



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

**Issued: September 2011**



<b>Flight Delays<sup>1</sup></b>	July 2011 12 Months Ending July 2011
<b>Mishandled Baggage<sup>1</sup></b>	July 2011
<b>Oversales<sup>1</sup></b>	2nd Quarter 2011 January – June 2011
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	July 2011
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	July 2011
<b>Airline Animal Incident Reports<sup>4</sup></b>	July 2011

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

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

<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

<sup>4</sup> Data collected by the Aviation Consumer Protection Division

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## **INTRODUCTION**

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

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

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

## FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

Except for the flights listed in Tables 5 and 11, this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at [http://www.bts.gov/programs/airline\\_information/airline\\_ontime\\_statistics/](http://www.bts.gov/programs/airline_information/airline_ontime_statistics/). Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml>. CDs for earlier months can be purchased by sending an email to: [Orders@bts.gov](mailto:Orders@bts.gov). Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>. Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp).

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

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

JULY 2011

## AIR TRAVEL CONSUMER REPORT

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

	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
CARRIER	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	81.8	15	95.1
ALASKA AIRLINES S/	18	91.0	53	90.9
SOUTHWEST AIRLINES S/	21	83.8	72	83.8
AIRTRAN AIRWAYS S/	22	81.1	62	81.2
MESA AIRLINES S/	18	80.8	83	80.9
DELTA AIR LINES S/	29	79.8	121	79.9
AMERICAN AIRLINES S/	28	77.8	80	77.6
AMERICAN EAGLE S/	20	77.3	136	75.9
CONTINENTAL AIRLINES S/	27	75.4	56	75.9
US AIRWAYS S/	27	76.0	72	75.5
SKYWEST AIRLINES S/	19	75.9	149	75.1
JETBLUE AIRWAYS S/	21	73.9	50	74.1
UNITED AIRLINES S/	27	73.1	72	73.0
FRONTIER AIRLINES S/	21	73.6	53	72.8
EXPRESSJET AIRLINES S/V/	17	71.5	115	71.1
ATLANTIC SOUTHEAST AIRLINES S/	20	68.0	121	69.0
TOTAL		77.7		77.8

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

\* 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.

## JULY 2011

## AIR TRAVEL CONSUMER REPORT

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

Carrier	3rd Quarter 07-09 2010		4th Quarter 10-12 2010		1st Quarter 01-03 2011		2nd Quarter 04-06 2011		May-11		Jun-11		Jul-11		12 Months Ending Jul 2011		Database To Date 09 1987-07 2011	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	83.4	6	87.0	3	81.0	5	82.6	3	85.9	3	80.0	4	81.2	4	83.7	3	(--)	(--)
ALASKA	89.2	2	83.9	6	83.4	2	90.6	2	90.7	2	91.4	2	90.9	2	87.1	2	76.5	6
AMERICAN	80.2	13	84.0	5	77.4	7	72.9	12	70.3	15	77.0	9	77.6	7	78.7	9	78.0	4
AMERICAN EAGLE	77.3	15	81.7	9	73.1	15	70.2	15	67.6	16	74.5	12	75.9	8	76.0	15	74.2	8
ATLANTIC SOUTHEAST	80.6	12	77.6	14	73.4	13	69.3	16	73.7	13	65.9	16	69.0	16	74.4	17	(--)	(--)
COMAIR	74.6	18	74.7	16	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	75.8	16	(--)	(--)
CONTINENTAL	83.2	7	80.9	11	76.6	9	74.2	11	76.0	10	74.8	10	75.9	9	78.7	10	78.3	2
DELTA	76.2	17	78.0	13	77.1	8	79.8	6	82.7	5	78.5	6	79.9	6	78.7	11	77.6	5
EXPRESSJET	79.1	14	81.5	10	73.2	14	70.5	14	71.6	14	72.0	15	71.1	15	76.2	14	(--)	(--)
FRONTIER	82.4	8	82.2	8	76.1	11	77.1	9	73.8	12	77.2	8	72.8	14	79.1	8	(--)	(--)
HAWAIIAN	95.3	1	92.0	1	90.4	1	92.9	1	91.4	1	93.1	1	95.1	1	92.8	1	(--)	(--)
JETBLUE	77.0	16	71.1	18	67.4	16	72.7	13	76.2	9	73.5	13	74.1	12	72.0	18	(--)	(--)
MESA	84.2	5	85.2	4	82.6	4	81.6	4	84.8	4	79.0	5	80.9	5	83.4	4	(--)	(--)
PINNACLE	80.7	11	79.4	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	80.9	6	(--)	(--)
SKYWEST	81.6	10	75.1	15	75.0	12	79.9	5	81.5	6	78.2	7	75.1	11	77.5	13	(--)	(--)
SOUTHWEST	82.0	9	74.6	17	76.3	10	77.6	8	76.7	8	80.5	3	83.8	3	78.2	12	81.9	1
UNITED	85.8	3	88.1	2	82.7	3	77.8	7	78.4	7	74.6	11	73.0	13	82.9	5	76.2	7
US AIRWAYS	84.7	4	82.9	7	80.7	6	75.1	10	74.8	11	73.0	14	75.5	10	80.3	7	78.3	3
Total	81.0		79.6		76.8		76.5		77.1		76.9		77.8		78.7		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).

JULY 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	448	74.3	845	63.4	273	68.1	205	67.8	893	68.0	445	70.1	13620	86.2	245	76.3
AS	31	87.1	93	96.8	H/		H/		93	88.2	162	92.6	93	94.6	H/	
B6	H/		2810	75.2	148	80.4	155	69.0	273	79.5	92	77.2	H/		H/	
CO	104	59.6	479	71.2	118	78.0	51	68.6	233	79.0	511	73.6	191	81.2	112	70.5
DL	17177	77.9	1134	81.1	644	78.1	394	76.9	922	74.5	649	76.4	441	82.8	4685	83.4
EV	9158	66.8	335	67.2	52	67.3	111	70.3	234	61.1	H/		150	71.3	1872	72.2
F9	87	59.8	81	70.4	H/		H/		169	67.5	3753	76.7	109	71.6	93	66.7
FL	6478	82.5	597	78.6	1666	81.0	179	69.8	365	75.9	150	93.3	316	77.8	185	81.1
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	424	64.9	352	72.2	175	65.1	439	63.6	598	73.9	186	69.4	6414	84.1	372	65.6
OO	180	45.6	H/		H/		84	63.1	25	52.0	5389	72.8	411	74.0	5	60.0
UA	81	64.2	739	66.2	331	68.0	31	64.5	352	63.9	4326	76.4	272	83.1	35	60.0
US	444	72.7	1590	75.0	396	63.1	7038	72.6	1674	74.0	412	76.2	659	78.8	278	61.9
WN	H/		776	78.1	5785	81.5	H/		H/		4549	82.4	H/		559	77.5
XE	192	69.8	65	78.5	37	67.6	308	61.7	220	65.0	1820	73.5	132	75.0	209	75.6
YV	248	71.8	H/		H/		2132	82.7	H/		3	33.3	61	72.1	62	71.0
TOTAL	35052	75.2	9896	74.2	9625	79.1	11127	73.7	6051	72.3	22447	76.5	22869	84.7	8712	78.2

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	421	63.7	310	72.9	307	68.4	273	77.3	1288	73.8	803	79.7	2584	75.9	1424	71.6
AS	62	88.7	H/		H/		31	74.2	H/		389	92.8	590	92.5	H/	
B6	458	57.6	1165	76.4	448	77.0	H/		3962	75.1	397	78.3	241	74.7	279	62.7
CO	3727	67.3	475	71.6	53	79.2	6191	80.2	H/		536	85.3	859	80.8	284	75.7
DL	523	66.7	872	81.7	261	74.7	226	80.5	1749	77.3	1104	83.8	1742	84.2	2109	75.4
EV	170	50.0	26	53.8	835	78.2	165	65.5	124	72.6	H/		H/		73	67.1
F9	H/		31	74.2	H/		H/		H/		220	74.5	206	68.9	195	65.1
FL	H/		464	78.2	112	61.6	H/		H/		217	90.8	274	86.5	564	73.0
HA	H/		H/		H/		H/		H/		84	88.1	72	77.8	H/	
MQ	123	56.1	H/		H/		210	66.7	930	73.8	H/		1923	89.5	1413	78.6
OO	H/		H/		155	51.6	1586	68.0	H/		640	73.3	4489	80.6	31	45.2
UA	366	59.6	H/		2224	74.0	249	70.3	370	80.0	635	74.0	2300	78.5	566	63.4
US	340	63.2	525	70.9	H/		319	75.9	185	69.2	933	81.8	634	76.2	1105	72.4
WN	538	73.8	1467	86.2	245	80.0	H/		H/		6754	86.8	3375	80.7	247	76.5
XE	3296	65.4	H/		1184	71.2	6780	74.6	H/		H/		H/		117	69.2
YV	57	61.4	H/		909	77.9	5	100.0	H/		190	71.6	48	87.5	32	90.6
TOTAL	10081	65.6	5335	78.8	6733	74.1	16035	76.0	8608	75.3	12902	83.9	19337	81.1	8439	73.1

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



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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	837	70.8	H/		3946	76.4	330	73.3	4804	72.4	155	84.5	339	72.6	400	80.2
AS	31	87.1	H/		31	87.1	62	93.5	155	85.8	851	92.5	H/		199	90.5
B6	1659	72.8	H/		H/		H/		230	64.8	154	73.4	H/		62	64.5
CO	522	73.8	H/		271	76.8	30	80.0	732	65.3	184	78.8	143	75.5	294	85.4
DL	1514	76.6	217	71.9	682	82.1	5801	82.3	591	74.8	498	82.5	555	77.5	649	83.5
EV	132	68.2	H/		162	77.2	129	69.0	478	62.1	H/		78	60.3	60	76.7
F9	46	67.4	139	77.0	H/		149	62.4	H/		168	69.0	31	64.5	97	68.0
FL	2096	82.6	399	84.0	31	96.8	293	76.8	H/		H/		263	76.4	62	96.8
HA	H/		H/		H/		H/		H/		62	83.9	H/		31	67.7
MQ	H/		H/		1126	75.5	231	69.7	7529	72.1	H/		149	67.8	124	83.9
OO	H/		H/		H/		1628	79.8	2511	70.8	1010	89.1	H/		516	73.3
UA	491	69.2	H/		3	66.7	309	70.6	5298	72.7	417	69.5	296	73.6	270	73.7
US	690	69.1	H/		279	71.7	257	75.9	629	67.6	231	81.8	3956	74.0	5372	87.7
WN	3220	85.8	7187	85.8	H/		490	78.4	H/		1220	88.6	1677	83.7	5671	84.6
XE	H/		H/		23	95.7	194	70.1	4639	71.4	H/		71	73.2	H/	
YV	H/		H/		67	85.1	H/		912	74.7	H/		40	75.0	2648	85.4
TOTAL	11238	78.3	7942	85.2	6621	76.9	9903	79.7	28508	71.7	4950	85.2	7598	76.1	16455	85.0

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *										
	SAN		SEA		SFO		SLC		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	462	77.5	494	74.7	960	64.0	154	76.0	527	72.7
AS	355	87.9	4168	92.4	330	70.0	H/		H/	
B6	122	83.6	216	76.9	304	67.4	124	67.7	370	70.5
CO	349	84.5	494	78.5	509	63.5	53	92.5	328	71.6
DL	632	87.0	986	83.5	843	71.2	2846	88.1	769	76.3
EV	H/		H/		H/		H/		60	78.3
F9	169	76.9	169	75.1	151	57.6	122	65.6	31	71.0
FL	H/		217	85.7	217	73.3	H/		622	77.5
HA	31	77.4	62	83.9	31	83.9	H/		H/	
MQ	336	91.1	H/		H/		181	80.7	H/	
OO	659	79.7	656	91.0	4244	60.3	6160	87.5	H/	
UA	513	72.5	626	73.0	3468	71.8	35	68.6	247	73.7
US	356	85.1	387	82.4	538	65.2	148	88.5	595	70.6
WN	2855	84.3	1350	87.8	1292	64.4	1162	86.9	2361	87.1
XE	H/		H/		H/		10	70.0	H/	
YV	26	80.8	H/		66	45.5	7	85.7	H/	
TOTAL	6865	83.1	9825	86.7	12953	65.7	11002	86.8	5910	79.1

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

JULY 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	86.1	80.4	71.7	77.5	95.0	83.1	93.5	85.3	62.2	69.4	76.1	87.6	80.0	99.0	88.1	95.0	67.0	95.5
700 - 759 AM	92.7	82.2	97.5	83.3	86.8	93.4	93.9	87.4	89.1	76.4	87.0	91.6	84.2	96.5	92.3	89.1	96.4	95.1
800 - 859 AM	87.9	83.7	96.6	86.4	76.3	92.1	93.6	85.4	82.3	93.1	85.7	89.6	87.9	93.4	93.0	90.2	93.7	92.9
900 - 959 AM	90.5	88.0	93.2	88.1	88.6	88.5	92.3	89.6	86.8	95.1	90.2	88.5	83.3	93.5	91.3	88.0	94.3	91.2
1000 - 1059 AM	88.9	87.8	94.6	81.7	83.5	87.7	91.4	90.0	83.7	90.5	88.8	83.5	91.0	91.3	89.6	88.1	89.4	87.4
1100 - 1159 AM	86.3	87.5	89.9	87.5	86.4	87.1	91.1	85.1	84.8	89.1	85.7	81.7	84.1	90.4	86.3	89.0	89.9	91.4
1200 - 1259 PM	87.4	83.7	92.7	85.6	82.5	86.6	88.4	84.1	79.6	83.7	90.5	84.6	82.9	90.2	86.6	84.9	87.5	92.5
100 - 159 PM	82.8	84.1	88.1	79.9	79.6	81.6	88.7	84.0	72.6	84.6	74.9	77.1	82.3	82.6	82.3	81.1	87.1	91.0
200 - 259 PM	76.2	82.2	81.0	75.5	77.8	78.8	86.6	82.2	72.2	83.1	78.1	75.5	83.6	85.0	84.0	79.5	82.2	90.5
300 - 359 PM	68.2	81.7	83.2	76.9	72.6	74.9	83.6	81.4	66.6	86.2	75.2	69.9	80.5	86.1	80.3	75.6	78.1	83.0
400 - 459 PM	66.3	75.6	78.2	70.6	69.0	72.8	82.8	76.2	59.4	74.1	72.6	67.6	81.9	81.2	75.6	70.5	75.8	86.4
500 - 559 PM	69.2	68.8	71.3	66.1	69.8	66.0	80.0	70.6	53.8	76.2	76.4	72.1	73.5	82.1	76.7	65.7	69.3	83.8
600 - 659 PM	59.1	69.0	65.7	61.1	59.7	57.8	79.7	69.7	52.1	70.2	65.9	64.4	65.6	75.3	76.8	62.3	68.1	83.6
700 - 759 PM	59.2	65.1	67.9	58.9	61.6	61.6	77.5	71.0	51.5	71.1	65.9	62.7	63.1	75.8	76.8	60.1	69.6	79.7
800 - 859 PM	60.7	61.1	59.1	59.4	62.8	57.1	77.8	69.5	47.6	68.0	65.3	61.9	58.3	76.7	67.6	55.3	66.7	74.9
900 - 959 PM	60.7	56.4	63.5	60.5	66.4	61.4	74.3	67.7	43.9	63.9	59.1	60.6	57.3	70.4	70.6	58.6	65.5	75.8
1000 - 1059 PM	69.3	59.2	63.9	61.3	57.8	68.1	61.8	64.3	54.4	69.5	64.1	72.7	61.5	77.6	73.8	58.5	65.9	72.1
1100 - 559 AM	68.0	63.8	67.3	62.8	59.1	68.6	75.8	72.3	66.3	68.4	62.0	73.7	73.3	78.3	78.5	64.4	66.3	71.1
TOTAL, ALL ARRIVALS, BY AIRPORT	75.2	74.2	79.1	73.7	72.3	76.5	84.7	78.2	65.6	78.8	74.1	76.0	75.3	83.9	81.1	73.1	78.3	85.2

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

JULY 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	72.0	91.8	87.4	96.8	81.0	92.6	J/	95.2	88.3	J/	94.1	84.9
700 - 759 AM	77.6	88.9	80.4	100.0	78.9	93.3	90.2	94.4	95.4	96.5	70.5	90.4
800 - 859 AM	89.9	84.6	76.6	94.1	84.8	94.4	96.2	95.8	80.1	93.9	96.3	88.6
900 - 959 AM	85.4	87.1	72.8	92.2	85.5	91.2	93.3	95.4	70.4	94.0	95.1	88.5
1000 - 1059 AM	85.5	84.2	69.2	90.7	81.5	89.2	88.2	87.0	59.1	91.6	92.7	85.7
1100 - 1159 AM	87.3	81.9	71.0	96.7	87.6	90.6	87.8	91.1	64.8	86.4	89.0	85.4
1200 - 1259 PM	82.3	85.1	71.6	95.0	83.8	87.4	86.3	91.2	58.8	94.1	83.2	84.3
100 - 159 PM	81.9	83.1	71.3	87.0	90.2	89.2	89.0	90.0	59.4	89.3	83.4	82.1
200 - 259 PM	86.0	77.2	71.8	85.0	77.8	86.7	83.0	87.9	64.8	89.8	83.3	80.4
300 - 359 PM	80.9	85.0	70.6	91.6	82.8	85.4	86.6	91.2	62.9	86.5	82.0	77.1
400 - 459 PM	71.8	76.8	70.3	83.6	77.7	80.9	80.2	88.9	62.8	82.2	80.3	74.6
500 - 559 PM	74.3	83.1	67.9	78.4	74.5	84.6	82.0	86.4	64.2	73.7	79.2	73.0
600 - 659 PM	70.5	74.7	69.7	83.3	63.3	78.9	84.2	85.5	61.9	85.3	67.8	69.0
700 - 759 PM	68.3	72.5	68.0	85.7	63.3	79.0	71.7	82.1	63.5	83.1	68.8	69.1
800 - 859 PM	63.3	76.1	67.9	79.7	63.1	75.2	76.8	82.9	65.2	78.0	66.3	66.5
900 - 959 PM	66.3	71.0	70.5	80.7	65.1	76.6	78.2	80.8	59.8	83.6	65.4	66.5
1000 - 1059 PM	59.2	60.2	64.7	71.4	70.6	74.0	72.9	80.0	57.4	69.0	67.3	66.9
1100 - 559 AM	60.9	71.0	71.3	75.0	69.7	71.4	75.1	81.6	63.7	66.7	69.0	70.5
TOTAL, ALL ARRIVALS, BY AIRPORT	76.9	79.7	71.7	85.2	76.1	85.0	83.1	86.7	65.7	86.8	79.1	77.7

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

JULY 2011

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	90.0	93.1	96.2	89.1	88.3	91.1	90.4	92.6	89.8	93.3	88.8	93.1	91.2	95.4	91.9	92.5	94.8	97.0
700 - 759 AM	89.1	90.9	89.9	85.2	88.2	88.8	89.8	88.8	88.4	93.7	88.4	89.3	87.8	92.8	89.9	88.3	94.8	92.6
800 - 859 AM	89.7	85.4	92.8	86.2	88.1	88.3	87.3	86.9	84.5	95.2	87.0	89.1	90.1	87.6	89.0	90.3	92.1	89.3
900 - 959 AM	85.5	86.2	88.6	84.1	82.2	87.6	85.8	78.8	82.1	90.3	80.2	87.0	87.0	90.1	82.2	84.7	92.2	84.2
1000 - 1059 AM	87.0	88.5	90.5	86.3	89.0	82.7	82.4	84.7	80.5	93.5	93.2	82.9	82.6	84.3	84.0	88.2	92.1	80.9
1100 - 1159 AM	81.4	87.3	84.6	79.1	84.1	80.9	84.0	88.4	79.1	88.2	86.4	79.5	86.7	86.8	82.6	85.5	87.9	85.3
1200 - 1259 PM	79.7	84.1	83.3	81.3	83.9	79.2	79.6	81.8	82.1	84.3	81.7	79.8	84.1	86.0	82.2	88.4	87.3	80.3
100 - 159 PM	80.1	77.7	78.9	82.0	83.7	76.0	78.5	75.3	75.6	78.8	89.1	75.6	76.9	85.0	84.8	81.5	82.6	79.9
200 - 259 PM	70.1	75.1	75.4	72.2	70.8	70.3	76.2	77.7	72.6	82.0	63.5	69.9	78.8	74.8	78.1	78.9	75.7	78.9
300 - 359 PM	70.6	76.6	72.3	64.5	72.0	67.7	76.5	75.3	67.2	76.3	74.6	70.5	70.9	79.5	75.2	75.4	72.1	73.2
400 - 459 PM	61.4	72.8	66.5	71.6	73.0	65.3	72.7	76.4	58.8	70.8	65.5	65.8	71.3	76.6	79.7	70.5	66.2	65.6
500 - 559 PM	63.6	63.1	66.3	62.5	66.3	60.0	71.7	69.0	52.2	72.6	65.4	68.6	68.3	70.9	75.7	66.1	63.4	69.3
600 - 659 PM	63.4	62.8	60.6	63.6	60.2	59.0	68.5	69.6	58.0	68.7	66.8	63.0	69.6	72.3	74.6	66.8	60.4	70.7
700 - 759 PM	59.5	65.1	53.2	61.0	64.5	57.1	71.7	63.1	52.0	63.3	57.3	61.8	59.7	70.6	73.7	59.8	58.6	62.6
800 - 859 PM	60.4	63.7	63.4	57.8	65.9	56.7	72.1	71.5	48.1	70.1	42.3	56.3	56.1	71.5	75.4	61.6	65.9	57.5
900 - 959 PM	64.9	65.0	58.4	50.0	63.4	49.8	77.6	69.2	44.5	58.8	60.6	72.2	57.2	68.0	73.3	54.2	61.7	56.1
1000 - 1059 PM	63.8	J/	58.1	63.2	J/	58.5	80.2	75.9	39.3	J/	65.9	J/	53.2	73.9	82.2	J/	54.8	J/
1100 - 559 AM	73.1	83.3	92.3	87.1	88.7	88.3	86.0	100.0	92.7	93.5	87.1	90.6	83.7	87.2	77.2	100.0	68.8	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	73.8	79.1	76.9	73.3	77.5	72.2	78.8	77.9	70.8	81.9	74.7	75.0	75.1	81.7	81.6	79.0	78.9	76.9

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

JULY 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	91.2	91.7	85.4	96.3	87.1	94.7	94.7	96.1	87.8	94.7	98.7	92.0
700 - 759 AM	87.3	89.4	81.2	94.3	91.3	92.4	94.7	92.3	90.2	90.3	93.1	89.7
800 - 859 AM	86.0	90.6	77.3	86.5	84.9	89.2	94.4	95.2	88.0	90.4	90.4	88.0
900 - 959 AM	86.5	81.0	71.5	91.6	83.7	85.4	90.6	89.1	73.8	91.3	96.3	84.4
1000 - 1059 AM	81.9	83.3	68.1	84.9	81.5	85.5	89.2	90.6	68.1	89.2	95.3	83.6
1100 - 1159 AM	84.8	81.4	65.3	89.1	80.5	84.7	82.5	85.6	56.1	89.8	91.7	81.9
1200 - 1259 PM	79.4	75.9	65.3	91.7	86.8	82.1	83.4	89.3	62.4	89.6	85.7	80.3
100 - 159 PM	75.4	80.9	67.2	92.4	80.7	81.3	84.3	82.2	65.4	90.1	81.2	78.8
200 - 259 PM	69.7	77.8	65.1	80.4	80.5	74.3	83.9	86.8	53.2	78.3	79.2	73.8
300 - 359 PM	63.7	73.3	63.8	89.3	69.7	79.6	71.9	82.3	64.6	86.2	77.9	72.8
400 - 459 PM	66.9	78.3	65.3	86.9	77.5	76.3	83.8	84.9	59.8	80.6	77.5	69.8
500 - 559 PM	64.1	70.4	64.4	83.8	70.8	67.1	72.8	89.0	62.8	79.3	69.9	68.0
600 - 659 PM	60.7	76.2	63.5	87.6	65.5	77.1	80.7	85.1	65.7	75.0	68.3	66.9
700 - 759 PM	63.9	75.9	64.5	82.7	60.5	67.6	73.5	87.2	70.1	77.6	61.3	64.3
800 - 859 PM	63.2	64.4	66.8	85.0	67.9	72.4	72.1	86.4	68.0	85.4	77.7	66.4
900 - 959 PM	54.5	76.2	66.8	88.4	74.7	67.0	82.3	84.9	67.5	87.4	80.4	65.9
1000 - 1059 PM	65.3	79.9	63.5	83.7	76.7	75.2	91.4	87.0	68.0	93.2	J/	71.1
1100 - 559 AM	J/	96.3	91.4	92.7	90.8	83.1	J/	84.0	74.0	86.4	96.8	81.6
TOTAL, ALL DEPARTURES, BY AIRPORT	73.5	79.3	68.8	89.1	78.2	81.1	85.1	88.3	70.2	87.1	83.3	77.1

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

JULY 2011

## AIR TRAVEL CONSUMER REPORT

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

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

NONE

## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

ATLANTIC SOUTHEAST	5365	May	ATL-HPN	1610	22	12	54.55	79.73
ATLANTIC SOUTHEAST	5130	Jun	ATL-HPN	1604	25	13	52.00	76.90
ATLANTIC SOUTHEAST	5130	Jul	ATL-HPN	1603	25	16	64.00	94.92

\* 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>

JULY 2011

## AIR TRAVEL CONSUMER REPORT

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

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

ATLANTIC SOUTHEAST	5255	Jun	ABE-ATL	1801	19	11	57.9	107.3
ATLANTIC SOUTHEAST	5255	Jul	ABE-ATL	1802	25	13	52.0	112.2
ATLANTIC SOUTHEAST	5107	Jun	AGS-ATL	1910	19	14	73.7	112.5
ATLANTIC SOUTHEAST	5107	Jul	AGS-ATL	1908	24	13	54.2	89.1
ATLANTIC SOUTHEAST	5306	Jun	ALB-ATL	1753	19	11	57.9	90.7
ATLANTIC SOUTHEAST	5306	Jul	ALB-ATL	1752	25	17	68.0	81.6
ATLANTIC SOUTHEAST	5306	Jun	ATL-ALB	1500	19	11	57.9	76.7
ATLANTIC SOUTHEAST	5306	Jul	ATL-ALB	1500	25	13	52.0	81.9
ATLANTIC SOUTHEAST	5130	Jun	ATL-HPN	1604	25	13	52.0	76.9
ATLANTIC SOUTHEAST	5130	Jul	ATL-HPN	1603	25	16	64.0	94.9
ATLANTIC SOUTHEAST	5134	Jun	ATL-MLI	2100	22	12	54.6	91.6
ATLANTIC SOUTHEAST	5134	Jul	ATL-MLI	2100	31	17	54.8	116.5
ATLANTIC SOUTHEAST	5136	Jun	DTW-EWR	1403	22	14	63.6	100.2
ATLANTIC SOUTHEAST	5136	Jul	DTW-EWR	1402	31	18	58.1	103.6
ATLANTIC SOUTHEAST	5350	Jun	DTW-EWR	1544	15	9	60.0	67.9
ATLANTIC SOUTHEAST	5350	Jul	DTW-EWR	1557	26	15	57.7	84.2
ATLANTIC SOUTHEAST	5380	Jun	DTW-IAH	1935	19	11	57.9	90.0
ATLANTIC SOUTHEAST	5380	Jul	DTW-IAH	1939	26	15	57.7	110.3
ATLANTIC SOUTHEAST	5405	Jun	EWR-DTW	1629	22	16	72.7	134.5
ATLANTIC SOUTHEAST	5405	Jul	EWR-DTW	1629	31	20	64.5	121.0

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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



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## AIR TRAVEL CONSUMER REPORT

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

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

ATLANTIC SOUTHEAST	4949	Jun	EWR-DTW	1829	15	9	60.0	59.5
ATLANTIC SOUTHEAST	4949	Jul	EWR-DTW	1829	21	16	76.2	75.7
ATLANTIC SOUTHEAST	5508	Jun	EWR-DTW	1923	19	13	68.4	106.0
ATLANTIC SOUTHEAST	5508	Jul	EWR-DTW	1921	25	15	60.0	100.0
ATLANTIC SOUTHEAST	5141	Jun	HPN-ATL	1726	22	14	63.6	99.4
ATLANTIC SOUTHEAST	5141	Jul	HPN-ATL	1725	31	17	54.8	94.2
ATLANTIC SOUTHEAST	5130	Jun	HPN-ATL	1910	25	13	52.0	101.7
ATLANTIC SOUTHEAST	5130	Jul	HPN-ATL	1900	25	16	64.0	100.3
ATLANTIC SOUTHEAST	5095	Jun	MSP-EWR	1510	22	12	54.6	97.4
ATLANTIC SOUTHEAST	5095	Jul	MSP-EWR	1510	31	19	61.3	108.1
ATLANTIC SOUTHEAST	5761	Jun	ORD-SYR	1434	19	13	68.4	81.6
ATLANTIC SOUTHEAST	5761	Jul	ORD-SYR	1434	23	15	65.2	134.0
ATLANTIC SOUTHEAST	5204	Jun	SWF-ATL	1758	29	19	65.5	96.9
ATLANTIC SOUTHEAST	5204	Jul	SWF-ATL	1755	30	17	56.7	82.3
ATLANTIC SOUTHEAST	5761	Jun	SYR-ORD	1745	19	13	68.4	116.3
ATLANTIC SOUTHEAST	5761	Jul	SYR-ORD	1745	23	15	65.2	123.6
ATLANTIC SOUTHEAST	5397	Jun	VPS-ATL	1609	29	15	51.7	161.5
ATLANTIC SOUTHEAST	5397	Jul	VPS-ATL	1605	31	16	51.6	94.5
CONTINENTAL	557	Jun	BOS-EWR	1645	29	16	55.2	108.3
CONTINENTAL	1462	Jul	BOS-EWR	1645	26	15	57.7	90.7

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

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## AIR TRAVEL CONSUMER REPORT

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

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

CONTINENTAL	1520	Jun	BOS-SFO	1855	13	10	76.9	102.4
CONTINENTAL	1863	Jul	BOS-SFO	1900	18	10	55.6	104.7
CONTINENTAL	1794	Jun	IND-IAH	1420	17	12	70.6	51.3
CONTINENTAL	1551	Jul	IND-IAH	1434	25	17	68.0	81.1
CONTINENTAL	495	Jun	ORD-DEN	2000	22	12	54.6	61.1
CONTINENTAL	1546	Jul	ORD-DEN	2000	22	12	54.6	67.4
DELTA	2195	Jun	MLB-ATL	1801	26	14	53.9	114.6
DELTA	2195	Jul	MLB-ATL	1801	25	13	52.0	92.9
DELTA	1677	Jun	ORD-ATL	1525	22	13	59.1	78.6
DELTA	1677	Jul	ORD-ATL	1535	31	18	58.1	108.4
EXPRESSJET	2109	Jun	ATL-EWR	1945	19	12	63.2	140.1
EXPRESSJET	2068	Jul	ATL-EWR	1945	24	13	54.2	91.6
EXPRESSJET	2488	Jun	CLT-EWR	2025	26	15	57.7	79.3
EXPRESSJET	2488	Jul	CLT-EWR	2025	25	13	52.0	106.8
EXPRESSJET	2226	Jun	DCA-EWR	1859	20	12	60.0	85.1
EXPRESSJET	2226	Jul	DCA-EWR	1859	26	18	69.2	105.4
EXPRESSJET	2113	Jun	EWR-ATL	1629	19	12	63.2	85.1
EXPRESSJET	2076	Jul	EWR-ATL	1620	24	13	54.2	112.6
EXPRESSJET	2877	Jun	EWR-MSP	2000	26	19	73.1	105.4
EXPRESSJET	2877	Jul	EWR-MSP	2000	25	16	64.0	104.7

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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## AIR TRAVEL CONSUMER REPORT

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

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

EXPRESSJET	2736	Jun	TYS-EWR	1404	26	15	57.7	96.7
EXPRESSJET	2736	Jul	TYS-EWR	1408	26	16	61.5	84.4
JETBLUE	730	Jun	SJU-MCO	1940	30	16	53.3	59.1
JETBLUE	730	Jul	SJU-MCO	1940	31	22	71.0	63.1
SKYWEST	5821	Jun	IAH-DSM	2010	22	15	68.2	60.1
SKYWEST	5817	Jul	IAH-DSM	2030	25	14	56.0	59.4
UNITED	506	Jun	EWR-ORD	1900	25	13	52.0	136.7
UNITED	364	Jul	EWR-ORD	1900	24	13	54.2	91.2
US AIRWAYS	1630	Jun	CLT-LGA	1819	30	16	53.3	84.5
US AIRWAYS	1630	Jul	CLT-LGA	1819	31	18	58.1	90.2

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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 // 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
SKYWEST	1,747	34	1.9
EXPRESSJET	1,319	21	1.6
JETBLUE	640	10	1.6
ATLANTIC SOUTHEAST	1,010	13	1.3
CONTINENTAL	686	8	1.2
AIRTRAN	746	3	0.4
UNITED	846	3	0.4
AMERICAN	1,556	5	0.3
DELTA	2,244	7	0.3
US AIRWAYS	1,170	3	0.3
SOUTHWEST	3,484	1	0.0
AMERICAN EAGLE	1,334	0	0.0
MESA	458	0	0.0
ALASKA	439	0	0.0
FRONTIER	274	0	0.0
HAWAIIAN	199	0	0.0
TOTAL	18,152	108	0.6

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

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## 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)	78.1	90.5	210	210
ADAK ISLAND AK (ADK)	88.9	33.3	9	9
AGUADILLA PR (BQN)	71.3	79.8	178	178
AKRON OH (CAK)	73.8	80.6	726	726
ALBANY GA (ABY)	69.4	82.4	85	85
ALBANY NY (ALB)	73.6	80.6	878	878
ALBUQUERQUE NM (ABQ)	80.2	81.4	3,035	3,034
ALEXANDRIA LA (AEX)	75.6	82.6	270	270
ALLEN TOWN/BETHLEHEM/EASTON PA (ABE)	69.0	76.6	439	440
AMARILLO TX (AMA)	82.9	85.4	650	650
ANCHORAGE AK (ANC)	85.1	88.2	2,148	2,147
APPLETON WI (ATW)	65.2	73.7	316	316
ASHEVILLE NC (AVL)	70.2	75.7	514	514
ASPEN CO (ASE)	69.4	74.1	386	382
ATLANTA GA (ATL)	75.2	73.8	35,052	35,046
ATLANTIC CITY NJ (ACY)	71.0	80.6	62	62
AUGUSTA GA (AGS)	64.0	72.9	314	314
AUSTIN TX (AUS)	80.4	83.6	3,778	3,778
BAKERSFIELD CA (BFL)	75.2	77.6	326	326
BALTIMORE MD (BWI)	79.1	76.9	9,625	9,625
BANGOR ME (BGR)	59.3	57.7	123	123
BARROW AK (BRW)	84.3	82.9	70	70
BATON ROUGE LA (BTR)	70.5	74.0	730	730
BELLINGHAM WA (BLI)	93.5	96.8	62	62
BEND/REDMOND OR (RDM)	77.2	82.4	272	272
BETHEL AK (BET)	92.0	89.7	87	87
BILLINGS MT (BIL)	78.5	84.1	441	441
BIRMINGHAM AL (BHM)	76.1	80.9	1,567	1,567
BISMARCK/MANDAN ND (BIS)	71.8	75.6	312	312
BLOOMINGTON IL (BMI)	64.9	70.5	285	285
BOISE ID (BOI)	78.5	84.9	1,347	1,346
BOSTON MA (BOS)	74.2	79.1	9,896	9,897
BOZEMAN MT (BZN)	85.1	88.8	482	482
BRANSON MO (BKG)	94.2	89.9	139	139
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	70.4	78.6	314	313
BROWNSVILLE TX (BRO)	71.9	83.3	210	210
BRUNSWICK GA (BQK)	64.0	77.9	86	86
BUFFALO NY (BUF)	75.2	81.2	2,037	2,037
BURBANK CA (BUR)	82.6	85.1	2,281	2,281
BURLINGTON VT (BTV)	69.3	76.1	410	410
BUTTE MT (BTM)	96.5	91.2	57	57
CARLSBAD CA (CLD)	81.3	88.6	193	193
CASPER WY (CPR)	81.3	82.4	182	182

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR CITY UT (CDC)	82.5	94.7	57	57
CEDAR RAPIDS/IOWA CITY IA (CID)	73.3	79.5	617	615
CHAMPAIGN/URBANA IL (CMI)	67.3	78.9	199	199
CHARLESTON SC (CHS)	73.8	77.4	1,170	1,170
CHARLESTON/DUNBAR WV (CRW)	70.7	70.1	334	334
CHARLOTTE AMALIE VI (STT)	76.4	82.2	292	292
CHARLOTTE NC (CLT)	73.7	73.3	11,127	11,129
CHARLOTTESVILLE VA (CHO)	70.9	70.9	148	148
CHATTANOOGA TN (CHA)	66.4	74.2	360	360
CHEYENNE WY (CYS)	87.1	83.9	31	31
CHICAGO IL (MDW)	85.2	76.9	7,942	7,943
CHICAGO IL (ORD)	71.7	68.8	28,508	28,510
CHICO CA (CIC)	57.4	59.1	115	115
CHRISTIANSTED VI (STX)	63.0	77.8	81	81
CLEVELAND OH (CLE)	77.2	83.5	4,209	4,206
CODY WY (COD)	69.1	77.2	123	123
COLLEGE STATION/BRYAN TX (CLL)	73.3	80.0	30	30
COLORADO SPRINGS CO (COS)	70.0	77.1	1,106	1,105
COLUMBIA SC (CAE)	70.2	75.0	657	657
COLUMBUS GA (CSG)	72.7	78.9	209	209
COLUMBUS MS (GTR)	77.9	77.9	86	86
COLUMBUS OH (CMH)	76.3	82.7	2,450	2,451
CORDOVA AK (CDV)	93.5	93.5	62	62
CORPUS CHRISTI TX (CRP)	76.9	86.2	645	645
COVINGTON KY (CVG)	75.4	79.8	2,354	2,357
CRESCENT CITY CA (CEC)	50.6	42.5	87	87
DALLAS TX (DAL)	84.6	78.9	3,818	3,818
DALLAS/FT. WORTH TX (DFW)	84.7	78.8	22,869	22,870
DAYTON OH (DAY)	69.0	80.4	1,203	1,204
DAYTONA BEACH FL (DAB)	80.6	85.5	165	166
DEADHORSE AK (SCC)	87.7	87.7	57	57
DENVER CO (DEN)	76.5	72.2	22,447	22,457
DES MOINES IA (DSM)	72.4	77.7	1,115	1,115
DETROIT MI (DTW)	78.2	77.9	8,712	8,708
DILLINGHAM AK (DLG)	93.5	93.5	31	31
DOTHAN AL (DHN)	70.1	72.0	107	107
DUBUQUE IA (DBQ)	78.0	84.0	50	50
DULUTH MN (DLH)	71.4	79.4	63	63
DURANGO CO (DRO)	76.7	79.8	343	342
EAGLE CO (EGE)	67.2	86.6	134	134
EAU CLAIRE WI (EAU)	67.7	75.8	62	62
EL CENTRO CA (IPL)	72.6	91.9	62	62
EL PASO TX (ELP)	79.1	83.2	1,921	1,921

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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.
ELKO NV (EKO)	87.9	87.1	124	124
ELMIRA/CORNING NY (ELM)	75.0	71.7	92	92
EUGENE OR (EUG)	78.2	81.5	476	476
EUREKA/ARCATA CA (ACV)	51.7	54.7	286	285
EVANSVILLE IN (EVV)	70.3	75.9	316	316
FAIRBANKS AK (FAI)	86.0	87.7	478	478
FARGO ND (FAR)	73.1	80.0	525	525
FAYETTEVILLE AR (XNA)	75.0	80.1	1,120	1,119
FAYETTEVILLE NC (FAY)	72.3	78.1	311	311
FLAGSTAFF AZ (FLG)	76.1	77.7	197	197
FLINT MI (FNT)	75.8	84.3	248	248
FORT LAUDERDALE FL (FLL)	78.8	81.9	5,335	5,335
FORT MYERS FL (RSW)	80.1	85.1	1,776	1,776
FORT SMITH AR (FSM)	77.4	93.5	31	31
FORT WAYNE IN (FWA)	67.0	77.4	345	345
FRESNO CA (FAT)	75.3	82.8	1,057	1,057
GAINESVILLE FL (GNV)	67.7	73.3	232	232
GILLETTE WY (GCC)	79.8	85.5	124	124
GRAND FORKS ND (GFK)	75.3	86.0	93	93
GRAND ISLAND NE (GRI)	77.2	91.2	57	57
GRAND JUNCTION CO (GJT)	77.6	83.8	548	548
GRAND RAPIDS MI (GRR)	72.4	77.2	997	997
GREAT FALLS MT (GTF)	76.9	81.9	182	182
GREEN BAY/CLINTONVILLE WI (GRB)	70.5	78.4	417	416
GREENSBORO/HIGH POINT NC (GSO)	69.5	73.9	614	614
GREENVILLE/SPARTANBURG SC (GSP)	70.1	76.2	896	896
GUAM GU (GUM)	57.6	90.9	33	33
GULFPORT/BILOXI MS (GPT)	77.2	78.8	501	501
GUNNISON CO (GUC)	75.0	83.3	72	72
GUSTAVUS AK (GST)	90.3	87.1	31	31
HANCOCK/HOUGHTON MI (CMX)	74.2	82.3	62	62
HARLINGEN/SAN BENITO TX (HRL)	77.6	85.3	434	434
HARRISBURG PA (MDT)	66.5	76.6	465	465
HARTFORD CT (BDL)	74.6	84.1	1,925	1,926
HELENA MT (HLN)	78.6	89.7	145	145
HILO HI (ITO)	93.8	95.4	632	632
HOBBS NM (HOB)	83.9	91.1	56	56
HONOLULU HI (HNL)	91.9	93.5	4,683	4,685
HOUSTON TX (HOU)	82.3	75.3	4,519	4,519
HOUSTON TX (IAH)	76.0	75.0	16,035	16,029
HUNTSVILLE AL (HSV)	71.7	77.2	901	902
IDAHO FALLS ID (IDA)	80.0	86.8	295	295
INDIANAPOLIS IN (IND)	76.2	80.4	2,677	2,678

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
INDIO/PALM SPRINGS CA (PSP)	76.8	85.3	613	613
INYOKERN CA (IYK)	90.6	95.3	85	85
ISLIP NY (ISP)	82.1	84.5	677	677
JACKSON WY (JAC)	76.0	83.0	459	458
JACKSON/VICKSBURG MS (JAN)	72.2	79.4	911	911
JACKSONVILLE FL (JAX)	76.0	81.8	2,366	2,365
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	70.8	75.4	171	171
JUNEAU AK (JNU)	90.5	89.7	485	485
KAHULUI HI (OGG)	92.8	93.7	1,863	1,863
KALAMAZOO MI (AZO)	61.4	77.6	57	58
KALISPELL MT (FCA)	80.7	83.9	331	330
KANSAS CITY MO (MCI)	78.9	81.5	4,442	4,442
KETCHIKAN AK (KTN)	89.0	91.9	246	246
KEY WEST FL (EYW)	85.3	87.8	156	156
KILLEEN TX (GRK)	62.3	72.1	61	61
KING SALMON AK (AKN)	90.3	83.9	31	31
KLAMATH FALLS OR (LMT)	86.0	93.5	93	93
KNOXVILLE TN (TYS)	66.6	75.9	996	994
KODIAK AK (ADQ)	91.1	92.9	56	56
KONA HI (KOA)	94.6	95.5	1,125	1,123
KOTZEBUE AK (OTZ)	90.1	83.5	91	91
LA CROSSE WI (LSE)	81.3	84.4	32	32
LAFAYETTE LA (LFT)	73.3	79.9	453	453
LAKE CHARLES LA (LCH)	74.7	83.5	91	91
LANSING MI (LAN)	72.1	70.2	104	104
LAREDO TX (LRD)	75.8	87.0	223	223
LAS VEGAS NV (LAS)	83.9	81.7	12,902	12,900
LEWISBURG WV (LWB)	77.4	74.2	31	31
LEWISTON ID (LWS)	98.4	100.0	61	61
LEXINGTON KY (LEX)	75.0	79.4	651	651
LIHUE HI (LIH)	92.2	93.3	1,088	1,087
LINCOLN NE (LNK)	67.5	72.9	206	207
LITTLE ROCK AR (LIT)	73.5	80.1	1,489	1,490
LONG BEACH CA (LGB)	82.4	80.3	1,328	1,328
LOS ANGELES CA (LAX)	81.1	81.6	19,337	19,334
LOUISVILLE KY (SDF)	76.4	82.9	1,514	1,514
LUBBOCK TX (LBB)	78.9	83.7	701	701
MADISON WI (MSN)	70.2	77.3	758	759
MANCHESTER NH (MHT)	77.9	83.2	1,084	1,084
MANHATTAN/FT. RILEY KS (MHK)	73.0	80.3	122	122
MARQUETTE MI (MQT)	60.0	73.8	40	42
MARTHA'S VINEYRD MA (MVY)	87.1	80.6	31	31
MEDFORD OR (MFR)	66.0	63.9	382	382

JULY 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.
MELBOURNE FL (MLB)	63.4	74.0	123	123
MEMPHIS TN (MEM)	81.5	81.0	4,160	4,160
MERIDIAN MS (MEI)	59.6	70.2	57	57
MIAMI FL (MIA)	76.9	73.5	6,621	6,621
MIDLAND/ODESSA TX (MAF)	76.1	83.5	649	649
MILWAUKEE WI (MKE)	79.8	80.3	3,774	3,776
MINNEAPOLIS MN (MSP)	79.7	79.3	9,903	9,907
MINOT ND (MOT)	69.2	76.4	237	237
MISSION/MCALLEN/EDINBURG TX (MFE)	73.4	84.7	293	294
MISSOULA MT (MSO)	80.7	84.5	394	394
MOBILE AL (MOB)	69.9	73.7	581	581
MODESTO CA (MOD)	55.4	62.0	121	121
MOLINE IL (MLI)	65.5	72.7	548	546
MONROE LA (MLU)	63.4	74.6	142	142
MONTEREY CA (MRY)	69.4	75.5	458	458
MONTGOMERY AL (MGM)	70.6	77.9	357	357
MONTROSE/DELTA CO (MTJ)	72.0	76.6	214	214
MUSKEGON MI (MKG)	61.3	64.5	62	62
MYRTLE BEACH SC (MYR)	74.0	78.2	262	262
NANTUCKET MA (ACK)	74.7	70.9	79	79
NASHVILLE TN (BNA)	79.5	80.3	4,718	4,719
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	61.4	66.3	83	83
NEW ORLEANS LA (MSY)	79.5	82.8	3,279	3,279
NEW YORK NY (JFK)	75.3	75.1	8,608	8,606
NEW YORK NY (LGA)	73.1	79.0	8,439	8,446
NEWARK NJ (EWR)	65.6	70.8	10,081	10,081
NEWBURGH/POUGHKEEPSIE NY (SWF)	54.5	73.4	154	154
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	71.5	77.4	411	411
NOME AK (OME)	85.7	82.4	91	91
NORFOLK VA (ORF)	75.1	81.7	1,287	1,287
NORTH BEND/COOS BAY OR (OTH)	59.3	52.8	123	123
OAKLAND CA (OAK)	85.3	84.2	3,911	3,912
OKLAHOMA CITY OK (OKC)	75.3	80.7	1,888	1,889
OMAHA NE (OMA)	75.7	82.0	1,933	1,934
ONTARIO/SAN BERNARDINO CA (ONT)	82.6	87.0	2,161	2,161
ORLANDO FL (MCO)	78.3	78.9	11,238	11,238
PADUCAH KY (PAH)	72.6	80.6	62	62
PANAMA CITY FL (ECP)	77.8	81.1	555	555
PASCO/KENNEWICK/RICHLAND WA (PSC)	80.1	87.6	297	298
PENSACOLA FL (PNS)	72.6	80.0	917	917
PEORIA IL (PIA)	74.6	78.7	268	268
PETERSBURG AK (PSG)	75.8	82.3	62	62
PHILADELPHIA PA (PHL)	76.1	78.2	7,598	7,595

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PHOENIX AZ (PHX)	85.0	81.1	16,455	16,457
PITTSBURGH PA (PIT)	75.1	81.3	2,954	2,954
POCATELLO ID (PIH)	91.9	94.4	124	124
PONCE PR (PSE)	61.4	80.2	101	101
PORTLAND ME (PWM)	70.7	79.6	662	662
PORTLAND OR (PDX)	85.2	89.1	4,950	4,948
PROVIDENCE RI (PVD)	77.2	82.0	1,609	1,607
RALEIGH/DURHAM NC (RDU)	75.2	80.8	3,764	3,760
RAPID CITY SD (RAP)	75.9	79.0	631	632
REDDING CA (RDD)	55.8	63.9	147	147
RENO NV (RNO)	84.0	85.3	1,982	1,982
RICHMOND VA (RIC)	70.9	79.3	1,500	1,500
ROANOKE VA (ROA)	62.0	63.9	266	266
ROCHESTER MN (RST)	71.7	76.8	138	138
ROCHESTER NY (ROC)	71.7	80.5	861	861
ROCK SPRINGS WY (RKS)	81.4	82.0	183	183
ROSWELL NM (ROW)	91.5	94.9	117	117
SACRAMENTO CA (SMF)	83.5	85.8	4,078	4,078
SAGINAW/BAY CITY/MIDLAND MI (MBS)	71.1	68.9	90	90
SAIPAN (SPN)	100.0	100.0	2	2
SALT LAKE CITY UT (SLC)	86.8	87.1	11,002	11,004
SAN ANTONIO TX (SAT)	81.3	85.4	3,397	3,397
SAN DIEGO CA (SAN)	83.1	85.1	6,865	6,864
SAN FRANCISCO CA (SFO)	65.7	70.2	12,953	12,956
SAN JOSE CA (SJC)	86.3	88.3	3,607	3,607
SAN JUAN PR (SJU)	71.5	74.4	2,220	2,221
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	74.7	77.4	411	411
SANTA ANA CA (SNA)	86.2	86.0	3,489	3,488
SANTA BARBARA CA (SBA)	74.0	77.0	916	916
SANTA FE NM (SAF)	76.6	83.8	154	154
SANTA MARIA CA (SMX)	85.5	92.3	117	117
SARASOTA/BRADENTON FL (SRQ)	81.8	87.4	302	302
SAVANNAH GA (SAV)	69.3	76.2	867	867
SCRANTON/WILKES-BARRE PA (AVP)	68.8	70.3	138	138
SEATTLE WA (SEA)	86.7	88.3	9,825	9,828
SHREVEPORT LA (SHV)	70.5	81.8	292	292
SIOUX FALLS SD (FSD)	70.1	77.4	461	461
SITKA AK (SIT)	89.5	92.2	153	153
SOUTH BEND IN (SBN)	68.3	76.4	208	208
SPOKANE WA (GEG)	84.3	87.5	1,056	1,056
SPRINGFIELD IL (SPI)	72.5	76.4	182	182
SPRINGFIELD MO (SGF)	73.1	79.3	668	668
ST. GEORGE UT (SGU)	86.0	86.5	171	171

JULY 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.
ST. LOUIS MO (STL)	78.4	79.3	5,200	5,200
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	74.8	85.4	123	123
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	91.5	94.6	223	223
SYRACUSE NY (SYR)	67.6	77.1	651	651
TALLAHASSEE FL (TLH)	71.5	73.9	410	410
TAMPA FL (TPA)	79.1	83.3	5,910	5,911
TEXARKANA AR (TXK)	75.0	88.3	60	60
TOLEDO OH (TOL)	68.0	80.0	25	25
TRAVERSE CITY MI (TVC)	75.7	77.4	329	328
TUCSON AZ (TUS)	77.5	85.8	1,888	1,888
TULSA OK (TUL)	73.6	81.9	1,716	1,716
TWIN FALLS ID (TWF)	92.7	94.4	124	124
TYLER TX (TYR)	71.7	82.6	92	92
VALDOSTA GA (VLD)	65.2	67.4	92	92
VALPARAISO FL (VPS)	61.8	70.5	641	641
WACO TX (ACT)	93.5	96.8	31	31
WASHINGTON DC (DCA)	72.3	77.5	6,051	6,052
WASHINGTON DC (IAD)	74.1	74.7	6,733	6,732
WAUSAU/MARSHFIELD WI (CWA)	68.7	71.4	147	147
WEST PALM BEACH/PALM BEACH FL (PBI)	77.0	83.0	1,843	1,843
WEST YELLOWSTONE MT (WYS)	91.7	95.8	72	72
WHITE PLAINS NY (HPN)	67.5	73.8	824	824
WICHITA KS (ICT)	71.9	77.3	933	932
WILMINGTON NC (ILM)	72.0	76.2	375	374
WRANGELL AK (WRG)	80.6	87.1	62	62
YAKUTAT AK (YAK)	95.2	91.9	62	62
YUMA AZ (YUM)	80.8	84.0	307	307



JULY 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	20	23,239	853	3.7	136	39,286	1,402	3.6
FRONTIER	21	6,222	212	3.4	52	8,230	265	3.2
EXPRESSJET	17	19,298	571	3.0	114	38,513	1,097	2.8
SKYWEST	19	30,381	748	2.5	150	53,082	1,438	2.7
MESA	18	7,514	196	2.6	83	14,193	370	2.6
ATLANTIC SOUTHEAST	20	14,397	374	2.6	123	30,020	768	2.6
UNITED	27	24,850	647	2.6	72	29,056	733	2.5
AMERICAN	28	37,791	855	2.3	80	47,249	991	2.1
US AIRWAYS	27	29,969	512	1.7	72	35,196	599	1.7
DELTA	29	51,220	491	1.0	121	66,897	635	0.9
JETBLUE	21	13,669	81	0.6	50	19,549	114	0.6
SOUTHWEST	21	52,780	257	0.5	72	102,374	565	0.6
CONTINENTAL	27	17,834	89	0.5	56	21,602	111	0.5
AIRTRAN	22	15,765	84	0.5	62	22,665	105	0.5
ALASKA	18	7,726	11	0.1	53	13,331	37	0.3
HAWAIIAN	7	374	0	0.0	15	5,976	2	0.0
Total		353,029	5,981	1.7	Total	547,219	9,232	1.7

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.

JULY 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	1,350	400	29.6
FRONTIER	506	98	19.4
AMERICAN	1,619	243	15.0
ATLANTIC SOUTHEAST	1,631	232	14.2
SKYWEST	3,642	504	13.8
EXPRESSJET	3,038	389	12.8
MESA	1,101	138	12.5
US AIRWAYS	1,421	153	10.8
UNITED	3,587	369	10.3
DELTA	2,389	135	5.7
JETBLUE	665	16	2.4
CONTINENTAL	1,800	40	2.2
AIRTRAN	821	16	1.9
SOUTHWEST	8,973	167	1.9
ALASKA	474	7	1.5
HAWAIIAN	205	0	0.0
TOTAL	33,222	2,907	8.8

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

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

**JULY 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	47249	36686	77.64%	991	2.10%	165	0.35%	3580	7.58%	461	0.98%	2518	5.33%	3	0.01%	2846	6.02%
AS	13331	12121	90.92%	37	0.28%	20	0.15%	390	2.93%	20	0.15%	350	2.62%	6	0.05%	387	2.90%
B6	19549	14489	74.12%	114	0.58%	57	0.29%	1591	8.14%	84	0.43%	1597	8.17%	9	0.05%	1607	8.22%
CO	21602	16388	75.86%	111	0.51%	89	0.41%	1637	7.58%	180	0.83%	2121	9.82%	24	0.11%	1052	4.87%
DL	66897	53426	79.86%	635	0.95%	177	0.26%	3923	5.86%	581	0.87%	4080	6.10%	4	0.01%	4072	6.09%
EV	30020	20721	69.02%	768	2.56%	82	0.27%	2731	9.10%	205	0.68%	1623	5.41%	3	0.01%	3886	12.95%
F9	8230	5990	72.78%	265	3.22%	22	0.27%	474	5.76%	70	0.85%	762	9.26%	0	0.00%	647	7.86%
FL	22665	18403	81.20%	105	0.46%	59	0.26%	645	2.84%	42	0.19%	1635	7.21%	0	0.00%	1776	7.83%
HA	5976	5686	95.15%	2	0.03%	3	0.05%	186	3.11%	0	0.00%	2	0.03%	0	0.00%	97	1.62%
MQ	39286	29818	75.90%	1402	3.57%	80	0.20%	2290	5.83%	380	0.97%	2582	6.57%	2	0.00%	2732	6.95%
OO	53082	39843	75.06%	1438	2.71%	117	0.22%	2529	4.76%	210	0.40%	3001	5.65%	7	0.01%	5937	11.18%
UA	29056	21213	73.01%	733	2.52%	107	0.37%	1670	5.75%	168	0.58%	2011	6.92%	0	0.00%	3153	10.85%
US	35196	26566	75.48%	599	1.70%	117	0.33%	2456	6.98%	204	0.58%	3210	9.12%	26	0.07%	2018	5.73%
WN	102374	85757	83.77%	565	0.55%	262	0.26%	4406	4.30%	658	0.64%	2572	2.51%	31	0.03%	8123	7.94%
XE	38513	27378	71.09%	1097	2.85%	161	0.42%	2777	7.21%	177	0.46%	2707	7.03%	20	0.05%	4195	10.89%
YV	14193	11477	80.86%	370	2.61%	29	0.20%	681	4.80%	80	0.56%	362	2.55%	7	0.05%	1186	8.36%
TOTAL	547219	425962		9232		1547		31967		3521		31132		143		43715	
			77.84%		1.69%		0.28%		5.84%		0.64%		5.69%		0.03%		7.99%

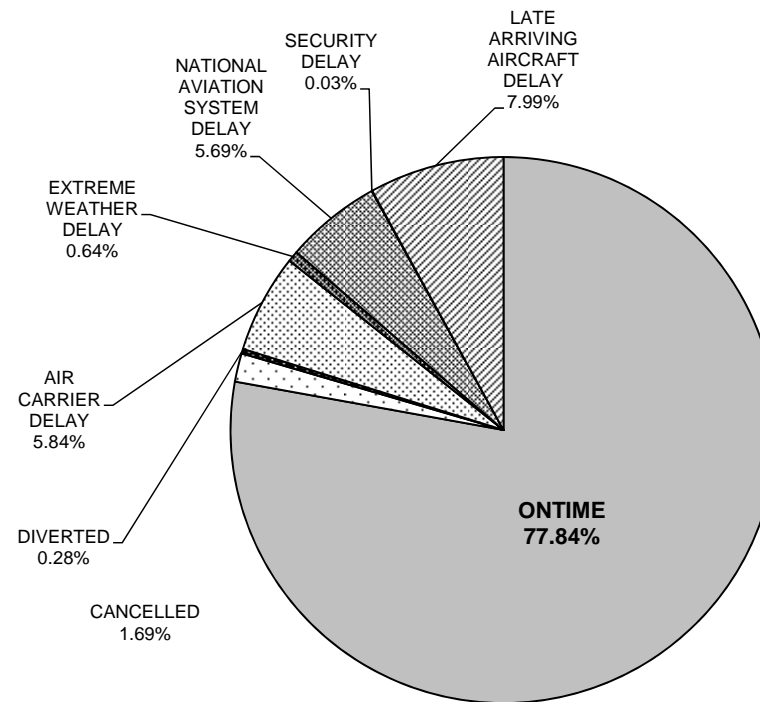
**\*Causes of Delay:**

- **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.

**JULY 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.

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

JULY 2011

## AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
CONTINENTAL	44	MIA	EWR	07/07/2011	Diversion Airport	201

JULY 2011

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
US	35,196	121	0.34
B6	19,549	43	0.22
DL	66,897	86	0.13
UA	29,056	37	0.13
AA	47,249	56	0.12
CO	21,602	23	0.11
FL	22,665	22	0.10
MQ	39,286	38	0.10
XE	38,513	35	0.09
EV	30,020	25	0.08
YV	14,193	10	0.07
F9	8,230	5	0.06
OO	53,082	21	0.04
WN	102,374	30	0.03
AS	13,331	1	0.01
HA	5,976	0	0.00
TOTAL	547,219	553	0.10

\* See Appendix at the end of this section for list of carrier codes

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

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

## APPENDIX

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

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

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

### Air Carriers Required to Report

#### Data to DOT and to CRS Vendors \*

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

### Air Carriers Voluntarily Reporting

#### Data to DOT and to CRS Vendors

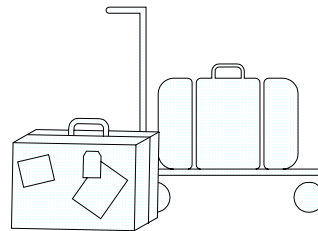
XE	ExpressJet Airlines
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\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #20, issued November 5, 2010, effective January 1, 2011.



## **MISHANDLED BAGGAGE**

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



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

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

RANK	AIRLINE	JULY 2011			JULY 2010		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	4,381	2,471,528	1.77	4,294	2,459,843	1.75
2	HAWAIIAN AIRLINES	1,811	777,901	2.33	1,386	819,776	1.69
3	JETBLUE AIRWAYS	5,458	2,272,271	2.40	5,393	2,075,318	2.60
4	FRONTIER AIRLINES	2,579	1,043,426	2.47	2,599	949,681	2.74
5	ALASKA AIRLINES	5,026	1,606,434	3.13	5,634	1,560,349	3.61
6	US AIRWAYS	13,438	4,281,132	3.14	10,796	4,147,999	2.60
7	DELTA AIR LINES	30,168	9,251,314	3.26	34,136	8,974,040	3.80
8	AMERICAN AIRLINES	24,534	6,389,290	3.84	26,208	6,320,954	4.15
9	CONTINENTAL AIRLINES	11,990	3,094,175	3.88	9,098	2,947,151	3.09
10	SOUTHWEST AIRLINES	40,832	10,436,944	3.91	38,312	10,312,677	3.72
11	SKYWEST AIRLINES	9,672	2,227,997	4.34	10,024	2,264,788	4.43
12	UNITED AIRLINES**	18,057	4,037,743	4.47	14,309	4,249,219	3.37
13	EXPRESSJET AIRLINES	7,649	1,560,615	4.90	8,652	1,527,686	5.66
14	MESA AIRLINES	4,770	876,481	5.44	3,415	806,457	4.23
15	ATLANTIC SOUTHEAST AIRLINES	7,782	1,373,728	5.66	8,344	1,327,304	6.29
16	AMERICAN EAGLE AIRLINES	12,410	1,556,735	7.97	9,840	1,403,151	7.01
TOTALS		200,557	53,257,714	3.77	192,440	52,146,393	3.69

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

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

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

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

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

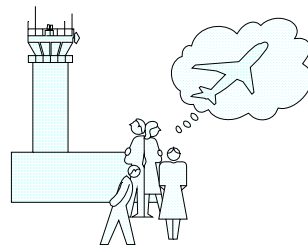
## **OVERSALES**

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.



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

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

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

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

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

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

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

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

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

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

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

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JULY 2011				JULY 2010			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,071	86	4	104	928	30	2	100
FOREIGN AIRLINES	177	5	0	20	148	5	0	8
TRAVEL AGENTS	17	0	0	4	9	2	0	0
TOUR OPERATORS	5	0	0	0	3	0	0	0
MISCELLANEOUS	15	11	0	20	9	14	0	22
INDUSTRY TOTALS	1,285	102	4	148	1,097	51	2	130

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JULY 2011			JULY 2010		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	452		1	384	
CANCELLATIONS			215			165
DELAYS			129			125
MISSCONNECTIONS			61			57
BAGGAGE	2	198		2	174	
RES/TKTG/BOARDING	3	158		3	157	
CUSTOMER SERVICE	4	157		4	102	
REFUNDS	5	114		6	65	
FARES	6	74		7	61	
DISABILITY	7	56		8	31	
OVERSALES	8	43		5	70	
OTHER	9	24		9	28	
FREQUENT FLYER			13			18
DISCRIMINATION	10	5		10	12	
ADVERTISING	11	4		11	12	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		1,285			1,097	

\* 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\*

JULY 2011

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	6	2	1	1	2	1	1	3	0	0	0	0	17
ALASKA AIRLINES	3	1	1	1	3	1	2	0	0	0	0	1	13
ALLEGiant AIR	9	0	1	1	0	0	2	1	0	0	0	0	14
AMERICAN AIRLINES	47	2	13	14	12	22	17	4	0	0	0	0	131
AMERICAN EAGLE AIRLINES	10	3	1	0	0	8	4	0	0	0	0	0	26
ATLANTIC SOUTHEAST AIRLINES	11	1	0	0	0	5	0	2	0	0	0	0	19
CHAUTAUQUA AIRLINES	6	0	1	0	0	1	0	0	0	0	0	0	8
COLGAN AIR	9	1	0	0	1	0	1	0	0	0	0	0	12
CONTINENTAL AIRLINES	24	2	9	3	7	12	17	7	0	0	0	1	82
DELTA AIRLINES	49	4	28	8	10	25	20	6	1	1	0	4	156
EXPRESSJET AIRLINES	18	4	0	0	0	1	3	1	0	0	0	1	28
FRONTIER AIRLINES	12	0	0	1	0	2	6	2	0	0	0	0	23
JETBLUE AIRWAYS	8	0	4	1	3	4	5	6	0	0	0	0	31
MESA AIRLINES	2	0	0	0	0	0	0	2	0	0	0	1	5
MESABA AVIATION	7	1	0	0	0	0	0	1	0	0	0	0	9
PIEDMONT AIRLINES	10	0	2	0	1	0	2	0	0	0	0	1	16
PINNACLE AIRLINES	11	1	2	0	0	3	0	1	0	0	0	0	18
REPUBLIC AIRLINES	11	0	0	1	1	0	2	1	0	0	0	0	16
SKYWEST AIRLINES	8	2	0	0	0	1	3	0	0	0	0	0	14
SOUTHWEST AIRLINES	4	0	3	7	3	4	7	6	1	0	0	1	36
SPIRIT AIRLINES	20	2	17	0	6	8	7	2	2	0	0	0	64
UNITED AIRLINES	61	10	15	5	14	28	20	5	0	0	0	3	161
UNITED EXPRESS	7	1	0	0	1	0	1	0	0	0	0	0	10
US AIRWAYS	43	1	8	4	10	17	11	14	0	1	0	3	112
VISION AIRLINES	4	0	0	0	1	0	0	0	0	0	0	0	5
OTHER U. S. AIRLINES	22	1	5	0	4	2	6	4	0	1	0	0	45
TOTAL JULY 2011	422	39	111	47	79	145	137	68	4	3	0	16	1,071
% OF TOTAL COMPLAINTS	39.4	3.6	10.4	4.4	7.4	13.5	12.8	6.3	0.4	0.3	0	1.5	
TOTAL JULY 2010	354	62	136	23	45	126	86	52	11	7	0	26	928
% OF TOTAL COMPLAINTS	38.1	6.7	14.7	2.5	4.8	13.6	9.3	5.6	1.2	0.8	0	2.8	

\* 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

JULY 2011

U. S. AIRLINES*	COMPS RECD IN JULY	INCI - DENTS IN JULY	PERCENT	INCI - DENTS IN JUNE	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	17	5	29.4	7	41.2	3	17.6	2	11.8
ALASKA AIRLINES	13	5	38.5	3	23.1	3	23.1	2	15.4
ALLEGiant AIR	14	7	50.0	4	28.6	1	7.1	2	14.3
AMERICAN AIRLINES	131	45	34.4	36	27.5	41	31.3	9	6.9
AMERICAN EAGLE AIRLINES	26	14	53.8	9	34.6	1	3.8	2	7.7
ATLANTIC SOUTHEAST AIRLINES	19	12	63.2	4	21.1	1	5.3	2	10.5
CHAUTAUQUA AIRLINES	8	3	37.5	3	37.5	1	12.5	1	12.5
COLGAN AIR	12	4	33.3	2	16.7	3	25.0	3	25.0
CONTINENTAL AIRLINES	82	41	50.0	13	15.9	13	15.9	15	18.3
DELTA AIRLINES	156	79	50.6	34	21.8	25	16.0	18	11.5
EXPRESSJET AIRLINES	28	8	28.6	10	35.7	8	28.6	2	7.1
FRONTIER AIRLINES	23	12	52.2	3	13.0	4	17.4	4	17.4
JETBLUE AIRWAYS	31	10	32.3	9	29.0	8	25.8	4	12.9
MESA AIRLINES	5	0	0.0	4	80.0	0	0.0	1	20.0
MESABA AVIATION	9	2	22.2	5	55.6	1	11.1	1	11.1
PIEDMONT AIRLINES	16	6	37.5	6	37.5	3	18.8	1	6.2
PINNACLE AIRLINES	18	10	55.6	6	33.3	2	11.1	0	0.0
REPUBLIC AIRLINES	16	9	56.2	3	18.8	4	25.0	0	0.0
SKYWEST AIRLINES	14	7	50.0	5	35.7	1	7.1	1	7.1
SOUTHWEST AIRLINES	36	16	44.4	6	16.7	7	19.4	7	19.4
SPIRIT AIRLINES	64	28	43.8	9	14.1	15	23.4	12	18.8
UNITED AIRLINES	161	55	34.2	61	37.9	31	19.3	14	8.7
UNITED EXPRESS	10	4	40.0	5	50.0	1	10.0	0	0.0
US AIRWAYS	112	44	39.3	35	31.2	23	20.5	10	8.9
VISION AIRLINES	5	1	20.0	4	80.0	0	0.0	0	0.0
OTHER U. S. AIRLINES	45	14	31.1	16	35.6	11	24.4	4	8.9
<b>TOTALS</b>	1,071	441	41.2	302	28.2	211	19.7	117	10.9
<b>PREVIOUS YEAR'S TOTALS</b>	928	408	44.0	253	27.3	201	21.7	66	7.1

\*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\*\*

JULY 2011

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	4	0	3	2	2	6	4	0	0	1	0	2	24
ALITALIA AIRLINES	1	1	3	1	1	5	0	0	0	0	0	0	12
BRITISH AIRWAYS	3	0	1	1	4	5	1	0	0	0	0	1	16
CARIBBEAN AIRLINES (FORMERLY BWIA)	3	0	1	0	0	2	1	0	0	0	0	1	8
EMIRATES AIRLINES	0	1	2	0	1	0	1	0	0	0	0	0	5
IBERIA AIRLINES	1	1	0	1	1	3	0	0	0	0	0	0	7
KLM	1	0	0	0	2	5	1	0	0	0	0	0	9
LUFTHANSA	2	0	0	0	1	1	0	3	0	0	0	1	8
OTHER FOREIGN AIRLINES	11	1	24	2	13	21	11	2	0	1	0	2	88
TOTALS	26	4	34	7	25	48	19	5	0	2	0	7	177
<b><u>TRAVEL AGENTS</u></b>													
TRAVELOCITY.COM	0	0	2	1	2	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	1	0	4	1	5	0	1	0	0	0	0	0	12
TOTALS	1	0	6	2	7	0	1	0	0	0	0	0	17
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	2	0	1	0	1	0	0	0	0	0	0	1	5
TOTALS	2	0	1	0	1	0	0	0	0	0	0	1	5
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	1	0	6	0	2	5	0	1	0	0	0	0	15
TOTALS	1	0	6	0	2	5	0	1	0	0	0	0	15

\* 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

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

RANK	AIRLINE	JULY 2011			JULY 2010		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	36	10,122,864	<b>0.36</b>	23	10,006,742	<b>0.23</b>
2	<b>HAWAIIAN AIRLINES</b>	4	798,780	<b>0.50</b>	7	805,925	<b>0.87</b>
3	<b>SKYWEST AIRLINES</b>	14	2,299,213	<b>0.61</b>	12	2,277,400	<b>0.53</b>
4	<b>MESA AIRLINES</b>	5	795,540	<b>0.63</b>	9	785,527	<b>1.15</b>
5	<b>AIRTRAN AIRWAYS</b>	17	2,478,032	<b>0.69</b>	15	2,432,132	<b>0.62</b>
6	<b>ALASKA AIRLINES</b>	13	1,694,926	<b>0.77</b>	8	1,619,455	<b>0.49</b>
7	<b>JETBLUE AIRWAYS</b>	31	2,576,243	<b>1.20</b>	23	2,351,169	<b>0.98</b>
8	<b>DELTA AIR LINES</b>	156	11,258,370	<b>1.39</b>	264	10,844,741	<b>2.43</b>
9	<b>ATLANTIC SOUTHEAST AIRLINES</b>	19	1,346,515	<b>1.41</b>	10	1,307,350	<b>0.76</b>
10	<b>AMERICAN AIRLINES</b>	131	8,185,818	<b>1.60</b>	116	8,066,233	<b>1.44</b>
11	<b>AMERICAN EAGLE AIRLINES</b>	26	1,612,100	<b>1.61</b>	21	1,410,195	<b>1.49</b>
12	<b>EXPRESSJET AIRLINES</b>	28	1,664,593	<b>1.68</b>	11	1,669,638	<b>0.66</b>
13	<b>CONTINENTAL AIRLINES</b>	82	4,443,327	<b>1.85</b>	65	4,188,608	<b>1.55</b>
14	<b>FRONTIER AIRLINES</b>	23	1,065,018	<b>2.16</b>	29	969,861	<b>2.99</b>
15	<b>US AIRWAYS</b>	112	4,830,275	<b>2.32</b>	80	4,664,887	<b>1.71</b>
16	<b>UNITED AIRLINES</b>	161	4,901,369	<b>3.28</b>	77	5,065,285	<b>1.52</b>
	<b>TOTAL</b>	<b>858</b>	<b>60,072,983</b>	<b>1.43</b>	<b>770</b>	<b>58,465,148</b>	<b>1.32</b>

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

The Transportation Security Administration (TSA) screened approximately 60 million airline passengers and their 48 million checked bags in the month of July as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of July.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
313	.0005	24	.00004	89*	.0001*	380*	.001*

In addition, TSA also processes damage claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. While in most cases TSA screeners handle checked baggage for a very small amount of time relative to the airline personnel, liability is no longer clearly exclusive to the airlines. Consequently, the data below for checked baggage claims includes claims for which TSA and/or the airlines may be liable.

Number of Damage Claims Received			
Checkpoint (TSA)	Percentage of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	Percentage of Total Checked Bags Screened
240	.0004	661	.001

### NOTES

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

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

<sup>c</sup> The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of July.

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

\* Reflects the corrected data provided by the Transportation Security Administration on October 24, 2011.

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

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

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

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

Carrier	Death	Injury	Loss
<a href="#"><i>Alaska</i></a>	1		
<a href="#"><i>American</i></a>	3		
<a href="#"><i>Delta</i></a>	1	1	
<i>Total</i>	5	1	