



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: November 2011**



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

September 2011  
12 Months Ending September 2011

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

September 2011  
January-September 2011

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

3<sup>rd</sup> Quarter 2011  
January-September 2011

**Consumer Complaints<sup>2</sup>**

(Includes Disability and  
Discrimination Complaints)

September 2011

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

September 2011

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

September 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 11A lists the regularly scheduled international flights with tarmac delays of more than 4 hours. 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, 11 and 11A 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 \*

	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	86.8	15	95.5
ALASKA AIRLINES S/	18	92.1	50	91.7
AIRTRAN AIRWAYS S/	22	88.6	63	89.5
DELTA AIR LINES S/	29	87.4	124	88.0
FRONTIER AIRLINES S/	20	87.6	49	87.0
MESA AIRLINES S/	17	86.2	86	85.5
SKYWEST AIRLINES S/	19	85.3	147	85.1
SOUTHWEST AIRLINES S/	21	84.1	72	84.3
AMERICAN EAGLE S/	20	84.0	133	84.3
AMERICAN AIRLINES S/	28	82.3	80	82.2
UNITED AIRLINES S/	26	81.8	68	82.2
ATLANTIC SOUTHEAST AIRLINES S/	19	80.5	121	81.2
US AIRWAYS S/	27	80.6	76	80.7
CONTINENTAL AIRLINES S/	26	79.0	51	79.8
EXPRESSJET AIRLINES S/V/	16	78.5	114	77.9
JETBLUE AIRWAYS S/	21	76.8	50	77.8
TOTAL		83.5		83.9

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

\* 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.

## SEPTEMBER 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	4th Quarter 10-12 2010		1st Quarter 01-03 2011		2nd Quarter 04-06 2011		3rd Quarter 07-09 2011		Jul -11		Aug-11		Sep-11		12 Months Ending Sep 2011		Database To Date 09 1987-09 2011	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	87.0	3	81.0	5	82.6	3	84.1	3	81.2	4	82.4	7	89.5	3	83.7	3	(--)	(--)
ALASKA	83.9	6	83.4	2	90.6	2	91.1	2	90.9	2	90.8	2	91.7	2	87.4	2	76.5	6
AMERICAN	84.0	5	77.4	7	72.9	12	78.5	10	77.6	7	75.9	13	82.2	10	78.2	10	78.0	4
AMERICAN EAGLE	81.7	9	73.1	15	70.2	15	78.7	9	75.9	8	76.4	12	84.3	9	75.9	14	74.2	8
ATLANTIC SOUTHEAST	77.6	14	73.4	13	69.3	16	75.3	15	69.0	16	76.6	11	81.2	12	73.9	17	(--)	(--)
COMAIR	74.7	16	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	74.7	16	(--)	(--)
CONTINENTAL	80.9	11	76.6	9	74.2	11	76.5	13	75.9	9	74.3	14	79.8	14	77.1	13	78.3	2
DELTA	78.0	13	77.1	8	79.8	6	83.3	5	79.9	6	82.5	6	88.0	4	79.6	6	77.6	5
EXPRESSJET	81.5	10	73.2	14	70.5	14	75.5	14	71.1	15	77.8	10	77.9	15	75.0	15	(--)	(--)
FRONTIER	82.2	8	76.1	11	77.1	9	80.9	7	72.8	14	83.4	5	87.0	5	79.1	8	(--)	(--)
HAWAIIAN	92.0	1	90.4	1	92.9	1	95.2	1	95.1	1	94.8	1	95.5	1	92.6	1	(--)	(--)
JETBLUE	71.1	18	67.4	16	72.7	13	70.9	16	74.1	12	61.6	16	77.8	16	70.6	18	(--)	(--)
MESA	85.2	4	82.6	4	81.6	4	83.1	6	80.9	5	83.4	4	85.5	6	83.1	4	(--)	(--)
PINNACLE	79.4	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	79.4	7	(--)	(--)
SKYWEST	75.1	15	75.0	12	79.9	5	80.1	8	75.1	11	80.6	8	85.1	7	77.5	12	(--)	(--)
SOUTHWEST	74.6	17	76.3	10	77.6	8	83.8	4	83.8	3	83.4	3	84.3	8	78.2	11	81.9	1
UNITED	88.1	2	82.7	3	77.8	7	77.4	11	73.0	13	77.8	9	82.2	11	81.6	5	76.2	7
US AIRWAYS	82.9	7	80.7	6	75.1	10	76.7	12	75.5	10	74.2	15	80.7	13	78.8	9	78.3	3
Total	79.6		76.8		76.5		80.2		77.8		79.3		83.9		78.3		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).

SEPTEMBER 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	431	81.9	798	67.9	242	75.6	194	75.3	849	76.3	408	80.4	12785	87.9	184	78.8
AS	30	73.3	90	77.8	H/		H/		89	84.3	94	96.8	87	89.7	H/	
B6	H/		2373	74.8	146	83.6	137	75.2	261	76.6	86	83.7	H/		H/	
CO	165	89.1	488	67.6	104	71.2	84	69.0	221	86.0	553	88.8	157	82.8	105	80.0
DL	16022	87.1	1062	80.7	625	80.3	359	85.2	835	83.8	563	90.8	362	89.2	3927	86.6
EV	7880	81.2	116	78.4	92	79.3	80	67.5	215	84.2	H/		206	84.5	1439	84.6
F9	83	94.0	80	70.0	H/		H/		169	77.5	3385	89.7	138	87.0	86	73.3
FL	5735	90.1	534	84.5	1357	86.1	154	77.3	358	87.4	119	96.6	201	85.1	159	95.6
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	419	67.1	342	67.3	172	80.2	408	70.6	598	78.3	180	82.2	5966	89.3	342	76.0
OO	170	75.9	H/		H/		65	81.5	25	76.0	4466	88.2	368	80.4	95	86.3
UA	28	78.6	592	70.8	239	74.5	30	83.3	347	74.6	3493	88.3	299	83.6	31	71.0
US	432	80.6	1563	76.1	361	72.0	6598	78.5	1585	80.1	369	83.2	569	79.1	268	77.6
WN	H/		757	76.4	5025	80.7	H/		H/		4381	87.0	H/		474	84.0
XE	199	66.8	32	71.9	58	69.0	273	69.6	165	67.3	1722	84.2	140	84.3	208	72.1
YV	135	81.5	18	61.1	H/		1839	84.8	H/		H/		72	91.7	35	80.0
TOTAL	31729	85.5	8845	74.9	8421	80.7	10221	79.1	5717	79.8	19819	87.7	21350	87.8	7353	84.5

\* 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	299	66.6	224	76.3	294	79.6	263	81.7	1115	74.1	757	82.6	2402	83.0	1194	72.3
AS	60	81.7	H/		H/		30	80.0	H/		377	97.1	516	94.4	H/	
B6	415	65.3	1039	74.4	364	75.0	H/		3510	77.2	368	85.3	234	79.5	280	73.2
CO	3320	64.8	357	73.4	62	82.3	5454	85.3	H/		600	85.2	680	87.4	252	71.0
DL	492	74.4	749	86.5	229	88.6	176	89.8	1491	80.8	1019	92.4	1600	88.8	1868	80.7
EV	65	63.1	25	68.0	742	72.8	184	83.7	119	68.9	H/		H/		75	57.3
F9	H/		31	96.8	H/		H/		H/		204	87.7	191	91.6	191	67.0
FL	H/		398	88.4	94	93.6	H/		H/		197	95.4	184	86.4	553	76.5
HA	H/		H/		H/		H/		H/		72	83.3	60	81.7	H/	
MQ	120	60.8	H/		H/		205	79.5	900	72.6	H/		1729	90.2	1533	76.8
OO	H/		H/		163	77.9	1379	87.5	H/		502	77.7	4061	83.4	2	50.0
UA	268	66.8	H/		1837	77.4	152	83.6	366	74.9	682	87.1	1902	84.1	535	69.2
US	302	67.2	431	73.8	H/		374	76.5	176	76.1	810	88.8	570	78.9	1091	79.9
WN	524	71.0	1228	86.4	230	83.9	H/		H/		6355	87.3	3163	80.8	235	68.9
XE	2970	65.5	H/		1063	67.4	5659	85.3	H/		H/		H/		128	51.6
YV	66	71.2	H/		723	77.9	H/		H/		151	81.5	57	84.2	32	62.5
TOTAL	8901	66.3	4482	81.0	5801	76.0	13876	85.1	7677	76.6	12094	87.3	17349	84.5	7969	75.5

\* 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	763	73.5	H/		3511	79.5	320	86.6	4381	82.1	149	83.2	315	74.9	413	78.9
AS	30	96.7	H/		30	90.0	60	95.0	150	82.7	798	92.7	H/		205	95.6
B6	1291	76.5	H/		H/		H/		227	77.5	123	89.4	H/		60	71.7
CO	425	80.0	H/		205	74.1	H/		629	73.6	168	85.1	133	73.7	286	86.7
DL	1298	86.0	202	86.1	616	88.1	4758	92.8	496	84.9	384	93.0	523	77.2	570	91.2
EV	178	82.6	H/		226	90.3	300	89.0	651	69.4	H/		93	62.4	H/	
F9	30	100.0	103	86.4	H/		120	77.5	H/		145	92.4	29	79.3	121	90.1
FL	1558	89.0	332	94.3	23	91.3	225	93.8	H/		H/		216	76.9	53	94.3
HA	H/		H/		H/		H/		H/		60	96.7	H/		30	80.0
MQ	H/		H/		1042	85.4	232	78.4	6808	85.3	H/		145	55.9	119	84.9
OO	H/		H/		H/		1624	93.4	2290	83.9	925	92.6	H/		512	87.1
UA	319	76.2	H/		H/		275	86.2	4700	80.2	391	85.2	275	64.0	209	85.6
US	605	69.4	H/		244	78.3	281	84.0	562	76.7	196	86.7	3702	74.6	4633	93.1
WN	2398	86.9	6375	83.7	H/		473	87.9	H/		1092	84.9	1506	70.9	5183	87.3
XE	H/		H/		H/		260	88.8	3962	81.3	H/		46	50.0	22	90.9
YV	H/		H/		110	79.1	H/		805	86.2	H/		22	72.7	2401	92.3
TOTAL	8895	82.6	7012	84.3	6007	81.7	8928	91.2	25661	82.1	4431	89.2	7005	72.9	14817	89.9

\* 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	439	82.0	400	84.0	928	80.0	148	78.4	495	80.8
AS	326	92.6	3728	93.1	314	79.6	H/		H/	
B6	113	85.8	189	88.4	317	85.2	120	87.5	332	75.9
CO	243	90.1	412	80.1	514	83.1	60	95.0	286	80.4
DL	529	91.1	839	92.3	789	91.0	2490	93.3	739	84.6
EV	H/		H/		H/		H/		123	89.4
F9	132	89.4	147	89.8	140	85.0	133	86.5	H/	
FL	H/		95	96.8	126	93.7	H/		538	89.0
HA	30	90.0	60	93.3	30	76.7	H/		H/	
MQ	266	94.0	H/		H/		176	92.0	H/	
OO	561	77.4	600	93.0	4372	72.0	5067	93.4	H/	
UA	530	86.6	539	88.9	3207	83.5	31	64.5	171	85.4
US	291	84.5	311	88.4	487	79.9	142	93.7	463	73.9
WN	2679	84.7	1238	89.4	1247	73.9	1086	87.9	1905	85.9
XE	H/		H/		H/		H/		H/	
YV	28	92.9	H/		60	61.7	3	100.0	H/	
TOTAL	6167	85.8	8558	90.9	12531	78.5	9456	92.2	5052	83.6

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

SEPTEMBER 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	88.8	78.6	93.9	83.6	90.5	89.6	93.3	85.3	66.5	67.5	80.4	91.3	79.0	97.8	90.6	100.0	92.4	95.2
700 - 759 AM	95.2	81.7	96.4	94.2	89.5	94.8	94.1	96.3	90.0	92.2	85.8	89.9	85.2	96.6	92.0	85.7	100.0	92.7
800 - 859 AM	92.3	90.5	94.0	86.5	87.7	93.4	93.3	91.2	86.6	89.2	100.0	91.0	93.9	95.3	95.0	89.3	96.2	91.8
900 - 959 AM	92.5	88.2	88.9	87.2	90.7	93.7	92.8	93.9	87.6	88.4	98.1	91.6	88.4	92.2	91.2	86.3	91.7	93.4
1000 - 1059 AM	90.6	91.1	91.1	83.1	90.0	91.6	94.5	93.1	89.8	90.0	85.1	87.4	90.8	93.2	88.1	84.1	88.7	92.0
1100 - 1159 AM	90.6	88.4	88.2	82.6	85.3	93.1	91.5	92.1	86.8	90.2	81.1	86.6	90.1	92.6	86.4	85.3	89.7	88.8
1200 - 1259 PM	92.2	91.2	82.9	89.5	85.4	89.9	93.1	90.1	71.5	82.1	87.9	89.2	87.6	91.9	87.4	80.8	88.2	85.8
100 - 159 PM	88.8	80.6	85.7	82.6	83.4	87.7	92.1	89.7	68.8	82.6	85.0	83.8	83.1	86.7	89.9	75.5	83.7	86.9
200 - 259 PM	84.5	82.2	83.4	81.7	85.9	88.3	88.2	83.0	66.9	84.9	84.7	87.3	85.7	87.4	84.9	75.2	85.5	86.6
300 - 359 PM	84.9	73.1	77.2	78.1	83.5	86.8	88.3	83.8	59.4	81.1	69.8	91.3	78.0	86.7	83.4	77.1	82.9	80.3
400 - 459 PM	84.4	72.1	80.7	79.9	80.1	86.0	87.0	82.7	62.5	79.2	69.0	82.5	74.9	80.6	82.4	73.6	82.5	82.2
500 - 559 PM	81.5	64.1	71.9	73.5	76.1	81.4	87.0	81.2	59.1	78.3	80.2	81.3	68.7	86.8	82.4	74.3	76.5	79.2
600 - 659 PM	79.0	63.6	75.0	73.7	72.2	82.1	83.3	78.1	55.5	70.5	70.7	84.8	71.7	80.8	80.4	65.1	74.5	78.2
700 - 759 PM	75.2	66.4	73.5	68.5	67.0	79.1	83.3	82.9	52.2	78.9	80.1	80.3	60.8	81.8	80.8	69.2	73.5	74.2
800 - 859 PM	76.1	61.2	71.2	66.4	71.4	79.7	80.3	77.2	53.8	71.2	67.6	80.5	57.8	81.2	76.3	67.1	75.7	78.7
900 - 959 PM	81.2	60.3	66.5	68.8	73.3	86.5	74.0	78.3	52.3	67.0	69.0	73.1	62.0	79.5	78.8	64.9	68.6	77.4
1000 - 1059 PM	79.5	74.5	78.2	76.9	74.2	85.5	68.9	78.9	62.2	77.5	82.7	80.8	70.0	85.3	75.4	70.0	81.6	81.0
1100 - 559 AM	82.9	73.1	75.3	69.8	72.2	89.1	80.2	78.1	66.2	77.0	78.1	81.0	75.0	86.5	85.5	70.0	79.9	85.0
TOTAL, ALL ARRIVALS, BY AIRPORT	85.5	74.9	80.7	79.1	79.8	87.7	87.8	84.5	66.3	81.0	76.0	85.1	76.6	87.3	84.5	75.5	82.6	84.3

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

SEPTEMBER 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	83.3	94.5	91.5	93.5	82.4	97.5	J/	90.6	94.5	J/	100.0	88.4
700 - 759 AM	91.4	92.1	91.2	97.8	90.9	94.6	87.4	100.0	91.7	97.4	98.0	92.5
800 - 859 AM	90.6	96.2	89.9	89.6	73.6	94.5	96.0	98.6	86.1	96.9	100.0	91.5
900 - 959 AM	89.6	94.0	90.0	92.3	66.1	95.7	93.3	96.1	76.1	94.3	95.2	91.0
1000 - 1059 AM	92.1	95.0	87.6	95.4	75.2	93.3	90.0	92.1	67.4	94.1	93.2	89.2
1100 - 1159 AM	89.1	93.8	86.3	90.7	69.1	93.5	94.5	93.6	77.1	95.7	91.7	88.6
1200 - 1259 PM	91.1	94.1	85.4	94.5	75.6	91.4	87.6	94.0	68.1	93.6	90.8	87.9
100 - 159 PM	88.2	91.5	83.0	91.9	77.7	89.4	89.1	93.7	76.3	94.7	86.9	86.0
200 - 259 PM	80.5	89.4	82.7	95.4	73.7	89.0	85.6	91.1	84.0	94.3	85.6	85.2
300 - 359 PM	82.2	89.4	79.3	90.3	73.9	88.5	90.1	91.3	78.2	90.5	86.6	81.9
400 - 459 PM	79.0	90.5	77.6	84.8	73.3	88.2	78.1	88.8	80.5	90.9	85.3	81.4
500 - 559 PM	80.0	90.9	73.2	86.9	67.3	86.4	79.8	93.7	73.7	82.3	79.0	78.8
600 - 659 PM	71.6	90.7	76.3	85.7	66.8	81.8	82.3	88.6	80.7	95.7	72.4	77.9
700 - 759 PM	71.1	77.3	76.3	87.2	69.3	86.9	77.4	87.0	79.3	92.6	74.5	77.6
800 - 859 PM	68.5	92.3	75.8	84.8	70.6	83.0	79.6	87.7	78.5	82.6	70.7	76.0
900 - 959 PM	76.2	80.4	76.9	85.5	71.4	86.5	85.4	87.6	78.2	90.5	75.2	75.4
1000 - 1059 PM	68.3	82.1	68.5	86.2	71.3	85.7	83.4	89.3	76.5	80.4	78.0	77.8
1100 - 559 AM	69.2	85.7	80.9	85.1	80.3	87.7	80.2	86.5	86.7	82.0	77.5	79.5
TOTAL, ALL ARRIVALS, BY AIRPORT	81.7	91.2	82.1	89.2	72.9	89.9	85.8	90.9	78.5	92.2	83.6	83.5

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

SEPTEMBER 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	94.9	96.7	94.7	94.8	93.9	96.6	94.8	96.7	90.5	96.3	95.8	95.1	92.9	96.8	95.1	95.4	96.1	94.0
700 - 759 AM	93.8	91.6	93.2	89.4	93.6	93.9	91.1	91.3	92.5	94.1	95.1	92.3	93.5	92.1	90.7	93.8	94.8	94.6
800 - 859 AM	94.2	88.1	93.5	91.7	92.6	92.0	92.2	93.7	85.9	95.5	90.0	89.5	91.7	90.2	90.6	94.3	96.4	90.5
900 - 959 AM	90.9	92.5	85.5	88.8	90.3	90.4	88.5	87.7	92.2	89.1	92.2	90.3	89.1	90.1	87.2	90.4	94.1	87.1
1000 - 1059 AM	93.0	91.0	86.5	85.8	91.2	89.5	88.6	90.4	88.9	92.1	90.8	89.3	88.2	88.2	89.0	88.9	91.6	88.5
1100 - 1159 AM	90.0	87.9	83.9	84.1	90.1	89.5	87.6	92.4	88.7	88.4	87.8	88.6	89.3	90.8	83.0	87.3	89.7	78.8
1200 - 1259 PM	88.5	89.0	78.1	82.8	89.0	86.3	87.0	88.5	87.0	84.9	81.1	86.5	89.1	87.5	85.5	86.7	91.3	81.0
100 - 159 PM	89.4	85.8	74.5	87.1	84.6	84.9	87.3	87.8	78.0	78.8	90.7	90.0	82.6	86.0	88.9	81.7	80.3	67.6
200 - 259 PM	87.0	81.3	77.9	80.5	80.6	84.3	85.5	85.5	75.2	80.5	76.2	85.3	84.8	81.8	85.3	78.3	80.7	75.4
300 - 359 PM	84.8	77.8	74.8	67.6	84.8	85.0	83.0	82.3	68.4	77.9	79.8	83.7	83.6	78.8	82.3	77.4	81.5	69.8
400 - 459 PM	83.2	76.3	70.1	78.3	83.9	78.0	81.6	81.7	60.0	72.8	68.1	84.8	73.5	78.4	83.1	76.3	80.2	63.7
500 - 559 PM	82.5	70.7	68.2	76.6	79.8	77.5	80.9	80.0	64.7	72.0	73.0	81.5	78.5	73.2	83.1	73.7	77.2	62.4
600 - 659 PM	79.4	65.5	69.7	77.1	73.7	77.7	80.7	68.2	66.7	74.9	76.0	82.1	76.7	78.5	82.2	74.4	72.2	64.9
700 - 759 PM	80.2	66.3	61.7	71.3	78.2	82.0	78.2	79.0	63.0	72.6	69.6	79.2	75.2	74.9	81.0	70.4	68.0	55.6
800 - 859 PM	79.8	66.9	68.0	70.9	71.9	74.6	78.5	76.5	59.7	74.4	61.5	78.4	66.2	75.8	81.0	72.1	84.8	51.8
900 - 959 PM	82.2	72.9	62.5	76.1	78.6	79.4	75.5	78.8	58.3	50.0	81.0	88.1	65.6	73.3	80.5	72.8	58.1	67.0
1000 - 1059 PM	83.6	100.0	J/	76.8	J/	91.7	77.8	91.3	48.1	45.5	74.6	83.3	67.7	87.4	88.9	J/	J/	J/
1100 - 559 AM	81.2	94.4	96.0	90.3	96.4	94.9	93.5	100.0	98.2	100.0	92.3	95.3	91.7	91.0	90.1	93.3	80.6	96.7
TOTAL, ALL DEPARTURES, BY AIRPORT	86.7	82.7	78.4	81.3	85.8	85.2	84.9	85.8	76.9	83.6	80.5	86.4	82.2	84.6	86.5	83.3	84.8	74.5

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	96.9	96.5	89.0	97.8	94.6	96.4	95.3	96.4	94.7	98.4	95.1	95.0
700 - 759 AM	92.9	94.9	89.9	95.3	92.1	94.4	91.9	92.9	90.0	95.1	96.8	92.6
800 - 859 AM	89.5	92.6	90.4	89.9	95.7	92.7	89.9	95.9	90.8	94.0	94.4	92.0
900 - 959 AM	87.5	92.8	88.6	83.8	83.3	91.3	91.9	92.5	81.4	95.3	96.9	89.6
1000 - 1059 AM	86.0	93.2	87.8	92.2	80.2	90.5	86.4	93.6	73.0	89.3	90.6	89.0
1100 - 1159 AM	90.7	92.4	84.1	94.9	77.5	90.9	87.3	91.5	72.4	93.5	91.7	87.7
1200 - 1259 PM	85.6	86.4	84.8	91.0	70.2	87.8	85.0	93.1	75.4	92.6	88.2	86.0
100 - 159 PM	86.2	88.6	84.5	94.8	77.9	86.3	83.9	91.7	73.5	91.5	88.6	85.0
200 - 259 PM	78.6	89.1	80.9	91.2	74.9	78.3	85.5	90.4	73.3	90.7	82.7	82.6
300 - 359 PM	70.4	89.0	80.0	91.8	72.3	80.0	84.1	92.4	75.4	94.4	87.1	81.7
400 - 459 PM	82.4	83.3	78.2	88.2	73.2	84.0	84.7	87.6	78.6	90.2	83.8	79.4
500 - 559 PM	71.0	90.5	76.2	87.4	71.5	77.1	74.5	90.3	77.4	89.3	70.4	78.1
600 - 659 PM	70.9	85.8	75.6	93.3	72.3	82.7	80.6	90.7	75.2	85.7	76.4	76.8
700 - 759 PM	72.8	92.0	77.5	84.3	65.9	82.6	78.3	90.4	79.7	87.6	73.9	76.9
800 - 859 PM	71.3	72.4	77.8	81.3	77.2	81.8	78.0	92.4	76.6	93.6	79.8	76.4
900 - 959 PM	69.3	96.8	79.4	90.4	86.6	81.2	80.6	91.8	75.8	94.9	J/	79.3
1000 - 1059 PM	73.3	98.3	78.4	96.1	77.9	78.5	94.1	93.6	88.7	94.3	J/	83.1
1100 - 559 AM	66.7	98.2	92.0	93.8	98.7	91.5	J/	92.0	89.8	91.7	J/	91.2
TOTAL, ALL DEPARTURES, BY AIRPORT	81.3	91.5	82.7	91.9	79.5	86.8	86.2	92.5	80.5	92.7	87.0	84.6

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

SEPTEMBER 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

EXPRESSJET	4712	Sep	PIT-EWR	2000	25	15	60	76.69
EXPRESSJET	3074	Aug	PIT-EWR	2013	23	13	56.52	117.75
EXPRESSJET	3074	Jul	PIT-EWR	2013	20	14	70	60.33
SKYWEST	6329	Sep	ACV-SFO	0900	29	15	51.72	85.5
SKYWEST	6329	Aug	ACV-SFO	0847	31	18	58.06	100.18
SKYWEST	6329	Jul	ACV-SFO	0847	31	18	58.06	91.44
SKYWEST	6225	Sep	CEC-SFO	0904	30	18	60	78.67
SKYWEST	6234	Aug	CEC-SFO	0906	31	18	58.06	81.33
SKYWEST	6234	Jul	CEC-SFO	0906	31	21	67.74	99.89
SKYWEST	6502	Sep	OTH-SFO	0850	30	16	53.33	83.31
SKYWEST	6502	Aug	OTH-SFO	0850	31	24	77.42	76.63
SKYWEST	6502	Jul	OTH-SFO	0850	31	20	64.52	74.26

\* 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 THREE CONSECUTIVE MONTHS (CONTINUED)

SKYWEST	6426	Sep	SFO-SMF	1104	30	16	53.33	67.87
SKYWEST	6426	Aug	SFO-SMF	1106	31	20	64.52	81.79
SKYWEST	6426	Jul	SFO-SMF	1106	31	19	61.29	65.88
SKYWEST	6426	Sep	SMF-SFO	1215	30	16	53.33	62.27
SKYWEST	6426	Aug	SMF-SFO	1210	31	20	64.52	84.16
SKYWEST	6426	Jul	SMF-SFO	1210	31	19	61.29	78.25

\* 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

EXPRESSJET	2260	Sep	CVG-EWR	1832	25	13	52.00	104.40
EXPRESSJET	2741	Aug	CVG-EWR	1833	27	14	51.85	86.67
EXPRESSJET	4581	Sep	EWR-BDL	2100	20	11	55.00	57.00
EXPRESSJET	2579	Aug	EWR-BDL	2100	16	10	62.50	70.14
EXPRESSJET	4712	Sep	PIT-EWR	2000	25	15	60.00	76.69
EXPRESSJET	3074	Aug	PIT-EWR	2013	23	13	56.52	117.75
SKYWEST	6329	Sep	ACV-SFO	0900	29	15	51.72	85.50
SKYWEST	6329	Aug	ACV-SFO	0847	31	18	58.06	100.18
SKYWEST	6225	Sep	CEC-SFO	0904	30	18	60.00	78.67
SKYWEST	6234	Aug	CEC-SFO	0906	31	18	58.06	81.33
SKYWEST	6502	Sep	OTH-SFO	0850	30	16	53.33	83.31
SKYWEST	6502	Aug	OTH-SFO	0850	31	24	77.42	76.63
SKYWEST	6426	Sep	SFO-SMF	1104	30	16	53.33	67.87
SKYWEST	6426	Aug	SFO-SMF	1106	31	20	64.52	81.79
SKYWEST	6426	Sep	SMF-SFO	1215	30	16	53.33	62.27
SKYWEST	6426	Aug	SMF-SFO	1210	31	20	64.52	84.16
SOUTHWEST	436	Sep	BWI-EWR	1620	26	14	53.85	104.79
SOUTHWEST	436	Aug	BWI-EWR	1620	29	15	51.72	152.36
UNITED	692	Sep	ORD-LGA	1730	13	8	61.54	84.00
UNITED	502	Aug	ORD-LGA	1800	20	13	65.00	82.00

\* 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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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
CONTINENTAL	676	3	0.4
SKYWEST	1,454	4	0.3
MESA	383	1	0.3
UNITED	866	1	0.1
EXPRESSJET	886	1	0.1
ATLANTIC SOUTHEAST	897	1	0.1
AMERICAN EAGLE	1,288	1	0.1
SOUTHWEST	3,316	0	0.0
DELTA	2,074	0	0.0
AMERICAN	1,500	0	0.0
US AIRWAYS	1,140	0	0.0
AIRTRAN	641	0	0.0
JETBLUE	582	0	0.0
ALASKA	407	0	0.0
FRONTIER	263	0	0.0
HAWAIIAN	175	0	0.0
TOTAL	16,548	12	0.1

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

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	88.6	93.0	201	201
ADAK ISLAND AK (ADK)	88.9	66.7	9	9
AGUADILLA PR (BQN)	80.7	86.4	88	88
AKRON OH (CAK)	83.9	85.4	634	635
ALBANY GA (ABY)	85.7	86.9	84	84
ALBANY NY (ALB)	79.6	86.1	788	789
ALBUQUERQUE NM (ABQ)	87.1	86.7	2,879	2,877
ALEXANDRIA LA (AEX)	82.3	85.4	254	254
ALLEN TOWN/BETHLEHEM/EASTON PA (ABE)	81.7	84.8	268	269
AMARILLO TX (AMA)	84.2	87.2	601	601
ANCHORAGE AK (ANC)	89.5	92.1	1,503	1,507
APPLETON WI (ATW)	78.3	87.0	277	277
ARCATA/EUREKA CA (ACV)	61.4	63.7	280	281
ARLINGTON VA (DCA)	79.8	85.8	5,717	5,718
ASHEVILLE NC (AVL)	82.8	81.1	419	419
ASPEN CO (ASE)	80.3	85.7	203	203
ATLANTA GA (ATL)	85.5	86.7	31,729	31,723
ATLANTIC CITY NJ (ACY)	88.3	96.7	60	60
AUGUSTA GA (AGS)	82.1	87.0	301	301
AUSTIN TX (AUS)	86.7	89.1	3,452	3,454
BAKERSFIELD CA (BFL)	84.1	86.4	309	309
BALTIMORE MD (BWI)	80.7	78.4	8,421	8,422
BANGOR ME (BGR)	80.6	90.3	72	72
BARROW AK (BRW)	82.6	81.2	69	69
BATON ROUGE LA (BTR)	78.9	81.0	615	615
BELLINGHAM WA (BLI)	88.3	90.0	60	60
BEND/REDMOND OR (RDM)	86.6	88.1	268	268
BETHEL AK (BET)	93.0	91.9	86	86
BILLINGS MT (BIL)	92.0	94.0	286	285
BIRMINGHAM AL (BHM)	83.6	89.4	1,429	1,428
BISMARCK/MANDAN ND (BIS)	92.2	92.9	268	268
BLOOMINGTON/NORMAL IL (BMI)	87.5	89.3	271	271
BOISE ID (BOI)	89.8	92.8	1,156	1,157
BOSTON MA (BOS)	74.9	82.7	8,845	8,856
BOZEMAN MT (BZN)	93.7	95.2	269	270
BRANSON MO (BKG)	93.9	89.4	132	132
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	83.2	86.3	291	291
BROWNSVILLE TX (BRO)	86.9	91.4	198	198
BRUNSWICK GA (BQK)	76.6	81.8	77	77
BUFFALO NY (BUF)	80.5	86.4	1,770	1,771
BURBANK CA (BUR)	85.9	88.8	2,264	2,264
BURLINGTON VT (BTV)	77.1	81.5	367	367
BUTTE MT (BTM)	98.3	94.9	59	59

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	75.1	77.3	181	181
CASPER WY (CPR)	95.2	90.3	165	165
CEDAR CITY UT (CDC)	92.9	92.9	56	56
CEDAR RAPIDS/IOWA CITY IA (CID)	85.3	88.6	545	545
CHAMPAIGN/URBANA IL (CMI)	84.8	89.8	197	197
CHANTILLY VA (IAD)	76.0	80.5	5,801	5,812
CHARLESTON SC (CHS)	82.3	84.8	1,037	1,034
CHARLESTON/DUNBAR WV (CRW)	77.5	85.3	285	285
CHARLOTTE AMALIE VI (STT)	72.7	84.9	139	139
CHARLOTTE NC (CLT)	79.1	81.3	10,221	10,225
CHARLOTTESVILLE VA (CHO)	87.0	83.4	146	145
CHATTANOOGA TN (CHA)	85.1	87.9	355	355
CHEYENNE WY (CYS)	100.0	93.3	30	30
CHICAGO IL (MDW)	84.3	74.5	7,012	7,013
CHICAGO IL (ORD)	82.1	82.7	25,661	25,669
CHICO CA (CIC)	64.7	68.4	116	117
CHRISTIANSTED VI (STX)	86.7	83.3	60	60
CLEVELAND OH (CLE)	79.2	86.1	3,691	3,693
CODY WY (COD)	67.0	87.0	91	92
COLLEGE STATION/BRYAN TX (CLL)	84.6	84.6	26	26
COLORADO SPRINGS CO (COS)	82.8	87.3	973	972
COLUMBIA SC (CAE)	79.2	85.2	581	581
COLUMBUS GA (CSG)	84.1	89.0	182	181
COLUMBUS MS (GTR)	87.1	88.2	85	85
COLUMBUS OH (CMH)	80.0	84.9	2,244	2,245
CORDOVA AK (CDV)	93.3	91.7	60	60
CORPUS CHRISTI TX (CRP)	84.3	90.7	613	612
COVINGTON KY (CVG)	85.3	88.5	2,039	2,039
CRESCENT CITY CA (CEC)	53.0	52.4	83	82
DALLAS TX (DAL)	85.2	81.5	3,649	3,648
DALLAS/FORT WORTH TX (DFW)	87.8	84.9	21,350	21,345
DAYTON OH (DAY)	83.2	87.4	924	924
DAYTONA BEACH FL (DAB)	82.1	89.5	123	124
DEADHORSE AK (SCC)	85.7	89.3	56	56
DENVER CO (DEN)	87.7	85.2	19,819	19,789
DES MOINES IA (DSM)	86.2	88.9	1,026	1,025
DETROIT MI (DTW)	84.5	85.8	7,353	7,333
DOTAN AL (DHN)	79.6	85.4	103	103
DUBUQUE IA (DBQ)	86.3	84.3	51	51
DULUTH MN (DLH)	94.8	93.9	115	115
DURANGO CO (DRO)	87.4	85.6	270	270
EAGLE CO (EGE)	84.3	96.7	121	123
EAU CLAIRE WI (EAU)	91.4	89.7	58	58

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EL CENTRO CA (IPL)	78.3	81.7	60	60
EL PASO TX (ELP)	82.7	86.4	1,774	1,774
ELKO NV (EKO)	95.8	93.3	120	120
ELMIRA/CORNING NY (ELM)	91.8	91.8	61	61
EUGENE OR (EUG)	85.4	85.2	426	426
EVANSVILLE IN (EVV)	85.5	92.5	172	173
FAIRBANKS AK (FAI)	91.1	91.4	381	382
FARGO ND (FAR)	88.6	91.9	456	457
FAYETTEVILLE AR (XNA)	83.7	87.1	1,069	1,070
FAYETTEVILLE NC (FAY)	83.0	87.3	300	300
FLAGSTAFF AZ (FLG)	93.1	95.1	203	203
FLINT MI (FNT)	91.2	93.2	205	205
FORT LAUDERDALE FL (FLL)	81.0	83.6	4,482	4,486
FORT MYERS FL (RSW)	82.4	85.4	1,437	1,438
FORT SMITH AR (FSM)	86.7	90.0	60	60
FORT WAYNE IN (FWA)	82.2	84.6	253	253
FRESNO CA (FAT)	80.5	86.9	922	922
GAINESVILLE FL (GNV)	84.1	85.8	233	233
GILLETTE WY (GCC)	81.7	83.3	120	120
GRAND FORKS ND (GFK)	96.7	93.4	61	61
GRAND ISLAND NE (GRI)	87.5	96.4	56	56
GRAND JUNCTION CO (GJT)	90.6	94.5	457	457
GRAND RAPIDS MI (GRR)	86.5	87.3	881	881
GREAT FALLS MT (GTF)	94.6	98.2	167	168
GREEN BAY WI (GRB)	81.5	88.4	325	327
GREENSBORO/HIGH POINT NC (GSO)	81.1	81.9	684	684
GREER SC (GSP)	82.8	87.1	780	780
GUAM (GUM)	76.7	76.7	30	30
GULFPORT/BILOXI MS (GPT)	82.6	85.7	391	391
GUNNISON CO (GUC)	90.0	90.0	30	30
HANCOCK/HOUGHTON MI (CMX)	74.2	85.5	62	62
HARLINGEN/SAN BENITO TX (HRL)	84.2	89.9	404	404
HARRISBURG PA (MDT)	79.4	87.8	417	418
HARTFORD CT (BDL)	81.5	87.5	1,792	1,792
HAYDEN CO (HDN)	96.5	95.3	86	86
HELENA MT (HLN)	92.5	96.2	133	133
HILO HI (ITO)	94.0	95.2	562	562
HOBBS NM (HOB)	95.8	95.8	48	48
HONOLULU HI (HNL)	91.0	93.4	4,069	4,069
HOUSTON TX (HOU)	84.5	80.5	4,185	4,186
HOUSTON TX (IAH)	85.1	86.4	13,876	13,879
HUNTSVILLE AL (HSV)	84.6	89.7	687	688
IDAHO FALLS ID (IDA)	94.1	95.2	271	270

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
INDIANAPOLIS IN (IND)	83.1	86.0	2,360	2,360
INYOKERN CA (IYK)	86.3	95.9	73	73
ISLIP NY (ISP)	82.3	86.2	571	571
JACKSON WY (JAC)	88.8	93.5	277	279
JACKSON/VICKSBURG MS (JAN)	83.0	85.2	757	758
JACKSONVILLE FL (JAX)	82.2	86.8	2,141	2,141
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	90.3	88.9	144	144
JUNEAU AK (JNU)	88.9	87.8	360	360
KAHULUI HI (OGG)	92.4	94.3	1,559	1,559
KALAMAZOO MI (AZO)	93.0	94.7	57	57
KALISPELL MT (FCA)	95.0	98.8	161	163
KANSAS CITY MO (MCI)	81.2	83.9	4,003	4,003
KETCHIKAN AK (KTN)	90.0	89.1	201	201
KEY WEST FL (EYW)	84.5	84.5	129	129
KILLEEN TX (GRK)	75.0	83.9	56	56
KLAMATH FALLS OR (LMT)	83.3	97.8	90	90
KNOXVILLE TN (TYS)	81.3	85.7	889	889
KODIAK AK (ADQ)	83.9	76.8	56	56
KONA HI (KOA)	93.7	95.1	942	942
KOTZEBUE AK (OTZ)	78.2	66.7	78	78
LA CROSSE WI (LSE)	91.8	93.2	73	73
LAFAYETTE LA (LFT)	83.2	87.8	434	434
LAKE CHARLES LA (LCH)	88.8	93.3	89	89
LANSING MI (LAN)	76.8	75.8	99	99
LAREDO TX (LRD)	88.3	93.0	213	213
LAS VEGAS NV (LAS)	87.3	84.6	12,094	12,093
LEWISBURG WV (LWB)	90.0	80.0	30	30
LEWISTON ID (LWS)	98.1	98.1	53	52
LEXINGTON KY (LEX)	85.3	90.2	611	611
LIHUE HI (LIH)	92.6	93.7	902	902
LINCOLN NE (LNK)	77.1	78.7	188	188
LITTLE ROCK AR (LIT)	84.1	88.2	1,295	1,296
LONG BEACH CA (LGB)	89.7	91.5	1,245	1,243
LOS ANGELES CA (LAX)	84.5	86.5	17,349	17,345
LOUISVILLE KY (SDF)	82.9	85.9	1,283	1,283
LUBBOCK TX (LBB)	88.8	92.5	671	670
MADISON WI (MSN)	84.6	88.5	628	628
MANCHESTER NH (MHT)	80.2	80.3	927	927
MANHATTAN/FT. RILEY KS (MHK)	80.5	88.1	118	118
MARQUETTE MI (MQT)	73.1	96.2	26	26
MARTHA'S VINEYARD MA (MVY)	100.0	83.3	6	6
MEDFORD OR (MFR)	79.9	77.8	314	315
MELBOURNE FL (MLB)	80.7	85.7	119	119

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MEMPHIS TN (MEM)	87.0	88.1	3,586	3,586
MERIDIAN MS (MEI)	85.7	92.9	56	56
MIAMI FL (MIA)	81.7	81.3	6,007	6,006
MIDLAND/ODESSA TX (MAF)	84.1	87.9	546	545
MILWAUKEE WI (MKE)	87.3	87.8	3,325	3,325
MINNEAPOLIS MN (MSP)	91.2	91.5	8,928	8,926
MINOT ND (MOT)	92.3	93.5	169	169
MISSION/MCALLEN/EDINBURG TX (MFE)	81.1	91.4	233	233
MISSOULA MT (MSO)	93.9	91.8	231	232
MOBILE AL (MOB)	78.6	84.5	471	471
MODESTO CA (MOD)	60.2	68.1	113	113
MOLINE IL (MLI)	81.2	84.8	474	473
MONROE LA (MLU)	82.4	83.2	125	125
MONTEREY CA (MRY)	74.8	79.4	457	457
MONTGOMERY AL (MGM)	86.0	88.9	351	351
MONTROSE/DELTA CO (MTJ)	87.4	89.6	182	182
MOSINEE WI (CWA)	85.0	84.2	133	133
MUSKEGON MI (MKG)	80.0	83.3	60	60
MYRTLE BEACH SC (MYR)	75.3	82.2	275	275
NANTUCKET MA (ACK)	76.1	76.1	46	46
NASHVILLE TN (BNA)	83.5	84.9	4,270	4,271
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	78.4	83.8	74	74
NEW ORLEANS LA (MSY)	85.3	87.5	2,836	2,835
NEW YORK NY (JFK)	76.6	82.2	7,677	7,686
NEW YORK NY (LGA)	75.5	83.3	7,969	7,972
NEWARK NJ (EWR)	66.3	76.9	8,901	8,901
NEWBURGH/POUGHKEEPSIE NY (SWF)	73.3	86.7	120	120
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	86.7	89.8	353	353
NOME AK (OME)	72.2	83.3	90	90
NORFOLK VA (ORF)	81.7	84.4	1,245	1,244
NORTH BEND/COOS BAY OR (OTH)	60.0	51.7	120	120
OAKLAND CA (OAK)	87.8	85.7	3,783	3,783
OKLAHOMA CITY OK (OKC)	84.9	89.1	1,837	1,835
OMAHA NE (OMA)	85.5	88.9	1,625	1,625
ONTARIO CA (ONT)	88.9	90.1	1,915	1,914
ORLANDO FL (MCO)	82.6	84.8	8,895	8,892
PADUCAH KY (PAH)	95.0	91.7	60	60
PALM SPRINGS CA (PSP)	86.6	87.2	673	673
PANAMA CITY FL (ECP)	84.2	85.8	507	508
PASCO/KENNEWICK/RICHLAND WA (PSC)	91.4	94.7	243	244
PENSACOLA FL (PNS)	82.6	88.1	748	748
PEORIA IL (PIA)	82.1	89.1	229	229
PETERSBURG AK (PSG)	83.3	85.0	60	60

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PHILADELPHIA PA (PHL)	72.9	79.5	7,005	7,011
PHOENIX AZ (PHX)	89.9	86.8	14,817	14,813
PITTSBURGH PA (PIT)	81.5	84.9	2,531	2,535
POCATELLO ID (PIH)	96.7	98.9	90	90
PONCE PR (PSE)	78.7	91.7	61	60
PORTLAND ME (PWM)	82.3	86.3	543	542
PORTLAND OR (PDX)	89.2	91.9	4,431	4,433
PROVIDENCE RI (PVD)	79.8	82.6	1,291	1,291
RALEIGH/DURHAM NC (RDU)	81.3	84.1	3,592	3,585
RAPID CITY SD (RAP)	89.3	88.7	487	488
REDDING CA (RDD)	68.1	73.6	144	144
RENO NV (RNO)	87.0	88.1	1,760	1,761
RICHMOND VA (RIC)	80.2	85.1	1,326	1,326
ROANOKE VA (ROA)	75.5	79.3	241	241
ROCHESTER MN (RST)	91.4	94.0	151	150
ROCHESTER NY (ROC)	84.4	88.1	725	725
ROCK SPRINGS WY (RKS)	86.4	88.1	177	177
ROSWELL NM (ROW)	91.3	92.3	115	117
SACRAMENTO CA (SMF)	86.2	87.6	3,719	3,718
SAGINAW/BAY CITY/MIDLAND MI (MBS)	81.2	90.6	85	85
SALT LAKE CITY UT (SLC)	92.2	92.7	9,456	9,453
SAN ANTONIO TX (SAT)	85.7	89.8	3,108	3,108
SAN DIEGO CA (SAN)	85.8	86.2	6,167	6,165
SAN FRANCISCO CA (SFO)	78.5	80.5	12,531	12,531
SAN JOSE CA (SJC)	88.8	88.4	3,341	3,341
SAN JUAN PR (SJU)	78.2	80.9	1,433	1,435
SAN LUIS OBISPO CA (SBP)	77.4	81.1	381	381
SANTA ANA CA (SNA)	88.9	87.8	3,295	3,296
SANTA BARBARA CA (SBA)	77.3	78.7	837	837
SANTA FE NM (SAF)	80.0	83.8	80	80
SANTA MARIA CA (SMX)	84.1	89.7	107	107
SARASOTA/BRADENTON FL (SRQ)	87.9	88.7	282	282
SAVANNAH GA (SAV)	80.8	87.3	734	733
SCRANTON/WILKES-BARRE PA (AVP)	78.9	85.9	128	128
SEATTLE WA (SEA)	90.9	92.5	8,558	8,559
SHREVEPORT LA (SHV)	83.1	88.7	302	302
SIOUX FALLS SD (FSD)	83.1	88.2	414	414
SITKA AK (SIT)	91.1	91.1	112	112
SOUTH BEND IN (SBN)	76.7	83.5	232	230
SPOKANE WA (GEG)	90.2	93.3	907	908
SPRINGFIELD IL (SPI)	84.6	88.2	169	169
SPRINGFIELD MO (SGF)	82.1	88.4	609	610
ST. GEORGE UT (SGU)	85.1	89.3	168	168

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ST. LOUIS MO (STL)	84.4	83.1	4,683	4,682
STATE COLLEGE PA (SCE)	100.0	0.0	1	1
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	94.4	96.3	161	161
SYRACUSE NY (SYR)	78.4	85.0	552	552
TALLAHASSEE FL (TLH)	82.8	86.1	303	303
TAMPA FL (TPA)	83.6	87.0	5,052	5,052
TEXARKANA AR (TXK)	88.6	94.3	88	88
TOLEDO OH (TOL)	83.3	85.7	42	42
TRAVERSE CITY MI (TVC)	75.0	84.3	140	140
TUCSON AZ (TUS)	85.0	88.6	1,773	1,774
TULSA OK (TUL)	84.0	89.7	1,502	1,503
TWIN FALLS ID (TWF)	94.8	97.9	96	96
TYLER TX (TYR)	90.0	87.8	90	90
VALDOSTA GA (VLD)	85.9	87.1	85	85
VALPARAISO FL (VPS)	80.3	86.3	431	431
WACO TX (ACT)	76.7	93.3	30	30
WEST PALM BEACH/PALM BEACH FL (PBI)	78.3	84.6	1,479	1,481
WEST YELLOWSTONE MT (WYS)	97.1	97.1	68	68
WHITE PLAINS NY (HPN)	82.1	89.9	702	700
WICHITA KS (ICT)	82.7	88.9	891	891
WILMINGTON NC (ILM)	83.6	86.8	372	371
WRANGELL AK (WRG)	85.0	86.7	60	60
YAKUTAT AK (YAK)	91.7	83.3	60	60
YUMA AZ (YUM)	85.7	89.2	286	286

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
EXPRESSJET	16	16,912	420	2.5	114	33,074	780	2.4
MESA	17	6,556	91	1.4	86	12,399	184	1.5
AMERICAN EAGLE	20	21,700	322	1.5	133	36,552	500	1.4
ATLANTIC SOUTHEAST	19	12,805	133	1.0	121	25,791	271	1.1
US AIRWAYS	27	27,419	254	0.9	76	32,245	295	0.9
SKYWEST	19	27,240	196	0.7	148	47,162	425	0.9
AMERICAN	28	34,699	278	0.8	80	43,560	359	0.8
SOUTHWEST	21	47,553	401	0.8	72	93,019	652	0.7
UNITED	26	21,447	134	0.6	68	24,651	157	0.6
ALASKA	18	7,010	5	0.1	50	11,836	45	0.4
AIRTRAN	22	13,205	44	0.3	63	19,192	64	0.3
DELTA	29	45,608	138	0.3	124	59,177	173	0.3
CONTINENTAL	26	15,969	32	0.2	50	19,027	40	0.2
JETBLUE	21	11,990	18	0.2	50	16,938	32	0.2
FRONTIER	20	5,653	5	0.1	49	7,477	7	0.1
HAWAIIAN	7	342	0	0.0	15	5,368	3	0.1
Total		316,108	2,471	0.8	Total	487,468	3,987	0.8

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.

SEPTEMBER 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
EXPRESSJET	4980	429	8.6
AMERICAN EAGLE	1294	102	7.9
MESA	1215	73	6.0
ATLANTIC SOUTHEAST	2116	110	5.2
US AIRWAYS	1783	79	4.4
SKYWEST	5024	172	3.4
AMERICAN	1636	55	3.4
UNITED	1616	43	2.7
ALASKA	446	10	2.2
DELTA	2742	38	1.4
SOUTHWEST	9805	135	1.4
AIRTRAN	921	9	1.0
JETBLUE	701	4	0.6
CONTINENTAL	846	4	0.5
FRONTIER	358	0	0.0
HAWAIIAN	199	0	0.0
TOTAL	35682	1263	3.5

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

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



**SEPTEMBER 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	43560	35825	82.24%	359	0.82%	195	0.45%	2603	5.98%	327	0.75%	2393	5.49%	5	0.01%	1853	4.25%
AS	11836	10852	91.69%	45	0.38%	31	0.26%	298	2.51%	17	0.14%	344	2.90%	7	0.06%	243	2.05%
B6	16938	13179	77.81%	32	0.19%	30	0.18%	1050	6.20%	42	0.25%	1526	9.01%	7	0.04%	1071	6.32%
CO	19027	15180	79.78%	40	0.21%	69	0.36%	973	5.11%	86	0.45%	2215	11.64%	12	0.06%	452	2.38%
DL	59177	52088	88.02%	173	0.29%	97	0.16%	2008	3.39%	137	0.23%	2891	4.89%	3	0.01%	1779	3.01%
EV	25791	20937	81.18%	271	1.05%	53	0.21%	1593	6.18%	114	0.44%	1090	4.23%	4	0.02%	1728	6.70%
F9	7477	6506	87.01%	7	0.09%	14	0.19%	269	3.59%	10	0.14%	441	5.90%	0	0.00%	230	3.07%
FL	19192	17181	89.52%	64	0.33%	30	0.16%	359	1.87%	6	0.03%	892	4.65%	0	0.00%	659	3.44%
HA	5368	5129	95.55%	3	0.06%	2	0.04%	153	2.86%	1	0.02%	1	0.01%	2	0.04%	77	1.43%
MQ	36552	30805	84.28%	500	1.37%	72	0.20%	1418	3.88%	223	0.61%	2097	5.74%	1	0.00%	1436	3.93%
OO	47162	40129	85.09%	425	0.90%	91	0.19%	1458	3.09%	85	0.18%	1801	3.82%	11	0.02%	3162	6.71%
UA	24651	20266	82.21%	157	0.64%	30	0.12%	962	3.90%	76	0.31%	2000	8.11%	0	0.00%	1160	4.71%
US	32245	26023	80.70%	295	0.91%	41	0.13%	1533	4.75%	105	0.32%	2908	9.02%	20	0.06%	1321	4.10%
WN	93019	78441	84.33%	652	0.70%	214	0.23%	3660	3.93%	441	0.47%	2372	2.55%	43	0.05%	7197	7.74%
XE	33074	25757	77.88%	780	2.36%	89	0.27%	2015	6.09%	78	0.24%	1829	5.53%	7	0.02%	2519	7.61%
YV	12399	10598	85.47%	184	1.48%	15	0.12%	549	4.43%	43	0.35%	364	2.94%	7	0.06%	639	5.15%
TOTAL	487468	408896		3987		1073		20902		1790		25165		129		25526	
			83.88%		0.82%		0.22%		4.29%		0.37%		5.16%		0.03%		5.24%

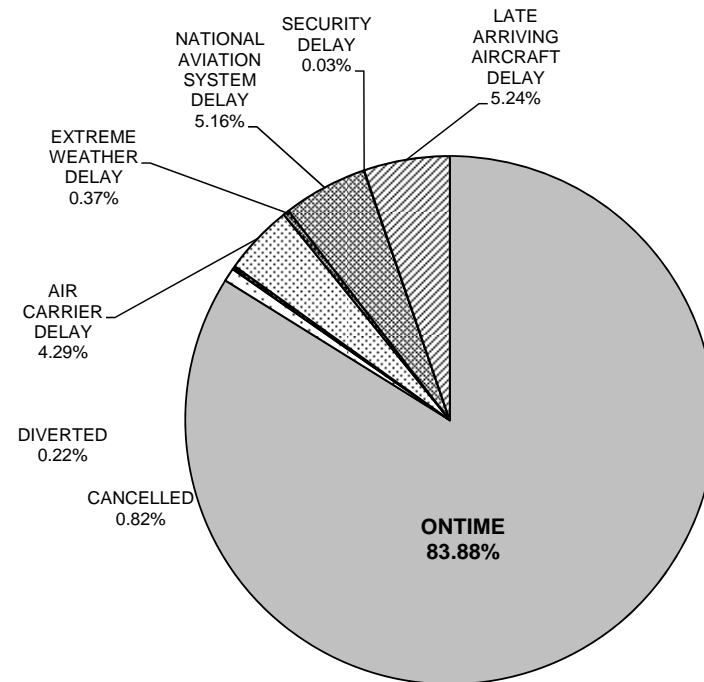
**\*Causes of Delay:**

- **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.

SEPTEMBER 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>

SEPTEMBER 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
SKYWEST	6200	IAD	COS	9/14/2011	Origin Airport	202
UNITED	461	IAD	LAS	9/14/2011	Origin Airport	196
EXPRESSJET	5930	IAD	SDF	9/14/2011	Origin Airport	194

SEPTEMBER 2011

AIR TRAVEL CONSUMER REPORT

TABLE 11A. LIST OF REGULARLY SCHEDULED INTERNATIONAL FLIGHTS WITH TARMAC DELAYS OVER 4 HOURS  
BY CARRIER

There were no flights reported with tarmac delays of more than 4 hours.

SEPTEMBER 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
B6	16,938	32	0.19
US	32,245	38	0.12
CO	19,027	20	0.11
AA	43,560	35	0.08
UA	24,651	15	0.06
XE	33,074	19	0.06
F9	7,477	4	0.05
EV	25,791	12	0.05
MQ	36,552	17	0.05
DL	59,177	23	0.04
YV	12,399	4	0.03
OO	47,162	9	0.02
WN	93,019	14	0.02
FL	19,192	2	0.01
AS	11,836	0	0.00
HA	5,368	0	0.00
TOTAL	487,468	244	0.05

\* 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

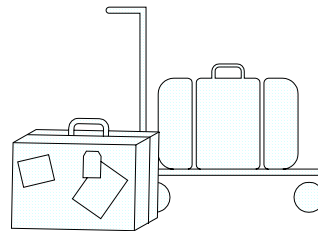
#### Data to DOT and to CRS Vendors

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

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

RANK	AIRLINE	SEPTEMBER 2011			SEPTEMBER 2010		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	2,542	1,774,535	1.43	2,750	1,837,892	1.50
2	FRONTIER AIRLINES	1,689	942,650	1.79	1,581	795,628	1.99
3	JETBLUE AIRWAYS	3,552	1,823,462	1.95	3,671	1,693,447	2.17
4	DELTA AIR LINES	15,795	7,767,086	2.03	19,803	7,671,636	2.58
5	HAWAIIAN AIRLINES	1,498	661,585	2.26	1,912	664,689	2.88
6	ALASKA AIRLINES	3,542	1,371,970	2.58	3,516	1,286,574	2.73
7	US AIRWAYS	9,974	3,754,135	2.66	7,552	3,845,955	1.96
8	AMERICAN AIRLINES	15,269	5,540,220	2.76	16,599	5,365,566	3.09
9	UNITED AIRLINES**	9,763	3,335,443	2.93	9,435	3,679,517	2.56
10	CONTINENTAL AIRLINES	7,328	2,485,095	2.95	5,166	2,416,744	2.14
11	SOUTHWEST AIRLINES	28,446	8,986,224	3.17	23,620	8,526,611	2.77
12	SKYWEST AIRLINES	6,467	1,962,464	3.30	7,070	1,937,149	3.65
13	EXPRESSJET AIRLINES	5,079	1,301,033	3.90	5,226	1,242,543	4.21
14	ATLANTIC SOUTHEAST AIRLINES	5,266	1,163,919	4.52	6,636	1,156,961	5.74
15	MESA AIRLINES	3,228	700,996	4.60	2,261	722,715	3.13
16	AMERICAN EAGLE AIRLINES	8,505	1,418,355	6.00	8,324	1,336,997	6.23
TOTALS		127,943	44,989,172	2.84	125,122	44,180,624	2.83

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 September 2011.

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

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

**JANUARY - SEPTEMBER 2011**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**  
**U.S. AIRLINES\***

RANK	AIRLINE	JANUARY - SEPTEMBER 2011			JANUARY - SEPTEMBER 2010		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	31,971	18,839,459	1.70	30,801	18,743,306	1.64
2	FRONTIER AIRLINES	17,279	7,779,120	2.22	18,701	7,240,857	2.58
3	JETBLUE AIRWAYS	40,368	17,666,787	2.28	41,174	16,253,976	2.53
4	HAWAIIAN AIRLINES	16,721	6,373,451	2.62	11,987	6,415,392	1.87
5	US AIRWAYS	101,284	35,785,514	2.83	89,695	34,821,508	2.58
6	DELTA AIR LINES	206,647	72,076,856	2.87	247,660	70,455,028	3.52
7	ALASKA AIRLINES	37,225	12,592,042	2.96	36,525	11,650,545	3.14
8	CONTINENTAL AIRLINES	80,104	24,471,798	3.27	60,835	23,878,438	2.55
9	UNITED AIRLINES**	119,662	31,916,933	3.75	122,053	34,518,111	3.54
10	SOUTHWEST AIRLINES	320,527	84,904,055	3.78	274,674	81,293,054	3.38
11	AMERICAN AIRLINES	196,185	51,535,476	3.81	205,247	51,688,500	3.97
12	SKYWEST AIRLINES	75,757	17,895,618	4.23	85,468	18,114,298	4.72
13	EXPRESSJET AIRLINES	59,927	12,101,292	4.95	56,413	11,496,346	4.91
14	MESA AIRLINES	34,983	6,732,817	5.20	27,588	7,124,911	3.87
15	ATLANTIC SOUTHEAST AIRLINES	63,932	10,882,430	5.87	68,446	10,454,967	6.55
16	AMERICAN EAGLE AIRLINES	98,121	12,490,964	7.86	85,235	11,735,819	7.26
TOTALS		1,500,693	424,044,612	3.54	1,462,502	415,885,056	3.52

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.

\*\* United Airlines revised its Total Baggage Reports for January 2011 thru September 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 - September 2010 reflect the deletion of Comair and Pinnacle's data for that month.

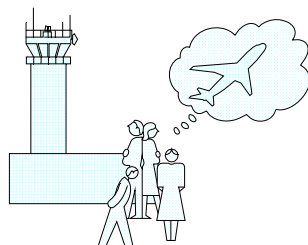
## OVERSALES

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.



**JULY-SEPTEMBER**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE	JULY - SEPTEMBER 2011				JULY - SEPTEMBER 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>	16	8	7,015,965	<b>0.01</b>	1	3	6,572,961	<b>0.00</b>
2	<b>HAWAIIAN AIRLINES</b>	171	3	2,266,585	<b>0.01</b>	37	0	2,251,990	<b>0.00</b>
3	<b>DELTA AIR LINES</b>	30,608	1,036	27,524,156	<b>0.38</b>	29,292	921	26,763,823	<b>0.34</b>
4	<b>SOUTHWEST AIRLINES</b>	14,335	1,583	28,539,135	<b>0.55</b>	17,393	2,153	27,848,578	<b>0.77</b>
5	<b>AIRTRAN AIRWAYS</b>	13,380	369	6,533,019	<b>0.56</b>	11,322	197	6,538,710	<b>0.30</b>
6	<b>ALASKA AIRLINES</b>	1,424	269	4,590,676	<b>0.59</b>	2,358	646	4,387,652	<b>1.47</b>
7	<b>SKYWEST AIRLINES</b>	12,506	482	6,624,658	<b>0.73</b>	12,292	301	6,302,913	<b>0.48</b>
8	<b>US AIRWAYS</b>	8,767	1,120	13,743,223	<b>0.81</b>	16,387	1,545	13,734,726	<b>1.12</b>
9	<b>AMERICAN AIRLINES</b>	18,097	1,677	19,890,022	<b>0.84</b>	15,107	1,059	19,695,432	<b>0.54</b>
10	<b>ATLANTIC SOUTHEAST AIRLINES</b>	10,215	393	3,723,441	<b>1.06</b>	8,389	235	3,666,681	<b>0.64</b>
11	<b>FRONTIER AIRLINES</b>	1,297	330	3,045,475	<b>1.08</b>	2,428	694	2,606,366	<b>2.66</b>
12	<b>UNITED AIRLINES**</b>	20,177	1,635	12,305,211	<b>1.33</b>	17,349	1,629	13,071,281	<b>1.25</b>
13	<b>CONTINENTAL AIRLINES</b>	8,628	1,657	10,157,979	<b>1.63</b>	7,842	1,143	9,511,544	<b>1.20</b>
14	<b>MESA AIRLINES</b>	2,953	387	2,097,955	<b>1.84</b>	3,410	614	2,272,104	<b>2.70</b>
15	<b>AMERICAN EAGLE AIRLINES</b>	7,556	827	4,449,341	<b>1.86</b>	5,708	1,557	4,097,842	<b>3.80</b>
16	<b>EXPRESSJET AIRLINES</b>	7,699	919	4,367,314	<b>2.10</b>	6,489	621	4,303,947	<b>1.44</b>
	<b>TOTALS</b>	<b>157,829</b>	<b>12,695</b>	<b>156,874,155</b>	<b>0.81</b>	<b>155,804</b>	<b>13,318</b>	<b>153,626,550</b>	<b>0.87</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 July 2011 to September 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 – September 2010 reflect the deletion of Comair and Pinnacle's data for that quarter.

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2011				JANUARY - SEPTEMBER 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>	39	20	19,677,001	<b>0.01</b>	32	10	18,214,702	<b>0.01</b>
2	<b>HAWAIIAN AIRLINES</b>	400	37	6,507,261	<b>0.06</b>	247	34	6,326,710	<b>0.05</b>
3	<b>DELTA AIR LINES</b>	82,605	2,455	76,916,770	<b>0.32</b>	90,903	3,310	74,201,040	<b>0.45</b>
4	<b>AIRTRAN AIRWAYS</b>	34,794	899	18,842,178	<b>0.48</b>	42,838	801	18,600,092	<b>0.43</b>
5	<b>SKYWEST AIRLINES</b>	38,498	1,271	18,549,456	<b>0.69</b>	39,688	1,309	17,692,238	<b>0.74</b>
6	<b>SOUTHWEST AIRLINES</b>	45,954	5,852	83,096,530	<b>0.70</b>	72,664	11,145	79,235,452	<b>1.41</b>
7	<b>ATLANTIC SOUTHEAST AIRLINES</b>	29,611	918	10,617,652	<b>0.86</b>	23,261	609	10,200,573	<b>0.60</b>
8	<b>ALASKA AIRLINES</b>	4,814	1,092	12,592,042	<b>0.87</b>	5,826	1,405	11,650,545	<b>1.21</b>
9	<b>US AIRWAYS</b>	31,651	3,887	40,460,545	<b>0.96</b>	53,024	7,103	38,472,109	<b>1.85</b>
10	<b>AMERICAN AIRLINES</b>	45,504	5,528	57,292,288	<b>0.96</b>	49,091	5,134	57,287,611	<b>0.90</b>
11	<b>FRONTIER AIRLINES</b>	3,335	811	7,774,514	<b>1.04</b>	5,965	1,920	7,104,726	<b>2.70</b>
12	<b>UNITED AIRLINES**</b>	60,237	4,050	34,693,027	<b>1.17</b>	44,602	4,981	36,905,652	<b>1.35</b>
13	<b>CONTINENTAL AIRLINES</b>	23,742	4,667	29,042,201	<b>1.61</b>	25,930	5,315	27,462,416	<b>1.94</b>
14	<b>EXPRESSJET AIRLINES</b>	22,118	2,286	12,219,561	<b>1.87</b>	20,267	2,309	11,776,084	<b>1.96</b>
15	<b>MESA AIRLINES</b>	7,975	1,280	5,973,750	<b>2.14</b>	11,374	1,723	6,947,331	<b>2.48</b>
16	<b>AMERICAN EAGLE AIRLINES</b>	21,310	3,166	12,453,713	<b>2.54</b>	15,777	5,196	11,661,732	<b>4.46</b>
	<b>TOTALS</b>	<b>452,587</b>	<b>38,219</b>	<b>446,708,489</b>	<b>0.86</b>	<b>501,489</b>	<b>52,304</b>	<b>433,739,013</b>	<b>1.21</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, April 2011 to June 2011 and July 2011 to September 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 January – September 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

	SEPTEMBER 2011				SEPTEMBER 2010			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	792	60	1	89	619	45	5	87
FOREIGN AIRLINES	135	6	0	12	114	4	1	16
TRAVEL AGENTS	15	0	0	2	12	3	0	2
TOUR OPERATORS	10	0	0	0	3	0	0	1
MISCELLANEOUS	22	3	0	14	8	11	0	19
INDUSTRY TOTALS	974	69	1	117	756	63	6	125

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	SEPTEMBER 2011			SEPTEMBER 2010		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	326		1	190	
CANCELLATIONS			127			69
DELAYS			101			48
MISS CONNECTIONS			49			37
BAGGAGE	2	162		2	144	
RES/TKTG/BOARDING	3	109		3	111	
REFUNDS	4	90		5	54	
CUSTOMER SERVICE	5	80		4	105	
OVERSALES	6	57		7	42	
DISABILITY	7	56		8	40	
FARES	8	45		6	42	
OTHER	9	25		9	12	
FREQUENT FLYER			16			11
DISCRIMINATION	10	15		10	11	
ADVERTISING	11	8		11	5	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		974			756	

\* 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\*

SEPTEMBER 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	5	2	2	1	0	2	2	1	0	0	0	1	16
ALASKA AIRLINES	1	0	1	0	1	1	0	1	0	0	0	0	5
ALLEGiant AIR	0	0	1	1	1	0	1	1	0	0	0	0	5
AMERICAN AIRLINES	42	3	12	6	8	20	3	6	2	1	0	0	103
AMERICAN EAGLE AIRLINES	4	1	1	0	1	6	2	3	0	1	0	0	19
ATLANTIC SOUTHEAST AIRLINES	5	0	0	0	0	3	0	1	0	0	0	0	9
CHAUTAUQUA AIRLINES	3	2	0	0	1	1	0	0	0	0	0	0	7
COLGAN AIR	4	0	0	0	0	1	0	1	0	0	0	0	6
COMAIR	6	0	0	0	0	0	1	0	0	1	0	0	8
CONTINENTAL AIRLINES	23	3	11	4	4	11	13	5	0	2	1	2	79
DELTA AIR LINES	28	7	8	6	10	12	10	8	0	4	0	4	97
EXPRESSJET AIRLINES	11	1	1	0	0	0	0	0	0	0	0	0	13
FRONTIER AIRLINES	2	0	1	0	0	1	1	0	0	0	0	0	5
HAWAIIAN AIRLINES	0	0	1	1	0	1	0	2	0	0	0	0	5
JETBLUE AIRWAYS	13	0	1	0	2	2	3	1	0	1	0	0	23
MESA AIRLINES	5	0	1	0	1	1	1	0	0	0	0	0	9
PIEDMONT AIRLINES	7	2	0	1	0	0	1	1	0	0	0	0	12
PINNACLE AIRLINES	4	0	1	0	0	0	1	0	0	0	0	0	6
PSA AIRLINES	7	0	0	0	1	0	0	0	0	0	0	0	8
REPUBLIC AIRLINES	5	0	0	0	0	4	0	0	0	0	0	0	9
SKYWEST AIRLINES	6	0	0	0	0	3	0	2	0	0	0	0	11
SOUTHWEST AIRLINES	11	0	4	3	2	7	2	4	0	0	0	0	33
SPIRIT AIRLINES	17	4	9	5	9	10	2	2	0	0	0	3	61
UNITED AIRLINES	26	6	11	2	14	16	12	3	0	2	0	6	98
UNITED EXPRESS	3	1	2	0	0	1	0	0	0	0	0	0	7
US AIRWAYS	29	11	10	5	6	11	11	4	0	2	0	1	90
VISION AIRLINES	4	0	0	0	3	0	0	0	0	0	0	0	7
OTHER U. S. AIRLINES	16	3	3	0	3	6	3	6	0	0	0	1	41
TOTAL SEPTEMBER 2011	287	46	81	35	67	120	69	52	2	14	1	18	792
% OF TOTAL COMPLAINTS	36.2	5.8	10.2	4.4	8.5	15.2	8.7	6.6	0.3	1.8	0.1	2.3	
TOTAL SEPTEMBER 2010	167	35	81	29	39	115	96	36	4	7	0	10	619
% OF TOTAL COMPLAINTS	27.0	5.7	13.1	4.7	6.3	18.6	15.5	5.8	0.6	1.1	0	1.6	

\* 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

SEPTEMBER 2011

U. S. AIRLINES*	COMPS RECD IN SEP.	INCI - DENTS IN SEP.	PERCENT	INCI - DENTS IN AUG.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	16	8	50.0	3	18.8	2	12.5	3	18.8
ALASKA AIRLINES	5	1	20.0	0	0.0	3	60.0	1	20.0
ALLEGiant AIR	5	0	0.0	1	20.0	2	40.0	2	40.0
AMERICAN AIRLINES	103	28	27.2	31	30.1	39	37.9	5	4.9
AMERICAN EAGLE AIRLINES	19	9	47.4	3	15.8	4	21.1	3	15.8
ATLANTIC SOUTHEAST AIRLINES	9	6	66.7	1	11.1	0	0.0	2	22.2
CHAUTAUQUA AIRLINES	7	0	0.0	3	42.9	4	57.1	0	0.0
COLGAN AIR	6	3	50.0	1	16.7	2	33.3	0	0.0
COMAIR	8	3	37.5	2	25.0	2	25.0	1	12.5
CONTINENTAL AIRLINES	79	23	29.1	33	41.8	19	24.1	4	5.1
DELTA AIRLINES	97	36	37.1	23	23.7	31	32.0	7	7.2
EXPRESSJET AIRLINES	13	7	53.8	3	23.1	2	15.4	1	7.7
FRONTIER AIRLINES	5	3	60.0	0	0.0	1	20.0	1	20.0
HAWAIIAN AIRLINES	5	2	40.0	2	40.0	0	0.0	1	20.0
JETBLUE AIRWAYS	23	6	26.1	11	47.8	5	21.7	1	4.3
MESA AIRLINES	9	2	22.2	2	22.2	4	44.4	1	11.1
PIEDMONT AIRLINES	12	4	33.3	2	16.7	4	33.3	2	16.7
PINNACLE AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
PSA AIRLINES	8	5	62.5	2	25.0	1	12.5	0	0.0
REPUBLIC AIRLINES	9	4	44.4	3	33.3	1	11.1	1	11.1
SKYWEST AIRLINES	11	3	27.3	6	54.5	2	18.2	0	0.0
SOUTHWEST AIRLINES	33	18	54.5	5	15.2	8	24.2	2	6.1
SPIRIT AIRLINES	61	23	37.7	9	14.8	18	29.5	11	18.0
UNITED AIRLINES	98	37	37.8	17	17.3	33	33.7	11	11.2
UNITED EXPRESS	7	4	57.1	2	28.6	1	14.3	0	0.0
US AIRWAYS	90	44	48.9	20	22.2	23	25.6	3	3.3
VISION AIRLINES	7	3	42.9	3	42.9	1	14.3	0	0.0
OTHER U. S. AIRLINES	41	17	41.5	10	24.4	8	19.5	6	14.6
<b>TOTALS</b>	<b>792</b>	<b>303</b>	<b>38.3</b>	<b>199</b>	<b>25.1</b>	<b>221</b>	<b>27.9</b>	<b>69</b>	<b>8.7</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>619</b>	<b>219</b>	<b>35.4</b>	<b>130</b>	<b>21.0</b>	<b>202</b>	<b>32.6</b>	<b>68</b>	<b>11.0</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\*\*

SEPTEMBER 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 CANADA	2	0	2	0	0	2	0	0	0	0	0	0	6
AIR FRANCE	4	1	1	1	0	5	1	1	0	0	0	0	14
ALITALIA AIRLINES	1	1	1	1	1	3	0	1	0	0	0	0	9
IBERIA AIRLINES	1	1	0	0	1	2	0	0	0	0	0	0	5
KLM	2	1	1	0	0	3	0	0	0	0	0	0	7
LUFTHANSA	3	0	2	0	0	0	0	0	0	0	0	0	5
ROYAL AIR MAROC	1	0	1	0	2	1	0	0	0	0	0	0	5
SOUTH AFRICAN AIRWAYS	4	0	0	0	0	0	1	0	0	0	0	0	5
TURKISH AIRLINES	2	0	0	1	0	2	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	11	6	7	3	13	20	7	2	0	1	0	4	74
<b>TOTALS</b>	<b>31</b>	<b>10</b>	<b>15</b>	<b>6</b>	<b>17</b>	<b>38</b>	<b>9</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>135</b>
<b><u>TRAVEL AGENTS</u></b>													
ORBITZ.COM	0	0	3	1	0	0	0	0	2	0	0	0	6
OTHER TRAVEL AGENTS	0	0	4	1	2	0	0	0	2	0	0	0	9
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15</b>
<b><u>TOUR OPERATORS</u></b>													
DIRECT AIR AND TOURS	1	0	3	1	3	0	1	0	1	0	0	0	10
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	7	1	3	1	1	4	1	0	1	0	0	3	22
<b>TOTALS</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>22</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

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

RANK	AIRLINE	SEPTEMBER 2011			SEPTEMBER 2010		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	5	1,445,549	0.35	5	1,340,453	0.37
2	SOUTHWEST AIRLINES	33	8,755,576	0.38	19	8,317,326	0.23
3	FRONTIER AIRLINES	5	932,343	0.54	9	1,228,925	0.73
4	SKYWEST AIRLINES	11	2,033,670	0.54	13	2,031,409	0.64
5	HAWAIIAN AIRLINES	5	691,166	0.72	10	658,211	1.52
6	ATLANTIC SOUTHEAST AIRLINES	9	1,155,501	0.78	2	1,143,381	0.17
7	AIRTRAN AIRWAYS	16	1,761,401	0.91	10	1,814,637	0.55
8	EXPRESSJET AIRLINES	13	1,402,454	0.93	1	1,340,223	0.07
9	DELTA AIR LINES	97	9,231,745	1.05	158	9,081,955	1.74
10	JETBLUE AIRWAYS	23	2,015,194	1.14	27	1,869,405	1.44
11	MESA AIRLINES	9	700,996	1.28	3	697,114	0.43
12	AMERICAN EAGLE AIRLINES	19	1,476,861	1.29	16	1,349,232	1.19
13	AMERICAN AIRLINES	103	6,851,096	1.50	95	6,695,678	1.42
14	US AIRWAYS	90	4,107,272	2.19	55	4,197,765	1.31
15	CONTINENTAL AIRLINES	79	3,375,703	2.34	38	3,236,480	1.17
16	UNITED AIRLINES	98	4,102,709	2.39	53	4,419,204	1.20
TOTAL		615	50,039,236	1.23	514	49,421,398	1.04

**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 September 2010 reflect the deletion of Comair and Pinnacle's data for the month.

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS

	JANUARY - SEPTEMBER 2011				JANUARY - SEPTEMBER 2010			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	7,503	527	13	722	7,407	412	26	835
FOREIGN AIRLINES	1,273	29	1	129	1,169	35	3	107
TRAVEL AGENTS	129	6	0	16	102	6	0	7
TOUR OPERATORS	56	2	0	1	39	0	0	3
MISCELLANEOUS	136	70	0	144	98	108	1	184
INDUSTRY TOTALS	9,097	634	14	1,012	8,815	561	30	1,136

TABLE 2 (YTD)

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - SEPTEMBER 2011			JANUARY - SEPTEMBER 2010		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	2,969		1	2,733	
CANCELLATIONS			1,301			1,192
DELAYS			853			789
MISS CONNECTIONS			427			458
BAGGAGE	2	1,475		2	1,521	
RES/TKTG/BOARDING	3	1,135		3	1,225	
CUSTOMER SERVICE	4	1,020		4	1,043	
REFUNDS	5	764		5	589	
DISABILITY	6	464		7	441	
FARES	7	450		8	366	
OVERSALES	8	413		6	455	
OTHER	9	245		9	261	
FREQUENT FLYER			179			206
DISCRIMINATION	10	96		10	112	
ADVERTISING	11	58		11	62	
ANIMALS	12	8		12	7	
COMPLAINT TOTAL		9,097			8,815	

\* 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 - SEPTEMBER 2011

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	27	2	1	0	0	1	4	0	0	1	0	0	36
AIRTRAN AIRWAYS	46	15	14	3	4	16	16	17	1	3	0	2	137
ALASKA AIRLINES	14	3	7	3	7	9	13	5	0	1	0	4	66
ALLEGiant AIR	53	4	23	8	12	7	18	7	2	0	0	1	135
AMERICAN AIRLINES	374	33	100	76	78	191	99	48	4	12	1	18	1,034
AMERICAN EAGLE AIRLINES	113	12	9	1	9	55	15	4	0	1	0	1	220
ATLANTIC SOUTHEAST AIRLINES	67	6	2	0	0	19	6	10	0	1	0	1	112
CHAUTAUQUA AIRLINES	37	3	4	0	1	6	1	1	0	0	0	0	53
COLGAN AIR	41	1	2	0	1	5	3	2	0	0	0	0	55
COMAIR	22	1	0	0	0	2	5	2	0	1	0	0	33
COMMUTAIR	15	0	1	0	1	0	2	0	0	0	0	0	19
COMPASS AIRLINES	6	0	1	0	0	3	1	1	0	0	0	0	12
CONTINENTAL AIRLINES	166	25	93	35	49	78	120	48	3	13	1	20	651
DELTA AIRLINES	306	51	146	67	80	195	148	60	11	16	4	47	1,131
EXECUTIVE AIRLINES	3	2	3	0	0	5	2	2	0	1	0	0	18
EXPRESSJET AIRLINES	106	9	3	0	3	7	7	8	0	0	0	1	144
FRONTIER AIRLINES	33	2	11	2	3	6	18	6	0	0	0	4	85
GO!	12	3	0	0	4	1	0	0	0	0	0	0	20
GOJET AIRLINES	13	3	1	0	0	1	0	5	0	0	0	0	23
GREAT LAKES AVIATION	7	4	0	0	1	0	0	0	0	0	0	0	12
HAWAIIAN AIRLINES	5	1	8	5	6	6	6	7	1	0	0	2	47
HORIZON AIRLINES	6	1	2	0	1	2	0	1	0	0	0	1	14
JETBLUE AIRWAYS	84	1	18	14	14	24	32	23	2	3	0	2	217
MESA AIRLINES	27	2	3	0	1	4	5	5	0	0	0	2	49
MESABA AVIATION	29	3	3	1	0	1	3	5	0	0	0	0	45
Piedmont AIRLINES	49	16	9	1	1	8	6	6	0	1	0	1	98
Pinnacle AIRLINES	62	5	4	0	0	8	5	5	0	1	0	1	91
PSA AIRLINES	22	1	0	0	1	0	3	2	0	0	0	0	29
REPUBLIC AIRLINES	60	2	3	3	2	5	10	2	0	0	0	0	87
SHUTTLE AMERICA	14	2	4	0	0	6	3	0	0	0	0	0	29
SKYWEST AIRLINES	77	8	10	0	0	26	16	6	0	1	0	1	145
SOUTHWEST AIRLINES	64	7	24	34	20	44	43	33	4	3	0	17	293
Spirit AIRLINES	136	28	86	18	53	60	52	7	8	4	0	10	462
TRANS STATES AIRLINES	16	1	0	0	1	6	3	3	0	0	0	0	30
UNITED AIRLINES	245	47	113	46	81	132	129	34	4	6	0	45	882
UNITED EXPRESS	29	4	7	1	1	6	8	1	0	0	0	1	58
US AIRWAYS	266	45	106	50	57	107	88	41	0	10	0	23	793
VIRGIN AMERICA	3	0	2	1	6	6	2	0	0	0	0	0	20
VISION AIRLINES	13	1	1	0	6	0	0	1	0	0	0	0	22
YELLOW AIR TAXI	10	0	1	0	18	0	1	0	0	0	0	0	30
OTHER U. S. AIRLINES	22	3	6	3	8	8	6	7	0	1	1	1	66
TOTAL JAN - SEP 2011	2,700	357	831	372	530	1,066	899	415	40	80	7	206	7,503
% OF TOTAL COMPLAINTS	36.0	4.8	11.1	5.0	7.1	14.2	12.0	5.5	0.5	1.1	0.1	2.7	
TOTAL JAN - SEP 2010	2,473	399	988	282	416	1,163	919	391	51	91	3	231	7,407
% OF TOTAL COMPLAINTS	33.4	5.4	13.3	3.8	5.6	15.7	12.4	5.3	0.7	1.2	0	3.1	

\*\*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 – SEPTEMBER 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>													
AER LINGUS	8	0	3	0	2	3	2	0	0	0	0	0	18
AEROFLOT	2	0	1	0	1	8	0	1	0	0	0	0	13
AEROMEXICO	10	1	3	1	2	11	3	1	0	0	0	0	32
AIR CANADA	7	0	8	1	3	7	2	2	0	0	0	1	31
AIR CHINA	1	0	3	0	3	2	3	0	0	0	0	0	12
AIR FRANCE	18	7	11	4	9	37	15	6	0	2	0	3	112
AIR INDIA	3	2	1	2	3	3	2	1	1	1	0	0	19
AIR PACIFIC	1	1	2	0	2	4	1	0	0	0	0	1	12
ALITALIA AIRLINES	9	5	11	4	5	19	1	1	1	0	0	0	56
AVIANCA	4	2	5	1	2	4	0	0	0	0	0	0	18
BRITISH AIRWAYS	15	3	12	3	19	32	6	5	1	0	0	7	103
CARIBBEAN AIRLINES	13	1	3	0	0	7	3	1	0	0	0	2	30
CATHAY PACIFIC AIRWAYS	1	0	4	0	2	4	1	3	0	0	0	2	17
COPA	2	1	3	1	2	7	1	2	0	0	0	0	19
EMIRATES AIRLINES	5	3	5	2	6	14	10	2	1	1	0	0	49
ETIHAD AIRWAYS	1	1	3	2	1	1	2	0	0	1	0	1	13
IBERIA AIRLINES	7	3	4	1	5	13	3	0	0	0	0	0	36
JET AIRWAYS	1	1	3	1	2	8	1	0	0	0	0	0	17
KLM	5	2	7	0	4	22	3	3	0	1	1	2	50
LAN AIRLINES	4	2	0	0	2	6	0	0	0	0	0	1	15
LAN CHILE AIRLINES	3	0	1	1	4	4	1	0	0	0	0	0	14
LOT POLISH AIRLINES	8	1	2	1	1	1	1	0	0	0	0	0	15
LUFTHANSA	16	3	22	3	13	28	3	4	0	1	0	1	94
QANTAS AIRWAYS	2	0	1	0	0	3	3	0	0	0	0	1	10
QATAR AIRWAYS	7	1	9	0	3	7	2	0	0	0	0	0	29
ROYAL AIR MAROC	7	1	3	0	2	8	1	1	0	0	0	0	23
ROYAL JORDANIAN AIRLINES	0	2	0	1	0	4	2	2	0	1	0	0	12
SOUTH AFRICAN AIRWAYS	7	1	2	0	2	3	1	0	0	0	0	0	16
TACA INTERNATIONAL AIRLINES	1	2	3	3	0	8	0	1	0	2	0	0	20
TAM	4	2	5	2	1	4	1	0	0	0	0	0	19
TURKISH AIRLINES	6	1	6	3	5	12	2	1	0	0	0	0	36
VIRGIN ATLANTIC AIRWAYS	5	0	8	2	10	5	2	0	0	0	0	0	32
VOLARIS AIRLINES	1	0	8	3	4	1	2	0	0	0	0	0	19
OTHER FOREIGN AIRLINES	40	3	42	7	51	70	24	7	2	6	0	10	262
<b>TOTALS</b>	<b>224</b>	<b>52</b>	<b>204</b>	<b>49</b>	<b>171</b>	<b>370</b>	<b>104</b>	<b>44</b>	<b>6</b>	<b>16</b>	<b>1</b>	<b>32</b>	<b>1,273</b>

\* 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.



TABLE 4 (YTD) – Cont.

COMPANIES\* OTHER THAN U. S. AIRLINES  
BY COMPLAINT CATEGORY

JANUARY – SEPTEMBER 2011

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>TRAVEL AGENTS</u></b>													
CHEAPTICKETS.COM	0	0	6	1	4	0	0	0	0	0	0	0	11
CHEAPOAIR.COM	1	0	5	4	7	1	0	0	0	0	0	0	18
EXPEDIA.COM	2	0	15	2	9	0	4	0	1	0	0	0	33
ORBITZ.COM	2	0	12	3	5	0	1	0	2	0	0	0	25
PRICELINE.COM	0	0	12	3	4	0	0	0	1	0	0	0	20
TRAVELOCITY.COM	1	0	5	4	5	0	0	0	1	0	0	0	16
OTHER TRAVEL AGENTS	0	0	4	1	0	0	0	0	1	0	0	0	6
TOTALS	6	0	59	18	34	1	5	0	6	0	0	0	129
<b><u>TOUR OPERATORS</u></b>													
DIRECT AIR AND TOURS	15	0	17	6	7	0	3	3	2	0	0	0	53
OTHER TOUR OPERATORS	1	0	0	0	1	0	0	0	0	0	0	1	3
TOTALS	16	0	17	6	8	0	3	3	2	0	0	1	56
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	23	4	24	5	21	38	9	2	4	0	0	6	136
TOTALS	23	4	24	5	21	38	9	2	4	0	0	6	136

\* 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.

TABLE 5 (YTD)

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2011			JANUARY - SEPTEMBER 2010		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	293	82,972,693	<b>0.35</b>	219	79,119,039	<b>0.28</b>
2	<b>ALASKA AIRLINES</b>	66	13,478,508	<b>0.49</b>	58	12,372,586	<b>0.47</b>
3	<b>HAWAIIAN AIRLINES</b>	47	6,511,000	<b>0.72</b>	84	6,326,710	<b>1.33</b>
4	<b>AIRTRAN AIRWAYS</b>	137	18,743,760	<b>0.73</b>	193	18,463,893	<b>1.05</b>
5	<b>MESA AIRLINES</b>	49	6,558,054	<b>0.75</b>	41	6,897,852	<b>0.59</b>
6	<b>SKYWEST AIRLINES</b>	145	18,506,919	<b>0.78</b>	118	18,312,248	<b>0.64</b>
7	<b>FRONTIER AIRLINES</b>	85	10,307,482	<b>0.82</b>	116	8,246,666	<b>1.41</b>
8	<b>ATLANTIC SOUTHEAST AIRLINES</b>	112	10,743,648	<b>1.04</b>	59	10,391,609	<b>0.57</b>
9	<b>JETBLUE AIRWAYS</b>	217	19,675,671	<b>1.10</b>	237	18,189,742	<b>1.30</b>
10	<b>EXPRESSJET AIRLINES</b>	144	12,842,432	<b>1.12</b>	79	12,570,211	<b>0.63</b>
11	<b>DELTA AIR LINES</b>	1,131	86,543,781	<b>1.31</b>	1,846	83,928,023	<b>2.20</b>
12	<b>AMERICAN AIRLINES</b>	1,034	64,989,536	<b>1.59</b>	998	64,823,147	<b>1.54</b>
13	<b>AMERICAN EAGLE AIRLINES</b>	220	12,877,176	<b>1.71</b>	132	11,954,488	<b>1.10</b>
14	<b>CONTINENTAL AIRLINES</b>	651	34,296,419	<b>1.90</b>	516	32,750,097	<b>1.58</b>
15	<b>US AIRWAYS</b>	793	39,822,544	<b>1.99</b>	652	38,853,211	<b>1.68</b>
16	<b>UNITED AIRLINES</b>	882	38,650,678	<b>2.28</b>	718	40,947,489	<b>1.75</b>
<b>TOTAL</b>		<b>6,006</b>	<b>477,520,301</b>	<b>1.26</b>	<b>6,066</b>	<b>464,147,011</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 – September 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.

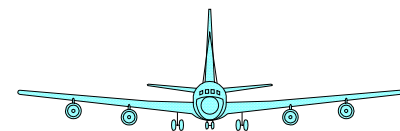
**Disability:** Civil rights complaints by air travelers with disabilities.

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

The Transportation Security Administration (TSA) screened approximately 51 million airline passengers and their 41 million checked bags in the month of September 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 September.

**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
222	.0004	39	.00007	77	.0001	326	.0006

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

Number of Damage Claims Received			
Checkpoint (TSA)	Percentage of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	Percentage of Total Checked Bags Screened
189	.0004	565	.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 September.

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.

### September 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>Delta</u></i></a>	<b>1</b>		
<a href="#"><i><u>Hawaiian</u></i></a>	<b>1</b>	<b>1</b>	
<b><i>Total</i></b>	<b>2</b>	<b>1</b>	