



U.S. Department
of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	May 2010 12 Months Ending May 2010
Mishandled Baggage¹	May 2010
Oversales¹	1st Quarter 2010
Consumer Complaints² (Includes Disability and Discrimination Complaints)	May 2010
Customer Service Reports to the Dept. of Homeland Security³	May 2010
Airline Animal Incident Reports⁴	May 2010

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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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 sixteen (16*) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the two (2**) carriers that currently report 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 18 reporting air carriers, 12 carriers (AirTran, American Eagle, Atlantic Southeast, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, 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 29 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 29 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

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

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

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

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

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

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

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

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

*** Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as DL or Delta Air Lines data in the flight delay tables.**

****ExpressJet Airlines and Pinnacle Airlines currently report 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 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	76.9	15	94.3
ALASKA AIRLINES S/	18	91.5	49	91.5
US AIRWAYS S/	28	85.0	78	85.3
UNITED AIRLINES S/	27	84.7	70	84.8
AIRTRAN AIRWAYS S/	23	84.1	66	84.7
MESA AIRLINES S/	19	83.6	91	83.9
JETBLUE AIRWAYS S/	20	81.9	46	82.7
CONTINENTAL AIRLINES S/	26	81.6	53	82.5
SKYWEST AIRLINES S/	15	82.5	144	82.4
ATLANTIC SOUTHEAST AIRLINES S/	15	78.8	110	80.4
SOUTHWEST AIRLINES S/	20	81.7	69	80.3
FRONTIER AIRLINES S/	22	80.3	43	80.2
EXPRESSJET AIRLINES S/V/	18	75.9	109	77.3
PINNACLE AIRLINES S/V/	14	75.3	119	77.2
AMERICAN AIRLINES S/	28	76.6	75	76.6
DELTA AIR LINES S/	29	75.1	110	75.6
AMERICAN EAGLE S/	18	73.6	120	73.1
COMAIR S/	15	64.3	67	67.1
TOTAL		79.8		79.9

➤ 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.

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta Air Lines data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons

MAY 2010

AIR TRAVEL CONSUMER REPORT

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

Carrier	2nd Quarter		3rd Quarter		4th Quarter		1st Quarter		Mar-10		Apr-10		May-10		12 Months Ending May 2010		Database To Date Sep 1987- May 2010	
	04-06 2009		07-09 2009		10-12 2009		01-03 2010		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	76.4	13	75.4	17	74.1	19	76.7	11	78.3	11	87.7	6	84.7	5	77.2	15	(--)	(--)
ALASKA	84.9	2	87.6	2	86.0	2	86.4	2	87.3	2	90.9	2	91.5	2	87.3	2	75.9	7
AMERICAN	73.8	16	78.2	15	78.8	10	76.5	12	76.1	16	83.2	16	76.6	15	77.5	13	78.0	4
AMERICAN EAGLE	75.6	15	80.6	12	75.2	17	74.6	14	79.8	10	82.3	18	73.1	17	76.8	16	73.9	8
ATLANTIC SOUTHEAST	71.2	18	69.8	18	75.2	16	76.2	13	77.8	13	87.8	5	80.4	10	75.3	17	(--)	(--)
COMAIR	64.7	19	69.1	19	74.3	18	71.1	18	77.7	15	82.3	17	67.1	18	70.8	18	(--)	(--)
CONTINENTAL	78.7	10	82.8	7	77.2	13	78.4	9	77.7	14	86.0	9	82.5	8	80.4	8	78.2	2
DELTA	76.7	12	78.7	14	81.0	6	78.9	7	80.3	8	84.4	13	75.6	16	79.3	10	77.6	5
EXPRESSJET	79.0	8	83.2	5	75.3	15	73.3	16	75.1	17	83.8	14	77.3	13	78.3	12	(--)	(--)
FRONTIER	75.8	14	82.1	9	75.8	14	80.3	5	78.2	12	85.1	11	80.2	12	79.0	11	(--)	(--)
HAWAIIAN	91.6	1	94.1	1	91.2	1	88.4	1	90.2	1	93.5	1	94.3	1	92.0	1	(--)	(--)
JETBLUE	73.7	17	78.7	13	79.2	8	71.6	17	72.1	18	85.4	10	82.7	7	77.3	14	(--)	(--)
MESA	78.7	9	81.5	10	79.1	9	80.4	4	83.5	5	87.4	7	83.9	6	80.5	7	(--)	(--)
NORTHWEST	80.2	6	78.0	16	78.1	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
PINNACLE	84.6	3	81.3	11	81.1	5	74.1	15	84.2	3	86.6	8	77.2	14	79.5	9	(--)	(--)
SKYWEST	84.3	4	85.1	3	78.7	11	78.2	10	83.4	6	83.7	15	82.4	9	81.1	6	(--)	(--)
SOUTHWEST	82.0	5	84.0	4	80.9	7	80.1	6	80.3	9	84.5	12	80.3	11	81.5	5	81.9	1
UNITED	77.7	11	82.3	8	83.7	3	82.5	3	83.8	4	88.5	4	84.8	4	82.5	3	76.0	6
US AIRWAYS	79.1	7	83.2	6	81.7	4	78.7	8	80.9	7	88.6	3	85.3	3	81.9	4	78.2	3
Total	78.6		81.0		79.2		77.9		80.0		85.3		79.9		79.7		78.2	

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily (ExpressJet and Pinnacle). Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

MAY 2010

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	1161	71.1	45	75.6	H/		36	63.9	51	88.2	H/		41	73.2	4784	75.5
AA	420	71.9	905	75.0	273	72.9	143	78.3	896	76.7	515	75.9	13015	79.3	207	74.9
AS	31	80.6	62	83.9	H/		H/		93	76.3	142	91.5	88	86.4	H/	
B6	H/		1972	85.5	150	88.0	182	84.6	H/		88	64.8	H/		H/	
CO	87	79.3	406	81.0	136	85.3	121	84.3	225	87.6	288	76.7	195	77.4	116	86.2
DL	14487	75.4	1267	76.7	632	79.9	278	70.9	1016	72.3	664	69.3	418	76.8	5364	75.6
EV	10629	79.2	1	100.0	H/		97	81.4	9	66.7	H/		5	100.0	82	61.0
F9	93	73.1	26	38.5	H/		H/		92	68.5	3336	83.8	149	76.5	78	78.2
FL	6200	83.7	604	84.6	1624	86.4	172	85.5	342	81.9	159	81.1	332	83.1	157	84.7
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	269	56.1	784	81.0	176	64.2	273	54.9	857	77.2	H/		6949	75.6	299	70.6
OH	405	55.8	429	77.2	25	72.0	70	72.9	581	74.9	H/		113	61.9	1174	66.4
OO	H/		H/		H/		H/		H/		6284	81.3	320	76.9	102	74.5
UA	60	70.0	707	86.7	406	84.2	61	77.0	429	79.5	4282	86.7	246	80.5	31	87.1
US	417	80.8	1609	85.6	357	81.0	6769	85.8	1842	86.8	390	84.4	589	84.9	236	80.9
WN	H/		479	83.1	5206	81.8	H/		H/		3739	81.1	H/		481	74.2
XE	405	73.3	36	91.7	160	83.8	330	79.1	129	80.6	H/		184	75.0	216	69.9
YV	192	61.5	28	67.9	9	88.9	1820	83.5	H/		3	66.7	25	72.0	49	85.7
TOTAL	34856	77.5	9360	82.1	9154	82.1	10352	83.5	6562	79.6	19890	82.3	22669	78.2	13376	74.8

* See Appendix at end of this section for list of airport and carrier codes. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

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

ARRIVAL AIRPORT*																
CARRIER*	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		H/		82	80.5	122	73.0	100	42.0	H/		H/		460	59.1
AA	448	75.0	217	79.3	355	77.5	275	80.4	950	77.3	707	78.4	2406	77.3	1364	72.9
AS	62	85.5	H/		H/		31	87.1	H/		355	96.1	482	95.4	H/	
B6	307	74.3	961	86.5	447	85.7	H/		3707	79.5	279	80.6	124	75.0	275	79.6
CO	3533	78.6	355	91.8	H/		5942	84.5	H/		503	82.3	638	71.6	278	83.8
DL	493	66.7	923	74.1	229	70.7	124	72.6	1663	71.2	1056	68.3	1562	70.3	2111	75.1
EV	H/		31	83.9	1130	81.2	31	61.3	95	75.8	H/		H/		87	66.7
F9	H/		44	95.5	H/		92	76.1	H/		235	75.7	207	65.2	108	66.7
FL	H/		467	89.1	116	81.9	H/		H/		186	82.8	221	72.9	604	73.3
HA	H/		H/		H/		H/		H/		79	81.0	62	58.1	H/	
MQ	88	58.0	H/		H/		124	60.5	713	74.1	H/		1279	95.2	989	80.3
OH	H/		H/		60	80.0	114	46.5	1504	58.6	H/		H/		803	65.9
OO	H/		H/		H/		163	83.4	H/		503	71.6	3808	90.3	H/	
UA	293	78.2	H/		2152	88.8	241	82.6	388	85.3	822	88.1	2118	86.9	480	76.0
US	333	72.7	510	89.0	1	100.0	298	90.3	124	69.4	755	84.1	499	79.6	1097	83.3
WN	H/		1463	86.1	331	78.9	H/		H/		6655	83.2	3368	77.7	245	69.0
XE	3722	69.1	H/		635	78.0	7732	80.8	H/		H/		H/		78	78.2
YV	71	76.1	H/		990	80.3	32	81.2	H/		342	84.5	152	84.9	52	65.4
TOTAL	9350	73.5	4971	84.7	6528	82.9	15321	81.9	9244	73.6	12477	81.7	16926	82.3	9031	74.7

* See Appendix at end of this section for list of airport and carrier codes. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

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

ARRIVAL AIRPORT*																
CARRIER*	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# 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	H/		193	71.0	H/		1267	87.1	31	74.2	H/		42	76.2	H/	
AA	713	74.1	H/		3565	80.0	329	72.6	4820	70.9	149	72.5	385	75.8	462	75.8
AS	31	83.9	H/		31	87.1	62	90.3	150	66.0	765	93.1	H/		233	94.8
B6	1265	85.7	H/		H/		H/		186	69.4	80	75.0	H/		49	77.6
CO	510	83.5	H/		261	89.3	31	80.6	337	68.5	184	84.2	138	76.8	315	85.1
DL	1532	76.6	93	63.4	676	78.3	5257	79.6	407	55.3	391	79.0	563	75.5	712	71.5
EV	H/		25	68.0	H/		21	90.5	326	65.6	H/		1	0.0	H/	
F9	81	84.0	130	86.9	H/		116	80.2	H/		138	77.5	31	61.3	172	82.0
FL	1855	88.2	410	84.6	92	88.0	216	84.7	H/		H/		268	80.6	62	80.6
HA	H/		H/		H/		H/		H/		62	93.5	H/		31	87.1
MQ	H/		H/		982	62.1	124	67.7	6664	68.4	H/		145	58.6	H/	
OH	H/		1	0.0	H/		374	59.9	154	59.1	H/		126	60.3	H/	
OO	H/		H/		H/		1192	74.1	3295	74.1	1013	90.0	25	40.0	275	92.7
UA	542	88.2	H/		7	57.1	317	79.8	5495	81.8	373	87.7	309	85.4	421	84.8
US	709	83.9	H/		280	85.0	263	87.1	561	74.0	180	86.1	3859	83.6	5056	89.0
WN	3233	86.7	6534	82.7	H/		403	75.2	H/		1168	81.6	1476	78.8	5149	81.6
XE	H/		H/		22	90.9	346	71.4	3041	71.6	H/		49	63.3	46	84.8
YV	H/		H/		H/		H/		1012	73.9	H/		7	100.0	2436	91.6
TOTAL	10471	84.2	7386	82.3	5916	77.7	10318	78.8	26479	72.8	4503	85.6	7424	80.2	15419	85.5

* See Appendix at end of this section for list of airport and carrier codes. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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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*	SAN		SEA		SFO		SLC		TPA	
	# 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/	
AA	432	72.9	460	78.0	977	67.8	149	67.8	496	78.6
AS	305	93.4	3703	92.5	248	81.5	H/		H/	
B6	120	81.7	146	87.0	329	69.9	93	90.3	260	82.7
CO	273	79.9	373	83.1	404	62.6	61	90.2	376	88.8
DL	621	76.7	692	82.9	736	55.8	2408	79.6	942	75.5
EV	H/		H/		H/		H/		H/	
F9	153	79.7	124	81.5	164	62.2	83	73.5	31	87.1
FL	10	90.0	106	89.6	106	69.8	H/		534	86.0
HA	31	48.4	76	84.2	31	71.0	H/		H/	
MQ	510	91.8	H/		H/		93	54.8	H/	
OH	H/		H/		H/		H/		H/	
OO	649	89.7	671	93.1	3681	73.1	5980	88.9	H/	
UA	611	84.6	582	89.9	3243	82.9	32	84.4	270	89.6
US	335	86.6	278	86.3	430	69.1	122	89.3	610	86.4
WN	2886	79.6	1189	86.3	1257	62.5	1207	83.2	2422	86.5
XE	H/		H/		H/		18	72.2	2	100.0
YV	17	94.1	H/		132	74.2	31	93.5	H/	
TOTAL	6953	82.1	8400	88.9	11738	72.5	10277	85.3	5943	84.1

* See Appendix at end of this section for list of airport and carrier codes. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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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	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	87.0	75.0	87.0	87.7	100.0	89.5	79.7	84.0	76.1	82.3	91.4	93.8	77.9	J/	96.2	100.0	92.1	93.9
700 - 759 AM	88.4	92.5	93.4	91.7	87.5	91.9	88.8	81.8	93.1	100.0	92.3	88.4	86.4	93.0	96.1	89.2	100.0	91.9
800 - 859 AM	82.3	92.8	97.6	89.9	92.1	93.1	87.1	80.4	94.3	98.1	93.5	88.5	90.8	94.6	95.7	84.9	96.7	88.0
900 - 959 AM	82.9	90.0	93.3	86.2	93.3	91.8	87.3	77.4	91.6	94.7	91.3	87.5	95.1	92.5	91.5	84.1	97.1	88.4
1000 - 1059 AM	82.1	92.1	92.7	87.2	89.3	89.0	87.2	90.2	92.5	93.2	90.9	81.3	92.3	88.5	88.1	83.6	90.9	92.3
1100 - 1159 AM	84.4	89.2	89.7	87.9	88.0	91.1	87.4	80.0	89.0	90.9	87.0	87.8	91.6	83.8	83.1	86.3	90.0	85.9
1200 - 1259 PM	83.1	89.1	90.8	89.6	82.9	88.0	83.6	82.0	84.3	92.0	83.9	89.0	89.2	83.0	86.0	82.1	88.8	85.8
100 - 159 PM	80.7	85.2	91.0	88.3	86.9	85.3	82.9	80.1	79.4	92.8	84.7	84.8	78.4	85.2	80.4	76.6	89.9	89.8
200 - 259 PM	77.2	87.7	88.3	84.3	82.3	82.0	81.4	72.6	72.1	91.3	91.9	84.4	70.7	83.0	82.2	81.5	86.6	83.1
300 - 359 PM	74.9	86.1	86.0	84.2	83.9	77.8	77.3	78.8	71.7	83.9	86.8	81.2	60.9	78.4	84.5	76.3	86.9	84.1
400 - 459 PM	76.4	84.4	79.4	80.6	79.7	81.2	75.4	74.9	66.4	81.6	80.2	81.3	71.3	80.1	73.9	69.5	82.6	79.6
500 - 559 PM	75.1	78.2	74.1	82.1	76.2	75.8	71.0	77.7	63.4	85.4	79.3	74.9	64.7	82.8	84.2	69.8	80.0	75.2
600 - 659 PM	67.7	79.7	75.8	78.1	69.6	76.0	69.4	62.0	57.8	78.3	77.1	76.8	61.0	72.7	77.1	64.2	82.9	76.9
700 - 759 PM	68.1	70.3	71.8	79.0	75.4	71.9	66.2	75.2	54.4	78.1	71.2	72.9	55.8	73.1	78.4	61.7	81.5	75.7
800 - 859 PM	69.8	74.3	71.2	76.7	73.3	68.5	67.2	70.2	58.0	80.9	73.6	71.5	59.8	71.4	75.9	67.0	72.1	70.7
900 - 959 PM	75.7	71.2	72.3	75.7	67.6	70.5	64.9	63.1	66.0	77.6	76.4	67.3	64.0	73.4	78.4	63.1	72.7	75.7
1000 - 1059 PM	66.9	73.9	64.0	74.8	70.3	73.4	66.5	65.2	70.5	72.4	77.9	84.3	73.8	74.3	71.0	66.9	77.6	81.0
1100 - 559 AM	71.9	77.5	73.3	62.4	64.5	76.8	78.7	77.6	75.6	72.5	75.7	78.7	76.5	77.0	76.3	72.8	71.1	78.5
TOTAL, ALL ARRIVALS, BY AIRPORT	77.5	82.1	82.1	83.5	79.6	82.3	78.2	74.8	73.5	84.7	82.9	81.9	73.6	81.7	82.3	74.7	84.2	82.3

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

MAY 2010

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	88.7	88.2	88.1	94.9	87.1	92.0	J/	98.2	92.0	J/	74.1	88.1
700 - 759 AM	93.5	84.4	81.5	97.8	96.2	94.5	94.5	90.9	95.9	94.2	100.0	89.7
800 - 859 AM	93.8	87.5	81.0	99.0	88.9	93.5	93.7	97.8	90.3	94.5	100.0	88.7
900 - 959 AM	88.5	84.2	77.3	96.7	81.2	84.5	94.9	95.9	85.4	91.5	95.2	87.6
1000 - 1059 AM	88.5	83.1	78.9	92.4	91.2	90.1	83.5	92.9	73.1	85.5	93.7	86.8
1100 - 1159 AM	86.9	90.0	74.0	89.0	91.6	90.6	86.9	89.5	70.8	84.9	87.7	85.5
1200 - 1259 PM	81.6	86.6	73.9	91.0	81.7	87.5	86.9	93.2	66.9	90.1	92.9	84.2
100 - 159 PM	83.5	79.8	76.5	93.7	84.3	85.9	85.6	90.8	65.6	87.3	88.1	83.2
200 - 259 PM	83.5	77.2	74.2	83.3	84.4	88.9	83.9	92.7	73.9	83.5	85.8	80.8
300 - 359 PM	79.4	82.3	71.3	84.6	82.1	84.5	82.2	88.4	74.2	88.0	86.0	79.4
400 - 459 PM	68.0	73.2	68.7	77.3	78.7	81.7	80.5	89.2	67.6	82.0	88.5	77.2
500 - 559 PM	83.1	75.7	67.2	80.8	77.2	86.7	80.3	86.6	70.0	85.0	85.3	75.9
600 - 659 PM	63.1	74.8	64.2	83.7	70.9	79.2	79.3	86.3	71.6	86.1	82.0	72.2
700 - 759 PM	66.1	76.2	64.0	77.2	75.1	83.3	73.7	82.6	65.7	81.9	80.2	72.0
800 - 859 PM	67.1	67.7	61.5	87.1	71.5	79.7	77.0	84.0	69.2	77.6	70.9	70.8
900 - 959 PM	65.9	74.6	63.1	79.1	74.8	73.0	70.2	88.4	64.9	65.7	79.2	71.8
1000 - 1059 PM	68.6	70.4	71.5	76.8	72.2	71.4	72.3	81.7	56.2	70.0	65.0	71.5
1100 - 559 AM	57.3	70.6	83.5	80.3	73.9	79.5	84.7	89.1	64.2	72.9	72.7	75.5
TOTAL, ALL ARRIVALS, BY AIRPORT	77.7	78.8	72.8	85.6	80.2	85.5	82.1	88.9	72.5	85.3	84.1	79.8

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	89.7	95.0	95.7	93.2	94.2	93.8	91.9	92.5	93.7	95.4	92.3	93.2	96.0	94.6	94.6	93.6	96.1	96.1
700 - 759 AM	92.0	91.9	94.0	91.2	92.0	92.3	89.4	89.7	90.1	95.7	87.8	93.3	92.7	94.3	93.3	91.8	95.0	93.8
800 - 859 AM	89.0	92.1	90.8	87.8	91.7	92.8	85.2	83.9	91.4	94.6	91.0	89.2	89.2	91.9	91.3	91.1	95.0	84.5
900 - 959 AM	86.4	90.5	89.0	91.3	93.0	88.2	83.6	82.5	90.9	95.0	91.7	91.5	88.0	89.1	85.6	85.8	93.5	83.0
1000 - 1059 AM	85.3	87.3	89.7	85.1	90.0	87.2	84.0	83.6	90.5	97.0	89.8	89.8	90.4	85.2	85.5	84.0	92.2	83.3
1100 - 1159 AM	83.8	90.6	82.2	88.4	89.1	84.9	82.4	89.7	89.2	88.4	85.1	85.5	88.2	87.7	81.1	85.4	89.1	81.8
1200 - 1259 PM	83.2	85.2	80.8	80.5	88.1	84.3	78.6	81.7	85.4	86.6	85.8	87.8	85.6	78.3	80.9	83.7	88.8	73.6
100 - 159 PM	80.5	84.9	77.5	85.5	85.5	79.8	75.2	78.3	79.7	80.6	80.3	86.7	87.5	77.8	81.9	80.3	82.7	77.4
200 - 259 PM	76.9	85.2	77.3	85.4	84.6	75.5	71.5	73.7	74.7	79.8	80.1	84.0	80.0	79.1	75.6	79.4	80.4	69.1
300 - 359 PM	77.2	81.2	77.0	70.6	81.9	76.1	72.4	68.9	73.0	82.6	83.3	85.8	71.0	68.5	73.9	80.9	77.4	70.1
400 - 459 PM	73.2	85.1	67.9	80.8	79.3	74.1	70.4	64.0	65.9	72.6	77.6	80.0	65.0	72.1	81.9	74.6	81.8	68.0
500 - 559 PM	73.3	73.9	62.5	76.7	75.3	70.9	67.3	70.8	62.4	70.1	79.3	78.4	61.6	74.6	73.1	75.0	72.8	61.3
600 - 659 PM	70.3	78.7	67.8	80.4	72.0	75.5	62.9	79.6	67.2	72.4	69.2	79.9	60.0	68.2	83.7	71.0	70.5	54.3
700 - 759 PM	69.5	75.4	60.5	79.7	70.8	73.1	60.8	62.7	61.5	70.0	71.5	76.5	57.1	67.4	75.8	68.1	72.0	60.5
800 - 859 PM	75.5	67.6	63.3	79.1	73.2	61.1	61.4	75.0	58.1	73.0	70.5	72.7	48.6	61.4	73.9	69.8	77.4	49.2
900 - 959 PM	73.9	90.6	67.6	63.6	75.1	71.0	64.5	69.7	56.3	J/	71.9	84.7	56.1	66.4	81.5	65.9	65.5	43.1
1000 - 1059 PM	77.5	J/	J/	84.9	J/	88.2	65.6	75.8	66.7	40.0	77.1	78.0	66.5	79.4	88.1	J/	J/	J/
1100 - 559 AM	79.6	94.3	98.2	J/	100.0	86.3	89.5	J/	98.4	90.3	J/	90.9	87.1	87.9	79.2	100.0	92.7	77.4
TOTAL, ALL DEPARTURES, BY AIRPORT	79.4	85.7	78.8	84.6	84.3	80.4	74.8	76.5	77.5	83.5	82.7	85.0	74.6	79.7	83.5	81.1	84.0	72.6

* 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	88.5	91.6	87.4	97.2	93.9	94.8	95.6	93.4	94.1	95.4	94.6	93.6
700 - 759 AM	87.1	89.0	87.3	95.7	91.3	94.3	94.1	95.2	91.9	92.5	95.7	92.2
800 - 859 AM	85.8	92.8	83.7	94.8	91.7	91.3	96.7	94.2	90.0	91.6	95.0	89.8
900 - 959 AM	88.4	88.4	81.9	90.2	87.1	87.2	90.2	92.2	87.1	92.2	92.7	87.7
1000 - 1059 AM	81.9	88.2	79.6	89.6	87.4	88.9	88.1	91.1	77.9	86.3	93.5	86.2
1100 - 1159 AM	81.6	84.9	76.7	92.0	90.6	86.1	83.6	92.5	72.9	88.0	87.6	85.2
1200 - 1259 PM	79.1	92.6	73.2	88.7	85.7	85.4	83.7	88.5	70.0	84.2	83.1	82.0
100 - 159 PM	74.5	85.7	74.1	89.5	80.3	86.2	82.5	88.6	68.9	86.5	86.4	80.7
200 - 259 PM	74.7	77.4	72.9	81.4	76.0	79.1	81.4	89.5	68.5	86.7	80.0	77.8
300 - 359 PM	73.2	79.9	70.4	87.5	82.8	80.5	81.7	85.1	74.3	87.1	75.9	76.7
400 - 459 PM	65.2	66.4	67.7	78.5	76.7	82.3	79.5	90.9	76.3	82.5	75.9	75.2
500 - 559 PM	68.1	76.3	65.7	86.1	68.4	69.7	80.6	90.1	73.6	84.1	82.4	72.6
600 - 659 PM	66.3	77.5	67.1	79.9	80.1	83.3	80.8	88.6	71.4	78.6	75.1	72.5
700 - 759 PM	67.7	81.3	62.4	86.7	63.2	69.2	81.5	86.7	76.5	88.5	79.4	70.5
800 - 859 PM	71.0	76.2	67.6	71.2	80.6	81.3	68.4	88.4	68.8	84.4	77.9	69.8
900 - 959 PM	62.7	78.5	70.0	91.5	83.3	63.9	66.5	89.2	67.4	89.6	63.2	72.5
1000 - 1059 PM	65.3	J/	56.3	83.5	88.5	79.7	93.7	91.7	78.6	J/	J/	80.0
1100 - 559 AM	83.9	98.2	88.0	98.9	93.6	90.8	100.0	90.3	75.9	88.2	100.0	87.0
TOTAL, ALL DEPARTURES, BY AIRPORT	75.0	83.3	74.2	89.6	83.0	85.0	85.2	90.9	77.8	87.8	85.2	80.7

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

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AIR TRAVEL CONSUMER REPORT

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

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

CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

NONE

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

AMERICAN EAGLE	3621	Apr	MIA-ORF	1435	25	15	60.0	52
AMERICAN EAGLE	3621	May	MIA-ORF	1435	31	16	51.6	92

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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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
COMAIR	406	10	2.5
SOUTHWEST	3,334	38	1.1
SKYWEST	1,708	14	0.8
PINNACLE	774	6	0.8
DELTA	2,081	10	0.5
AMERICAN EAGLE	1,226	4	0.3
AMERICAN	1,505	1	0.1
EXPRESSJET	1,194	0	0.0
US AIRWAYS	1,163	0	0.0
UNITED	958	0	0.0
ATLANTIC SOUTHEAST	881	0	0.0
AIRTRAN	701	0	0.0
CONTINENTAL	697	0	0.0
JETBLUE	533	0	0.0
MESA	461	0	0.0
ALASKA	388	0	0.0
FRONTIER	239	0	0.0
HAWAIIAN	177	0	0.0
TOTAL	18,426	83	0.5

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.

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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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.
ABILENE TX (ABI)	65.9	79.6	211	211
ADAK ISLAND AK (ADK)	100.0	88.9	9	9
AGUADILLA PR (BQN)	84.6	91.2	136	136
AKRON OH (CAK)	80.1	84.4	856	857
ALBANY GA (ABY)	80.5	83.9	87	87
ALBANY NY (ALB)	80.4	84.5	1,117	1,117
ALBUQUERQUE NM (ABQ)	81.2	84.1	2,849	2,850
ALEXANDRIA LA (AEX)	82.5	85.3	292	292
ALLENTOWN/BETH/EASTON PA (ABE)	76.5	81.8	353	352
AMARILLO TX (AMA)	72.8	77.4	599	598
ANCHORAGE AK (ANC)	88.3	93.2	1,518	1,514
APPLETON WI (ATW)	75.7	82.5	371	372
ASHEVILLE NC (AVL)	80.7	83.6	555	555
ASPEN CO (ASE)	84.1	84.1	176	176
ATLANTA GA (ATL)	77.5	79.4	34,856	34,851
ATLANTIC CITY NJ (ACY)	82.7	85.3	75	75
AUGUSTA GA (AGS)	82.1	81.8	285	285
AUSTIN TX (AUS)	80.8	85.4	3,613	3,614
BAKERSFIELD CA (BFL)	90.7	91.1	302	302
BALTIMORE MD (BWI)	82.1	78.8	9,154	9,152
BANGOR ME (BGR)	76.6	85.2	154	155
BARROW AK (BRW)	85.9	81.7	71	71
BATON ROUGE LA (BTR)	80.4	81.0	777	778
BELLINGHAM WA (BLI)	92.3	92.3	13	13
BEND/REDMOND OR (RDM)	91.0	93.3	267	267
BETHEL AK (BET)	95.4	90.8	87	87
BILLINGS MT (BIL)	88.3	90.5	283	284
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	70.1	85.1	87	87
BIRMINGHAM AL (BHM)	78.0	81.9	1,868	1,867
BISMARCK/MANDAN ND (BIS)	84.7	89.2	352	351
BLOOMINGTON IL (BMI)	82.4	81.8	346	346
BOISE ID (BOI)	84.9	89.6	1,188	1,189
BOSTON MA (BOS)	82.1	85.7	9,360	9,364
BOZEMAN MT (BZN)	86.0	90.9	242	242
BRANSON MO (BKG)	77.6	76.1	67	67
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	87.7	89.5	228	228
BROWNSVILLE TX (BRO)	80.3	88.2	203	203
BRUNSWICK GA (BQK)	83.1	94.0	83	83
BUFFALO NY (BUF)	80.8	84.8	2,224	2,222
BURBANK CA (BUR)	80.6	82.2	2,274	2,274
BURLINGTON VT (BTV)	74.0	79.9	538	537
BUTTE MT (BTM)	96.4	98.2	56	56
CARLSBAD CA (CLD)	90.2	94.4	92	89

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CASPER WY (CPR)	85.0	87.9	173	173
CEDAR CITY UT (CDC)	88.5	88.5	52	52
CEDAR RAPIDS/IOWA CITY IA (CID)	76.3	85.5	552	551
CHAMPAIGN/URBANA IL (CMI)	73.6	79.2	212	212
CHARLESTON SC (CHS)	73.0	76.8	1,113	1,113
CHARLESTON/DUNBAR WV (CRW)	74.8	78.7	417	417
CHARLOTTE AMALIE VI (STT)	80.3	85.4	233	233
CHARLOTTE NC (CLT)	83.5	84.6	10,352	10,349
CHARLOTTESVILLE VA (CHO)	75.4	83.9	118	118
CHATTANOOGA TN (CHA)	85.1	81.8	402	402
CHICAGO IL (MDW)	82.3	72.6	7,386	7,389
CHICAGO IL (ORD)	72.8	74.2	26,479	26,497
CHICO CA (CIC)	75.4	78.8	118	118
CHRISTIANSTED VI (STX)	86.8	73.7	38	38
CLEVELAND OH (CLE)	82.7	86.3	4,767	4,763
CODY WY (COD)	89.2	92.4	93	92
COLLEGE STATION/BRYAN TX (CLL)	72.0	86.0	93	93
COLORADO SPRINGS CO (COS)	76.0	84.4	1,028	1,029
COLUMBIA MO (COU)	80.7	94.3	88	88
COLUMBIA SC (CAE)	75.5	74.6	744	744
COLUMBUS GA (CSG)	79.0	79.8	124	124
COLUMBUS MS (GTR)	90.3	83.9	31	31
COLUMBUS OH (CMH)	77.4	82.9	2,403	2,402
CORDOVA AK (CDV)	80.6	85.5	62	62
CORPUS CHRISTI TX (CRP)	81.0	88.6	657	656
COVINGTON KY (CVG)	79.9	78.9	3,665	3,662
CRESCENT CITY CA (CEC)	78.0	72.0	82	82
DALLAS TX (DAL)	79.4	72.9	3,921	3,923
DALLAS/FT.WORTH TX (DFW)	78.2	74.8	22,669	22,667
DAYTON OH (DAY)	77.5	84.2	1,300	1,301
DAYTONA BEACH FL (DAB)	76.6	80.7	201	202
DEADHORSE AK (SCC)	93.1	89.7	58	58
DENVER CO (DEN)	82.3	80.4	19,890	19,874
DES MOINES IA (DSM)	78.5	81.0	1,088	1,088
DETROIT MI (DTW)	74.8	76.5	13,376	13,381
DOTHAN AL (DHN)	80.3	80.3	117	117
DUBUQUE IA (DBQ)	73.6	75.9	87	87
DULUTH MN (DLH)	85.1	88.1	295	295
DURANGO CO (DRO)	80.3	86.1	294	294
EAGLE CO (EGE)	66.1	72.6	62	62
EAU CLAIRE WI (EAU)	78.4	76.1	88	88
EL CENTRO CA (IPL)	96.8	96.8	62	62
EL PASO TX (ELP)	78.2	81.5	1,856	1,858

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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.
ELKO NV (EKO)	93.3	92.4	119	119
ELMIRA/CORNING NY (ELM)	82.3	85.7	113	112
ERIE PA (ERI)	73.4	79.8	109	109
EUGENE OR (EUG)	82.7	84.2	405	405
EUREKA/ARCATA CA (ACV)	74.5	71.0	259	259
EVANSVILLE IN (EVV)	74.4	80.6	403	402
FAIRBANKS AK (FAI)	92.7	90.9	386	385
FARGO ND (FAR)	82.6	85.8	430	430
FAYETTEVILLE AR (XNA)	73.2	78.8	1,144	1,144
FAYETTEVILLE NC (FAY)	81.9	84.5	265	265
FLAGSTAFF AZ (FLG)	94.8	94.1	154	153
FLINT MI (FNT)	73.2	80.5	481	481
FLORENCE SC (FLO)	75.0	68.0	24	25
FORT LAUDERDALE FL (FLL)	84.7	83.5	4,971	4,977
FORT SMITH AR (FSM)	82.5	86.4	154	154
FORT WAYNE IN (FWA)	72.9	78.7	402	403
FRESNO CA (FAT)	85.9	90.1	1,075	1,075
FT. MYERS FL (RSW)	84.0	87.0	2,131	2,136
GAINESVILLE FL (GNV)	76.1	79.0	205	205
GILLETTE WY (GCC)	87.9	91.9	124	124
GRAND FORKS ND (GFK)	81.2	89.3	149	149
GRAND JUNCTION CO (GJT)	83.0	86.6	441	441
GRAND RAPIDS MI (GRR)	75.9	82.7	1,149	1,147
GREAT FALLS MT (GTF)	87.6	93.5	170	170
GREEN BAY/CLINTONVILLE WI (GRB)	76.5	81.4	527	526
GREENSBORO/HIGH POINT NC (GSO)	71.9	78.1	776	775
GREENVILLE/SPARTANBURG SC (GSP)	76.8	82.6	810	811
GULFPORT/BILOXI MS (GPT)	77.7	80.3	588	589
GUNNISON CO (GUC)	96.8	93.5	31	31
HANCOCK/HOUGHTON MI (CMX)	80.6	80.6	62	62
HARLINGEN/SAN BENITO TX (HRL)	74.3	85.6	443	443
HARRISBURG PA (MDT)	81.0	83.4	525	523
HARTFORD CT (BDL)	78.4	85.3	1,942	1,942
HELENA MT (HLN)	88.2	95.1	144	144
HILO HI (ITO)	93.8	95.1	597	597
HONOLULU HI (HNL)	90.5	93.8	4,383	4,383
HOUSTON TX (HOU)	79.3	72.0	4,479	4,481
HOUSTON TX (IAH)	81.9	85.0	15,321	15,325
HUNTSVILLE AL (HSV)	79.1	83.0	940	939
IDAHO FALLS ID (IDA)	84.5	89.8	226	226
INDIANAPOLIS IN (IND)	78.5	81.5	3,168	3,168
INDIO/PALM SPRINGS CA (PSP)	87.1	90.0	1,029	1,029
INYOKERN CA (IYK)	97.6	96.3	82	82

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ISLIP NY (ISP)	80.7	90.2	714	715
ITHACA/CORTLAND NY (ITH)	74.7	80.5	87	87
JACKSON WY (JAC)	83.6	84.7	201	202
JACKSON/VICKSBURG MS (JAN)	73.6	79.9	1,037	1,036
JACKSONVILLE FL (JAX)	80.1	84.0	2,612	2,613
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	77.3	77.1	119	118
JUNEAU AK (JNU)	90.2	87.8	336	335
KAHULUI HI (OGG)	93.2	94.4	1,667	1,636
KALAMAZOO MI (AZO)	72.6	82.9	241	240
KALISPELL MT (FCA)	90.6	96.6	149	149
KANSAS CITY MO (MCI)	79.4	81.8	4,235	4,234
KETCHIKAN AK (KTN)	93.5	91.9	185	185
KEY WEST FL (EYW)	79.6	73.5	113	113
KILLEEN TX (GRK)	70.0	77.8	180	180
KLAMATH FALLS OR (LMT)	80.6	75.8	124	124
KNOXVILLE TN (TYS)	76.2	79.4	1,297	1,295
KODIAK AK (ADQ)	82.5	75.4	57	57
KONA HI (KOA)	92.9	94.8	941	941
KOTZEBUE AK (OTZ)	83.7	82.6	92	92
LA CROSSE WI (LSE)	85.1	86.6	329	329
LAFAYETTE LA (LFT)	81.0	86.1	490	490
LAKE CHARLES LA (LCH)	74.2	83.9	62	62
LANSING MI (LAN)	72.9	80.1	347	347
LAREDO TX (LRD)	76.2	85.1	248	248
LAS VEGAS NV (LAS)	81.7	79.7	12,477	12,485
LEWISTON ID (LWS)	96.4	100.0	56	56
LEXINGTON KY (LEX)	78.1	83.4	868	872
LIHUE HI (LIH)	94.1	95.3	952	952
LINCOLN NE (LNK)	72.4	79.0	257	257
LITTLE ROCK AR (LIT)	73.0	76.1	1,632	1,630
LONG BEACH CA (LGB)	88.0	86.0	1,167	1,164
LONGVIEW/KILGOR/GLADWATR TX (GGG)	80.6	88.7	62	62
LOS ANGELES CA (LAX)	82.3	83.5	16,926	16,926
LOUISVILLE KY (SDF)	78.5	81.8	1,550	1,554
LUBBOCK TX (LBB)	75.0	81.2	720	719
LYNCHBURG VA (LYH)	86.2	87.4	87	87
MADISON WI (MSN)	72.9	80.7	726	727
MANCHESTER NH (MHT)	80.7	89.1	1,232	1,232
MANHATTAN/FT. RILEY KS (MHK)	66.7	76.3	93	93
MARQUETTE MI (MQT)	61.4	89.5	57	57
MEDFORD OR (MFR)	81.9	83.0	353	353
MELBOURNE FL (MLB)	81.1	85.0	180	180
MEMPHIS TN (MEM)	79.8	83.3	6,400	6,399

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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.
MERIDIAN MS (MEI)	78.9	73.7	57	57
MIAMI FL (MIA)	77.7	75.0	5,916	5,919
MIDLAND/ODESSA TX (MAF)	75.0	81.9	676	675
MILWAUKEE WI (MKE)	82.1	85.2	3,697	3,694
MINNEAPOLIS MN (MSP)	78.8	83.3	10,318	10,315
MINOT ND (MOT)	91.1	95.5	90	88
MISSION/MCALLEN/EDINBURG TX (MFE)	79.7	89.3	345	345
MISSOULA MT (MSO)	86.9	91.5	236	236
MOBILE AL (MOB)	81.7	85.7	558	558
MODESTO CA (MOD)	69.4	81.6	147	147
MOLINE IL (MLI)	79.1	82.0	580	579
MONROE LA (MLU)	85.7	86.0	273	272
MONTEREY CA (MRY)	85.8	86.0	492	492
MONTGOMERY AL (MGM)	81.0	78.3	405	405
MONTROSE/DELTA CO (MTJ)	80.4	84.5	97	97
MOSES LAKE WA (MWH)	94.2	98.1	52	52
MUSKEGON MI (MKG)	78.5	78.5	65	65
MYRTLE BEACH SC (MYR)	80.7	82.9	399	398
NANTUCKET MA (ACK)	100.0	40.0	5	5
NASHVILLE TN (BNA)	76.7	75.7	4,793	4,794
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	82.8	83.9	87	87
NEW ORLEANS LA (MSY)	79.9	82.4	3,333	3,332
NEW YORK NY (JFK)	73.6	74.6	9,244	9,244
NEW YORK NY (LGA)	74.7	81.1	9,031	9,030
NEWARK NJ (EWR)	73.5	77.5	9,350	9,345
NEWBURGH/POUGHKEEPSIE NY (SWF)	81.1	86.7	180	180
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	81.9	87.0	492	492
NOME AK (OME)	81.5	87.0	92	92
NORFOLK VA (ORF)	75.0	81.5	1,276	1,276
NORTH BEND/COOS BAY OR (OTH)	73.1	63.4	93	93
OAKLAND CA (OAK)	79.0	80.1	4,034	4,035
OKLAHOMA CITY OK (OKC)	72.5	79.3	1,928	1,928
OMAHA NE (OMA)	78.4	85.7	2,106	2,108
ONTARIO/SAN BERNARDINO CA (ONT)	82.3	86.6	2,134	2,132
ORLANDO FL (MCO)	84.2	84.0	10,471	10,473
OXNARD/VENTURA CA (OXR)	96.5	94.2	86	86
PADUCAH KY (PAH)	77.8	82.3	63	62
PANAMA CITY FL (ECP)	85.8	83.6	169	165
PANAMA CITY FL (PFN)	82.8	80.6	238	242
PASCO/KENNEWICK/RICHLAND WA (PSC)	91.0	93.6	266	267
PELLSTON MI (PLN)	84.6	96.2	26	26
PENSACOLA FL (PNS)	75.2	81.4	1,008	1,009
PEORIA IL (PIA)	71.9	80.5	292	293

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PETERSBURG AK (PSG)	90.3	91.9	62	62
PHILADELPHIA PA (PHL)	80.2	83.0	7,424	7,417
PHOENIX AZ (PHX)	85.5	85.0	15,419	15,421
PITTSBURGH PA (PIT)	82.9	85.2	2,960	2,959
POCATELLO ID (PIH)	90.8	95.0	119	119
PONCE PR (PSE)	80.6	92.1	62	63
PORTLAND ME (PWM)	75.3	83.2	631	630
PORTLAND OR (PDX)	85.6	89.6	4,503	4,503
PROVIDENCE RI (PVD)	80.4	85.0	1,584	1,582
RALEIGH/DURHAM NC (RDU)	78.6	82.0	4,077	4,077
RAPID CITY SD (RAP)	79.7	82.1	537	537
REDDING CA (RDD)	83.1	89.8	118	118
RENO NV (RNO)	82.1	86.3	1,691	1,691
RICHMOND VA (RIC)	78.3	81.9	1,501	1,503
ROANOKE VA (ROA)	78.1	77.1	292	292
ROCHESTER MN (RST)	81.3	83.1	343	343
ROCHESTER NY (ROC)	80.0	81.2	1,241	1,241
ROCK SPRINGS WY (RKS)	87.7	87.7	155	155
ROSWELL NM (ROW)	71.1	75.4	114	114
SACRAMENTO CA (SMF)	79.4	83.5	3,809	3,839
SAGINAW/BAY CITY/MIDLAND MI (MBS)	74.4	84.2	348	348
SALT LAKE CITY UT (SLC)	85.3	87.8	10,277	10,279
SAN ANTONIO TX (SAT)	78.0	82.0	3,160	3,159
SAN DIEGO CA (SAN)	82.1	85.2	6,953	6,953
SAN FRANCISCO CA (SFO)	72.5	77.8	11,738	11,727
SAN JOSE CA (SJC)	79.7	81.7	3,662	3,661
SAN JUAN PR (SJU)	84.7	88.1	1,845	1,845
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	86.7	89.7	406	406
SANTA ANA CA (SNA)	82.1	83.7	3,477	3,476
SANTA BARBARA CA (SBA)	89.1	91.0	1,033	1,033
SANTA FE NM (SAF)	77.4	83.9	124	124
SANTA MARIA CA (SMX)	94.9	96.6	117	117
SARASOTA/BRADENTON FL (SRQ)	83.5	85.6	514	515
SAVANNAH GA (SAV)	72.3	77.0	1,007	1,008
SCRANTON/WILKES-BARRE PA (AVP)	74.5	77.9	149	149
SEATTLE WA (SEA)	88.9	90.9	8,400	8,406
SHREVEPORT LA (SHV)	82.4	84.4	358	359
SIOUX FALLS SD (FSD)	75.2	80.3	641	640
SITKA AK (SIT)	88.3	83.0	94	94
SOUTH BEND IN (SBN)	79.3	79.1	397	397
SPOKANE WA (GEG)	83.3	88.2	1,142	1,143
SPRINGFIELD IL (SPI)	74.3	79.3	179	179
SPRINGFIELD MO (SGF)	75.0	80.4	680	680

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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.
ST. GEORGE UT (SGU)	85.3	92.9	197	197
ST. LOUIS MO (STL)	78.8	78.0	4,827	4,828
STATE COLLEGE PA (SCE)	81.1	97.4	37	38
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	72.6	91.9	62	62
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	89.3	92.0	150	150
SYRACUSE NY (SYR)	77.9	79.4	944	946
TALLAHASSEE FL (TLH)	75.6	79.6	565	565
TAMPA FL (TPA)	84.1	85.2	5,943	5,947
TEXARKANA AR (TXK)	71.0	78.2	124	124
TOLEDO OH (TOL)	78.2	83.9	87	87
TRAVERSE CITY MI (TVC)	78.1	80.2	343	343
TUCSON AZ (TUS)	81.3	85.8	1,951	1,950
TULSA OK (TUL)	72.8	81.1	1,775	1,776
TUNICA MS (UTM)	93.8	93.8	16	16
TWIN FALLS ID (TWF)	88.7	88.7	124	124
TYLER TX (TYR)	71.0	72.6	62	62
VALDOSTA GA (VLD)	86.2	83.9	87	87
VALPARAISO FL (VPS)	79.5	82.0	701	700
WASHINGTON DC (DCA)	79.6	84.3	6,562	6,564
WASHINGTON DC (IAD)	82.9	82.7	6,528	6,527
WATERLOO IA (ALO)	80.8	76.9	26	26
WAUSAU/MARSHFIELD WI (CWA)	79.4	78.9	199	199
WEST PALM BEACH/PALM BEACH FL (PBI)	81.5	83.8	2,036	2,040
WHITE PLAINS NY (HPN)	80.6	82.9	907	907
WICHITA FALLS TX (SPS)	83.9	83.9	31	31
WICHITA KS (ICT)	76.1	81.8	1,066	1,065
WILMINGTON NC (ILM)	81.7	84.2	284	285
WRANGELL AK (WRG)	91.9	95.2	62	62
YAKUTAT AK (YAK)	79.0	85.5	62	62
YUMA AZ (YUM)	93.7	92.5	332	332

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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
AMERICAN EAGLE	18	21,318	594	2.8	120	36,660	1,047	2.9
COMAIR	15	5,901	193	3.3	68	11,570	318	2.7
EXPRESSJET	18	17,154	328	1.9	109	33,210	610	1.8
AMERICAN	28	36,032	653	1.8	75	45,522	822	1.8
PINNACLE	14	8,445	150	1.8	119	22,423	400	1.8
SKYWEST	15	27,965	380	1.4	143	50,360	796	1.6
ATLANTIC SOUTHEAST	15	12,569	158	1.3	110	25,978	366	1.4
MESA	19	7,398	85	1.1	91	13,815	157	1.1
JETBLUE	20	11,022	124	1.1	46	16,121	182	1.1
DELTA	29	47,315	535	1.1	110	61,358	688	1.1
UNITED	27	24,918	247	1.0	70	28,874	292	1.0
SOUTHWEST	20	48,894	243	0.5	69	97,189	597	0.6
US AIRWAYS	27	28,508	162	0.6	77	34,100	197	0.6
AIRTRAN	23	14,844	84	0.6	66	21,433	122	0.6
FRONTIER	22	5,683	28	0.5	43	7,143	37	0.5
ALASKA	18	6,881	9	0.1	49	11,553	47	0.4
CONTINENTAL	26	16,088	28	0.2	53	19,927	37	0.2
HAWAIIAN	7	372		0.0	15	5,511	1	0.0
Total		341,307	4,001	1.2	Total	542,747	6,716	1.2

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.

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

MAY 2010

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE OF THE TIME	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,245	256	20.6
COMAIR	663	97	14.6
AMERICAN	1,582	146	9.2
PINNACLE	1,125	101	9.0
SKYWEST	2,384	189	7.9
ATLANTIC SOUTHEAST	1,302	97	7.5
JETBLUE	579	41	7.1
EXPRESSJET	1,944	137	7.0
DELTA	2,334	152	6.5
MESA	1,058	60	5.7
UNITED	1,283	52	4.1
AIRTRAN	1,019	34	3.3
SOUTHWEST	14,257	431	3.0
FRONTIER	308	9	2.9
ALASKA	418	10	2.4
US AIRWAYS	1,661	31	1.9
CONTINENTAL	844	4	0.5
HAWAIIAN	189	0	0.0
TOTAL	34,195	1,847	5.4

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

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta data in this table.

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

**MAY 2010
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	22423	17316	77.22%	400	1.78%	87	0.39%	1210	5.40%	220	0.98%	1784	7.96%	8	0.04%	1398	6.23%
AA	45522	34862	76.58%	822	1.81%	223	0.49%	2741	6.02%	553	1.22%	3539	7.77%	9	0.02%	2774	6.09%
AS	11553	10571	91.50%	47	0.41%	21	0.18%	293	2.54%	21	0.18%	363	3.14%	1	0.01%	236	2.04%
B6	16121	13332	82.70%	182	1.13%	54	0.33%	795	4.93%	42	0.26%	1075	6.67%	5	0.03%	636	3.95%
CO	19927	16436	82.48%	37	0.19%	66	0.33%	892	4.48%	106	0.53%	1813	9.10%	18	0.09%	558	2.80%
DL	61358	46409	75.64%	688	1.12%	166	0.27%	4243	6.91%	431	0.70%	5848	9.53%	4	0.01%	3570	5.82%
EV	25978	20877	80.36%	366	1.41%	57	0.22%	1405	5.41%	170	0.65%	1248	4.80%	5	0.02%	1851	7.12%
F9	7143	5729	80.20%	37	0.52%	22	0.31%	306	4.29%	24	0.34%	523	7.32%	0	0.00%	501	7.02%
FL	21433	18148	84.67%	122	0.57%	61	0.28%	560	2.61%	19	0.09%	1203	5.61%	0	0.00%	1319	6.15%
HA	5511	5198	94.32%	1	0.02%	8	0.15%	203	3.69%	3	0.06%	0	0.00%	0	0.00%	97	1.77%
MQ	36660	26806	73.12%	1047	2.86%	112	0.31%	2280	6.22%	427	1.17%	2752	7.51%	2	0.01%	3233	8.82%
OH	11570	7758	67.05%	318	2.75%	32	0.28%	1288	11.13%	247	2.13%	1687	14.58%	7	0.06%	234	2.02%
OO	50360	41507	82.42%	796	1.58%	113	0.22%	1653	3.28%	128	0.25%	2670	5.30%	15	0.03%	3478	6.91%
UA	28874	24477	84.77%	292	1.01%	84	0.29%	855	2.96%	128	0.44%	1529	5.30%	0	0.00%	1508	5.22%
US	34100	29084	85.29%	197	0.58%	57	0.17%	1116	3.27%	67	0.20%	2445	7.17%	19	0.06%	1115	3.27%
WN	97189	78088	80.35%	597	0.61%	189	0.19%	5276	5.43%	480	0.49%	2866	2.95%	54	0.06%	9639	9.92%
XE	33210	25666	77.28%	610	1.84%	125	0.38%	1505	4.53%	144	0.43%	2856	8.60%	27	0.08%	2276	6.85%
YV	13815	11584	83.85%	157	1.14%	23	0.17%	701	5.07%	48	0.35%	555	4.02%	9	0.07%	737	5.34%
TOTAL	542747	433848		6716		1500		27323		3259		34756		184		35160	
			79.94%		1.24%		0.28%		5.03%		0.60%		6.40%		0.03%		6.48%

***Causes of Delay:**

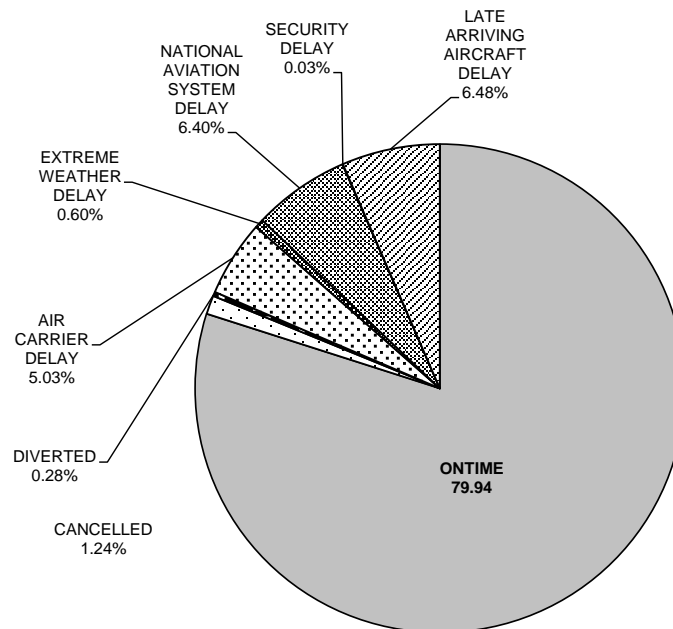
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents 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. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

MAY 2010
 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>

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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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	Scheduled Departure Time	Minutes of Tarmac Delay
DL	2011	ATL	DFW	05/28/2010	1615	182

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

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

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as DL data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York’s JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

THIS TABLE WAS REVISED ON SEPTEMBER 20, 2010, TO REMOVE 4 FLIGHTS INCORRECTLY REPORTED ORIGINALLY BY UNITED AIR LINES

MAY 2010

AIR TRAVEL CONSUMER REPORT

TABLE 12. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS WITH 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
OH	11,570	24	0.207
DL	61,358	90	0.147
EV	25,978	32	0.123
UA	28,874	34	0.118
US	34,100	29	0.085
CO	19,927	16	0.080
9E	22,423	17	0.076
MQ	36,660	27	0.074
F9	7,143	5	0.070
XE	33,210	22	0.066
B6	16,121	10	0.062
AA	45,522	27	0.059
FL	21,433	12	0.056
YV	13,815	5	0.036
WN	97,189	10	0.010
OO	50,360	4	0.008
AS	11,553	0	0.000
HA	5,511	0	0.000
TOTAL	542,747	364	0.067

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

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

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as DL data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

THIS TABLE WAS REVISED ON SEPTEMBER 20, 2010, TO REFLECT THE CORRECTION OF DATA ORIGINALLY SUBMITTED BY UNITED AIR LINES

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: Int'l 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
OH	Comair
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

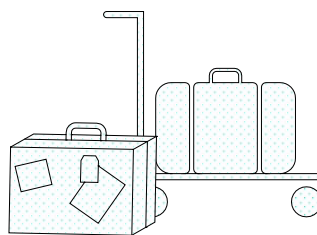
9E	Pinnacle Airlines
XE	ExpressJet Airlines

* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #19, issued November 23, 2009, effective January 1, 2010.

** Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as DL or Delta Air Lines data in the flight delay tables.

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.



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

RANK	AIRLINE	MAY 2010			MAY 2009		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	3,280	2,153,354	1.52	3,298	2,063,510	1.60
2	HAWAIIAN AIRLINES	1,264	695,125	1.82	1,251	705,438	1.77
3	JETBLUE AIRWAYS	3,854	1,789,799	2.15	3,867	1,713,876	2.26
4	US AIRWAYS	9,029	3,984,307	2.27	11,621	3,988,245	2.91
5	CONTINENTAL AIRLINES	6,178	2,723,310	2.27	6,590	2,842,646	2.32
6	MESA AIRLINES	2,026	788,952	2.57	4,271	987,756	4.32
7	FRONTIER AIRLINES	2,178	839,799	2.59	1,996	841,367	2.37
8	UNITED AIRLINES	11,947	3,921,376	3.05	15,083	4,107,447	3.67
9	ALASKA AIRLINES	3,948	1,288,047	3.07	4,447	1,247,666	3.56
10	SOUTHWEST AIRLINES	28,846	9,333,733	3.09	29,447	8,936,149	3.30
11	DELTA AIR LINES **	27,977	8,000,058	3.50	21,186	4,896,177	4.33
12	AMERICAN AIRLINES	22,914	5,920,573	3.87	25,586	5,916,064	4.32
13	ATLANTIC SOUTHEAST AIRLINES	4,671	1,173,317	3.98	7,238	1,159,839	6.24
14	SKYWEST AIRLINES	8,707	1,966,155	4.43	8,791	1,785,863	4.92
15	EXPRESSJET AIRLINES	6,648	1,358,559	4.89	2,901	1,013,346	2.86
16	COMAIR	2,718	532,965	5.10	2,852	615,915	4.63
17	PINNACLE AIRLINES	4,765	906,685	5.26	4,165	920,266	4.53
18	AMERICAN EAGLE AIRLINES	9,399	1,360,525	6.91	10,279	1,381,736	7.44
TOTALS		160,349	48,736,639	3.29	164,869	45,123,306	3.65

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

** Effective January 2010, "Total Baggage Reports" and "Enplaned Passengers" data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Effective January 2010, Northwest Airlines is no longer ranked in this table. Totals for May 2009 reflect the deletion of Northwest's data for that month.

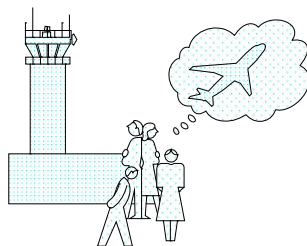
OVERSALES

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.



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

RANK	AIRLINE	JANUARY - MARCH 2010				JANUARY - MARCH 2009			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	27	7	5,528,333	0.01	1	0	5,108,284	0.00
2	HAWAIIAN AIRLINES	109	28	1,999,172	0.14	82	14	1,995,333	0.07
3	AIRTRAN AIRWAYS	15,285	283	5,526,408	0.51	10,270	188	5,344,683	0.35
4	ATLANTIC SOUTHEAST AIRLINES	7,192	164	3,088,354	0.53	8,974	1,143	2,898,511	3.94
5	DELTA AIR LINES**	30,969	1,372	21,884,456	0.63	13,981	2,372	14,426,780	1.64
6	PINNACLE AIRLINES	8,241	184	2,493,458	0.74	6,526	376	2,355,938	1.60
7	COMAIR	4,148	132	1,315,764	1.00	3,365	437	1,377,802	3.17
8	SKYWEST AIRLINES	15,730	688	5,402,551	1.27	9,654	720	4,592,875	1.57
9	AMERICAN AIRLINES	16,124	2,284	17,885,435	1.28	12,910	782	18,099,010	0.43
10	ALASKA AIRLINES	2,416	538	3,332,632	1.61	2,326	856	3,258,996	2.63
11	UNITED AIRLINES	15,521	2,142	11,171,323	1.92	19,330	1,550	11,953,422	1.30
12	MESA AIRLINES	4,172	503	2,308,909	2.18	5,720	303	2,494,444	1.21
13	FRONTIER AIRLINES	1,335	476	2,014,717	2.36	632	232	2,094,048	1.11
14	SOUTHWEST AIRLINES	35,668	6,167	23,772,905	2.59	22,760	3,328	23,366,897	1.42
15	EXPRESSJET AIRLINES	6,420	870	3,296,038	2.64	5,191	615	2,569,898	2.39
16	CONTINENTAL AIRLINES	10,013	2,320	8,494,356	2.73	9,797	1,230	8,626,868	1.43
17	US AIRWAYS	19,387	3,593	12,153,896	2.96	22,938	1,893	12,580,587	1.50
18	AMERICAN EAGLE AIRLINES	3,723	1,629	3,550,434	4.59	3,846	1,060	3,373,399	3.14
	TOTALS	196,480	23,380	135,219,141	1.73	158,303	17,099	126,517,775	1.35

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report.

** Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Effective the first quarter 2010, Northwest Airlines is no longer ranked in this table. Totals for January-March 2009 reflect the deletion of Northwest's data for that quarter.

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

Table 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	MAY 2010				MAY 2009			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	679	52	3	109	552	39	1	91
FOREIGN AIRLINES	103	8	1	11	93	2	0	12
TRAVEL AGENTS	16	0	0	0	7	0	0	0
TOUR OPERATORS	1	0	0	0	0	0	0	0
MISCELLANEOUS	2	0	0	0	3	1	0	1
INDUSTRY TOTALS	801	60	4	120	655	42	1	104

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	MAY 2010			MAY 2009		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	226		2	125	
CANCELLATIONS			93			52
DELAYS			71			21
MISCONNECTIONS			39			36
BAGGAGE	2	136		3	95	
RESERVATIONS/TICKETING/BOARDING	3	113		1	130	
CUSTOMER SERVICE	4	86		4	90	
REFUNDS	5	63		5	60	
OVERSALES	6	42		9	26	
DISABILITY	7	41		7	38	
OTHER	8	38		8	27	
FREQUENT FLYER			34			23
FARES	9	37		6	46	
DISCRIMINATION (EXCEPT DISABILITY)	10	10		10	13	
ADVERTISING	11	7		11	5	
ANIMALS	12	2		12	0	
COMPLAINT TOTAL		801			655	

* 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*

MAY 2010

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	7	3	2	0	1	9	2	1	0	0	0	0	25
ALASKA AIRLINES	0	0	2	0	1	0	3	0	0	0	0	0	6
AMERICAN AIRLINES	51	3	11	3	5	19	15	4	2	0	0	6	119
AMERICAN EAGLE AIRLINES	5	0	0	0	0	4	2	1	0	0	0	0	12
COMAIR	3	1	0	0	0	0	0	1	0	0	0	0	5
CONTINENTAL AIRLINES	10	2	11	4	3	5	9	2	0	2	0	2	50
DELTA AIR LINES ***	36	12	20	11	11	20	17	10	1	1	1	8	148
EXPRESSJET AIRLINES	5	1	0	0	0	1	1	1	0	0	0	0	9
FRONTIER AIRLINES	1	0	0	0	1	1	3	0	0	0	0	0	6
GREAT LAKES AVIATION	3	0	1	0	0	0	0	0	0	1	0	0	5
JETBLUE AIRWAYS	17	1	4	3	0	0	4	1	1	0	0	3	34
MESA AIRLINES	3	1	0	0	0	0	1	0	0	0	0	0	5
PIEDMONT AIRLINES	4	0	0	0	0	2	1	0	0	0	0	0	7
SHUTTLE AMERICA	2	0	1	0	0	2	0	0	0	0	0	0	5
SKYWEST AIRLINES	3	0	1	0	0	1	0	0	0	0	0	0	5
SOUTHWEST AIRLINES	9	1	2	1	2	4	2	2	0	0	0	1	24
SPIRIT AIRLINES	3	1	4	1	6	1	2	1	0	1	0	0	20
UNITED AIRLINES	11	3	12	7	8	16	11	2	1	1	0	6	78
UNITED EXPRESS	2	0	1	0	0	2	0	0	0	0	0	0	5
US AIRWAYS	12	4	12	3	0	6	4	6	1	1	0	4	53
OTHER U. S. AIRLINES	18	3	8	0	7	14	3	3	1	0	0	1	58
TOTAL MAY 2010	205	36	92	33	45	107	80	35	7	7	1	31	679
% OF TOTAL COMPLAINTS	30.2	5.3	13.5	4.9	6.6	15.8	11.8	5.2	1.0	1.0	0.1	4.6	
TOTAL MAY 2009	115	25	103	36	40	82	75	37	4	10	0	25	552
% OF TOTAL COMPLAINTS	20.8	4.5	18.7	6.5	7.2	14.9	13.6	6.7	0.7	1.8	0	4.5	

* 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.'

*** EFFECTIVE JANUARY 2010, THE COMPLAINTS OF THE MERGED DELTA AIR LINES AND NORTHWEST AIRLINES ARE COMBINED, AND APPEAR ONLY AS DELTA AIR LINES COMPLAINTS IN THIS TABLE. NORTHWEST AIRLINES IS NO LONGER INCLUDED IN THIS TABLE.

Table 4

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

MAY 2010

U. S. AIRLINES*	COMPS RECD IN MAY	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN APRIL	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	25	16	64.0	2	8.0	4	16.0	3	12.0
ALASKA AIRLINES	6	2	33.3	1	16.7	3	50.0	0	0.0
AMERICAN AIRLINES	119	64	53.8	20	16.8	23	19.3	12	10.1
AMERICAN EAGLE AIRLINES	12	7	58.3	2	16.7	3	25.0	0	0.0
COMAIR	5	3	60.0	1	20.0	1	20.0	0	0.0
CONTINENTAL AIRLINES	50	19	38.0	9	18.0	18	36.0	4	8.0
DELTA AIR LINES **	148	75	50.7	20	13.5	38	25.7	15	10.1
EXPRESSJET AIRLINES	9	4	44.4	3	33.3	2	22.2	0	0.0
FRONTIER AIRLINES	6	4	66.7	0	0.0	2	33.3	0	0.0
GREAT LAKES AVIATION	5	2	40.0	0	0.0	3	60.0	0	0.0
JETBLUE AIRWAYS	34	17	50.0	4	11.8	8	23.5	5	14.7
MESA AIRLINES	5	2	40.0	1	20.0	0	0.0	2	40.0
PIEDMONT AIRLINES	7	4	57.1	3	42.9	0	0.0	0	0.0
SHUTTLE AMERICA	5	0	0.0	1	20.0	4	80.0	0	0.0
SKYWEST AIRLINES	5	2	40.0	2	40.0	1	20.0	0	0.0
SOUTHWEST AIRLINES	24	10	41.7	4	16.7	6	25.0	4	16.7
SPIRIT AIRLINES	20	8	40.0	1	5.0	8	40.0	3	15.0
UNITED AIRLINES	78	29	37.2	15	19.2	24	30.8	10	12.8
UNITED EXPRESS	5	3	60.0	1	20.0	1	20.0	0	0.0
US AIRWAYS	53	19	35.8	11	20.8	16	30.2	7	13.2
OTHER U. S. AIRLINES	58	27	46.6	9	15.5	20	34.5	2	3.4
TOTALS	679	317	46.7	110	16.2	185	27.2	67	9.9
PREVIOUS YEAR' S TOTALS	552	219	39.7	96	17.4	155	28.1	82	14.9

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

** EFFECTIVE JANUARY 2010, THE COMPLAINTS OF THE MERGED DELTA AIR LINES AND NORTHWEST AIRLINES ARE COMBINED, AND APPEAR ONLY AS DELTA AIR LINES COMPLAINTS IN THIS TABLE. NORTHWEST AIRLINES IS NO LONGER INCLUDED IN THIS TABLE.

Table 5

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

MAY 2010

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	2	0	2	0	1	2	0	0	0	0	0	2	9
BRITISH AIRWAYS	1	0	2	0	1	1	0	0	0	0	0	1	6
KLM	2	0	0	0	0	2	0	1	0	0	0	0	5
LUFTHANSA	1	1	2	0	0	3	0	0	0	1	0	0	8
MEXICANA	0	1	1	0	0	3	0	0	0	0	0	1	6
VIRGIN ATLANTIC AIRWAYS	1	1	1	0	1	1	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	13	3	8	2	6	17	5	4	0	2	1	3	64
TOTALS	20	6	16	2	9	29	5	5	0	3	1	7	103
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	0	0	2	1	2	0	0	0	0	0	0	0	5
ORBITZ.COM	0	0	1	0	5	0	1	0	0	0	0	0	7
OTHER TRAVEL AGENTS	0	0	2	1	1	0	0	0	0	0	0	0	4
TOTALS	0	0	5	2	8	0	1	0	0	0	0	0	16
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	0	1
TOTALS	0	0	0	0	1	0	0	0	0	0	0	0	1
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	1	0	0	0	0	0	0	0	0	0	0	1	2
TOTALS	1	0	0	0	0	0	0	0	0	0	0	1	2

* 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

MAY

CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES *

RANK	AIRLINE	MAY 2010			MAY 2009		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ATLANTIC SOUTHEAST AIRLINES	2	1,168,689	0.17	5	1,157,456	0.43
2	SKYWEST AIRLINES	5	2,053,954	0.24	10	1,761,718	0.57
3	SOUTHWEST AIRLINES	24	9,087,275	0.26	11	8,691,390	0.13
4	PINNACLE AIRLINES	4	925,909	0.43	3	898,428	0.33
5	HAWAIIAN AIRLINES	3	685,051	0.44	8	694,543	1.15
6	ALASKA AIRLINES	6	1,367,661	0.44	5	1,298,235	0.39
7	EXPRESSJET AIRLINES	9	1,481,150	0.61	4	1,100,881	0.36
8	MESA AIRLINES	5	769,209	0.65	6	951,975	0.63
9	FRONTIER AIRLINES	6	835,066	0.72	4	840,215	0.48
10	AMERICAN EAGLE AIRLINES	12	1,394,765	0.86	10	1,404,153	0.71
11	COMAIR	5	553,312	0.90	6	625,350	0.96
12	AIRTRAN AIRWAYS	25	2,128,139	1.17	20	1,998,834	1.00
13	US AIRWAYS	53	4,451,588	1.19	59	4,417,957	1.34
14	CONTINENTAL AIRLINES	50	3,671,814	1.36	38	3,686,649	1.03
15	DELTA AIR LINES **	148	9,414,419	1.57	105	5,668,161	1.85
16	AMERICAN AIRLINES	119	7,378,918	1.61	85	7,224,468	1.18
17	UNITED AIRLINES	78	4,662,308	1.67	55	4,743,710	1.16
18	JETBLUE AIRWAYS	34	1,982,342	1.72	17	1,825,662	0.93
	TOTAL	588	54,011,569	1.09	451	48,989,785	0.92

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 (ExpressJet and 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.

** Effective January 2010, "Complaints" and "Systemwide Enplanements" data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Northwest is no longer ranked in this table. Totals for May2009 reflect the deletion of Northwest's data for that month.

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

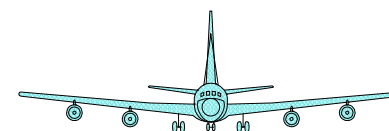
Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



Customer Service Reports to the U.S. Department of Homeland Security for the Month of May 2010 as provided by the Transportation Security Administration^a

The Transportation Security Administration (TSA) screened approximately 54.4 million airline passengers and their 43.2 million checked bags in the month of May as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of May.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
264	.0005	77	.0001	75	.0001	550	.001

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

Number of Damage Claims Received			
Checkpoint (TSA)	Percentage of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	Percentage of Total Checked Bags Screened
171	.0003	767	.002

NOTES

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

^b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or telephone, (866) 289-9673. Contact Center representatives are available 24 hours a day.

^c The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of May.

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.

May 2010 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

Carrier	Death	Injury	Loss
<u><i>American</i></u>			1
<u><i>Continental</i></u>	1		
<u><i>Delta</i></u>			1
<i>Total</i>	1	0	2