	---------------------

* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #20, issued November 5, 2010, effective January 1, 2011.

MISHANDLED BAGGAGE

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. The reports of mishandled baggage do not distinguish between carriers that interline and those that do not. As with the data on flight delays in the previous section, these baggage statistics are filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues, plus any other airline that voluntarily submits the data. See 14 CFR Part 234.



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

RANK	AIRLINE	FEBRUARY 2011			FEBRUARY 2010		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	2,715	1,671,539	1.62	2,859	1,645,141	1.74
2	JETBLUE AIRWAYS	3,655	1,647,512	2.22	4,178	1,479,414	2.82
3	US AIRWAYS	8,662	3,443,980	2.52	10,422	3,236,669	3.22
4	ALASKA AIRLINES	3,146	1,144,359	2.75	2,753	1,011,839	2.72
5	DELTA AIR LINES	18,680	6,366,415	2.93	24,728	6,126,573	4.04
6	FRONTIER AIRLINES	1,823	616,151	2.96	1,701	612,224	2.78
7	CONTINENTAL AIRLINES	6,591	2,196,917	3.00	6,060	2,235,181	2.71
8	HAWAIIAN AIRLINES	2,103	653,595	3.22	1,200	634,551	1.89
9	SOUTHWEST AIRLINES**	29,625	7,790,202	3.80	24,377	7,168,426	3.40
10	UNITED AIRLINES***	11,618	2,959,440	3.93	13,269	3,155,234	4.21
11	AMERICAN AIRLINES	20,521	4,739,981	4.33	20,376	4,803,312	4.24
12	MESA AIRLINES	2,926	635,900	4.60	3,136	720,693	4.35
13	SKYWEST AIRLINES	8,373	1,679,697	4.98	9,844	1,727,053	5.70
14	ATLANTIC SOUTHEAST AIRLINES	5,790	988,363	5.86	9,258	956,024	9.68
15	EXPRESSJET AIRLINES	6,023	983,713	6.12	4,458	960,726	4.64
16	AMERICAN EAGLE AIRLINES	9,909	1,061,611	9.33	8,973	1,068,668	8.40
TOTALS		142,160	38,579,375	3.68	147,592	37,541,728	3.93

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.

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

*** This table was revised on January 6, 2012, to include the correction made by United Airlines to its Total Baggage Reports for February 2011.

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

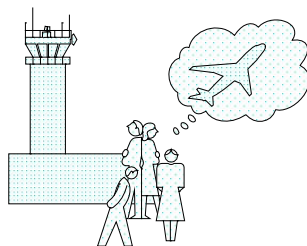
OVERSALES

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

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

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

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



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**

	FEBRUARY 2011				FEBRUARY 2010			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	552	29	1	58	626	48	2	77
FOREIGN AIRLINES	108	4	0	14	126	2	0	6
TRAVEL AGENTS	11	2	0	0	4	0	0	1
TOUR OPERATORS	4	1	0	0	2	0	0	0
MISCELLANEOUS	12	8	0	5	12	9	0	15
INDUSTRY TOTALS	687	44	1	77	770	59	2	99

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	FEBRUARY 2011			FEBRUARY 2010		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	190		1	251	
CANCELLATIONS			96			117
DELAYS			42			73
MISCONNECTIONS			23			36
BAGGAGE	2	135		2	144	
RES/TKTG/BOARDING	3	97		3	95	
CUSTOMER SERVICE	4	68		4	86	
REFUNDS	5	59		5	55	
DISABILITY	6	40		7	30	
FARES	7	38		6	41	
OVERSALES	8	25		8	30	
OTHER	9	18		9	29	
FREQUENT FLYER			15			25
DISCRIMINATION	10	10		10	5	
ADVERTISING	11	4		11	4	
ANIMALS	12	3		12	0	
COMPLAINT TOTAL		687			770	

* 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*
February 2011

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	3	0	2	0	0	1	1	0	0	0	0	0	7
ALASKA AIRLINES	1	1	0	0	0	1	1	2	0	0	0	1	7
ALLEGiant AIR	4	1	1	1	3	2	3	0	0	0	0	0	15
AMERICAN AIRLINES	20	3	7	4	9	10	9	8	0	4	0	0	74
AMERICAN EAGLE AIRLINES	5	0	2	0	1	4	1	0	0	0	0	1	14
ATLANTIC SOUTHEAST AIRLINES	3	0	0	0	0	1	1	1	0	0	0	0	6
CONTINENTAL AIRLINES	11	2	10	3	3	7	6	3	0	1	0	4	50
DELTA AIR LINES	35	5	13	7	8	22	11	2	1	2	3	5	114
JETBLUE AIRWAYS	4	0	0	2	0	1	3	1	1	0	0	1	13
PIEDMONT AIRLINES	3	0	0	0	0	1	1	1	0	0	0	0	6
REPUBLIC AIRWAYS	3	0	1	1	0	0	0	0	0	0	0	0	5
SKYWEST AIRLINES	10	1	2	0	0	3	1	1	0	0	0	0	18
SOUTHWEST AIRLINES	5	0	2	1	0	3	1	4	0	1	0	0	17
SPIRIT AIRLINES	8	1	4	0	2	5	1	0	1	0	0	1	23
UNITED AIRLINES	6	3	12	6	10	16	9	4	0	0	0	1	67
US AIRWAYS	20	0	8	8	6	12	2	3	0	0	0	1	60
OTHER U. S. AIRLINES	28	1	3	1	3	5	9	5	0	0	0	1	56
TOTAL FEBRUARY 2011	169	18	67	34	45	94	60	35	3	8	3	16	552
% OF TOTAL COMPLAINTS	30.6	3.3	12.1	6.2	8.2	17	10.9	6.3	0.5	1.4	0.5	2.9	
TOTAL FEBRUARY 2010	228	25	77	34	38	95	73	25	3	5	0	23	626
% OF TOTAL COMPLAINTS	36.4	4	12.3	5.4	6.1	15.2	11.7	4	0.5	0.8	0	3.7	

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

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

TABLE 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE
FEBRUARY 2011

U. S. AIRLINES*	COMPS RECD IN FEB	INCI- DENTS IN FEB	PERCENT	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	7	5	71.4	2	28.6	0	0.0	0	0.0
ALASKA AIRLINES	7	1	14.3	0	0.0	5	71.4	1	14.3
ALLEGiant AIR	15	4	26.7	4	26.7	4	26.7	3	20.0
AMERICAN AIRLINES	74	23	31.1	12	16.2	33	44.6	6	8.1
AMERICAN EAGLE AIRLINES	14	7	50.0	3	21.4	3	21.4	1	7.1
ATLANTIC SOUTHEAST AIRLINES	6	1	16.7	2	33.3	1	16.7	2	33.3
CONTINENTAL AIRLINES	50	16	32.0	5	10.0	24	48.0	5	10.0
DELTA AIR LINES	114	42	36.8	15	13.2	43	37.7	14	12.3
JETBLUE AIRWAYS	13	5	38.5	2	15.4	4	30.8	2	15.4
PIEDMONT AIRLINES	6	3	50.0	2	33.3	1	16.7	0	0.0
REPUBLIC AIRWAYS	5	3	60.0	1	20.0	0	0.0	1	20.0
SKYWEST AIRLINES	18	8	44.4	6	33.3	4	22.2	0	0.0
SOUTHWEST AIRLINES	17	9	52.9	1	5.9	7	41.2	0	0.0
SPIRIT AIRLINES	23	9	39.1	1	4.3	8	34.8	5	21.7
UNITED AIRLINES	67	22	32.8	13	19.4	27	40.3	5	7.5
US AIRWAYS	60	21	35.0	13	21.7	20	33.3	6	10.0
OTHER U. S. AIRLINES	56	31	55.4	8	14.3	14	25.0	3	5.4
TOTALS	552	210	38.0	90	16.3	198	35.9	54	9.8
PREVIOUS YEAR'S TOTALS	626	302	48.2	77	12.3	185	29.6	62	9.9

*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**

FEBRUARY 2011

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	0	2	1	0	0	2	1	0	0	0	0	0	6
BRITISH AIRWAYS	2	0	0	0	1	1	0	1	0	0	0	0	5
EMIRATES AIRLINES	1	0	2	0	1	3	0	0	0	0	0	0	7
KLM	0	0	2	0	0	1	0	2	0	0	0	0	5
LUFTHANSA	3	1	2	0	3	8	1	0	0	0	0	0	18
OTHER FOREIGN AIRLINES	9	3	14	3	6	21	6	2	0	2	0	1	67
TOTALS	15	6	21	3	11	36	8	5	0	2	0	1	108
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	2	0	6	1	2	0	0	0	0	0	0	0	11
TOTALS	2	0	6	1	2	0	0	0	0	0	0	0	11
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	1	0	2	0	0	0	0	0	1	0	0	0	4
TOTALS	1	0	2	0	0	0	0	0	1	0	0	0	4
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	3	1	1	0	1	5	0	0	0	0	0	1	12
TOTALS	3	1	1	0	1	5	0	0	0	0	0	1	12

* 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

FEBRUARY
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	FEBRUARY 2011			FEBRUARY 2010		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>MESA AIRLINES</i>	1	621,581	0.16	1	694,632	0.14
2	<i>SOUTHWEST AIRLINES</i>	17	7,605,837	0.22	21	6,967,457	0.30
3	<i>EXPRESSJET AIRLINES</i>	3	1,042,622	0.29	5	1,077,481	0.46
4	<i>HAWAIIAN AIRLINES</i>	2	665,553	0.30	8	626,590	1.28
5	<i>FRONTIER AIRLINES</i>	4	968,953	0.41	7	638,851	1.10
6	<i>AIRTRAN AIRWAYS</i>	7	1,641,744	0.43	18	1,601,631	1.12
7	<i>ALASKA AIRLINES</i>	7	1,250,887	0.56	6	1,105,885	0.54
8	<i>ATLANTIC SOUTHEAST AIRLINES</i>	6	977,129	0.61	6	958,715	0.63
9	<i>JETBLUE AIRWAYS</i>	13	1,818,071	0.72	20	1,644,158	1.22
10	<i>SKYWEST AIRLINES</i>	18	1,733,122	1.04	15	1,726,476	0.87
11	<i>AMERICAN AIRLINES</i>	74	5,979,662	1.24	80	5,960,944	1.34
12	<i>AMERICAN EAGLE AIRLINES</i>	14	1,090,143	1.28	5	1,093,536	0.46
13	<i>DELTA AIR LINES</i>	114	7,601,589	1.50	156	7,308,386	2.13
14	<i>US AIRWAYS</i>	60	3,783,566	1.59	61	3,609,855	1.69
15	<i>CONTINENTAL AIRLINES</i>	50	3,095,092	1.62	52	3,006,322	1.73
16	<i>UNITED AIRLINES</i>	67	3,534,481	1.90	54	3,721,463	1.45
	TOTAL	457	43,410,032	1.05	515	41,742,382	1.23

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

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

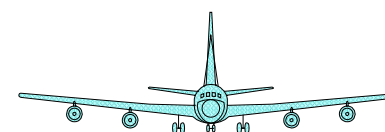
Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



**Customer Service Reports to the U.S. Department of Homeland Security for the Month of February 2011
as provided by the Transportation Security Administration^a**

The Transportation Security Administration (TSA) screened approximately 44 million airline passengers and their 35 million checked bags in the month of February 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 February.

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		Courtesy ^c		Courtesy ^c		Courtesy ^c	
Number of Complaints	Number of Complaints	Number of Complaints	Number of Complaints	Number of Complaints	Number of Complaints	Number of Complaints	Number of Complaints
271	.0006	73	.0002	59	.0001	276	.0006

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)	Checkpoint (TSA)	Checkpoint (TSA)	Checkpoint (TSA)
178	.0004	611	.002

NOTES

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

^b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or telephone, (866) 289-9673. Contact Center representatives are available from 9:00AM to 5:00PM EST.

^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 February.

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.

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

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

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

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

Carrier	Death	Injury	Loss
<i><u>Delta</u></i>	2		
<i>Total</i>	2	0	0