



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: January 2010*



<b>Flight Delays<sup>1</sup></b>	November 2009 12 Months Ending November 2009
<b>Mishandled Baggage<sup>1</sup></b>	November 2009
<b>Oversales<sup>1</sup></b>	3rd Quarter 2009 January-September 2009
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	November 2009
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	November 2009
<b>Airline Animal Incident Reports<sup>4</sup></b>	November 2009

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

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

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

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

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## **INTRODUCTION**

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

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

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

## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the eighteen (18) 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 31 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 19 reporting air carriers, 13 carriers (AirTran, American Eagle, Atlantic Southeast, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways) use ACARS exclusively; 2 carriers (American and Continental) use a combination of ACARS and DGS; 1 carrier (Comair) records arrival times manually; and 3 carriers (Alaska, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 31 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 31 "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 most frequently delayed flights, showing the percentage of each flight operation that was late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of late operations are listed first in Table 5; where percentages are identical, flights are listed alphabetically by carrier code. 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 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 4 hours or more, and Table 12 displays the number and percentage of regularly scheduled flights with tarmac delays of 3 hours or more.

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

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	82.7	15	93.3
UNITED AIRLINES S/	28	92.6	69	92.6
SOUTHWEST AIRLINES S/	21	92.0	68	92.0
PINNACLE AIRLINES S/V/	15	90.6	116	91.3
NORTHWEST AIRLINES S/	29	91.1	67	91.1
SKYWEST AIRLINES S/	19	91.1	133	90.8
JETBLUE AIRWAYS S/	20	88.2	45	89.1
ALASKA AIRLINES S/	18	90.3	50	88.3
US AIRWAYS S/	29	87.7	78	87.8
AMERICAN AIRLINES S/	29	88.0	75	87.8
EXPRESSJET AIRLINES S/	21	85.9	94	87.7
MESA AIRLINE S/	17	87.8	105	87.6
DELTA AIR LINES S/	31	87.0	88	87.4
AMERICAN EAGLE S/	18	87.4	116	87.2
FRONTIER AIRLINES S/	23	88.0	41	87.0
CONTINENTAL AIRLINES S/	26	86.1	55	86.2
COMAIR S/	21	84.8	67	85.1
AIRTRAN AIRWAYS S/	23	79.4	59	80.6
ATLANTIC SOUTHEAST AIRLINES S/	14	77.5	109	80.5
<b>TOTAL</b>		<b>88.2</b>		<b>88.6</b>

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		SEP - 09		OCT - 09		NOV - 09		12 MONTHS ENDING NOVEMBER 2009		DATABASE TO DATE SEP 1987-NOVEMBER 2009	
	10 - 12 2008		01 - 03 2009		04 - 06 2009		07 - 09 2009											
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	77.0	10	77.4	12	76.4	13	75.4	17	83.4	16	75.3	12	80.6	18	75.8	17	(--)	(--)
ALASKA	74.9	17	72.6	17	84.9	2	87.6	2	90.0	2	85.8	2	88.3	8	80.8	5	75.8	8
AMERICAN	79.3	7	78.0	10	73.8	16	78.2	15	86.0	13	76.0	11	87.8	10	76.9	15	78.0	5
AMERICAN EAGLE	76.8	12	77.4	13	75.6	15	80.6	12	84.8	14	74.0	14	87.2	14	76.8	16	73.9	9
ATLANTIC SOUTHEAST	72.3	19	68.9	19	71.2	18	69.8	18	72.2	19	71.6	18	80.5	19	70.4	18	(--)	(--)
COMAIR	72.3	18	69.1	18	64.7	19	69.1	19	80.5	18	72.7	16	85.1	17	68.0	19	(--)	(--)
CONTINENTAL	75.1	15	76.4	16	78.7	10	82.8	7	88.4	6	75.1	13	86.2	16	78.1	11	78.2	3
DELTA	75.0	16	77.8	11	76.7	12	78.7	14	82.2	17	79.4	6	87.4	13	77.7	12	77.6	6
EXPRESSJET	76.5	13	76.9	15	79.0	8	83.2	5	87.3	10	72.6	17	87.7	11	78.7	8	(--)	(--)
FRONTIER	77.9	9	79.2	8	75.8	14	82.1	9	89.1	4	72.9	15	87.0	15	77.6	13	(--)	(--)
HAWAIIAN	86.2	1	91.2	1	91.6	1	94.1	1	94.1	1	93.4	1	93.3	1	91.4	1	(--)	(--)
JETBLUE	76.9	11	78.4	9	73.7	17	78.7	13	88.7	5	82.9	3	89.1	7	77.1	14	(--)	(--)
MESA	75.7	14	77.0	14	78.7	9	81.5	10	87.0	11	78.4	8	87.6	12	78.6	9	(--)	(--)
NORTHWEST	80.2	4	80.3	5	80.2	6	78.0	16	84.5	15	69.3	19	91.1	5	78.2	10	79.0	2
PINNACLE	79.4	6	83.2	3	84.6	3	81.3	11	86.6	12	78.8	7	91.3	4	81.6	4	(--)	(--)
SKYWEST	78.3	8	80.2	6	84.3	4	85.1	3	87.5	9	77.6	10	90.8	6	81.6	3	(--)	(--)
SOUTHWEST	81.4	2	85.1	2	82.0	5	84.0	4	89.1	3	77.8	9	92.0	3	82.4	2	81.9	1
UNITED	79.9	5	80.4	4	77.7	11	82.3	8	87.9	8	81.7	5	92.6	2	80.1	7	75.9	7
US AIRWAYS	80.5	3	79.6	7	79.1	7	83.2	6	87.9	7	82.1	4	87.8	9	80.6	6	78.2	4
<b>Total</b>	<b>78.2</b>		<b>79.2</b>		<b>78.6</b>		<b>81.0</b>		<b>86.2</b>		<b>77.3</b>		<b>88.6</b>		<b>78.9</b>		<b>78.2</b>	

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

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

NOVEMBER 2009

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	943	83.1	89	80.9	H/		25	80.0	7	100.0	26	100.0	H/		29	86.2
AA	522	81.4	969	84.2	264	84.8	137	89.8	H/		798	88.7	498	88.4	12375	89.2
AS	30	96.7	71	87.3	H/		H/		H/		88	87.5	123	95.9	66	90.9
B6	H/		1655	86.5	106	92.5	135	86.7	H/		H/		72	97.2	H/	
CO	200	69.0	354	79.1	136	82.4	111	78.4	H/		220	82.3	284	86.6	274	85.0
DL	13503	84.2	904	85.2	365	87.7	209	78.5	854	91.5	474	84.4	303	92.1	307	91.5
EV	11293	75.8	81	92.6	H/		17	88.2	851	93.5	102	92.2	H/		5	100.0
F9	61	77.0	24	41.7	H/		H/		H/		89	93.3	3091	91.2	146	82.9
FL	6165	76.6	580	79.1	1471	84.0	184	69.0	H/		319	84.3	174	81.6	218	73.4
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	55	81.8	774	80.6	114	86.8	232	87.1	414	86.2	853	85.0	H/		6824	85.7
NW	30	80.0	317	83.3	255	91.8	135	88.9	H/		446	90.8	312	96.2	142	96.5
OH	229	55.5	441	84.8	30	93.3	113	90.3	1433	90.8	594	89.6	H/		109	85.3
OO	84	81.0	H/		H/		H/		149	96.0	H/		4313	92.4	278	91.4
UA	88	89.8	682	90.6	325	93.5	87	87.4	29	96.6	405	92.6	4250	94.6	219	93.2
US	381	78.7	1543	83.7	352	84.1	6425	87.4	H/		1745	89.1	348	91.1	551	88.7
WN	H/		288	87.5	4475	91.0	H/		H/		H/		3180	93.8	H/	
XE	236	80.9	82	85.4	181	84.0	332	84.6	235	85.5	163	85.9	H/		183	90.7
YV	95	80.0	23	60.9	H/		1406	83.7	H/		H/		1016	92.7	2	100.0
<b>TOTAL</b>	<b>33915</b>	<b>79.6</b>	<b>8877</b>	<b>84.3</b>	<b>8074</b>	<b>88.9</b>	<b>9548</b>	<b>86.2</b>	<b>3972</b>	<b>91.0</b>	<b>6322</b>	<b>88.1</b>	<b>17964</b>	<b>92.8</b>	<b>21728</b>	<b>88.0</b>

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

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ARRIVAL AIRPORT *																
CARRIER*	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	4436	91.1	H/		H/		109	90.8	126	96.8	H/		H/		H/	
AA	183	94.5	424	82.3	212	85.8	310	83.5	293	85.7	880	87.4	635	90.4	2218	88.1
AS	H/		59	83.1	H/		H/		30	100.0	H/		283	92.9	469	92.1
B6	H/		364	77.5	1121	86.5	456	89.0	H/		3590	89.6	267	91.0	84	92.9
CO	132	90.9	3707	80.4	409	85.8	H/		6081	90.6	H/		482	89.2	589	88.5
DL	340	90.0	324	77.8	648	86.7	239	85.8	104	88.5	1371	87.5	561	95.4	929	93.0
EV	6	100.0	H/		48	89.6	33	84.8	92	94.6	H/		H/		H/	
F9	73	80.8	H/		60	91.7	H/		88	86.4	H/		251	82.9	187	87.7
FL	165	80.0	H/		570	78.9	106	67.9	H/		H/		203	84.7	180	82.2
HA	H/		H/		H/		H/		H/		H/		73	84.9	51	78.4
MQ	344	85.2	H/		H/		H/		59	88.1	684	85.5	H/		1257	91.6
NW	4909	91.4	111	80.2	179	84.9	H/		156	94.2	206	87.4	486	91.8	554	93.1
OH	652	82.5	25	80.0	44	84.1	30	96.7	63	87.3	2029	85.3	H/		H/	
OO	47	80.9	51	76.5	H/		H/		187	86.1	H/		262	92.7	3120	91.2
UA	30	93.3	286	81.5	H/		1882	91.3	225	94.7	373	93.6	793	94.8	1956	93.1
US	223	86.1	308	74.0	559	84.4	19	73.7	277	85.2	114	83.3	1322	92.6	486	91.4
WN	455	89.2	H/		1364	89.6	287	82.6	H/		H/		6220	94.5	3217	92.0
XE	164	76.8	3544	75.7	H/		131	79.4	7185	91.0	H/		H/		H/	
YV	140	87.1	117	70.1	H/		1440	80.6	5	80.0	53	73.6	437	90.8	172	86.0
<b>TOTAL</b>	<b>12299</b>	<b>90.0</b>	<b>9320</b>	<b>78.2</b>	<b>5214</b>	<b>86.2</b>	<b>5042</b>	<b>85.9</b>	<b>14971</b>	<b>90.7</b>	<b>9300</b>	<b>87.8</b>	<b>12275</b>	<b>93.1</b>	<b>15469</b>	<b>91.1</b>

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



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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	109	81.7	H/		90	91.1	H/		1438	94.9	49	95.9	H/		86	82.6
AA	1286	80.6	679	84.1	H/		3290	84.6	429	91.6	4707	91.9	135	83.7	421	81.9
AS	H/		59	91.5	H/		30	83.3	60	91.7	110	75.5	692	93.1	H/	
B6	249	78.3	1165	88.8	H/		H/		H/		167	92.2	73	80.8	H/	
CO	276	78.3	491	83.9	H/		258	81.8	30	86.7	417	85.9	148	91.9	136	72.1
DL	1014	80.5	1012	90.7	114	86.8	460	88.3	327	91.4	218	93.6	216	94.0	352	80.1
EV	29	86.2	H/		31	74.2	H/		H/		27	81.5	H/		H/	
F9	60	80.0	111	82.0	119	89.9	H/		118	83.9	H/		102	84.3	30	73.3
FL	545	76.1	1782	85.4	330	78.2	89	85.4	215	86.0	H/		H/		263	72.6
HA	H/		H/		H/		H/		H/		H/		60	86.7	H/	
MQ	935	81.1	H/		H/		615	84.1	H/		6583	91.1	H/		71	80.3
NW	795	80.4	397	88.7	133	97.7	126	89.7	4807	93.5	415	91.1	134	91.0	306	78.8
OH	563	73.7	H/		76	88.2	1	100.0	281	87.9	168	88.1	H/		110	73.6
OO	H/		H/		H/		H/		75	90.7	3300	91.7	926	92.4	107	78.5
UA	479	83.7	481	91.3	H/		34	88.2	342	92.1	5374	93.5	328	94.5	322	86.0
US	994	83.3	687	82.4	H/		256	84.8	341	87.1	650	89.1	144	94.4	3417	83.4
WN	234	70.1	2718	92.4	6075	92.1	H/		314	86.3	H/		1024	95.0	1522	85.0
XE	28	92.9	24	91.7	H/		23	95.7	332	90.1	125	92.8	H/		50	78.0
YV	113	77.9	H/		H/		H/		H/		2615	88.2	H/		H/	
<b>TOTAL</b>	<b>7709</b>	<b>79.9</b>	<b>9606</b>	<b>88.4</b>	<b>6968</b>	<b>91.3</b>	<b>5182</b>	<b>84.9</b>	<b>9109</b>	<b>92.4</b>	<b>24925</b>	<b>91.4</b>	<b>3982</b>	<b>92.7</b>	<b>7193</b>	<b>82.5</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *														
CARRIER*	PHX		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		H/		H/		H/		H/		96	89.6	H/	
AA	434	89.6	446	85.0	408	89.7	930	85.9	203	88.7	1100	91.0	484	86.6
AS	232	94.0	275	92.4	3350	89.4	273	88.3	H/		H/		H/	
B6	51	96.1	88	94.3	107	87.9	188	91.5	90	88.9	H/		276	90.6
CO	309	90.6	261	88.1	324	88.0	356	88.8	58	94.8	H/		351	85.8
DL	291	92.1	300	95.0	394	94.9	358	96.1	1957	94.9	156	93.6	472	86.4
EV	H/		H/		H/		H/		H/		93	80.6	H/	
F9	215	82.8	91	82.4	89	86.5	119	79.0	110	84.5	90	88.9	46	71.7
FL	73	86.3	H/		33	81.8	90	85.6	H/		176	84.1	555	80.2
HA	30	76.7	30	76.7	73	82.2	30	90.0	H/		H/		H/	
MQ	H/		514	87.7	H/		31	77.4	H/		208	88.0	H/	
NW	281	92.5	161	93.8	312	93.6	302	91.4	143	95.8	134	94.0	412	89.1
OH	H/		H/		H/		H/		H/		61	91.8	6	83.3
OO	309	92.2	573	87.4	644	93.6	3433	86.2	6045	93.0	53	92.5	H/	
UA	414	92.5	563	90.9	524	94.1	3038	91.9	64	89.1	H/		226	90.7
US	4815	93.0	291	92.8	297	92.6	523	89.7	117	96.6	144	92.4	527	84.6
WN	4850	93.3	2690	91.9	1036	93.9	1265	88.5	1081	94.9	1966	92.7	2081	89.4
XE	50	90.0	H/		H/		H/		18	100.0	213	86.9	13	100.0
YV	2338	93.9	88	89.8	H/		H/		26	92.3	H/		H/	
<b>TOTAL</b>	<b>14692</b>	<b>92.8</b>	<b>6371</b>	<b>90.5</b>	<b>7591</b>	<b>91.1</b>	<b>10936</b>	<b>88.8</b>	<b>9912</b>	<b>93.4</b>	<b>4490</b>	<b>91.1</b>	<b>5449</b>	<b>87.2</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	96.5	89.1	66.7	92.7	100.0	J/	J/	91.0	93.7	91.2	100.0	87.1	95.6	88.0	94.1	87.2	90.0	92.7
700 - 759 AM	90.5	88.7	97.3	92.4	96.7	94.2	94.1	94.4	87.2	97.1	75.0	89.4	91.6	93.8	95.0	93.1	94.9	100.0
800 - 859 AM	77.3	89.0	95.9	85.9	91.4	92.6	97.0	90.3	85.8	94.5	93.8	92.5	91.7	95.4	95.6	92.8	92.8	92.0
900 - 959 AM	83.4	91.1	94.5	80.0	100.0	91.6	95.3	89.5	88.9	92.4	90.7	94.2	94.0	96.3	95.8	93.1	90.2	91.1
1000 - 1059 AM	81.9	90.6	95.9	87.1	91.1	90.7	92.6	91.6	92.1	91.4	89.0	95.9	92.0	91.5	93.6	92.4	82.2	91.5
1100 - 1159 AM	87.6	89.4	91.9	87.7	92.3	87.1	93.3	89.9	92.0	83.2	91.6	84.7	92.5	91.9	94.6	92.2	79.7	91.0
1200 - 1259 PM	83.0	87.2	93.7	89.4	58.3	88.8	94.2	89.5	93.4	88.1	89.0	85.2	91.4	92.3	94.5	93.0	86.7	90.7
100 - 159 PM	80.5	89.1	93.1	88.9	90.1	92.9	92.6	90.8	91.1	80.5	90.4	91.9	90.7	90.3	93.4	91.8	84.7	91.6
200 - 259 PM	78.5	89.9	91.1	88.0	93.6	89.9	93.7	89.6	90.8	72.4	88.9	87.6	90.4	83.2	93.3	91.6	83.8	88.7
300 - 359 PM	74.7	86.5	91.9	83.7	94.3	84.7	92.2	87.5	93.1	74.5	87.4	84.6	92.8	83.9	92.5	90.6	81.0	91.4
400 - 459 PM	77.0	84.5	88.1	85.0	90.5	89.3	92.9	85.9	91.9	72.0	86.6	81.2	90.1	83.3	94.7	90.8	78.3	89.3
500 - 559 PM	75.1	78.4	83.6	87.0	82.0	85.3	91.3	85.8	91.1	70.8	84.4	83.3	86.7	88.6	93.4	89.7	75.6	86.7
600 - 659 PM	76.5	76.9	84.9	88.8	93.6	85.7	92.4	82.9	87.4	67.3	82.8	87.4	87.4	82.0	90.5	89.6	70.7	87.2
700 - 759 PM	73.9	73.3	82.9	81.4	88.1	85.4	90.8	83.2	86.9	65.7	84.5	92.1	91.0	82.9	89.8	89.6	71.1	82.3
800 - 859 PM	74.1	78.5	81.5	85.0	95.9	88.1	89.6	86.9	89.4	71.9	86.5	82.7	87.5	82.9	92.1	89.3	71.2	83.7
900 - 959 PM	78.9	80.6	81.1	82.9	100.0	84.3	88.7	86.0	94.6	72.6	79.6	89.0	88.5	89.3	90.6	90.3	71.4	85.6
1000 - 1059 PM	86.6	86.9	83.5	81.8	85.0	84.5	91.0	82.6	84.2	76.1	78.1	75.6	88.3	87.6	90.9	87.9	78.2	85.5
1100 - 559 AM	89.5	84.1	88.6	84.8	89.2	87.2	89.1	85.9	87.0	80.1	81.0	85.3	90.9	90.0	90.0	92.0	83.2	84.8
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>79.6</b>	<b>84.3</b>	<b>88.9</b>	<b>86.2</b>	<b>91.0</b>	<b>88.1</b>	<b>92.8</b>	<b>88.0</b>	<b>90.0</b>	<b>78.2</b>	<b>86.2</b>	<b>85.9</b>	<b>90.7</b>	<b>87.8</b>	<b>93.1</b>	<b>91.1</b>	<b>79.9</b>	<b>88.4</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *														
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	J/	89.4	91.3	95.1	77.3	87.5	J/	67.9	79.4	96.5	100.0	J/	J/	92.1
700 - 759 AM	97.3	95.0	96.2	95.0	84.7	100.0	93.5	91.0	96.9	94.9	93.8	97.9	J/	93.2
800 - 859 AM	95.6	89.8	95.5	93.2	96.0	92.7	94.0	94.6	95.5	92.6	92.9	96.9	94.7	89.8
900 - 959 AM	95.2	93.0	92.4	92.6	97.4	88.2	92.8	94.5	95.0	90.8	94.7	92.5	89.7	92.0
1000 - 1059 AM	94.0	87.4	94.5	93.2	95.2	87.2	94.1	94.8	93.7	85.1	93.3	94.4	91.0	90.9
1100 - 1159 AM	94.2	90.4	87.9	93.6	94.8	81.9	93.9	93.2	94.0	88.1	94.0	94.7	92.2	90.7
1200 - 1259 PM	94.8	79.7	94.5	90.7	98.0	89.4	92.5	93.7	92.7	87.3	94.8	94.6	89.8	90.4
100 - 159 PM	95.0	85.8	91.6	91.4	92.4	84.0	92.9	92.9	92.4	85.3	93.0	94.4	91.4	89.7
200 - 259 PM	93.8	89.0	93.4	92.8	94.0	82.3	94.0	92.0	92.0	88.1	94.2	90.2	89.2	88.8
300 - 359 PM	91.7	87.6	93.0	91.6	93.0	78.8	93.1	89.3	91.1	86.3	94.8	90.3	86.2	87.3
400 - 459 PM	91.2	84.7	93.1	91.0	95.7	78.5	93.9	92.8	90.1	88.7	92.6	91.2	88.3	87.0
500 - 559 PM	90.5	83.7	91.0	89.6	94.4	73.6	92.7	89.0	89.7	90.4	92.0	92.2	82.6	86.1
600 - 659 PM	88.6	82.7	88.3	88.7	92.7	76.7	93.7	90.0	91.4	89.3	93.3	89.5	84.2	85.7
700 - 759 PM	88.1	75.0	96.7	88.2	87.2	77.4	91.1	89.4	89.4	85.2	93.2	87.5	86.0	84.3
800 - 859 PM	85.0	77.7	91.6	87.3	89.1	81.3	92.9	86.0	87.7	86.8	90.7	89.4	81.9	85.1
900 - 959 PM	88.5	81.6	87.3	88.6	90.6	81.3	89.7	83.2	92.0	90.1	96.0	84.1	81.0	85.3
1000 - 1059 PM	78.5	78.3	86.4	91.8	92.7	82.6	89.6	83.9	89.3	90.4	92.4	83.3	83.8	85.5
1100 - 559 AM	83.4	79.2	90.8	91.5	92.1	84.7	88.8	90.1	86.1	93.6	89.6	80.4	85.9	87.1
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>91.3</b>	<b>84.9</b>	<b>92.4</b>	<b>91.4</b>	<b>92.7</b>	<b>82.5</b>	<b>92.8</b>	<b>90.5</b>	<b>91.1</b>	<b>88.8</b>	<b>93.4</b>	<b>91.1</b>	<b>87.2</b>	<b>88.2</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	95.2	95.5	95.0	93.5	96.2	96.0	94.9	93.7	95.1	95.5	98.0	92.4	96.0	95.2	97.1	95.2	96.7	96.9
700 - 759 AM	92.1	94.8	97.0	91.0	95.0	94.8	96.6	90.4	94.7	93.1	94.5	96.0	94.7	95.1	97.6	93.7	94.6	94.7
800 - 859 AM	90.4	93.3	93.9	93.5	90.6	95.4	94.4	88.0	86.0	91.4	94.2	91.1	92.0	92.5	94.0	93.3	94.4	95.2
900 - 959 AM	84.4	93.3	94.3	90.0	90.6	91.8	94.4	85.9	88.7	91.8	90.7	93.2	92.4	94.0	93.6	90.9	93.0	92.7
1000 - 1059 AM	86.6	91.7	91.5	87.3	94.1	93.9	91.4	85.7	88.0	86.7	90.6	89.7	93.2	93.6	93.4	90.2	90.2	89.9
1100 - 1159 AM	87.5	90.6	90.7	87.2	85.3	90.5	91.5	85.3	89.1	87.0	85.7	87.0	91.3	90.9	92.0	90.9	87.0	90.1
1200 - 1259 PM	87.6	91.0	88.6	84.7	89.2	87.7	90.8	85.6	90.8	86.2	85.3	87.9	90.2	87.1	92.2	89.5	85.9	89.2
100 - 159 PM	85.6	87.4	81.4	87.6	90.3	91.8	88.3	83.0	90.7	82.3	84.2	74.8	90.7	90.2	92.6	89.5	87.2	88.9
200 - 259 PM	84.7	86.8	88.5	87.4	86.5	89.6	88.2	83.5	90.3	78.7	82.9	88.6	88.2	91.7	91.2	88.7	86.9	84.6
300 - 359 PM	81.4	87.0	86.8	81.5	92.6	85.5	90.9	82.5	87.3	76.5	86.6	85.0	89.0	84.5	90.9	90.3	82.8	84.1
400 - 459 PM	80.9	86.6	80.7	84.7	88.2	87.4	88.6	84.3	83.0	74.7	80.6	74.0	88.7	87.5	89.9	89.8	85.4	85.7
500 - 559 PM	79.6	82.7	75.6	84.9	93.8	88.8	89.3	81.8	89.0	72.8	79.2	84.7	80.8	88.3	90.0	86.4	80.3	86.3
600 - 659 PM	82.6	78.1	71.5	88.6	74.3	85.8	87.8	81.2	88.2	69.2	79.5	80.1	86.5	88.9	87.3	89.0	77.6	83.5
700 - 759 PM	79.1	79.6	78.2	88.6	85.2	85.1	88.5	80.7	89.2	69.7	79.1	86.1	84.9	86.4	85.2	88.0	76.4	80.2
800 - 859 PM	79.1	75.4	71.1	86.0	93.3	88.4	89.7	81.8	84.7	69.2	77.4	79.3	84.6	85.3	89.1	87.9	80.6	83.7
900 - 959 PM	82.9	68.8	86.1	90.0	J/	88.9	89.3	86.5	94.0	71.7	75.0	88.9	93.5	82.1	89.1	93.0	78.4	84.9
1000 - 1059 PM	80.0	J/	75.0	90.9	J/	J/	J/	85.8	96.7	J/	90.9	91.2	75.0	92.9	94.8	93.7	J/	J/
1100 - 559 AM	96.7	96.4	96.3	J/	100.0	88.0	93.8	92.9	92.9	96.7	98.7	95.5	96.5	98.8	95.1	90.8	90.0	89.8
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>84.2</b>	<b>88.4</b>	<b>86.0</b>	<b>88.2</b>	<b>89.1</b>	<b>90.4</b>	<b>90.7</b>	<b>84.7</b>	<b>89.7</b>	<b>81.9</b>	<b>86.4</b>	<b>86.8</b>	<b>89.8</b>	<b>89.7</b>	<b>91.8</b>	<b>90.8</b>	<b>86.8</b>	<b>88.3</b>

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

NOVEMBER 2009

## 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	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	97.2	92.3	94.6	91.1	97.7	92.0	97.2	93.6	96.0	93.8	93.1	96.9	98.0	95.0
700 - 759 AM	95.4	88.9	93.3	93.6	95.4	90.6	97.1	92.6	94.7	94.0	95.1	96.8	95.5	94.0
800 - 859 AM	95.6	87.3	91.1	92.8	92.5	88.4	94.3	92.5	95.1	93.7	93.4	96.0	95.7	92.5
900 - 959 AM	93.4	86.6	92.9	91.9	92.9	92.4	92.2	91.3	94.5	91.0	95.0	93.9	90.9	90.8
1000 - 1059 AM	89.7	86.6	90.8	90.2	94.5	91.0	89.3	90.8	94.0	87.1	94.2	89.7	91.7	90.1
1100 - 1159 AM	91.5	83.8	92.1	90.5	92.8	85.5	93.2	91.7	92.7	87.1	95.3	93.6	91.1	90.0
1200 - 1259 PM	90.4	83.1	94.0	90.3	89.5	85.0	90.0	90.1	92.2	83.8	88.2	89.5	90.0	88.5
100 - 159 PM	84.4	81.2	88.6	88.9	94.1	85.9	91.4	90.7	91.9	83.6	94.3	91.0	86.0	87.9
200 - 259 PM	88.9	75.4	88.6	88.9	95.9	82.3	92.1	91.2	90.7	84.8	93.3	87.3	82.3	87.2
300 - 359 PM	83.2	80.8	89.5	86.3	96.5	80.4	88.0	86.7	93.6	85.7	93.9	89.1	83.7	86.3
400 - 459 PM	81.6	73.4	88.3	87.3	92.1	76.9	90.3	90.9	90.3	86.0	92.9	87.5	81.8	85.2
500 - 559 PM	87.0	82.7	89.9	85.8	93.4	76.7	89.2	91.8	91.5	84.5	95.0	88.3	77.8	84.8
600 - 659 PM	78.4	77.1	87.1	86.6	92.6	81.4	86.8	87.3	91.5	92.7	93.0	82.0	79.0	83.9
700 - 759 PM	70.7	77.1	92.8	86.8	93.0	72.6	87.5	83.7	91.9	86.5	92.1	86.7	84.0	84.2
800 - 859 PM	69.3	75.1	J/	89.6	92.6	85.7	87.1	83.2	94.4	81.4	95.6	86.6	81.9	83.7
900 - 959 PM	72.7	83.0	94.4	89.0	100.0	83.6	91.7	88.4	90.1	90.5	96.2	60.0	50.0	87.7
1000 - 1059 PM	J/	75.4	100.0	90.3	93.9	77.8	92.3	93.6	95.4	93.2	J/	J/	J/	90.0
1100 - 559 AM	100.0	77.8	98.0	95.5	93.7	97.1	94.7	100.0	91.3	92.2	95.8	100.0	100.0	93.9
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>86.3</b>	<b>81.4</b>	<b>91.2</b>	<b>89.3</b>	<b>94.2</b>	<b>84.8</b>	<b>91.1</b>	<b>90.4</b>	<b>93.2</b>	<b>88.5</b>	<b>94.3</b>	<b>90.9</b>	<b>87.5</b>	<b>88.4</b>

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

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS // ARRIVING LATE 80% OF THE TIME OR MORE

THERE WERE NO REGULARLY SCHEDULED FLIGHTS THAT ARRIVED LATE 80% OF THE TIME OR MORE DURING NOVEMBER.

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
FRONTIER	229	1	0.4
ATLANTIC SOUTHEAST	867	3	0.3
COMAIR	384	1	0.3
SOUTHWEST	3,170	0	0.0
AMERICAN	1,509	0	0.0
SKYWEST	1,483	0	0.0
DELTA	1,280	0	0.0
AMERICAN EAGLE	1,268	0	0.0
US AIRWAYS	1,182	0	0.0
UNITED	961	0	0.0
EXPRESSJET	916	0	0.0
NORTHWEST	769	0	0.0
CONTINENTAL	737	0	0.0
PINNACLE	736	0	0.0
AIRTRAN	704	0	0.0
MESA	683	0	0.0
JETBLUE	526	0	0.0
ALASKA	353	0	0.0
HAWAIIAN	183	0	0.0
<b>TOTAL</b>	<b>17,940</b>	<b>5</b>	<b>0.0</b>

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



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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	84.8	90.2	204	204
ADAK ISLAND AK (ADK)	37.5	62.5	8	8
AGUADILLA PR (BQN)	92.0	95.1	125	123
AKRON OH (CAK)	82.5	86.8	726	725
ALBANY GA (ABY)	84.0	81.5	81	81
ALBANY NY (ALB)	85.8	88.7	935	934
ALBUQUERQUE NM (ABQ)	92.7	93.1	2,690	2,688
ALEXANDRIA LA (AEX)	87.6	90.0	339	339
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	90.7	91.3	312	311
AMARILLO TX (AMA)	89.0	91.4	500	499
ANCHORAGE AK (ANC)	84.3	88.4	1,211	1,212
APPLETON WI (ATW)	86.3	90.6	394	393
ASHEVILLE NC (AVL)	80.4	78.6	387	387
ASPEN CO (ASE)	87.6	88.6	201	201
ATLANTA GA (ATL)	79.6	84.2	33,915	33,927
ATLANTIC CITY NJ (ACY)	87.4	89.7	87	87
AUGUSTA GA (AGS)	83.4	83.8	265	265
AUSTIN TX (AUS)	89.6	92.2	3,327	3,326
BAKERSFIELD CA (BFL)	94.8	92.3	287	287
BALTIMORE MD (BWI)	88.9	86.0	8,074	8,075
BANGOR ME (BGR)	90.7	96.4	140	140
BARROW AK (BRW)	76.9	64.6	65	65
BATON ROUGE LA (BTR)	89.7	88.2	730	731
BELLINGHAM WA (BLI)	88.2	82.4	17	17
BEND/REDMOND OR (RDM)	94.1	93.7	253	253
BETHEL AK (BET)	80.5	73.2	82	82
BILLINGS MT (BIL)	93.8	95.2	273	273
BINGHAMTON/ENDUCT/JHNSN CTY NY (BGM)	90.9	94.5	55	55
BIRMINGHAM AL (BHM)	88.1	89.0	1,762	1,760
BISMARCK/MANDAN ND (BIS)	94.1	94.9	253	253
BLOOMINGTON IL (BMI)	88.2	90.1	363	363
BOISE ID (BOI)	94.3	95.5	1,058	1,057
BOSTON MA (BOS)	84.3	88.4	8,877	8,878
BOZEMAN MT (BZN)	91.0	95.0	221	221
BRANSON MO (BKG)	86.4	79.7	59	59
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	85.5	84.1	214	214
BROWNSVILLE TX (BRO)	86.1	90.9	231	230
BRUNSWICK GA (BQK)	85.5	85.5	76	76
BUFFALO NY (BUF)	90.2	92.5	1,918	1,915
BURBANK CA (BUR)	92.0	91.6	2,208	2,209
BURLINGTON VT (BTV)	90.1	90.1	453	454
BUTTE MT (BTM)	92.7	92.7	55	55
CARLSBAD CA (CLD)	93.4	92.3	181	181

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CASPER WY (CPR)	93.3	94.5	163	163
CEDAR CITY UT (CDC)	90.0	92.0	50	50
CEDAR RAPIDS/IOWA CITY IA (CID)	92.6	92.6	774	774
CHAMPAIGN/URBANA IL (CMI)	89.7	94.1	185	185
CHARLESTON SC (CHS)	84.5	86.3	893	893
CHARLESTON/DUNBAR WV (CRW)	86.9	86.5	275	274
CHARLOTTE AMALIE VI (STT)	84.5	87.9	207	207
CHARLOTTE NC (CLT)	86.2	88.2	9,548	9,553
CHARLOTTESVILLE VA (CHO)	79.5	79.5	112	112
CHATTANOOGA TN (CHA)	87.7	88.7	382	382
CHICAGO IL (MDW)	91.3	86.3	6,968	6,966
CHICAGO IL (ORD)	91.4	89.3	24,925	24,928
CHICO CA (CIC)	87.0	88.7	115	115
CHRISTIANSTED VI (STX)	92.3	82.1	39	39
CLEVELAND OH (CLE)	90.7	90.8	4,347	4,342
CODY WY (COD)	95.6	97.8	90	90
COLLEGE STATION/BRYAN TX (CLL)	89.9	93.3	89	89
COLORADO SPRINGS CO (COS)	89.7	90.8	1,049	1,049
COLUMBIA SC (CAE)	84.3	86.4	764	763
COLUMBUS GA (CSG)	87.4	85.3	143	143
COLUMBUS MS (GTR)	80.4	76.5	51	51
COLUMBUS OH (CMH)	89.7	91.0	2,476	2,477
CORDOVA AK (CDV)	75.9	77.6	58	58
CORPUS CHRISTI TX (CRP)	91.6	94.6	594	594
COVINGTON KY (CVG)	91.0	89.1	3,972	3,976
CRESCENT CITY CA (CEC)	81.0	78.8	84	85
DALLAS TX (DAL)	92.2	88.8	3,839	3,839
DALLAS/FT.WORTH TX (DFW)	88.0	84.7	21,728	21,738
DAYTON OH (DAY)	86.9	89.5	1,002	1,001
DAYTONA BEACH FL (DAB)	75.4	78.4	199	199
DEADHORSE AK (SCC)	79.6	83.3	54	54
DENVER CO (DEN)	92.8	90.7	17,964	17,965
DES MOINES IA (DSM)	88.3	92.1	1,178	1,176
DETROIT MI (DTW)	90.0	89.7	12,299	12,299
DOTHAN AL (DHN)	79.3	76.8	111	112
DUBUQUE IA (DBQ)	91.7	91.7	84	84
DULUTH MN (DLH)	94.2	95.7	138	139
DURANGO CO (DRO)	95.6	94.4	270	269
EAGLE CO (EGE)	83.6	86.4	110	110
EL CENTRO CA (IPL)	95.0	95.0	60	60
EL PASO TX (ELP)	90.7	92.5	1,757	1,756
ELKO NV (EKO)	93.2	95.8	118	118
ELMIRA/CORNING NY (ELM)	90.6	89.6	106	106

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ERIE PA (ERI)	94.8	96.1	77	77
EUGENE OR (EUG)	90.8	92.8	391	391
EUREKA/ARCATA CA (ACV)	89.5	89.8	256	255
EVANSVILLE IN (EVV)	91.1	91.9	361	360
FAIRBANKS AK (FAI)	85.6	87.3	299	299
FARGO ND (FAR)	92.4	94.6	315	315
FAYETTEVILLE AR (XNA)	87.5	89.3	1,075	1,074
FAYETTEVILLE NC (FAY)	76.7	76.0	275	275
FLAGSTAFF AZ (FLG)	90.4	87.4	136	135
FLINT MI (FNT)	87.2	88.7	611	612
FLORENCE SC (FLO)	90.0	93.3	30	30
FORT LAUDERDALE FL (FLL)	86.2	86.4	5,214	5,206
FORT SMITH AR (FSM)	88.5	92.5	148	147
FORT WAYNE IN (FWA)	91.6	92.8	430	429
FRESNO CA (FAT)	92.5	90.6	1,052	1,052
FT. MYERS FL (RSW)	88.6	89.3	2,125	2,121
GAINESVILLE FL (GNV)	82.3	79.0	186	186
GILLETTE WY (GCC)	94.9	96.6	117	118
GRAND FORKS ND (GFK)	92.6	91.3	81	80
GRAND JUNCTION CO (GJT)	95.0	93.5	417	418
GRAND RAPIDS MI (GRR)	89.6	89.3	1,019	1,019
GREAT FALLS MT (GTF)	93.5	96.4	138	138
GREEN BAY/CLINTONVILLE WI (GRB)	92.3	94.1	491	491
GREENSBORO/HIGH POINT NC (GSO)	82.9	82.8	762	760
GREENVILLE/SPARTANBURG SC (GSP)	87.1	87.7	729	729
GULFPORT/BILOXI MS (GPT)	87.1	89.1	560	561
GUNNISON CO (GUC)	90.9	92.7	55	55
HARLINGEN/SAN BENITO TX (HRL)	91.4	94.2	429	429
HARRISBURG PA (MDT)	85.0	85.9	427	425
HARTFORD CT (BDL)	88.0	91.0	1,780	1,783
HELENA MT (HLN)	93.6	95.7	141	141
HILO HI (ITO)	93.9	95.8	636	636
HONOLULU HI (HNL)	88.5	93.4	4,399	4,398
HOUSTON TX (HOU)	91.5	87.5	4,341	4,341
HOUSTON TX (IAH)	90.7	89.8	14,971	14,967
HUNTSVILLE AL (HSV)	88.0	88.9	923	924
IDAHO FALLS ID (IDA)	90.1	94.1	202	202
INDIANAPOLIS IN (IND)	89.1	89.4	3,124	3,125
INDIO/PALM SPRINGS CA (PSP)	89.4	89.7	965	965
INYOKERN CA (IYK)	98.8	98.8	81	81
ISLIP NY (ISP)	87.6	87.1	699	699
ITHACA/CORTLAND NY (ITH)	90.9	92.7	55	55
JACKSON WY (JAC)	91.7	93.5	168	169

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON/VICKSBURG MS (JAN)	88.2	88.6	1,034	1,035
JACKSONVILLE FL (JAX)	87.7	89.4	2,244	2,245
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	82.8	86.9	122	122
JUNEAU AK (JNU)	83.8	78.1	296	297
KAHULUI HI (OGG)	90.3	93.6	1,584	1,584
KALAMAZOO MI (AZO)	93.1	94.6	276	276
KALISPELL MT (FCA)	87.8	94.8	115	115
KANSAS CITY MO (MCI)	91.0	92.2	4,184	4,187
KETCHIKAN AK (KTN)	81.3	80.7	176	176
KEY WEST FL (EYW)	84.1	75.7	69	70
KILLEEN TX (GRK)	85.2	86.8	250	250
KLAMATH FALLS OR (LMT)	91.4	87.9	116	116
KNOXVILLE TN (TYS)	88.2	88.8	1,148	1,147
KODIAK AK (ADQ)	83.0	71.7	53	53
KONA HI (KOA)	91.0	93.1	971	971
KOTZEBUE AK (OTZ)	85.1	79.3	87	87
LA CROSSE WI (LSE)	93.9	97.1	244	243
LAFAYETTE LA (LFT)	90.1	92.1	483	481
LAKE CHARLES LA (LCH)	86.6	89.9	119	119
LANSING MI (LAN)	92.8	94.5	290	290
LAREDO TX (LRD)	81.9	88.2	210	211
LAS VEGAS NV (LAS)	93.1	91.8	12,275	12,282
LAWTON/FORT SILL OK (LAW)	94.4	94.4	18	18
LEWISTON ID (LWS)	86.8	90.7	53	54
LEXINGTON KY (LEX)	86.4	89.8	559	558
LIHUE HI (LIH)	92.5	95.3	956	956
LINCOLN NE (LNK)	92.4	93.3	223	223
LITTLE ROCK AR (LIT)	87.0	86.9	1,588	1,588
LONG BEACH CA (LGB)	92.1	90.9	1,126	1,127
LONGVIEW/KILGOR/GLADWATR TX (GGG)	83.3	91.7	60	60
LOS ANGELES CA (LAX)	91.1	90.8	15,469	15,469
LOUISVILLE KY (SDF)	87.2	87.5	1,571	1,571
LUBBOCK TX (LBB)	89.0	91.5	664	661
LYNCHBURG VA (LYH)	86.7	90.7	75	75
MADISON WI (MSN)	88.3	89.2	975	978
MANCHESTER NH (MHT)	86.4	89.2	1,155	1,154
MANHATTAN/FT. RILEY KS (MHK)	81.4	81.4	59	59
MARQUETTE MI (MQT)	86.9	92.9	99	99
MEDFORD OR (MFR)	87.1	86.2	311	311
MELBOURNE FL (MLB)	83.0	84.6	176	175
MEMPHIS TN (MEM)	89.7	91.6	5,714	5,726
MERIDIAN MS (MEI)	78.6	85.7	56	56
MIAMI FL (MIA)	84.9	81.4	5,182	5,179

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MIDLAND/ODESSA TX (MAF)	92.2	96.3	515	515
MILWAUKEE WI (MKE)	88.0	89.0	3,887	3,887
MINNEAPOLIS MN (MSP)	92.4	91.2	9,109	9,115
MISSION/MCALLEN/EDINBURG TX (MFE)	87.0	94.1	338	338
MISSOULA MT (MSO)	93.4	94.9	196	196
MOBILE AL (MOB)	87.1	87.2	568	569
MODESTO CA (MOD)	87.5	86.0	136	136
MOLINE IL (MLI)	88.4	89.2	576	576
MONROE LA (MLU)	82.4	85.5	193	193
MONTEREY CA (MRY)	87.0	89.6	483	483
MONTGOMERY AL (MGM)	86.8	84.3	364	364
MONTROSE/DELTA CO (MTJ)	93.4	93.3	91	90
MOSES LAKE WA (MWH)	92.3	96.1	52	51
MYRTLE BEACH SC (MYR)	86.3	86.6	335	335
NASHVILLE TN (BNA)	89.8	89.0	4,377	4,375
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	91.4	91.4	58	58
NEW ORLEANS LA (MSY)	88.3	89.9	2,976	2,976
NEW YORK NY (JFK)	87.8	89.7	9,300	9,318
NEW YORK NY (LGA)	79.9	86.8	7,709	7,699
NEWARK NJ (EWR)	78.2	81.9	9,320	9,323
NEWBURGH/POUGHKEEPSIE NY (SWF)	91.4	88.0	175	175
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	78.9	82.8	493	493
NOME AK (OME)	83.9	79.3	87	87
NORFOLK VA (ORF)	83.4	86.5	1,305	1,301
NORTH BEND/COOS BAY OR (OTH)	81.1	86.7	90	90
OAKLAND CA (OAK)	93.4	91.0	3,947	3,948
OKLAHOMA CITY OK (OKC)	89.5	92.2	1,841	1,842
OMAHA NE (OMA)	90.0	91.1	1,978	1,980
ONTARIO/SAN BERNARDINO CA (ONT)	91.9	91.4	2,023	2,023
ORLANDO FL (MCO)	88.4	88.3	9,606	9,608
OXNARD/VENTURA CA (OXR)	96.4	95.2	83	83
PANAMA CITY FL (PFN)	89.8	86.6	305	305
PASCO/KENNEWICK/RICHLAND WA (PSC)	90.0	94.3	279	279
PENSACOLA FL (PNS)	85.0	87.4	851	850
PEORIA IL (PIA)	93.9	95.7	347	348
PETERSBURG AK (PSG)	79.3	79.3	58	58
PHILADELPHIA PA (PHL)	82.5	84.8	7,193	7,199
PHOENIX AZ (PHX)	92.8	91.1	14,692	14,692
PIERRE SD (PIR)	0.0	0.0	1	1
PITTSBURGH PA (PIT)	89.7	90.2	2,667	2,666
POCATELLO ID (PIH)	94.1	95.8	119	119
PONCE PR (PSE)	86.0	94.6	57	56
PORTLAND ME (PWM)	91.5	92.4	530	529

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PORTLAND OR (PDX)	92.7	94.2	3,982	3,982
PROVIDENCE RI (PVD)	87.6	89.3	1,369	1,370
RALEIGH/DURHAM NC (RDU)	86.3	87.2	4,076	4,077
RAPID CITY SD (RAP)	92.7	93.8	273	273
REDDING CA (RDD)	88.1	92.4	118	118
RENO NV (RNO)	93.0	91.6	1,436	1,436
RICHMOND VA (RIC)	87.3	89.0	1,426	1,423
ROANOKE VA (ROA)	83.0	85.9	306	306
ROCHESTER MN (RST)	93.4	94.4	197	197
ROCHESTER NY (ROC)	90.3	91.1	1,056	1,055
ROCK SPRINGS WY (RKS)	87.2	91.2	148	148
ROSWELL NM (ROW)	86.4	86.5	103	104
SACRAMENTO CA (SMF)	92.7	92.4	3,652	3,652
SAGINAW/BAY CITY/MIDLAND MI (MBS)	88.7	90.7	300	301
SALT LAKE CITY UT (SLC)	93.4	94.3	9,912	9,903
SAN ANGELO TX (SJT)	86.0	87.7	57	57
SAN ANTONIO TX (SAT)	89.7	90.7	2,992	2,990
SAN DIEGO CA (SAN)	90.5	90.4	6,371	6,378
SAN FRANCISCO CA (SFO)	88.8	88.5	10,936	10,931
SAN JOSE CA (SJC)	92.3	92.2	3,681	3,685
SAN JUAN PR (SJU)	87.1	88.7	1,673	1,671
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	91.1	91.1	347	348
SANTA ANA CA (SNA)	91.9	91.5	3,616	3,612
SANTA BARBARA CA (SBA)	92.1	92.9	873	872
SANTA FE NM (SAF)	83.3	74.1	54	54
SANTA MARIA CA (SMX)	93.0	93.0	115	114
SARASOTA/BRADENTON FL (SRQ)	84.8	88.7	462	460
SAVANNAH GA (SAV)	84.0	84.0	774	777
SCRANTON/WILKES-BARRE PA (AVP)	88.1	90.2	143	143
SEATTLE WA (SEA)	91.1	93.2	7,591	7,589
SHREVEPORT LA (SHV)	86.7	86.7	458	459
SIOUX FALLS SD (FSD)	88.4	90.0	361	361
SITKA AK (SIT)	77.5	82.0	89	89
SOUTH BEND IN (SBN)	87.6	84.6	299	298
SPOKANE WA (GEG)	93.1	94.0	1,001	998
SPRINGFIELD IL (SPI)	91.5	92.6	82	81
SPRINGFIELD MO (SGF)	89.2	88.7	679	679
ST. GEORGE UT (SGU)	92.5	95.7	187	187
ST. LOUIS MO (STL)	91.1	90.9	4,490	4,493
STATE COLLEGE PA (SCE)	90.6	92.9	85	85
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	90.0	95.0	60	60
SUN VALLEY/HALEY/KETCHUM ID (SUN)	88.1	89.3	159	159
SYRACUSE NY (SYR)	90.2	91.4	789	787

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TALLAHASSEE FL (TLH)	84.1	83.9	572	571
TAMPA FL (TPA)	87.2	87.5	5,449	5,441
TEXARKANA AR (TXK)	79.8	88.2	119	119
TOLEDO OH (TOL)	96.4	97.6	84	84
TRAVERSE CITY MI (TVC)	92.4	93.9	329	330
TUCSON AZ (TUS)	90.8	93.1	1,766	1,765
TULSA OK (TUL)	89.7	92.6	1,723	1,724
TWIN FALLS ID (TWF)	93.2	96.7	118	120
TYLER TX (TYR)	83.1	88.1	59	59
VALDOSTA GA (VLD)	81.7	82.9	82	82
VALPARAISO FL (VPS)	83.8	86.3	606	608
WASHINGTON DC (DCA)	88.1	90.4	6,322	6,322
WASHINGTON DC (IAD)	85.9	86.8	5,042	5,039
WATERLOO IA (ALO)	75.9	96.6	29	29
WAUSAU/MARSHFIELD WI (CWA)	93.8	94.7	227	227
WEST PALM BEACH/PALM BEACH FL (PBI)	83.5	85.9	2,135	2,126
WHITE PLAINS NY (HPN)	87.6	88.0	904	901
WICHITA FALLS TX (SPS)	81.8	85.5	55	55
WICHITA KS (ICT)	88.8	90.5	1,012	1,013
WILMINGTON NC (ILM)	81.4	83.0	263	264
WRANGELL AK (WRG)	79.3	79.3	58	58
YAKUTAT AK (YAK)	72.4	74.1	58	58
YUMA AZ (YUM)	93.7	93.7	332	331

NOVEMBER 2009

## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 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
MESA	17	10,085	89	0.9	106	19,573	183	0.9
ATLANTIC SOUTHEAST	14	12,712	93	0.7	110	24,584	209	0.9
ALASKA	18	6,295	10	0.2	50	10,483	82	0.8
AMERICAN EAGLE	18	20,569	134	0.7	116	36,247	266	0.7
DELTA	31	29,082	197	0.7	88	35,778	236	0.7
UNITED	28	23,828	157	0.7	69	27,739	177	0.6
SKYWEST	19	23,947	111	0.5	135	42,208	265	0.6
AIRTRAN	23	14,490	76	0.5	59	20,920	111	0.5
US AIRWAYS	29	27,865	143	0.5	78	33,019	171	0.5
COMAIR	21	7,060	32	0.5	68	10,503	53	0.5
PINNACLE	15	7,661	23	0.3	116	20,625	102	0.5
EXPRESSJET	21	13,308	68	0.5	94	25,023	116	0.5
AMERICAN	29	35,674	159	0.4	75	43,737	194	0.4
SOUTHWEST	21	46,341	198	0.4	68	89,623	382	0.4
CONTINENTAL	26	16,398	62	0.4	55	20,218	81	0.4
FRONTIER	23	5,367	19	0.4	41	6,671	25	0.4
NORTHWEST	29	17,094	42	0.2	67	21,558	53	0.2
JETBLUE	20	10,317	9	0.1	45	15,370	21	0.1
HAWAIIAN	7	347	0	0.0	15	5,661	5	0.1
<b>Total</b>		<b>328,440</b>	<b>1,622</b>	<b>0.5</b>	<b>Total</b>	<b>509,540</b>	<b>2,732</b>	<b>0.5</b>

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

**NOVEMBER 2009  
AIR TRAVEL CONSUMER REPORT**

**TABLE 9. CAUSES OF DELAY\*, BY CARRIER\*\***

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	20625	18821	91.25%	102	0.49%	60	0.29%	549	2.66%	49	0.24%	635	3.08%	3	0.01%	406	1.97%
AA	43737	38401	87.80%	194	0.44%	82	0.19%	2105	4.81%	78	0.18%	1618	3.70%	1	0.00%	1258	2.88%
AS	10483	9254	88.28%	82	0.78%	31	0.30%	337	3.21%	38	0.36%	461	4.39%	2	0.02%	279	2.66%
B6	15370	13690	89.07%	21	0.14%	27	0.18%	441	2.87%	11	0.07%	687	4.47%	0	0.00%	493	3.21%
CO	20218	17437	86.24%	81	0.40%	20	0.10%	891	4.41%	36	0.18%	1160	5.74%	9	0.05%	584	2.89%
DL	35778	31279	87.43%	236	0.66%	32	0.09%	1004	2.81%	32	0.09%	2230	6.23%	1	0.00%	965	2.70%
EV	24584	19791	80.50%	209	0.85%	29	0.12%	1003	4.08%	76	0.31%	1916	7.80%	0	0.00%	1560	6.34%
F9	6671	5807	87.05%	25	0.37%	4	0.06%	199	2.98%	0	0.00%	301	4.50%	0	0.00%	335	5.03%
FL	20920	16869	80.64%	111	0.53%	19	0.09%	703	3.36%	2	0.01%	1468	7.02%	0	0.00%	1749	8.36%
HA	5661	5282	93.31%	5	0.09%	4	0.07%	262	4.63%	4	0.08%	2	0.03%	1	0.02%	101	1.79%
MQ	36247	31624	87.25%	266	0.73%	75	0.21%	1353	3.73%	132	0.36%	1291	3.56%	1	0.00%	1505	4.15%
NW	21558	19647	91.14%	53	0.25%	42	0.19%	730	3.39%	102	0.47%	638	2.96%	4	0.02%	342	1.58%
OH	10503	8934	85.06%	53	0.50%	20	0.19%	532	5.06%	96	0.92%	711	6.77%	1	0.01%	156	1.48%
OO	42208	38304	90.75%	265	0.63%	71	0.17%	969	2.30%	77	0.18%	1133	2.68%	12	0.03%	1377	3.26%
UA	27739	25692	92.62%	177	0.64%	24	0.09%	600	2.16%	22	0.08%	574	2.07%	0	0.00%	650	2.34%
US	33019	29004	87.84%	171	0.52%	31	0.09%	969	2.94%	12	0.04%	1950	5.90%	12	0.04%	870	2.64%
WN	89623	82468	92.02%	382	0.43%	66	0.07%	2466	2.75%	126	0.14%	1046	1.17%	9	0.01%	3060	3.41%
XE	25023	21937	87.67%	116	0.46%	29	0.12%	684	2.73%	40	0.16%	1463	5.85%	7	0.03%	747	2.99%
YV	19573	17138	87.56%	183	0.93%	23	0.12%	1491	7.62%	112	0.57%	616	3.14%	6	0.03%	4	0.02%
TOTAL	509540	451379		2732		689		17287		1044		19899		70		16440	
			88.59%		0.54%		0.14%		3.39%		0.20%		3.91%		0.01%		3.23%

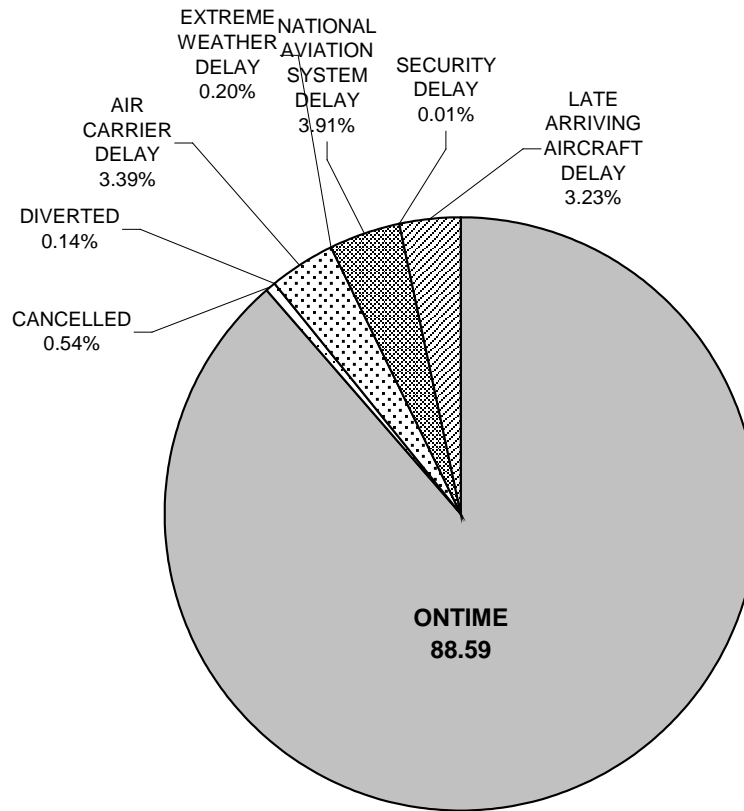
**\*Causes of Delay:**

- 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.

**NOVEMBER 2009  
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>

NOVEMBER 2009

AIR TRAVEL CONSUMER REPORT

TABLE 11. LIST OF REGULARLY SCHEDULED FLIGHTS WITH TARMAC DELAYS OF 4 HOURS OR MORE, BY CARRIER

**THERE WERE NO REGULARLY SCHEDULED FLIGHTS WITH TARMAC DELAYS OF 4 HOURS OR MORE DURING NOVEMBER.**



NOVEMBER 2009

## AIR TRAVEL CONSUMER REPORT

TABLE 12. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS WITH TARMAC DELAYS\*\* OF 3 HOURS OR MORE, BY CARRIER\*

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 3 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
DL	35,778	2	0.005590027
YV	19,573	1	0.005109079
MQ	36,247	1	0.002758849
US	33,019	0	0.000000000
WN	89,623	0	0.000000000
9E	20,625	0	0.000000000
CO	20,218	0	0.000000000
OO	42,208	0	0.000000000
UA	27,739	0	0.000000000
FL	20,920	0	0.000000000
AA	43,737	0	0.000000000
AS	10,483	0	0.000000000
OH	10,503	0	0.000000000
NW	21,558	0	0.000000000
HA	5,661	0	0.000000000
B6	15,370	0	0.000000000
F9	6,671	0	0.000000000
EV	24,584	0	0.000000000
XE	25,023	0	0.000000000
TOTAL	509,540	4	0.000785022

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

\*\*These times include the expected taxi-in and taxi-out times at origin and destination airports.

**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 31 airports for which data must be reported. Data include all reported domestic flight operations to the 31 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 31 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.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

**APPENDIX**

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

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

Atlanta: Hartsfield-Jackson	ATL
Balt/Wash: Int'l Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Cincinnati: Greater Cincinnati	CVG
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
St. Louis : Lambert International	STL
Tampa: Tampa International	TPA
Washington: Reagan National	DCA
Washington: Dulles	IAD

**Air Carriers Required to Report  
Data to DOT and to CRS Vendors \***

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

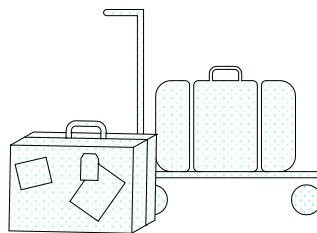
**Air Carriers Voluntarily Reporting  
Data to DOT and to CRS Vendors**

9E	Pinnacle Airlines (eff. 01/08)
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\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #18, issued October 3, 2008, effective January 1, 2009.

## **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.



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

RANK	AIRLINE	NOVEMBER 2009			NOVEMBER 2008		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	2,762	1,971,191	1.40	3,588	1,885,553	1.90
2	HAWAIIAN AIRLINES	1,140	672,635	1.69	1,532	636,848	2.41
3	FRONTIER AIRLINES	1,201	691,583	1.74	1,689	750,819	2.25
4	CONTINENTAL AIRLINES	4,987	2,602,102	1.92	6,713	2,628,990	2.55
5	NORTHWEST AIRLINES	4,792	2,374,885	2.02	5,600	2,690,925	2.08
6	JETBLUE AIRWAYS	3,389	1,635,486	2.07	4,804	1,714,280	2.80
7	US AIRWAYS	8,341	3,603,538	2.31	12,950	3,775,481	3.43
8	EXPRESSJET AIRLINES	2,318	962,339	2.41	3,375	838,491	4.03
9	SOUTHWEST AIRLINES	22,706	8,463,719	2.68	23,794	7,696,338	3.09
10	UNITED AIRLINES	9,814	3,540,350	2.77	13,138	3,724,922	3.53
11	AMERICAN AIRLINES	15,580	5,422,027	2.87	20,175	5,384,117	3.75
12	ALASKA AIRLINES	3,399	1,128,022	3.01	2,899	1,130,600	2.56
13	MESA AIRLINES	2,994	913,044	3.28	4,754	885,262	5.37
14	SKYWEST AIRLINES	5,823	1,696,266	3.43	6,484	1,550,979	4.18
15	DELTA AIR LINES	16,371	4,658,574	3.51	29,620	4,925,275	6.01
16	PINNACLE AIRLINES	3,162	869,615	3.64	3,790	824,843	4.59
17	COMAIR	1,781	466,151	3.82	2,949	527,454	5.59
18	ATLANTIC SOUTHEAST AIRLINES	4,982	1,068,305	4.66	8,546	957,834	8.92
19	AMERICAN EAGLE AIRLINES	7,081	1,305,067	5.43	7,591	1,163,062	6.53
TOTALS		122,623	44,044,899	2.78	163,991	43,692,073	3.75

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 (Pinnacle). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report.

\*\* Southwest Airlines submitted a correction to its originally-filed "Total Baggage Reports" for November 2008. This table reflects the corrected number for that month.

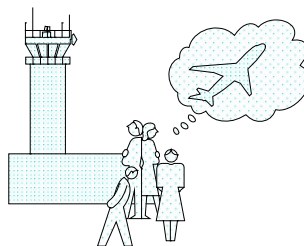
## OVERSALES

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 2009				JULY - SEPTEMBER 2008			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	4	0	6,011,251	<b>0.00</b>	25	3	5,637,086	<b>0.01</b>
1	<b>HAWAIIAN AIRLINES</b>	36	0	2,202,143	<b>0.00</b>	42	11	2,049,060	<b>0.05</b>
3	<b>AIRTRAN AIRWAYS</b>	7,699	55	6,533,184	<b>0.08</b>	14,827	321	6,612,928	<b>0.49</b>
4	<b>NORTHWEST AIRLINES</b>	11,998	427	9,787,432	<b>0.44</b>	11,540	536	11,008,983	<b>0.49</b>
5	<b>AMERICAN AIRLINES</b>	14,645	969	19,794,039	<b>0.49</b>	10,960	1,101	21,237,007	<b>0.52</b>
6	<b>SKYWEST AIRLINES</b>	10,818	423	5,644,301	<b>0.75</b>	12,280	672	5,338,081	<b>1.26</b>
7	<b>UNITED AIRLINES</b>	20,574	1,091	13,750,493	<b>0.79</b>	29,613	2,586	15,278,008	<b>1.69</b>
8	<b>DELTA AIR LINES</b>	16,313	1,473	16,549,227	<b>0.89</b>	18,629	2,838	17,188,020	<b>1.65</b>
9	<b>PINNACLE AIRLINES</b>	6,369	264	2,869,462	<b>0.92</b>	353	39	268,585	<b>1.45</b>
10	<b>US AIRWAYS</b>	14,840	1,441	13,259,011	<b>1.09</b>	18,559	1,252	14,263,574	<b>0.88</b>
11	<b>SOUTHWEST AIRLINES**</b>	29,147	2,978	26,434,803	<b>1.13</b>	14,145	1,585	25,694,071	<b>0.62</b>
12	<b>EXPRESSJET AIRLINES</b>	4,747	426	3,448,058	<b>1.24</b>	4,798	582	3,457,303	<b>1.68</b>
13	<b>CONTINENTAL AIRLINES</b>	9,743	1,339	9,873,769	<b>1.36</b>	9,036	1,348	10,171,175	<b>1.33</b>
14	<b>MESA AIRLINES</b>	5,353	400	2,909,167	<b>1.37</b>	6,718	412	2,883,119	<b>1.43</b>
15	<b>ATLANTIC SOUTHEAST AIRLINES</b>	8,633	587	3,565,266	<b>1.65</b>	7,432	1,219	3,132,410	<b>3.89</b>
16	<b>ALASKA AIRLINES</b>	2,311	862	4,131,885	<b>2.09</b>	1,877	210	4,330,749	<b>0.48</b>
17	<b>FRONTIER AIRLINES</b>	2,708	601	2,646,678	<b>2.27</b>	1,053	173	2,869,297	<b>0.60</b>
18	<b>COMAIR</b>	5,588	405	1,645,034	<b>2.46</b>	5,058	721	2,078,403	<b>3.47</b>
19	<b>AMERICAN EAGLE AIRLINES</b>	4,170	1,410	4,130,995	<b>3.41</b>	2,588	692	4,191,353	<b>1.65</b>
	<b>TOTALS</b>	175,696	15,151	155,186,198	<b>0.98</b>	169,533	16,301	157,689,212	<b>1.03</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.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more (prior to the 2<sup>nd</sup> quarter 2008, the reporting threshold was for aircraft with more than 60 seats). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report.

\*\*Southwest Airlines submitted a correction to its originally-filed "Involuntary" Denied Boardings for July - September 2008. This table reflects the corrected number for that quarter.

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2009				JANUARY - SEPTEMBER 2008			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	28	7	16,810,507	<b>0.00</b>	51	17	16,792,270	<b>0.01</b>
2	<b>HAWAIIAN AIRLINES</b>	132	15	6,278,133	<b>0.02</b>	240	47	5,936,036	<b>0.08</b>
3	<b>AIRTRAN AIRWAYS</b>	24,868	432	18,086,257	<b>0.24</b>	30,929	662	18,864,674	<b>0.35</b>
4	<b>AMERICAN AIRLINES</b>	42,786	2,904	57,596,105	<b>0.50</b>	46,506	4,472	63,142,044	<b>0.71</b>
5	<b>NORTHWEST AIRLINES</b>	35,915	1,698	27,688,084	<b>0.61</b>	40,624	2,499	33,413,788	<b>0.75</b>
6	<b>SKYWEST AIRLINES</b>	30,399	1,660	15,479,814	<b>1.07</b>	25,319	1,533	10,817,929	<b>1.42</b>
7	<b>UNITED AIRLINES</b>	66,749	4,923	39,040,412	<b>1.26</b>	72,320	5,360	44,701,166	<b>1.20</b>
8	<b>PINNACLE AIRLINES</b>	20,225	1,015	7,936,061	<b>1.28</b>	808	160	592,424	<b>2.70</b>
9	<b>SOUTHWEST AIRLINES**</b>	85,732	9,832	76,319,391	<b>1.29</b>	57,154	8,328	77,953,568	<b>1.07</b>
10	<b>DELTA AIR LINES***</b>	46,597	6,399	46,857,073	<b>1.37</b>	49,256	8,044	49,644,761	<b>1.62</b>
11	<b>CONTINENTAL AIRLINES</b>	29,335	3,937	28,330,914	<b>1.39</b>	29,738	4,354	31,066,373	<b>1.40</b>
12	<b>MESA AIRLINES</b>	18,164	1,189	8,286,108	<b>1.43</b>	18,296	1,018	7,247,949	<b>1.40</b>
13	<b>US AIRWAYS</b>	64,974	5,890	39,466,005	<b>1.49</b>	66,079	5,854	40,225,335	<b>1.46</b>
14	<b>EXPRESSJET AIRLINES</b>	15,668	1,779	9,243,153	<b>1.92</b>	*	*	*	*
15	<b>FRONTIER AIRLINES</b>	5,463	1,472	7,217,345	<b>2.04</b>	3,315	656	8,149,208	<b>0.80</b>
16	<b>ALASKA AIRLINES</b>	6,750	2,344	11,165,509	<b>2.10</b>	6,357	690	12,033,542	<b>0.57</b>
17	<b>ATLANTIC SOUTHEAST AIRLINES</b>	25,739	2,861	9,881,226	<b>2.90</b>	15,253	2,512	6,424,955	<b>3.91</b>
18	<b>COMAIR</b>	14,172	1,554	4,711,995	<b>3.30</b>	9,540	1,449	3,989,794	<b>3.63</b>
19	<b>AMERICAN EAGLE AIRLINES</b>	13,097	4,006	11,551,164	<b>3.47</b>	3,278	1,010	5,296,911	<b>1.91</b>
	<b>TOTALS</b>	546,793	53,917	441,945,256	<b>1.22</b>	475,063	48,665	436,292,727	<b>1.12</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.

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more (prior to the 2<sup>nd</sup> quarter 2008, the reporting threshold was for aircraft with more than 60 seats). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report. ExpressJet Airlines' ranking in this table was effective the 2<sup>nd</sup> quarter 2008.

\*\* Southwest Airlines submitted corrections to its originally-filed "Involuntary" Denied Boardings for each of the first three quarters of 2008. This table reflects the corrected numbers for each quarter.

\*\*\* This table was revised on July 23, 2010 to reflect data corrections by Delta to what was originally submitted for the 2<sup>nd</sup> quarter 2009.



## **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

	NOVEMBER 2009				NOVEMBER 2008			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	455	26	1	65	438	44	3	70
FOREIGN AIRLINES	93	3	1	9	87	9	0	6
TRAVEL AGENTS	4	0	0	2	7	0	0	0
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	0	0	0	0	1	1	0	0
<b>INDUSTRY TOTALS</b>	<b>552</b>	<b>29</b>	<b>2</b>	<b>76</b>	<b>533</b>	<b>54</b>	<b>3</b>	<b>76</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	NOVEMBER 2009			NOVEMBER 2008		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
BAGGAGE	1	117		3	89	
FLIGHT PROBLEMS	2	112		1	129	
CANCELLATIONS			37			48
DELAYS			33			30
MISCONNECTIONS			24			30
CUSTOMER SERVICE	3	77		4	67	
RES/TKTG/BOARDING	4	68		2	96	
REFUNDS	5	45		5	58	
DISABILITY	6	36		6	29	
FARES	7	28		7	29	
OTHER	8	27		9	11	
FREQUENT FLYER			22			11
OVERSALES	9	23		8	15	
DISCRIMINATION	10	11		10	7	
ADVERTISING	11	7		11	2	
ANIMALS	12	1		12	1	
<b>COMPLAINT TOTAL</b>		<b>552</b>			<b>533</b>	

\* 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\*

NOVEMBER 2009

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	3	1	2	1	2	1	2	1	0	2	0	0	15
ALLEGIAN AIR	1	0	1	1	1	0	2	0	0	0	0	0	6
AMERICAN AIRLINES	16	0	4	4	5	16	12	4	0	3	1	2	67
AMERICAN EAGLE AIRLINES	0	1	0	0	0	3	1	1	0	0	0	0	6
CONTINENTAL AIRLINES	5	0	8	1	4	4	3	2	1	0	0	2	30
DELTA AIR LINES	10	6	13	4	6	18	17	6	1	1	0	13	95
JETBLUE AIRWAYS	3	0	2	0	0	2	1	1	0	0	0	3	12
MESA AIRLINES	1	0	0	0	0	2	2	0	0	0	0	0	5
NORTHWEST AIRLINES	11	2	3	1	2	14	2	3	0	0	0	1	39
PIEDMONT AIRLINES	4	0	0	0	0	0	0	1	0	0	0	0	5
PINNACLE AIRLINES	2	1	0	0	0	0	3	0	0	0	0	0	6
SKYWEST AIRLINES	5	1	1	0	0	3	1	1	0	0	0	0	12
SOUTHWEST AIRLINES	1	1	2	0	0	4	3	2	0	1	0	0	14
SPIRIT AIRLINES	3	0	2	1	1	3	3	0	1	0	0	0	14
UNITED AIRLINES	7	3	3	2	3	5	8	3	0	0	0	1	35
US AIRWAYS	9	1	2	4	3	7	5	2	0	0	0	2	35
OTHER U. S. AIRLINES	21	2	7	3	5	6	6	6	2	1	0	0	59
TOTAL NOVEMBER 2009	102	19	50	22	32	88	71	33	5	8	1	24	455
% OF TOTAL COMPLAINTS	22.4	4.2	11.0	4.8	7.0	19.3	15.6	7.3	1.1	1.8	0.2	5.3	
TOTAL NOVEMBER 2008	112	14	76	23	45	67	59	23	2	7	1	9	438
% OF TOTAL COMPLAINTS	25.6	3.2	17.4	5.3	10.3	15.3	13.5	5.3	0.5	1.6	0.2	2.1	

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

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

Table 4

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

NOVEMBER 2009

U. S. AIRLINES*	COMPS RECD IN NOV	INCI- DENTS IN NOV	PERCENT	INCI- DENTS IN OCT	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	15	4	26.7	3	20.0	6	40.0	2	13.3
ALLEGIANT AIR	6	2	33.3	2	33.3	2	33.3	0	0.0
AMERICAN AIRLINES	67	24	35.8	15	22.4	22	32.8	6	9.0
AMERICAN EAGLE AIRLINES	6	3	50.0	1	16.7	2	33.3	0	0.0
CONTINENTAL AIRLINES	30	7	23.3	5	16.7	16	53.3	2	6.7
DELTA AIR LINES	95	30	31.6	22	23.2	31	32.6	12	12.6
JETBLUE AIRWAYS	12	7	58.3	1	8.3	4	33.3	0	0.0
MESA AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
NORTHWEST AIRLINES	39	12	30.8	10	25.6	11	28.2	6	15.4
PIEDMONT AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
PINNACLE AIRLINES	6	3	50.0	1	16.7	2	33.3	0	0.0
SKYWEST AIRLINES	12	5	41.7	6	50.0	1	8.3	0	0.0
SOUTHWEST AIRLINES	14	8	57.1	0	0.0	4	28.6	2	14.3
SPIRIT AIRLINES	14	6	42.9	1	7.1	4	28.6	3	21.4
UNITED AIRLINES	35	12	34.3	10	28.6	9	25.7	4	11.4
US AIRWAYS	35	12	34.3	9	25.7	11	31.4	3	8.6
OTHER U. S. AIRLINES	59	20	33.9	13	22.0	16	27.1	10	16.9
<b>TOTALS</b>	<b>455</b>	<b>161</b>	<b>35.4</b>	<b>102</b>	<b>22.4</b>	<b>142</b>	<b>31.2</b>	<b>50</b>	<b>11.0</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>438</b>	<b>156</b>	<b>35.6</b>	<b>78</b>	<b>17.8</b>	<b>145</b>	<b>33.1</b>	<b>59</b>	<b>13.5</b>

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

Table 5

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

NOVEMBER 2009

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	0	1	1	0	0	5	1	0	0	0	0	1	9
ALITALIA AIRLINES	1	0	0	2	0	2	0	0	0	0	0	0	5
BRITISH AIRWAYS	1	0	3	0	2	4	0	2	0	0	0	0	12
LUFTHANSA	1	0	2	0	2	3	1	0	0	0	0	0	9
MEXICANA	0	1	2	1	1	0	0	0	1	0	0	0	6
OTHER FOREIGN AIRLINES	7	2	8	3	6	15	4	1	1	3	0	2	52
<b>TOTALS</b>	<b>10</b>	<b>4</b>	<b>16</b>	<b>6</b>	<b>11</b>	<b>29</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>93</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	2	0	2	0	0	0	0	0	0	0	4
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</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

## NOVEMBER

## CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES \*

RANK	AIRLINE	NOVEMBER 2009			NOVEMBER 2008		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	14	8,264,018	0.17	11	7,454,429	0.15
2	<i>EXPRESSJET AIRLINES</i>	2	1,082,952	0.18	2	945,819	0.21
3	<i>ATLANTIC SOUTHEAST AIRLINES</i>	2	1,068,245	0.19	4	953,684	0.42
4	<i>ALASKA AIRLINES</i>	3	1,216,727	0.25	2	1,224,150	0.16
5	<i>FRONTIER AIRLINES</i>	3	711,157	0.42	0	725,501	0.00
6	<i>COMAIR</i>	2	473,211	0.42	3	540,241	0.56
7	<i>AMERICAN EAGLE AIRLINES</i>	6	1,346,198	0.45	8	1,180,742	0.68
8	<i>MESA AIRLINES</i>	5	879,638	0.57	1	847,953	0.12
9	<i>HAWAIIAN AIRLINES</i>	4	664,959	0.60	1	629,381	0.16
10	<i>JETBLUE AIRWAYS</i>	12	1,767,930	0.68	11	1,655,641	0.66
11	<i>PINNACLE AIRLINES</i>	6	847,641	0.71	2	702,727	0.28
12	<i>SKYWEST AIRLINES</i>	12	1,681,313	0.71	5	1,532,101	0.33
13	<i>AIRTRAN AIRWAYS</i>	15	1,932,085	0.78	13	1,833,153	0.71
14	<i>UNITED AIRLINES</i>	35	4,138,678	0.85	42	4,338,776	0.97
15	<i>CONTINENTAL AIRLINES</i>	30	3,362,110	0.89	23	3,373,264	0.68
16	<i>US AIRWAYS</i>	35	3,902,809	0.90	73	4,072,767	1.79
17	<i>AMERICAN AIRLINES</i>	67	6,688,671	1.00	70	6,718,704	1.04
18	<i>NORTHWEST AIRLINES</i>	39	2,879,145	1.35	24	3,347,281	0.72
19	<i>DELTA AIR LINES</i>	95	5,295,839	1.79	72	5,568,191	1.29
	<b>TOTAL</b>	<b>387</b>	<b>48,203,326</b>	<b>0.80</b>	<b>367</b>	<b>47,644,505</b>	<b>0.77</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 (Pinnacle). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Mishandled Baggage" sections of this report.

## **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.

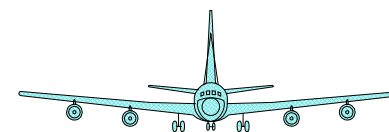
**Disability:** Civil rights complaints by air travelers with disabilities.

**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 Department of Homeland Security for the Month of November 2009  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration screened approximately 49.4 million airline passengers and their 44.6 million checked bags during November as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of November.

**Note:** Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. TSA data represent the entire universe of feedback provided to the TSA Contact Center, which is easily accessible to the traveling public. By contrast, complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the 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	
# of Complaints	% of Flying Public <sup>c</sup>	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
243	.0005	124	.0003	40	.00008	389	.0008

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 for checked baggage claims below includes claims for which TSA and/or the airlines may be liable.

Number of Damage Claims Received			
Checkpoint (TSA)	% of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	% of Total Checked Bags Screened
181	.0003	731	.002

**NOTES**

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

<sup>b</sup> The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or phone, 1-866-289-9673. Contact Center representatives are available 24 hours a day.

<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 November.

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

## November 2009 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="#"><u>Alaska</u></a>		<b>1</b>	
<a href="#"><u>American</u></a>	<b>2</b>		
<a href="#"><u>United</u></a>	<b>1</b>		
<b>Total</b>	<b>3</b>	<b>1</b>	<b>0</b>