



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: May 2011*



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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	77.3	15	88.4
UNITED AIRLINES S/	27	84.0	73	84.0
MESA AIRLINES S/	17	86.3	86	83.5
US AIRWAYS S/	28	82.8	78	82.8
AIRTRAN AIRWAYS S/	22	82.4	65	82.8
ALASKA AIRLINES S/	18	82.5	50	82.6
AMERICAN AIRLINES S/	28	80.8	78	80.8
SOUTHWEST AIRLINES S/	21	79.7	72	79.9
AMERICAN EAGLE S/	19	79.3	131	79.8
FRONTIER AIRLINES S/	21	79.7	42	79.6
DELTA AIR LINES S/	29	78.0	114	78.4
CONTINENTAL AIRLINES S/	27	77.4	60	77.6
SKYWEST AIRLINES S/	19	78.2	147	76.9
EXPRESSJET AIRLINES S/V/	19	77.7	118	76.6
ATLANTIC SOUTHEAST AIRLINES S/	17	71.0	116	72.2
JETBLUE AIRWAYS S/	21	71.2	47	71.3
<b>TOTAL</b>		<b>79.4</b>		<b>79.2</b>

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

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

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## AIR TRAVEL CONSUMER REPORT

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

Carrier	2nd Quarter 04-06 2010		3rd Quarter 07-09 2010		4th Quarter 10-12 2010		1st Quarter 01-03 2011		Jan-11		Feb-11		Mar-11		12 Months Ending Mar 2011		Database To Date Sep 87-Mar 11			
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank		
AIRTRAN	83.9	6	83.4	6	87.0	3	81.0	5	77.6	7	82.6	2	82.8	5	83.9	5	(--)	(--)		
ALASKA	90.4	2	89.2	2	83.9	6	83.4	2	85.3	2	82.1	4	82.6	6	86.8	2	76.5	6		
AMERICAN	77.8	14	80.2	13	84.0	5	77.4	7	79.8	5	71.0	13	80.8	7	79.9	10	78.0	4		
AMERICAN EAGLE	74.4	17	77.3	15	81.7	9	73.1	15	75.5	11	62.7	16	79.8	9	76.7	16	74.2	8		
ATLANTIC SOUTHEAST	82.3	9	80.6	12	77.6	14	73.4	13	71.4	15	76.9	8	72.2	15	78.5	12	(--)	(--)		
COMAIR	71.4	18	74.6	18	74.7	16	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	73.6	18	(--)	(--)
CONTINENTAL	83.1	8	83.2	7	80.9	11	76.6	9	76.5	9	75.5	9	77.6	12	80.9	7	78.3	2		
DELTA	76.6	16	76.2	17	78.0	13	77.1	8	74.6	12	78.5	7	78.4	11	77.0	15	77.6	5		
EXPRESSJET	76.7	15	79.1	14	81.5	10	73.2	14	77.1	8	65.5	15	76.6	14	77.7	14	(--)	(--)		
FRONTIER	80.7	12	82.4	8	82.2	8	76.1	11	75.7	10	72.5	12	79.6	10	80.4	8	(--)	(--)		
HAWAIIAN	93.8	1	95.3	1	92.0	1	90.4	1	91.2	1	91.8	1	88.4	1	93.0	1	(--)	(--)		
JETBLUE	83.2	7	77.0	16	71.1	18	67.4	16	65.0	16	65.5	14	71.3	16	74.6	17	(--)	(--)		
MESA	84.1	5	84.2	5	85.2	4	82.6	4	81.6	4	82.6	3	83.5	3	84.0	4	(--)	(--)		
PINNACLE	79.7	13	80.7	11	79.4	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	79.9	9	(--)	(--)
SKYWEST	81.2	10	81.6	10	75.1	15	75.0	12	73.5	14	74.3	11	76.9	13	78.3	13	(--)	(--)		
SOUTHWEST	81.1	11	82.0	9	74.6	17	76.3	10	74.4	13	74.3	10	79.9	8	78.6	11	81.9	1		
UNITED	84.2	4	85.8	3	88.1	2	82.7	3	84.5	3	79.3	6	84.0	2	85.3	3	76.2	7		
US AIRWAYS	85.7	3	84.7	4	82.9	7	80.7	6	78.6	6	80.5	5	82.8	4	83.5	6	78.3	3		
Total	80.5		81.0		79.6		76.8		76.3		74.5		79.2		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).

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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*																
CARRIER*	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	453	78.1	843	70.0	275	77.1	205	83.4	906	79.1	434	77.9	13196	87.6	205	72.7
AS	31	87.1	62	91.9	H/		H/		93	84.9	93	79.6	91	90.1	H/	
B6	H/		2663	70.4	137	67.2	151	67.5	271	62.4	79	51.9	H/		H/	
CO	62	77.4	348	72.4	114	92.1	82	68.3	232	84.9	461	73.1	187	80.7	107	83.2
DL	15983	78.6	1189	76.7	610	83.3	449	80.2	1138	76.8	601	75.4	379	80.2	4349	83.3
EV	9965	68.8	246	74.4	83	80.7	94	71.3	444	77.9	30	80.0	80	76.2	949	76.2
F9	89	86.5	2	100.0	H/		H/		94	84.0	3057	84.8	127	80.3	93	77.4
FL	5721	82.5	567	79.7	1374	88.2	153	85.0	364	84.9	124	83.1	209	79.9	164	77.4
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	476	67.4	352	79.0	151	87.4	395	68.9	607	79.7	217	82.5	6786	86.2	364	77.2
OO	144	60.4	4	50.0	H/		75	80.0	27	81.5	5122	80.5	269	84.0	8	37.5
UA	43	76.7	669	83.3	304	89.8	31	80.6	380	84.5	4227	89.0	234	89.7	39	74.4
US	454	78.6	1676	79.3	392	82.7	7198	82.7	1977	82.9	384	82.8	626	85.1	253	85.0
WN	H/		786	81.7	5339	84.2	H/		H/		4380	83.0	H/		528	82.0
XE	253	71.5	94	64.9	142	69.0	361	73.7	219	68.9	1353	81.7	141	77.3	211	73.9
YV	181	76.8	H/		H/		1957	85.3	H/		H/		77	81.8	35	88.6
<b>TOTAL</b>	<b>33855</b>	<b>76.1</b>	<b>9501</b>	<b>75.7</b>	<b>8921</b>	<b>84.3</b>	<b>11151</b>	<b>81.9</b>	<b>6752</b>	<b>79.8</b>	<b>20562</b>	<b>83.1</b>	<b>22402</b>	<b>86.7</b>	<b>7305</b>	<b>81.2</b>

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

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

ARRIVAL AIRPORT*																
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	391	74.4	341	76.2	360	78.1	275	75.6	1267	79.8	744	82.1	2369	77.0	1455	75.9
AS	62	85.5	H/		H/		31	80.6	H/		391	87.0	490	81.8	H/	
B6	465	60.2	1401	70.7	427	72.4	H/		3722	77.4	313	73.5	138	58.7	279	63.4
CO	3854	76.2	552	77.2	89	76.4	6029	84.4	H/		542	70.3	599	68.4	269	72.9
DL	414	72.7	1199	79.2	239	85.4	175	81.7	1732	80.9	1229	73.7	1792	68.8	2277	77.4
EV	124	63.7	31	74.2	956	80.2	94	70.2	124	81.5	H/		H/		89	67.4
F9	H/		78	75.6	H/		H/		H/		244	74.6	181	64.6	151	64.9
FL	H/		527	79.9	115	91.3	H/		H/		226	77.0	176	67.0	551	74.2
HA	H/		H/		H/		H/		H/		84	82.1	62	79.0	H/	
MQ	116	64.7	H/		H/		124	62.9	744	73.9	H/		1181	86.3	1477	73.5
OO	H/		H/		98	64.3	1325	82.7	H/		538	80.3	4258	79.1	H/	
UA	293	70.0	H/		2110	88.9	147	83.0	394	89.1	691	83.4	2068	82.9	570	80.7
US	333	72.7	618	80.6	31	90.3	318	84.6	181	79.6	877	79.9	598	72.7	1167	81.1
WN	39	74.4	1634	82.6	241	84.2	H/		H/		6680	80.6	3373	72.4	243	67.1
XE	3245	68.7	H/		1527	81.6	6397	82.3	H/		H/		H/		76	65.8
YV	70	68.6	H/		771	82.2	5	80.0	H/		192	83.9	31	93.5	27	74.1
<b>TOTAL</b>	<b>9406</b>	<b>72.0</b>	<b>6381</b>	<b>78.0</b>	<b>6964</b>	<b>83.1</b>	<b>14920</b>	<b>82.9</b>	<b>8164</b>	<b>78.9</b>	<b>12751</b>	<b>79.6</b>	<b>17316</b>	<b>76.4</b>	<b>8631</b>	<b>75.7</b>

\* 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	802	74.3	H/		3896	76.0	302	77.5	4729	81.4	124	68.5	368	81.0	492	79.7
AS	62	95.2	H/		31	83.9	58	93.1	149	83.2	881	85.0	H/		238	86.1
B6	1541	71.4	H/		H/		H/		172	65.7	66	81.8	H/		89	64.0
CO	602	78.4	H/		276	82.6	31	80.6	673	68.8	124	45.2	141	78.7	327	71.9
DL	1714	78.5	213	78.9	802	76.7	4764	79.5	456	77.2	347	69.7	490	81.2	782	72.1
EV	H/		H/		H/		H/		361	75.1	H/		41	95.1	H/	
F9	108	74.1	113	86.7	H/		111	78.4	H/		131	71.8	23	91.3	244	72.1
FL	2008	84.3	442	85.7	31	90.3	260	72.7	H/		H/		257	79.8	136	86.8
HA	H/		H/		H/		H/		H/		62	79.0	H/		31	64.5
MQ	H/		H/		1321	72.4	271	60.9	6937	77.1	H/		147	66.0	H/	
OO	H/		H/		H/		1065	77.1	2687	77.4	899	81.8	H/		513	78.0
UA	580	85.9	H/		101	83.2	269	82.9	5037	86.6	372	83.6	275	85.8	366	78.7
US	755	79.3	H/		311	80.4	255	82.7	622	76.5	168	87.5	3938	83.3	5288	89.6
WN	3341	83.7	6556	84.0	H/		490	77.6	H/		1136	76.0	1741	80.0	5614	76.6
XE	34	64.7	H/		22	72.7	218	72.0	4542	77.2	H/		28	82.1	27	96.3
YV	H/		H/		105	84.8	H/		922	83.4	H/		82	81.7	2613	91.3
<b>TOTAL</b>	<b>11547</b>	<b>80.2</b>	<b>7324</b>	<b>84.0</b>	<b>6896</b>	<b>76.2</b>	<b>8094</b>	<b>78.2</b>	<b>27287</b>	<b>79.6</b>	<b>4310</b>	<b>78.5</b>	<b>7531</b>	<b>81.9</b>	<b>16760</b>	<b>83.0</b>

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

MARCH 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	434	75.3	368	67.1	949	62.1	155	75.5	527	78.6
AS	338	80.8	3649	82.7	321	58.9	H/		H/	
B6	80	57.5	130	72.3	252	54.0	124	85.5	372	61.8
CO	289	72.7	338	61.5	411	50.9	54	77.8	403	78.7
DL	518	75.5	692	73.6	705	58.2	2544	79.8	1079	77.2
EV	H/		H/		H/		H/		1	100.0
F9	144	70.8	133	69.9	99	44.4	122	72.1	44	70.5
FL	H/		31	54.8	110	67.3	H/		675	84.0
HA	31	77.4	74	78.4	31	67.7	H/		H/	
MQ	364	86.0	H/		H/		93	62.4	H/	
OO	711	74.1	515	84.7	4148	61.0	6331	86.3	H/	
UA	522	81.6	562	84.3	3118	72.2	58	75.9	295	81.4
US	292	81.2	259	79.2	452	63.3	150	91.3	689	79.2
WN	2804	73.4	1109	78.1	1306	57.4	1179	75.1	2500	83.8
XE	H/		H/		H/		2	0.0	H/	
YV	5	80.0	H/		66	65.2	5	100.0	H/	
<b>TOTAL</b>	<b>6532</b>	<b>75.6</b>	<b>7860</b>	<b>79.2</b>	<b>11968</b>	<b>62.9</b>	<b>10817</b>	<b>83.0</b>	<b>6585</b>	<b>80.1</b>

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

MARCH 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	88.5	84.8	100.0	87.4	82.6	97.1	91.8	88.0	87.9	87.5	89.5	95.1	82.2	95.8	89.8	100.0	80.9	94.6
700 - 759 AM	86.7	86.5	90.2	90.4	82.5	90.6	90.8	89.1	86.0	100.0	88.5	88.9	85.0	94.1	91.1	85.6	95.0	92.2
800 - 859 AM	84.5	86.0	93.4	85.9	83.0	87.4	89.8	83.0	87.9	91.6	89.9	86.9	91.4	93.7	89.4	86.2	92.0	91.0
900 - 959 AM	80.8	84.7	95.3	78.9	84.5	90.9	90.9	84.4	90.1	89.8	82.1	87.1	89.6	86.1	83.6	88.5	88.7	93.3
1000 - 1059 AM	79.4	82.8	95.6	82.7	87.8	87.9	91.0	79.8	88.3	87.6	81.2	80.5	89.8	86.4	81.0	84.8	87.1	91.2
1100 - 1159 AM	77.1	86.9	90.5	84.9	84.8	87.7	90.6	86.4	85.1	85.5	85.4	85.3	87.6	86.8	78.9	80.0	83.0	89.5
1200 - 1259 PM	80.8	84.0	86.2	85.3	84.0	84.3	88.8	88.3	80.4	80.0	77.3	85.4	87.2	81.8	81.1	78.5	81.0	91.1
100 - 159 PM	79.2	83.7	90.4	81.6	83.2	81.7	89.0	82.5	72.4	81.2	82.7	83.1	80.0	79.1	71.3	74.4	84.8	90.0
200 - 259 PM	76.6	84.6	89.1	84.8	79.1	82.6	88.7	77.2	71.0	81.1	86.2	86.5	82.6	82.0	80.1	78.4	84.5	85.2
300 - 359 PM	70.4	79.2	85.5	86.0	84.7	80.6	86.5	87.3	69.4	82.4	81.5	80.2	80.1	78.0	77.1	73.2	85.0	87.1
400 - 459 PM	74.7	72.1	83.4	80.2	83.3	80.0	85.5	83.0	68.2	76.2	82.5	81.6	79.7	76.4	76.0	76.1	79.4	82.2
500 - 559 PM	74.9	70.7	84.4	81.4	77.6	79.5	83.7	84.9	63.1	76.3	86.4	79.8	73.0	75.6	71.7	71.8	76.7	82.0
600 - 659 PM	71.1	63.6	82.2	77.9	78.3	78.5	83.8	75.9	60.6	69.9	85.9	81.3	71.9	69.3	70.5	72.7	74.2	80.3
700 - 759 PM	64.5	67.1	74.1	75.1	73.1	75.3	83.5	81.0	56.8	73.3	86.7	79.8	64.0	75.7	72.9	74.4	77.8	75.2
800 - 859 PM	69.8	64.6	74.9	75.7	71.0	78.7	82.6	78.3	58.4	68.8	75.6	76.8	67.9	74.4	70.0	68.8	71.9	74.7
900 - 959 PM	69.3	68.3	71.7	79.3	73.3	80.0	83.5	76.3	62.5	69.2	78.9	81.1	73.1	68.4	69.9	65.7	76.4	70.3
1000 - 1059 PM	76.7	65.5	76.1	78.9	76.8	73.3	74.9	76.7	67.4	71.8	78.7	73.4	70.0	73.6	62.4	70.5	74.1	70.4
1100 - 559 AM	79.5	74.5	77.4	79.5	69.2	77.1	77.5	77.8	74.2	69.5	81.8	77.1	77.7	67.0	75.1	69.2	70.3	77.8
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>76.1</b>	<b>75.7</b>	<b>84.3</b>	<b>81.9</b>	<b>79.8</b>	<b>83.1</b>	<b>86.7</b>	<b>81.2</b>	<b>72.0</b>	<b>78.0</b>	<b>83.1</b>	<b>82.9</b>	<b>78.9</b>	<b>79.6</b>	<b>76.4</b>	<b>75.7</b>	<b>80.2</b>	<b>84.0</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	70.3	90.6	87.9	92.9	92.4	90.6	58.1	83.3	87.5	J/	68.2	88.6
700 - 759 AM	84.1	79.4	84.8	91.3	100.0	93.0	80.9	88.0	86.7	93.2	100.0	88.5
800 - 859 AM	87.1	79.2	84.1	92.0	84.1	91.0	85.7	94.8	77.5	91.2	87.2	87.0
900 - 959 AM	84.5	82.4	84.8	88.7	87.3	88.0	84.0	88.2	70.1	91.3	89.9	86.3
1000 - 1059 AM	85.9	83.2	83.9	86.5	88.6	89.6	78.6	84.6	61.5	85.0	87.5	84.4
1100 - 1159 AM	78.3	88.2	81.8	75.3	89.5	87.2	79.7	84.5	57.6	82.7	85.7	83.3
1200 - 1259 PM	80.6	85.2	81.5	85.1	85.1	85.1	79.6	79.9	59.1	88.1	84.5	82.6
100 - 159 PM	81.4	82.1	81.7	87.7	83.2	85.2	75.2	85.7	54.2	84.6	80.5	81.3
200 - 259 PM	79.2	78.8	81.2	76.6	80.3	82.5	77.5	83.2	64.3	83.4	78.9	81.2
300 - 359 PM	76.1	81.1	80.0	80.7	84.4	83.8	75.6	72.1	61.9	84.4	84.6	79.1
400 - 459 PM	75.6	73.2	78.5	82.0	84.3	77.5	71.2	80.2	63.3	80.5	81.9	78.6
500 - 559 PM	67.6	76.0	75.6	75.0	78.0	80.0	79.5	74.4	60.8	77.8	76.8	76.3
600 - 659 PM	67.5	74.4	74.6	74.1	82.6	78.4	72.7	76.9	61.3	89.2	77.6	74.9
700 - 759 PM	67.3	68.1	71.3	71.8	74.9	78.4	69.7	77.5	56.0	76.2	76.0	72.9
800 - 859 PM	71.2	74.2	71.6	69.8	75.4	79.1	67.4	74.4	58.1	77.8	73.7	73.2
900 - 959 PM	69.7	74.3	70.6	76.9	78.2	77.2	69.9	69.5	57.4	68.4	76.4	72.1
1000 - 1059 PM	75.9	66.8	66.7	69.6	74.1	73.2	69.9	75.4	51.9	70.5	73.3	71.1
1100 - 559 AM	68.4	76.2	86.8	73.2	76.7	75.6	76.8	76.9	62.6	67.1	71.3	74.8
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>76.2</b>	<b>78.2</b>	<b>79.6</b>	<b>78.5</b>	<b>81.9</b>	<b>83.0</b>	<b>75.6</b>	<b>79.2</b>	<b>62.9</b>	<b>83.0</b>	<b>80.1</b>	<b>79.4</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	90.8	94.4	96.8	94.8	92.0	96.6	93.5	93.8	91.2	95.5	96.3	93.7	94.5	96.5	93.2	93.7	95.3	95.5
700 - 759 AM	87.0	90.9	90.9	93.9	91.8	92.7	90.3	92.5	91.3	93.0	89.5	92.0	92.8	93.2	89.6	90.4	92.7	91.0
800 - 859 AM	87.7	90.3	89.7	87.5	93.5	87.4	86.4	87.8	86.4	92.2	89.5	88.6	86.9	89.8	89.6	88.6	90.7	82.3
900 - 959 AM	83.0	84.5	85.9	88.8	90.6	86.0	86.1	85.1	87.3	85.9	89.1	87.3	84.2	86.8	85.3	87.0	88.3	86.5
1000 - 1059 AM	80.5	84.7	88.9	84.5	89.8	85.9	84.3	83.5	88.5	87.6	85.1	82.9	84.6	80.8	79.2	87.1	85.8	85.6
1100 - 1159 AM	73.9	80.8	85.5	84.6	88.7	83.7	83.0	84.8	84.6	83.8	84.1	77.4	84.2	83.6	77.8	84.8	82.9	74.4
1200 - 1259 PM	75.5	82.8	85.1	79.3	84.5	79.7	80.8	82.1	83.1	74.3	85.6	83.8	83.8	83.6	77.3	84.5	79.5	79.5
100 - 159 PM	77.4	80.5	78.2	82.3	85.3	77.6	80.9	82.3	77.2	70.6	87.5	81.6	75.6	76.9	76.4	84.5	80.2	79.9
200 - 259 PM	77.9	83.6	80.4	80.8	84.1	75.8	82.7	79.4	72.6	74.2	80.7	79.7	79.7	74.8	73.5	81.1	81.6	75.4
300 - 359 PM	74.8	83.7	78.9	72.6	80.8	77.6	80.4	74.1	70.5	75.5	85.3	79.2	82.6	73.0	73.1	80.5	74.9	74.7
400 - 459 PM	69.7	77.8	72.1	83.2	84.8	70.8	76.1	74.6	70.3	75.2	81.7	79.1	75.0	68.1	73.7	76.9	76.9	68.2
500 - 559 PM	69.4	67.7	76.3	79.3	83.2	74.0	78.1	77.5	68.7	69.8	82.7	74.8	76.5	65.6	72.8	75.4	71.9	65.3
600 - 659 PM	70.2	65.2	72.4	78.5	77.5	77.2	77.4	75.8	69.4	63.3	76.0	74.9	77.1	63.3	72.3	72.6	71.8	61.7
700 - 759 PM	72.2	68.0	60.0	74.7	78.5	75.8	77.3	75.1	63.3	69.1	78.8	77.3	73.7	62.6	72.5	72.8	67.7	59.4
800 - 859 PM	69.3	65.2	65.8	77.0	71.5	65.9	78.6	73.9	62.4	67.9	63.0	77.9	68.9	67.9	61.8	74.5	77.7	53.4
900 - 959 PM	71.6	71.4	66.5	67.7	78.8	75.8	77.3	72.4	55.1	57.3	83.6	86.1	68.6	62.1	71.4	69.5	67.8	49.5
1000 - 1059 PM	77.7	J/	J/	83.7	J/	94.9	88.6	80.8	J/	J/	80.8	81.8	64.7	86.4	82.0	J/	J/	J/
1100 - 559 AM	81.5	89.2	98.6	87.1	98.3	87.0	95.3	100.0	96.8	93.0	75.0	91.7	84.9	89.0	83.3	100.0	86.7	J/
TOTAL, ALL DEPARTURES, BY AIRPORT	76.4	81.0	80.7	83.3	85.7	80.0	82.2	81.1	77.0	79.1	84.6	82.0	80.4	78.3	79.4	82.6	80.7	74.7

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	89.8	92.3	90.7	93.3	92.4	97.3	96.1	92.8	94.1	89.7	97.7	93.9
700 - 759 AM	88.8	92.6	87.8	91.7	92.9	94.7	93.1	93.0	90.3	90.6	94.6	91.3
800 - 859 AM	84.4	84.0	83.9	88.1	86.9	90.8	81.6	90.0	84.2	90.9	91.9	87.9
900 - 959 AM	76.6	81.9	82.7	92.4	85.6	87.1	85.8	88.8	78.5	91.9	89.7	85.6
1000 - 1059 AM	78.6	83.5	82.4	83.5	85.8	84.5	75.5	89.3	71.9	91.6	87.4	83.5
1100 - 1159 AM	77.0	82.0	79.7	81.0	88.8	85.0	75.9	85.2	66.0	86.1	81.9	81.5
1200 - 1259 PM	74.5	79.1	74.6	74.0	87.6	79.8	75.6	84.8	60.9	77.5	81.9	79.4
100 - 159 PM	70.0	79.0	77.9	84.1	83.1	80.5	75.4	79.4	62.9	86.5	81.2	78.6
200 - 259 PM	66.1	82.2	73.6	76.7	79.4	78.1	69.8	81.6	62.0	79.8	77.0	77.7
300 - 359 PM	66.7	76.5	75.5	83.6	74.7	76.5	72.1	79.5	62.8	86.4	76.1	76.4
400 - 459 PM	63.2	77.7	73.3	66.9	81.4	75.7	76.1	80.5	65.9	78.7	78.8	74.2
500 - 559 PM	60.4	76.6	75.1	76.0	79.9	67.7	77.7	81.4	65.3	79.3	75.2	74.0
600 - 659 PM	61.2	78.9	71.5	72.0	80.9	73.5	71.1	78.3	63.7	55.8	73.3	72.8
700 - 759 PM	65.0	75.4	72.4	82.6	69.7	74.8	66.0	73.4	66.5	63.3	76.5	72.0
800 - 859 PM	62.6	85.0	72.9	70.1	80.9	73.2	61.1	78.1	61.0	83.5	68.2	71.0
900 - 959 PM	69.9	77.7	70.9	78.1	82.0	74.9	65.2	71.6	55.3	85.9	73.0	72.8
1000 - 1059 PM	57.6	88.1	66.0	92.1	89.8	84.5	82.1	84.0	72.0	100.0	J/	79.8
1100 - 559 AM	J/	95.6	95.7	92.3	91.8	91.2	J/	86.6	71.6	86.1	96.8	87.4
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>71.7</b>	<b>81.4</b>	<b>77.7</b>	<b>83.0</b>	<b>84.0</b>	<b>81.7</b>	<b>78.3</b>	<b>84.9</b>	<b>71.4</b>	<b>84.8</b>	<b>82.7</b>	<b>79.9</b>

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

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AIR TRAVEL CONSUMER REPORT

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

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

CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE
------

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

NONE
------

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS OR MORE

JETBLUE	425	Mar	BOS-PBI	1855	27	16	59.3	80.8
JETBLUE	425	Feb	BOS-PBI	1855	12	7	58.3	88.0
JETBLUE	1440	Mar	LGB-SFO	2016	27	14	51.9	92.9
JETBLUE	1440	Feb	LGB-SFO	2020	10	6	60.0	91.5

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
SOUTHWEST	2,518	44	1.7
CONTINENTAL	725	6	0.8
ATLANTIC SOUTHEAST	968	4	0.4
JETBLUE	618	2	0.3
DELTA	2,083	6	0.3
AMERICAN	1,528	2	0.1
SKYWEST	1,628	1	0.1
AMERICAN EAGLE	1,248	0	0.0
US AIRWAYS	1,190	0	0.0
EXPRESSJET	900	0	0.0
UNITED	894	0	0.0
AIRTRAN	720	0	0.0
MESA	443	0	0.0
ALASKA	396	0	0.0
FRONTIER	228	0	0.0
HAWAIIAN	185	0	0.0
<b>TOTAL</b>	<b>16,272</b>	<b>65</b>	<b>0.4</b>

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)	88.3	91.1	213	213
ADAK ISLAND AK (ADK)	100.0	100.0	9	9
AGUADILLA PR (BQN)	72.7	80.9	110	110
AKRON OH (CAK)	77.3	81.9	715	718
ALBANY GA (ABY)	64.7	71.8	85	85
ALBANY NY (ALB)	78.9	85.5	850	850
ALBUQUERQUE NM (ABQ)	82.8	84.6	2,746	2,743
ALEXANDRIA LA (AEX)	74.1	84.4	294	294
ALLEN TOWN/BETHLEHEM/EASTON PA (ABE)	81.6	85.0	348	347
AMARILLO TX (AMA)	80.3	86.4	498	500
ANCHORAGE AK (ANC)	83.8	89.9	1,332	1,332
APPLETON WI (ATW)	66.3	71.8	208	209
ASHEVILLE NC (AVL)	73.5	77.0	392	392
ASPEN CO (ASE)	62.5	66.6	648	643
ATLANTA GA (ATL)	76.1	76.4	33,855	33,831
ATLANTIC CITY NJ (ACY)	90.3	95.2	62	62
AUGUSTA GA (AGS)	76.1	79.3	352	352
AUSTIN TX (AUS)	80.6	84.4	3,744	3,745
BAKERSFIELD CA (BFL)	80.1	81.5	271	271
BALTIMORE MD (BWI)	84.3	80.7	8,921	8,920
BARROW AK (BRW)	84.5	83.1	71	71
BATON ROUGE LA (BTR)	76.4	76.8	673	673
BEAUMONT/PORT ARTHUR TX (BPT)	100.0	50.0	2	2
BELLINGHAM WA (BLI)	79.5	93.2	73	73
BEND/REDMOND OR (RDM)	78.9	86.7	279	279
BETHEL AK (BET)	91.0	92.1	89	89
BILLINGS MT (BIL)	87.8	88.5	279	279
BIRMINGHAM AL (BHM)	77.3	82.6	1,525	1,526
BISMARCK/MANDAN ND (BIS)	70.6	76.5	228	226
BLOOMINGTON IL (BMI)	66.8	73.9	337	337
BOISE ID (BOI)	80.1	83.9	1,126	1,127
BOSTON MA (BOS)	75.7	81.0	9,501	9,501
BOZEMAN MT (BZN)	86.1	87.7	324	326
BRANSON MO (BKG)	71.4	71.4	35	35
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	75.8	79.3	269	270
BROWNSVILLE TX (BRO)	82.1	89.4	207	207
BRUNSWICK GA (BQK)	65.2	68.5	89	89
BUFFALO NY (BUF)	78.8	81.1	1,990	1,990
BURBANK CA (BUR)	76.1	79.6	2,163	2,150
BURLINGTON VT (BTV)	73.4	79.3	429	430
BUTTE MT (BTM)	86.2	87.9	58	58
CARLSBAD CA (CLD)	78.5	81.1	177	201
CASPER WY (CPR)	79.2	89.9	178	178

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR CITY UT (CDC)	88.9	87.0	54	54
CEDAR RAPIDS/IOWA CITY IA (CID)	81.1	83.0	428	429
CHAMPAIGN/URBANA IL (CMI)	79.3	87.8	213	213
CHARLESTON SC (CHS)	77.6	82.7	1,127	1,126
CHARLESTON/DUNBAR WV (CRW)	72.8	74.6	334	334
CHARLOTTE AMALIE VI (STT)	79.3	85.6	319	319
CHARLOTTE NC (CLT)	81.9	83.3	11,151	11,149
CHARLOTTESVILLE VA (CHO)	75.3	85.4	89	89
CHATTANOOGA TN (CHA)	75.3	77.6	352	353
CHEYENNE WY (CYS)	96.8	80.6	31	31
CHICAGO IL (MDW)	84.0	74.7	7,324	7,324
CHICAGO IL (ORD)	79.6	77.7	27,287	27,240
CHICO CA (CIC)	63.6	76.0	121	121
CHRISTIANSTED VI (STX)	72.7	77.3	44	44
CLEVELAND OH (CLE)	77.2	82.7	4,609	4,611
CODY WY (COD)	79.6	87.1	93	93
COLLEGE STATION/BRYAN TX (CLL)	77.4	80.6	31	31
COLORADO SPRINGS CO (COS)	73.7	86.3	1,062	1,054
COLUMBIA SC (CAE)	75.3	79.7	679	679
COLUMBUS GA (CSG)	68.5	72.9	181	181
COLUMBUS MS (GTR)	75.8	74.2	62	62
COLUMBUS OH (CMH)	79.7	82.6	2,541	2,540
CORDOVA AK (CDV)	93.5	95.2	62	62
CORPUS CHRISTI TX (CRP)	84.8	89.4	660	660
COVINGTON KY (CVG)	81.9	83.6	2,297	2,302
CRESCENT CITY CA (CEC)	62.4	58.8	85	85
DALLAS TX (DAL)	82.1	77.1	3,804	3,803
DALLAS/FT. WORTH TX (DFW)	86.7	82.2	22,402	22,404
DAYTON OH (DAY)	79.9	84.9	1,012	1,018
DAYTONA BEACH FL (DAB)	82.8	82.3	186	186
DEADHORSE AK (SCC)	81.0	86.2	58	58
DENVER CO (DEN)	83.1	80.0	20,562	20,515
DES MOINES IA (DSM)	82.3	85.7	814	813
DETROIT MI (DTW)	81.2	81.1	7,305	7,334
DOTHAN AL (DHN)	76.7	80.0	120	120
DUBUQUE IA (DBQ)	81.5	85.2	27	27
DULUTH MN (DLH)	77.4	77.8	62	63
DURANGO CO (DRO)	81.6	85.8	315	316
EAGLE CO (EGE)	69.0	78.7	445	445
EAU CLAIRE WI (EAU)	76.4	80.9	89	89
EL CENTRO CA (IPL)	70.7	79.3	58	58
EL PASO TX (ELP)	79.2	83.6	1,866	1,866
ELKO NV (EKO)	85.8	91.7	120	120

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ELMIRA/CORNING NY (ELM)	100.0	100.0	1	2
EUGENE OR (EUG)	73.7	78.2	422	422
EUREKA/ARCATA CA (ACV)	60.5	63.8	248	271
EVANSVILLE IN (EVV)	75.6	84.1	283	283
FAIRBANKS AK (FAI)	84.6	91.3	356	356
FARGO ND (FAR)	78.8	83.3	480	479
FAYETTEVILLE AR (XNA)	77.2	83.0	1,009	1,008
FAYETTEVILLE NC (FAY)	77.3	77.6	357	357
FLAGSTAFF AZ (FLG)	87.2	87.8	180	180
FLINT MI (FNT)	74.5	81.2	341	341
FORT LAUDERDALE FL (FLL)	78.0	79.1	6,381	6,384
FORT MYERS FL (RSW)	78.3	81.9	3,504	3,501
FORT SMITH AR (FSM)	85.5	80.6	62	62
FORT WAYNE IN (FWA)	81.0	83.9	248	248
FRESNO CA (FAT)	74.4	83.5	978	979
GAINESVILLE FL (GNV)	70.1	68.1	204	204
GILLETTE WY (GCC)	89.5	91.1	124	124
GRAND FORKS ND (GFK)	75.6	84.2	119	120
GRAND JUNCTION CO (GJT)	83.5	89.6	498	499
GRAND RAPIDS MI (GRR)	76.7	82.7	890	906
GREAT FALLS MT (GTF)	86.1	91.4	151	151
GREEN BAY/CLINTONVILLE WI (GRB)	75.3	81.9	405	404
GREENSBORO/HIGH POINT NC (GSO)	74.4	79.0	585	585
GREENVILLE/SPARTANBURG SC (GSP)	78.2	80.9	724	722
GUAM GU (GUM)	71.9	84.4	32	32
GULFPORT/BILOXI MS (GPT)	76.4	78.6	462	463
GUNNISON CO (GUC)	70.2	79.5	151	151
HANCOCK/HOUGHTON MI (CMX)	79.0	83.9	62	62
HARLINGEN/SAN BENITO TX (HRL)	79.1	87.7	431	431
HARRISBURG PA (MDT)	82.3	85.1	451	450
HARTFORD CT (BDL)	80.9	89.0	1,998	1,999
HELENA MT (HLN)	88.1	90.7	151	151
HILO HI (ITO)	84.6	86.7	609	609
HONOLULU HI (HNL)	80.0	85.6	4,514	4,514
HOUSTON TX (HOU)	80.3	73.9	4,546	4,544
HOUSTON TX (IAH)	82.9	82.0	14,920	14,926
HUNTSVILLE AL (HSV)	79.6	85.3	817	819
IDAHO FALLS ID (IDA)	84.6	90.8	240	240
INDIANAPOLIS IN (IND)	79.9	83.0	2,639	2,647
INDIO/PALM SPRINGS CA (PSP)	76.5	79.1	1,180	1,180
INYOKERN CA (IYK)	73.8	82.1	84	84
ISLIP NY (ISP)	86.7	90.5	713	713
JACKSON WY (JAC)	79.1	87.3	330	330

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON/VICKSBURG MS (JAN)	75.8	79.4	875	874
JACKSONVILLE FL (JAX)	81.3	85.5	2,508	2,511
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	66.4	71.4	119	119
JUNEAU AK (JNU)	85.8	83.5	310	310
KAHULUI HI (OGG)	83.2	86.9	1,752	1,752
KALAMAZOO MI (AZO)	83.9	92.5	93	93
KALISPELL MT (FCA)	88.2	97.9	93	94
KANSAS CITY MO (MCI)	79.7	83.4	3,978	3,971
KETCHIKAN AK (KTN)	80.1	80.1	186	186
KEY WEST FL (EYW)	82.2	81.5	146	146
KILLEEN TX (GRK)	76.5	79.2	183	183
KLAMATH FALLS OR (LMT)	71.0	83.9	93	93
KNOXVILLE TN (TYS)	77.7	83.7	969	968
KODIAK AK (ADQ)	74.1	77.6	58	58
KONA HI (KOA)	84.0	87.0	1,097	1,096
KOTZEBUE AK (OTZ)	76.1	73.9	92	92
LA CROSSE WI (LSE)	83.9	88.2	93	93
LAFAYETTE LA (LFT)	82.3	86.9	464	464
LAKE CHARLES LA (LCH)	85.3	89.2	102	102
LANSING MI (LAN)	69.6	77.5	102	102
LAREDO TX (LRD)	83.0	88.7	223	222
LAS VEGAS NV (LAS)	79.6	78.3	12,751	12,744
LEWISBURG WV (LWB)	77.4	80.6	31	31
LEWISTON ID (LWS)	89.7	89.7	58	58
LEXINGTON KY (LEX)	77.3	81.5	660	660
LIHUE HI (LIH)	82.0	86.9	919	922
LINCOLN NE (LNK)	78.6	84.8	210	210
LITTLE ROCK AR (LIT)	77.5	83.4	1,612	1,610
LONG BEACH CA (LGB)	81.5	81.9	1,084	1,084
LONGVIEW/KILGOR/GLADWATR TX (GGG)	80.6	87.1	31	31
LOS ANGELES CA (LAX)	76.4	79.4	17,316	17,290
LOUISVILLE KY (SDF)	77.0	82.2	1,362	1,363
LUBBOCK TX (LBB)	82.1	88.2	558	559
MADISON WI (MSN)	75.7	82.6	670	694
MAMMOTH LAKES CA (MMH)	48.4	41.9	31	31
MANCHESTER NH (MHT)	81.6	88.3	1,000	997
MANHATTAN/FT. RILEY KS (MHK)	79.8	81.5	124	124
MARQUETTE MI (MQT)	74.1	88.2	85	85
MEDFORD OR (MFR)	64.7	70.9	275	275
MELBOURNE FL (MLB)	82.5	88.2	154	152
MEMPHIS TN (MEM)	81.2	85.1	4,487	4,488
MERIDIAN MS (MEI)	65.5	86.2	58	58
MIAMI FL (MIA)	76.2	71.7	6,896	6,897

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MIDLAND/ODESSA TX (MAF)	80.4	85.7	617	617
MILWAUKEE WI (MKE)	78.0	80.8	3,909	3,907
MINNEAPOLIS MN (MSP)	78.2	81.4	8,094	8,098
MINOT ND (MOT)	73.1	78.5	186	186
MISSION/MCALLEN/EDINBURG TX (MFE)	84.8	90.5	264	264
MISSOULA MT (MSO)	91.0	95.1	244	244
MOBILE AL (MOB)	77.3	82.7	590	590
MODESTO CA (MOD)	55.8	65.0	120	120
MOLINE IL (MLI)	72.5	77.7	476	457
MONROE LA (MLU)	74.7	80.3	178	178
MONTEREY CA (MRY)	75.1	78.3	461	461
MONTGOMERY AL (MGM)	77.8	80.9	383	383
MONTROSE/DELTA CO (MTJ)	75.1	74.8	309	310
MUSKEGON MI (MKG)	76.1	80.9	67	68
MYRTLE BEACH SC (MYR)	78.0	78.6	309	309
NASHVILLE TN (BNA)	81.0	80.4	4,442	4,443
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	64.5	82.3	62	62
NEW ORLEANS LA (MSY)	80.0	83.2	3,473	3,469
NEW YORK NY (JFK)	78.9	80.4	8,164	8,168
NEW YORK NY (LGA)	75.7	82.6	8,631	8,633
NEWARK NJ (EWR)	72.0	77.0	9,406	9,410
NEWBURGH/POUGHKEEPSIE NY (SWF)	62.1	81.5	124	124
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	73.0	81.3	396	396
NOME AK (OME)	76.3	69.9	93	93
NORFOLK VA (ORF)	80.9	86.3	1,171	1,175
NORTH BEND/COOS BAY OR (OTH)	62.4	54.8	93	93
OAKLAND CA (OAK)	75.6	76.0	3,746	3,746
OKLAHOMA CITY OK (OKC)	76.8	84.7	1,728	1,754
OMAHA NE (OMA)	77.6	85.0	1,704	1,723
ONTARIO/SAN BERNARDINO CA (ONT)	76.8	82.4	2,034	2,034
ORLANDO FL (MCO)	80.2	80.7	11,547	11,546
PADUCAH KY (PAH)	82.3	90.3	62	62
PANAMA CITY FL (ECP)	78.5	82.1	615	615
PASCO/KENNEWICK/RICHLAND WA (PSC)	80.8	91.2	328	328
PENSACOLA FL (PNS)	79.3	82.8	942	943
PEORIA IL (PIA)	79.5	86.5	244	244
PETERSBURG AK (PSG)	75.8	74.2	62	62
PHILADELPHIA PA (PHL)	81.9	84.0	7,531	7,530
PHOENIX AZ (PHX)	83.0	81.7	16,760	16,757
PITTSBURGH PA (PIT)	81.5	85.2	2,744	2,742
POCATELLO ID (PIH)	92.5	95.0	120	120
PONCE PR (PSE)	69.4	83.9	62	62
PORTLAND ME (PWM)	81.4	86.9	381	381

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PORTLAND OR (PDX)	78.5	83.0	4,310	4,311
PROVIDENCE RI (PVD)	82.7	86.2	1,570	1,569
RALEIGH/DURHAM NC (RDU)	79.9	84.4	3,473	3,473
RAPID CITY SD (RAP)	74.1	78.7	405	414
REDDING CA (RDD)	64.1	74.8	156	155
RENO NV (RNO)	76.8	78.5	1,917	1,915
RICHMOND VA (RIC)	78.4	85.0	1,313	1,312
ROANOKE VA (ROA)	79.0	78.9	214	213
ROCHESTER MN (RST)	75.8	85.5	62	62
ROCHESTER NY (ROC)	81.1	84.9	868	868
ROCK SPRINGS WY (RKS)	87.1	88.4	155	155
ROSWELL NM (ROW)	88.8	92.1	89	89
SACRAMENTO CA (SMF)	78.4	80.2	3,613	3,591
SAGINAW/BAY CITY/MIDLAND MI (MBS)	75.3	78.7	89	89
SAIPAN (SPN)	100.0	0.0	1	1
SALT LAKE CITY UT (SLC)	83.0	84.8	10,817	10,804
SAN ANTONIO TX (SAT)	82.1	86.2	3,270	3,269
SAN DIEGO CA (SAN)	75.6	78.3	6,532	6,533
SAN FRANCISCO CA (SFO)	62.9	71.4	11,968	11,958
SAN JOSE CA (SJC)	77.6	80.2	3,541	3,540
SAN JUAN PR (SJU)	76.5	80.8	1,954	1,954
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	72.6	76.1	401	401
SANTA ANA CA (SNA)	82.5	82.9	3,630	3,624
SANTA BARBARA CA (SBA)	78.5	78.9	841	840
SANTA FE NM (SAF)	82.8	84.9	93	93
SANTA MARIA CA (SMX)	75.0	85.0	120	120
SARASOTA/BRADENTON FL (SRQ)	79.3	80.8	638	637
SAVANNAH GA (SAV)	73.3	78.6	776	775
SCRANTON/WILKES-BARRE PA (AVP)	74.8	81.3	127	128
SEATTLE WA (SEA)	79.2	84.9	7,860	7,859
SHREVEPORT LA (SHV)	83.6	87.1	396	396
SIoux FALLS SD (FSD)	78.8	84.4	411	424
SITKA AK (SIT)	80.6	83.9	93	93
SOUTH BEND IN (SBN)	73.7	74.9	179	179
SPOKANE WA (GEG)	81.2	87.0	954	956
SPRINGFIELD IL (SPI)	74.8	79.0	143	143
SPRINGFIELD MO (SGF)	77.9	84.4	661	661
ST. GEORGE UT (SGU)	84.0	80.9	162	162
ST. LOUIS MO (STL)	77.8	77.1	4,893	4,896
ST. PETERSBURG FL (PIE)	53.3	46.7	15	15
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	73.8	81.0	252	252
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	65.0	67.9	217	215
SYRACUSE NY (SYR)	78.5	82.8	701	703

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TALLAHASSEE FL (TLH)	69.0	72.1	478	477
TAMPA FL (TPA)	80.1	82.7	6,585	6,583
TELLURIDE CO (TEX)	78.4	76.5	51	51
TEXARKANA AR (TXK)	72.6	88.7	62	62
TOLEDO OH (TOL)	70.4	81.5	27	27
TRAVERSE CITY MI (TVC)	77.6	77.6	174	174
TUCSON AZ (TUS)	79.1	86.2	1,979	1,981
TULSA OK (TUL)	76.9	84.7	1,511	1,510
TUNICA MS (UTM)	82.4	88.2	17	17
TWIN FALLS ID (TWF)	92.7	92.0	124	125
TYLER TX (TYR)	80.6	87.1	62	62
VALDOSTA GA (VLD)	66.3	73.0	89	89
VALPARAISO FL (VPS)	75.8	79.1	645	645
WACO TX (ACT)	94.8	93.1	58	58
WASHINGTON DC (DCA)	79.8	85.7	6,752	6,753
WASHINGTON DC (IAD)	83.1	84.6	6,964	6,955
WAUSAU/MARSHFIELD WI (CWA)	69.8	75.9	116	116
WEST PALM BEACH/PALM BEACH FL (PBI)	77.9	82.4	2,765	2,763
WHITE PLAINS NY (HPN)	71.1	76.9	798	797
WICHITA FALLS TX (SPS)	96.3	96.3	27	27
WICHITA KS (ICT)	75.1	81.2	886	930
WILMINGTON NC (ILM)	76.4	79.3	275	276
WRANGELL AK (WRG)	64.5	77.4	62	62
YAKUTAT AK (YAK)	95.2	96.8	62	62
YUMA AZ (YUM)	88.0	87.7	342	342

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
SKYWEST	19	28,603	611	2.1	147	50,297	1,278	2.5
EXPRESSJET	19	18,889	449	2.4	118	37,328	941	2.5
MESA	17	7,143	103	1.4	86	13,761	330	2.4
ATLANTIC SOUTHEAST	17	13,707	265	1.9	116	29,158	593	2.0
AMERICAN EAGLE	19	22,123	420	1.9	131	37,664	719	1.9
AMERICAN	28	36,866	721	2.0	78	46,705	834	1.8
ALASKA	18	7,068	58	0.8	50	11,976	122	1.0
DELTA	29	48,874	396	0.8	113	62,641	505	0.8
UNITED	27	23,752	174	0.7	73	27,481	203	0.7
US AIRWAYS	28	30,257	205	0.7	78	35,961	238	0.7
SOUTHWEST	21	51,019	321	0.6	72	99,857	628	0.6
AIRTRAN	22	14,222	90	0.6	65	21,691	126	0.6
JETBLUE	21	12,871	49	0.4	48	18,481	84	0.5
HAWAIIAN	7	376	0	0.0	15	5,617	23	0.4
CONTINENTAL	27	17,198	28	0.2	60	21,338	38	0.2
FRONTIER	21	5,389	8	0.1	42	6,731	9	0.1
Total		338,357	3,898	1.2	Total	526,687	6,671	1.3

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
SKYWEST	3,009	395	13.1
AMERICAN EAGLE	1,254	164	13.1
AMERICAN	1,584	206	13.0
MESA	987	113	11.4
EXPRESSJET	6,477	574	8.9
ATLANTIC SOUTHEAST	1,684	145	8.6
ALASKA	449	17	3.8
UNITED	1,317	48	3.6
DELTA	2,715	91	3.4
SOUTHWEST	14,242	471	3.3
US AIRWAYS	1,733	52	3.0
AIRTRAN	854	22	2.6
JETBLUE	646	15	2.3
CONTINENTAL	964	11	1.1
HAWAIIAN	209	2	1.0
FRONTIER	300	1	0.3
<b>Total</b>	<b>38,424</b>	<b>2,327</b>	<b>6.1</b>

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>

**MARCH 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	46705	37754	80.84%	834	1.79%	133	0.28%	2910	6.23%	193	0.41%	2694	5.77%	5	0.01%	2182	4.67%
AS	11976	9888	82.57%	122	1.02%	26	0.22%	588	4.91%	38	0.32%	708	5.91%	6	0.05%	600	5.01%
B6	18481	13184	71.34%	84	0.45%	62	0.34%	1627	8.80%	38	0.20%	1871	10.12%	7	0.04%	1608	8.70%
CO	21338	16555	77.58%	38	0.18%	69	0.32%	1211	5.68%	127	0.60%	2298	10.77%	31	0.15%	1008	4.73%
DL	62641	49114	78.41%	505	0.81%	95	0.15%	3575	5.71%	230	0.37%	5232	8.35%	4	0.01%	3886	6.20%
EV	29158	21052	72.20%	593	2.03%	53	0.18%	2294	7.87%	146	0.50%	1612	5.53%	9	0.03%	3399	11.66%
F9	6731	5355	79.56%	9	0.13%	11	0.16%	304	4.52%	8	0.12%	626	9.30%	0	0.00%	417	6.20%
FL	21691	17958	82.79%	126	0.58%	58	0.27%	577	2.66%	15	0.07%	1441	6.64%	0	0.00%	1516	6.99%
HA	5617	4965	88.39%	23	0.41%	9	0.16%	347	6.17%	1	0.01%	1	0.02%	0	0.00%	271	4.83%
MQ	37664	30071	79.84%	719	1.91%	119	0.32%	2034	5.40%	199	0.53%	2215	5.88%	1	0.00%	2305	6.12%
OO	50297	38703	76.95%	1278	2.54%	160	0.32%	2188	4.35%	113	0.23%	3104	6.17%	23	0.05%	4728	9.40%
UA	27481	23087	84.01%	203	0.74%	36	0.13%	836	3.04%	42	0.15%	1673	6.09%	0	0.00%	1603	5.83%
US	35961	29793	82.85%	238	0.66%	42	0.12%	1618	4.50%	55	0.15%	2886	8.02%	21	0.06%	1308	3.64%
WN	99857	79775	79.89%	628	0.63%	147	0.15%	5443	5.45%	363	0.36%	3177	3.18%	82	0.08%	10242	10.26%
XE	37328	28582	76.57%	941	2.52%	112	0.30%	2114	5.66%	85	0.23%	2307	6.18%	11	0.03%	3177	8.51%
YV	13761	11487	83.48%	330	2.40%	19	0.14%	535	3.89%	31	0.23%	571	4.15%	3	0.02%	785	5.70%
TOTAL	526687	417323		6671		1151		28201		1685		32416		203		39037	
			79.24%		1.27%		0.22%		5.35%		0.32%		6.15%		0.04%		7.41%

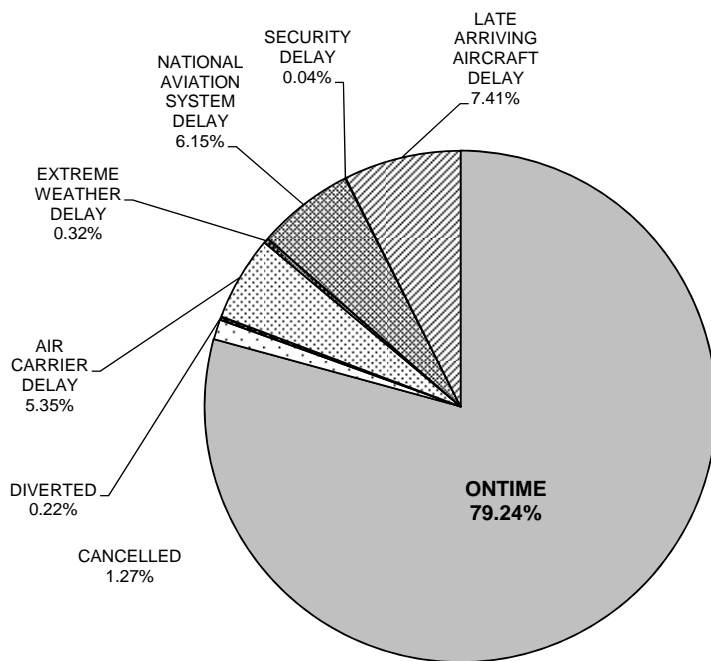
**\*Causes of Delay:**

- **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.

MARCH 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>



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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 March.**

MARCH 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	35,961	29	0.08
B6	18,481	13	0.07
DL	62,641	36	0.06
XE	37,328	19	0.05
OO	50,297	22	0.04
CO	21,338	6	0.03
MQ	37,664	10	0.03
UA	27,481	7	0.03
AA	46,705	11	0.02
FL	21,691	5	0.02
YV	13,761	2	0.02
WN	99,857	13	0.01
EV	29,158	2	0.01
AS	11,976	0	0.00
HA	5,617	0	0.00
F9	6,731	0	0.00
<b>TOTAL</b>	<b>526,687</b>	<b>175</b>	<b>0.03</b>

**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

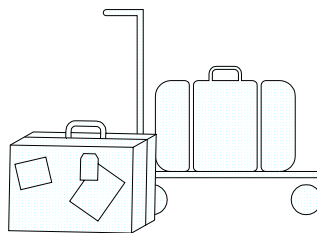
#### Data to DOT and to CRS Vendors

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.



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

RANK	AIRLINE	MARCH 2011			MARCH 2010		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	3,503	2,220,634	1.58	3,290	2,185,416	1.51
2	FRONTIER AIRLINES	1,726	804,443	2.15	2,399	838,998	2.86
3	JETBLUE AIRWAYS	4,828	2,090,586	2.31	5,465	1,919,863	2.85
4	US AIRWAYS	10,294	4,245,750	2.42	11,695	4,003,424	2.92
5	CONTINENTAL AIRLINES	8,125	2,848,458	2.85	6,943	2,775,541	2.50
6	DELTA AIR LINES	24,103	8,225,015	2.93	30,306	7,976,862	3.80
7	ALASKA AIRLINES	4,246	1,408,205	3.02	3,284	1,243,934	2.64
8	UNITED AIRLINES**	11,763	3,627,915	3.24	14,782	3,977,181	3.72
9	HAWAIIAN AIRLINES	2,412	725,391	3.33	1,180	714,208	1.65
10	AMERICAN AIRLINES	20,334	5,927,425	3.43	26,078	6,021,024	4.33
11	SOUTHWEST AIRLINES	34,829	9,917,498	3.51	31,148	9,382,791	3.32
12	SKYWEST AIRLINES	8,690	1,996,737	4.35	10,307	2,082,318	4.95
13	MESA AIRLINES	3,456	764,796	4.52	3,099	844,994	3.67
14	EXPRESSJET AIRLINES	8,182	1,398,028	5.85	5,776	1,277,097	4.52
15	ATLANTIC SOUTHEAST AIRLINES	8,255	1,276,407	6.47	9,608	1,200,779	8.00
16	AMERICAN EAGLE AIRLINES	9,740	1,391,477	7.00	9,762	1,346,148	7.25
TOTALS		164,486	48,868,765	3.37	175,122	47,790,578	3.66

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 March 2011.

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

**JANUARY - MARCH**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**  
**U.S. AIRLINES\***

RANK	AIRLINE	JANUARY - MARCH 2011			JANUARY - MARCH 2010		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	9,570	5,597,011	1.71	9,681	5,583,024	1.73
2	JETBLUE AIRWAYS	12,813	5,456,605	2.35	14,820	4,917,617	3.01
3	FRONTIER AIRLINES	5,104	2,071,351	2.46	5,901	2,056,804	2.87
4	US AIRWAYS	29,976	11,314,736	2.65	34,172	10,737,648	3.18
5	ALASKA AIRLINES	11,529	3,759,030	3.07	10,018	3,332,632	3.01
6	CONTINENTAL AIRLINES	22,901	7,428,191	3.08	20,469	7,411,544	2.76
7	HAWAIIAN AIRLINES	6,562	2,062,492	3.18	3,706	2,026,312	1.83
8	DELTA AIR LINES	67,398	21,119,611	3.19	85,850	20,633,802	4.16
9	UNITED AIRLINES***	37,545	9,777,276	3.84	45,358	10,500,429	4.32
10	SOUTHWEST AIRLINES**	104,525	26,212,128	3.99	88,671	24,342,488	3.64
11	AMERICAN AIRLINES	63,527	15,898,135	4.00	71,530	16,136,710	4.43
12	MESA AIRLINES	10,320	2,078,542	4.97	11,004	2,378,555	4.63
13	SKYWEST AIRLINES	27,583	5,473,896	5.04	31,202	5,568,530	5.60
14	EXPRESSJET AIRLINES	21,445	3,482,203	6.16	15,043	3,191,353	4.71
15	ATLANTIC SOUTHEAST AIRLINES	22,250	3,263,135	6.82	28,725	3,147,476	9.13
16	AMERICAN EAGLE AIRLINES	30,631	3,647,512	8.40	29,794	3,568,506	8.35
TOTALS		483,679	128,641,854	3.76	505,944	125,533,430	4.03

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.

\*\* Southwest Airlines revised its Total Baggage Reports for January and February 2011 after the submissions were published in the *ATCR*. This table reflects those revisions.

\*\*\* United Airlines revised its Total Baggage Reports for January, February and March 2011 after the submissions were published in the *ATCR*. This table reflects those revisions.

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

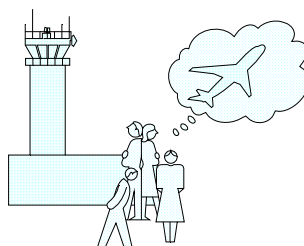
## OVERSALES

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.





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

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

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	MARCH 2011				MARCH 2010			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	654	46	1	69	811	45	3	91
FOREIGN AIRLINES	115	4	0	15	127	5	0	15
TRAVEL AGENTS	10	1	0	1	9	0	0	0
TOUR OPERATORS	5	0	0	0	7	0	0	1
MISCELLANEOUS	19	6	0	21	10	8	0	22
<b>INDUSTRY TOTALS</b>	<b>803</b>	<b>57</b>	<b>1</b>	<b>106</b>	<b>964</b>	<b>58</b>	<b>3</b>	<b>129</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	MARCH 2011			MARCH 2010		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	205		1	310	
CANCELLATIONS			85			128
DELAYS			63			88
MISCONNECTIONS			34			51
BAGGAGE	2	136		2	180	
RES/TKTG/BOARDING	3	112		3	112	
CUSTOMER SERVICE	4	85		4	105	
REFUNDS	5	82		5	69	
DISABILITY	6	50		7	47	
OVERSALES	6	50		6	52	
FARES	8	40		8	35	
OTHER	9	25		9	26	
FREQUENT FLYER			20			22
DISCRIMINATION	10	10		10	15	
ADVERTISING	11	8		11	13	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		803			964	

\* 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\*

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	3	1	2	0	0	1	4	1	0	1	0	0	13
ALASKA AIRLINES	2	0	0	1	0	2	1	0	0	0	0	0	6
ALLEGiant AIR	2	0	1	2	3	1	2	0	1	0	0	0	12
AMERICAN AIRLINES	20	6	14	6	7	22	5	4	0	2	0	2	88
AMERICAN EAGLE AIRLINES	14	1	0	0	1	3	1	0	0	0	0	0	20
ATLANTIC SOUTHEAST AIRLINES	8	2	0	0	0	0	1	3	0	0	0	1	15
CONTINENTAL AIRLINES	16	2	9	4	7	7	9	6	0	0	0	0	60
DELTA AIR LINES	24	6	16	5	8	23	14	7	2	2	0	2	109
EXPRESSJET AIRLINES	9	1	0	0	0	1	0	2	0	0	0	0	13
FRONTIER AIRLINES	5	1	1	0	0	1	2	1	0	0	0	1	12
HAWAIIAN AIRLINES	0	1	1	0	2	2	0	1	1	0	0	0	8
JETBLUE AIRWAYS	9	0	3	2	1	1	1	1	1	0	0	0	19
MESA AIRLINES	2	1	2	0	0	2	1	2	0	0	0	0	10
Piedmont AIRLINES	2	1	0	0	0	1	0	1	0	0	0	0	5
Pinnacle AIRLINES	4	2	1	0	0	0	0	0	0	0	0	0	7
SKYWEST AIRLINES	8	0	2	0	0	1	1	0	0	0	0	0	12
SOUTHWEST AIRLINES	2	2	2	1	2	3	5	5	1	1	0	4	28
SPIRIT AIRLINES	8	7	2	2	2	5	5	0	0	1	0	1	33
UNITED AIRLINES	16	4	12	6	8	13	10	4	0	0	0	6	79
US AIRWAYS	12	4	8	4	4	5	11	4	0	0	0	2	54
OTHER U. S. AIRLINES	27	4	0	1	4	6	6	2	0	1	0	0	51
TOTAL MARCH 2011	193	46	76	34	49	100	79	44	6	8	0	19	654
% OF TOTAL COMPLAINTS	29.5	7.0	11.6	5.2	7.5	15.3	12.1	6.7	0.9	1.2	0	2.9	
TOTAL MARCH 2010	278	45	88	29	50	135	93	43	10	15	0	25	811
% OF TOTAL COMPLAINTS	34.3	5.5	10.9	3.6	6.2	16.6	11.5	5.3	1.2	1.8	0	3.1	

\* 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

MARCH 2011

U. S. AIRLINES*	COMPS RECD IN MARCH	INCI - DENTS IN MARCH	PERCENT	INCI - DENTS IN FEB	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	13	10	76.9	1	7.7	1	7.7	1	7.7
ALASKA AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
ALLEGiant AIR	12	3	25.0	1	8.3	8	66.7	0	0.0
AMERICAN AIRLINES	88	36	40.9	13	14.8	29	33.0	10	11.4
AMERICAN EAGLE AIRLINES	20	12	60.0	6	30.0	1	5.0	1	5.0
ATLANTIC SOUTHEAST AIRLINES	15	6	40.0	4	26.7	5	33.3	0	0.0
CONTINENTAL AIRLINES	60	21	35.0	8	13.3	27	45.0	4	6.7
DELTA AIRLINES	109	38	34.9	24	22.0	42	38.5	5	4.6
EXPRESSJET AIRLINES	13	3	23.1	5	38.5	3	23.1	2	15.4
FRONTIER AIRLINES	12	5	41.7	3	25.0	4	33.3	0	0.0
HAWAIIAN AIRLINES	8	1	12.5	1	12.5	2	25.0	4	50.0
JETBLUE AIRWAYS	19	7	36.8	5	26.3	6	31.6	1	5.3
MESA AIRLINES	10	6	60.0	2	20.0	1	10.0	1	10.0
PIEDMONT AIRLINES	5	2	40.0	1	20.0	2	40.0	0	0.0
PINNACLE AIRLINES	7	5	71.4	2	28.6	0	0.0	0	0.0
SKYWEST AIRLINES	12	7	58.3	3	25.0	2	16.7	0	0.0
SOUTHWEST AIRLINES	28	10	35.7	5	17.9	4	14.3	9	32.1
SPIRIT AIRLINES	33	17	51.5	7	21.2	6	18.2	3	9.1
UNITED AIRLINES	79	30	38.0	12	15.2	31	39.2	6	7.6
US AIRWAYS	54	23	42.6	10	18.5	16	29.6	5	9.3
OTHER U. S. AIRLINES	51	25	49.0	12	23.5	11	21.6	3	5.9
<b>TOTALS</b>	<b>654</b>	<b>271</b>	<b>41.4</b>	<b>126</b>	<b>19.3</b>	<b>202</b>	<b>30.9</b>	<b>55</b>	<b>8.4</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>811</b>	<b>363</b>	<b>44.8</b>	<b>175</b>	<b>21.6</b>	<b>188</b>	<b>23.2</b>	<b>85</b>	<b>10.5</b>

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

Table 5

AIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U. S. AIRLINES\*  
BY COMPLAINT CATEGORY\*\*

MARCH 2011

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DI SCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXICO	2	1	0	1	1	1	0	0	0	0	0	0	6
AIR FRANCE	2	0	1	1	1	2	2	1	0	0	0	0	10
BRITISH AIRWAYS	0	2	3	0	2	4	0	0	1	0	0	1	13
EMI RATES AIRLINES	0	0	0	0	0	3	1	0	1	0	0	0	5
KLM	0	0	2	0	1	1	1	0	0	0	0	2	7
LUFTHANSA	1	0	2	0	3	2	0	0	0	0	0	0	8
OTHER FOREIGN AIRLINES	6	1	18	1	12	19	1	3	0	2	0	3	66
<b>TOTALS</b>	<b>11</b>	<b>4</b>	<b>26</b>	<b>3</b>	<b>20</b>	<b>32</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>115</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	5	1	4	0	0	0	0	0	0	0	10
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	0	1	1	1	0	0	1	0	0	0	0	5
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	4	1	8	4	1	1	0	0	0	0	19
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>8</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>19</b>

\* 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

MARCH  
CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	MARCH 2011			MARCH 2010		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	28	9,697,091	<b>0.29</b>	28	9,161,474	<b>0.31</b>
2	<b>ALASKA AIRLINES</b>	6	1,541,292	<b>0.39</b>	5	1,350,881	<b>0.37</b>
3	<b>SKYWEST AIRLINES</b>	12	2,077,443	<b>0.58</b>	12	2,085,771	<b>0.58</b>
4	<b>AIRTRAN AIRWAYS</b>	13	2,199,745	<b>0.59</b>	34	2,149,227	<b>1.58</b>
5	<b>JETBLUE AIRWAYS</b>	19	2,306,294	<b>0.82</b>	36	2,120,075	<b>1.70</b>
6	<b>EXPRESSJET AIRLINES</b>	13	1,465,512	<b>0.89</b>	9	1,411,887	<b>0.64</b>
7	<b>FRONTIER AIRLINES</b>	12	1,268,966	<b>0.95</b>	9	818,815	<b>1.10</b>
8	<b>HAWAIIAN AIRLINES</b>	8	732,066	<b>1.09</b>	8	703,845	<b>1.14</b>
9	<b>DELTA AIR LINES</b>	109	9,787,572	<b>1.11</b>	216	9,502,496	<b>2.27</b>
10	<b>US AIRWAYS</b>	54	4,691,190	<b>1.15</b>	83	4,491,608	<b>1.85</b>
11	<b>AMERICAN AIRLINES</b>	88	7,422,002	<b>1.19</b>	103	7,509,362	<b>1.37</b>
12	<b>ATLANTIC SOUTHEAST AIRLINES</b>	15	1,261,365	<b>1.19</b>	6	1,206,188	<b>0.50</b>
13	<b>MESA AIRLINES</b>	10	735,570	<b>1.36</b>	3	820,157	<b>0.37</b>
14	<b>AMERICAN EAGLE AIRLINES</b>	20	1,425,481	<b>1.40</b>	7	1,381,828	<b>0.51</b>
15	<b>CONTINENTAL AIRLINES</b>	60	3,989,932	<b>1.50</b>	58	3,811,927	<b>1.52</b>
16	<b>UNITED AIRLINES</b>	79	4,338,233	<b>1.82</b>	62	4,681,216	<b>1.32</b>
	<b>TOTAL</b>	<b>546</b>	<b>54,939,754</b>	<b>0.99</b>	<b>679</b>	<b>53,206,757</b>	<b>1.28</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 March 2010 reflect the deletion of Comair and Pinnacle's data for the month.



TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS

	JANUARY - MARCH 2011				JANUARY - MARCH 2010			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,889	113	4	199	2,200	145	8	246
FOREIGN AIRLINES	369	12	0	42	392	9	0	30
TRAVEL AGENTS	34	3	0	3	22	0	0	2
TOUR OPERATORS	10	2	0	0	17	0	0	1
MISCELLANEOUS*	44	21	0	43	31	24	0	62
<b>INDUSTRY TOTALS</b>	<b>2,346</b>	<b>151</b>	<b>4</b>	<b>287</b>	<b>2,662</b>	<b>178</b>	<b>8</b>	<b>341</b>

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - MARCH 2011			JANUARY - MARCH 2010		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	622		1	844	
CANCELLATIONS			304			378
DELAYS			160			244
MISCONNECTIONS			86			131
BAGGAGE	2	455		2	535	
RES/TKTG/BOARDING	3	315		3	316	
CUSTOMER SERVICE	4	259		4	311	
REFUNDS	5	206		5	164	
DISABILITY	6	130		6	123	
FARES	7	121		7	121	
OVERSALES	8	116		8	119	
OTHER	9	65		9	81	
FREQUENT FLYER			52			68
DISCRIMINATION	10	31		10	27	
ADVERTISING	11	21		11	21	
ANIMALS	12	5		12	0	
<b>COMPLAINT TOTAL</b>		<b>2,346</b>			<b>2,662</b>	

\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

COMPLAINTS AGAINST U. S. AIRLINES  
BY COMPLAINT CATEGORY  
JANUARY - MARCH 2011

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AI RTRAN AI RWAYS	10	5	5	1	0	5	5	2	0	2	0	0	35
ALASKA AI RLI NES	4	1	1	1	0	6	3	2	0	0	0	1	19
ALLEGI ANT AI R	15	1	7	3	7	4	8	3	1	0	0	1	50
AMERI CAN AI RLI NES	59	12	31	16	24	57	23	16	1	6	0	3	248
AMERI CAN EAGLE AI RLI NES	26	2	3	0	2	10	2	0	0	0	0	1	46
ATLANTI C SOUTHEAST AI RLI NES	12	2	1	0	0	3	2	4	0	0	0	1	25
CHAUTAUQUA AI RLI NES	8	0	0	0	0	1	0	1	0	0	0	0	10
COLGAN AI R	7	0	1	0	0	0	2	0	0	0	0	0	10
CONTI NENTAL AI RLI NES	48	8	28	10	16	16	33	15	1	4	0	4	183
DELTA AI R LI NES	99	20	48	22	23	73	47	16	4	6	3	13	374
EXPRESSJET AI RLI NES	19	2	1	0	1	1	1	2	0	0	0	0	27
FRONTI ER AI RLI NES	9	1	4	2	0	1	4	3	0	0	0	2	26
HAWAI IAN AI RLI NES	1	1	1	0	2	3	3	1	1	0	0	0	13
JETBLUE AI RWAYS	23	0	4	7	5	4	8	5	2	1	0	1	60
MESA AI RLI NES	5	1	2	0	0	3	1	3	0	0	0	1	16
PI EDMONT AI RLI NES	10	1	0	0	0	6	1	2	0	0	0	0	20
PI NNACLE AI RLI NES	11	3	1	0	0	0	0	1	0	0	0	0	16
REPUBLI C AI RWAYS	10	0	1	1	0	1	0	0	0	0	0	0	13
SHUTTLE AMERI CA	5	0	1	0	0	3	1	0	0	0	0	0	10
SKYWEST AI RLI NES	26	2	5	0	0	8	4	2	0	0	0	0	47
SOUTHWEST AI RLI NES	9	2	5	2	5	10	10	12	2	2	0	4	63
SPIRIT AI RLI NES	21	9	14	2	8	17	11	0	2	2	0	3	89
TRANS STATES AI RLI NES	5	0	0	0	0	4	0	1	0	0	0	0	10
UNI TED AI RLI NES	32	9	31	16	22	43	33	9	1	0	0	11	207
UNI TED EXPRESS	5	1	3	0	0	1	3	0	0	0	0	0	13
US AI RWAYS	46	8	26	17	13	26	23	10	0	1	0	5	175
OTHER U. S. AI RLI NES	36	8	3	2	10	9	9	5	0	1	1	0	84
TOTAL JANUARY 2011	561	99	227	102	138	315	237	115	15	25	4	51	1,889
% OF TOTAL COMPLAINTS	29.7	5.2	12.0	5.4	7.3	16.7	12.5	6.1	0.8	1.3	0.2	2.7	
TOTAL JANUARY 2010	749	103	253	95	118	389	268	111	17	25	0	72	2,200
% OF TOTAL COMPLAINTS	34.0	4.7	11.5	4.3	5.4	17.7	12.2	5.0	0.8	1.1	0	3.3	

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

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

TABLE 4 (YTD)

## COMPANIES OTHER THAN U. S. AIRLINES

## BY COMPLAINT CATEGORY\*\*

JANUARY – MARCH 2011

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SABILITY	ADVERTISING	DI SCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXICO	4	1	0	1	1	3	0	1	0	0	0	0	11
AIR FRANCE	2	2	5	1	2	18	3	1	0	0	0	1	35
ALITALIA AIRLINES	2	0	3	0	1	5	0	0	1	0	0	0	12
BRITISH AIRWAYS	4	2	3	0	3	11	1	2	1	0	0	2	29
EMI RATES AIRLINES	1	1	2	0	1	6	3	0	1	0	0	0	15
KLM	1	0	5	0	2	3	2	2	0	0	1	2	18
LUFTHANSA	4	1	4	2	6	15	1	0	0	0	0	0	33
VIRGIN ATLANTIC AIRWAYS	2	0	2	0	5	3	1	0	0	0	0	0	13
OTHER FOREIGN AIRLINES	31	8	39	6	25	65	9	7	0	6	0	7	203
TOTALS	51	15	63	10	46	129	20	13	3	6	1	12	369
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	2	0	16	5	10	0	1	0	0	0	0	0	34
TOTALS	2	0	16	5	10	0	1	0	0	0	0	0	34
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	2	0	3	2	1	0	0	1	1	0	0	0	10
TOTALS	2	0	3	2	1	0	0	1	1	0	0	0	10
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	6	2	6	2	11	11	1	1	2	0	0	2	44
TOTALS	6	2	6	2	11	11	1	1	2	0	0	2	44

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

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

TABLE 5 (YTD)

JANUARY – MARCH  
CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	JANUARY - MARCH 2011			JANUARY - MARCH 2010		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	63	25,617,315	0.25	77	23,715,801	0.32
2	<i>ALASKA AIRLINES</i>	19	4,107,393	0.46	16	3,640,628	0.44
3	<i>HAWAIIAN AIRLINES</i>	13	2,089,551	0.62	20	1,999,172	1.00
4	<i>AIRTRAN AIRWAYS</i>	35	5,524,863	0.63	78	5,443,911	1.43
5	<i>EXPRESSJET AIRLINES</i>	27	3,682,292	0.73	19	3,570,329	0.53
6	<i>ATLANTIC SOUTHEAST AIRLINES</i>	25	3,225,906	0.78	15	3,150,296	0.48
7	<i>FRONTIER AIRLINES</i>	26	3,291,266	0.79	24	2,093,092	1.15
8	<i>MESA AIRLINES</i>	16	2,008,404	0.80	13	2,294,856	0.57
9	<i>SKYWEST AIRLINES</i>	47	5,658,882	0.83	45	5,563,407	0.81
10	<i>JETBLUE AIRWAYS</i>	60	6,038,178	0.99	73	5,442,445	1.34
11	<i>AMERICAN AIRLINES</i>	248	20,108,121	1.23	287	20,169,487	1.42
12	<i>AMERICAN EAGLE AIRLINES</i>	46	3,716,358	1.24	29	3,657,324	0.79
13	<i>US AIRWAYS</i>	175	12,504,119	1.40	223	11,985,219	1.86
14	<i>DELTA AIR LINES</i>	374	25,377,747	1.47	530	24,675,850	2.15
15	<i>CONTINENTAL AIRLINES</i>	183	10,547,182	1.74	163	10,154,659	1.61
16	<i>UNITED AIRLINES</i>	207	11,745,809	1.76	216	12,426,387	1.74
	<b>TOTAL</b>	<b>1,564</b>	<b>145,243,386</b>	<b>1.08</b>	<b>1,828</b>	<b>139,982,863</b>	<b>1.31</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 January - March 2010 reflect the deletion of Comair and Pinnacle's data for those months.

## **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.

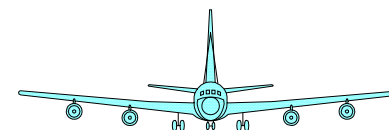
**Disability:** Civil rights complaints by air travelers with disabilities.

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

The Transportation Security Administration (TSA) screened approximately 55 million airline passengers and their 44 million checked bags in the month of March 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 March.

**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 <sup>c</sup>	Number of Complaints	Percentage of Flying Public
215	.0004	67	.0001	63*	.0001	206*	.0004*

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
221	.0005	673	.002

**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 9AM- 7PM Monday through Friday.

<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 March.

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.

### March 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>).

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#"><i><u>American</u></i></a>	<b>1</b>		
<a href="#"><i><u>Delta</u></i></a>	<b>4</b>	<b>1</b>	
<a href="#"><i><u>United</u></i></a>	<b>1</b>		
<b><i>Total</i></b>	<b>6</b>	<b>1</b>	