



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

*Issued: November 2010*



<b>Flight Delays<sup>1</sup></b>	September 2010 12 Months Ending September 2010
<b>Mishandled Baggage<sup>1</sup></b>	September 2010 January-September 2010
<b>Oversales<sup>1</sup></b>	3 <sup>rd</sup> Quarter 2010 January – September 2010
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	September 2010
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	September 2010
<b>Airline Animal Incident Reports<sup>4</sup></b>	September 2010

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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 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/](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.

**\* 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	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	89.6	15	95.8
AIRTRAN AIRWAYS S/	23	90.4	66	90.7
ALASKA AIRLINES S/	18	91.8	50	90.5
UNITED AIRLINES S/	27	89.7	70	89.7
MESA AIRLINES S/	17	89.8	82	88.9
FRONTIER AIRLINES S/	22	88.0	46	87.4
US AIRWAYS S/	28	86.9	78	87.1
CONTINENTAL AIRLINES S/	26	86.2	54	86.9
EXPRESSJET AIRLINES S/V/	19	86.1	113	86.8
SOUTHWEST AIRLINES S/	20	86.3	69	85.7
SKYWEST AIRLINES S/	16	85.9	144	85.2
PINNACLE AIRLINES S/V/	16	82.0	131	84.6
AMERICAN AIRLINES S/	28	83.5	77	83.4
ATLANTIC SOUTHEAST AIRLINES S/	16	83.0	118	83.2
AMERICAN EAGLE S/	19	82.3	130	82.3
DELTA AIR LINES S/	29	81.2	119	81.5
JETBLUE AIRWAYS S/	20	78.3	46	78.8
COMAIR S/	18	75.6	95	78.2
<b>TOTAL</b>		<b>85.0</b>		<b>85.1</b>

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

\* 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

## SEPTEMBER 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	4th Quarter 10-12 2009		1st Quarter 01-03 2010		2nd Quarter 04-06 2010		3rd Quarter 07-09 2010		July-10		Aug -10		Sep-10		12 Months Ending Sep 2010		Database To Date 09 1987-09 2010	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	74.1	19	76.7	11	83.9	6	83.4	6	79.7	6	81.1	11	90.7	2	79.6	10	(--)	(--)
ALASKA	86.0	2	86.4	2	90.4	2	89.2	2	88.7	2	88.7	2	90.5	3	88.1	2	76.1	6
AMERICAN	78.8	10	76.5	12	77.8	14	80.2	13	76.7	10	80.7	12	83.4	13	78.3	13	78.0	4
AMERICAN EAGLE	75.2	17	74.6	14	74.4	17	77.3	15	70.2	15	79.5	15	82.3	15	75.4	17	73.9	8
ATLANTIC SOUTHEAST	75.2	16	76.2	13	82.3	9	80.6	12	78.5	8	80.4	13	83.2	14	78.7	12	(--)	(--)
COMAIR	74.3	18	71.4	18	71.4	18	74.6	18	69.1	17	76.4	18	78.2	18	73.0	18	(--)	(--)
CONTINENTAL	77.2	13	78.4	9	83.1	8	83.2	7	76.1	13	87.1	3	86.9	8	80.4	7	78.2	2
DELTA	81.0	6	78.9	7	76.6	16	76.2	17	69.9	16	77.4	16	81.5	16	77.8	14	77.5	5
EXPRESSJET	75.3	15	73.3	16	76.7	15	79.1	14	68.6	18	83.1	8	86.8	9	76.3	16	(--)	(--)
FRONTIER	75.8	14	80.3	5	80.7	12	82.4	8	76.4	11	83.8	6	87.4	6	79.9	9	(--)	(--)
HAWAIIAN	91.2	1	88.4	1	93.8	1	95.3	1	94.7	1	95.6	1	95.8	1	92.3	1	(--)	(--)
JETBLUE	79.2	8	71.6	17	83.2	7	77.0	16	75.2	14	77.1	17	78.8	17	77.7	15	(--)	(--)
MESA	79.1	9	80.4	4	84.1	5	84.2	5	80.5	5	83.7	7	88.9	5	81.6	5	(--)	(--)
NORTHWEST	78.1	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
PINNACLE	81.1	5	74.1	15	79.7	13	80.7	11	76.4	12	81.7	10	84.6	12	78.9	11	(--)	(--)
SKYWEST	78.7	11	78.2	10	81.2	10	81.6	10	79.5	7	80.3	14	85.2	11	80.0	8	(--)	(--)
SOUTHWEST	80.9	7	80.1	6	81.1	11	82.0	9	78.4	9	82.3	9	85.7	10	81.0	6	81.9	1
UNITED	83.7	3	82.5	3	84.2	4	85.8	3	83.0	3	85.1	4	89.7	4	84.1	3	76.0	7
US AIRWAYS	81.7	4	78.7	8	85.7	3	84.7	4	82.1	4	84.9	5	87.1	7	82.7	4	78.2	3
Total	79.2		77.9		80.5		81.0		76.7		81.7		85.1		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.

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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*																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	1092	84.4	35	85.7	48	87.5	21	95.2	161	82.0	H/		27	74.1	4039	83.3
AA	408	83.6	880	75.7	264	81.1	141	68.8	845	83.4	444	84.5	12671	86.3	176	81.2
AS	30	90.0	90	98.9	H/		H/		90	88.9	103	95.1	91	87.9	H/	
B6	H/		2082	79.3	146	80.1	178	75.8	H/		87	59.8	H/		H/	
CO	151	87.4	393	83.2	106	96.2	122	77.9	220	87.7	269	90.7	205	84.9	102	91.2
DL	15384	84.1	1178	78.4	695	82.0	448	81.2	983	83.1	618	75.9	425	82.6	4865	83.8
EV	9394	83.9	82	68.3	H/		95	87.4	28	71.4	45	86.7	1	100.0	682	83.4
F9	86	83.7	26	53.8	H/		H/		90	83.3	3201	90.7	154	85.1	86	89.5
FL	5845	91.7	579	85.5	1462	92.6	151	89.4	323	91.3	123	87.0	268	89.6	170	90.0
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	462	83.3	591	76.6	171	81.9	404	75.7	870	81.8	120	94.2	6765	82.2	322	82.3
OH	426	78.6	450	76.0	95	75.8	67	83.6	379	82.1	6	66.7	107	79.4	1983	75.7
OO	30	90.0	H/		H/		H/		H/		6101	90.3	200	78.5	80	83.8
UA	33	87.9	672	87.8	398	91.5	52	84.6	397	90.4	4274	93.2	234	86.8	29	86.2
US	437	85.1	1572	81.6	368	86.1	7162	88.0	1767	88.1	381	87.1	604	85.8	256	85.9
WN	H/		735	81.4	4846	88.3	H/		H/		4041	89.2	H/		470	84.0
XE	324	81.5	52	76.9	171	87.1	340	85.0	145	87.6	1	100.0	183	85.8	232	85.8
YV	164	90.2	H/		4	100.0	1576	88.5	H/		3	100.0	H/		50	86.0
<b>TOTAL</b>	<b>34266</b>	<b>85.3</b>	<b>9417</b>	<b>80.3</b>	<b>8774</b>	<b>88.0</b>	<b>10757</b>	<b>86.7</b>	<b>6298</b>	<b>85.5</b>	<b>19817</b>	<b>90.0</b>	<b>21935</b>	<b>84.9</b>	<b>13542</b>	<b>82.7</b>

\* 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*	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	27	81.5	H/		58	82.8	156	86.5	441	68.0	H/		H/		323	68.7
AA	406	78.1	180	80.0	298	82.6	263	81.4	982	78.2	684	85.1	2218	85.9	1348	76.4
AS	60	86.7	H/		H/		29	75.9	H/		297	94.6	505	92.7	H/	
B6	283	76.0	917	79.3	464	76.1	H/		3564	78.4	304	80.6	173	72.8	261	71.6
CO	3244	81.5	320	89.1	H/		5691	88.5	H/		507	89.3	606	89.1	286	78.3
DL	540	75.2	855	80.5	257	79.0	147	79.6	1520	76.2	1064	77.3	1629	75.3	1997	76.7
EV	41	51.2	24	75.0	1105	79.0	49	79.6	115	70.4	H/		H/		46	73.9
F9	H/		29	96.6	H/		69	82.6	H/		237	85.2	204	88.2	108	75.0
FL	H/		370	92.2	111	93.7	H/		H/		194	90.7	178	83.1	567	78.7
HA	H/		H/		H/		H/		H/		78	93.6	65	78.5	H/	
MQ	116	67.2	H/		H/		120	75.8	810	77.0	H/		1158	87.9	1341	78.2
OH	102	72.5	H/		169	85.2	88	71.6	870	73.3	H/		H/		476	77.1
OO	H/		H/		86	72.1	120	80.0	H/		488	88.1	3662	88.1	H/	
UA	293	81.6	H/		2016	90.4	261	87.0	377	85.7	872	91.6	2082	90.2	581	79.3
US	322	78.0	431	82.6	28	92.9	295	82.0	180	85.0	709	87.9	488	86.5	1108	82.2
WN	H/		1181	87.0	230	83.9	H/		H/		6436	88.3	3210	82.3	231	78.4
XE	3439	78.8	H/		674	90.4	7023	87.7	H/		H/		H/		38	78.9
YV	68	79.4	H/		986	88.2	5	100.0	H/		330	87.3	123	83.7	34	76.5
<b>TOTAL</b>	<b>8941</b>	<b>79.2</b>	<b>4307</b>	<b>83.9</b>	<b>6482</b>	<b>85.7</b>	<b>14316</b>	<b>87.4</b>	<b>8859</b>	<b>77.2</b>	<b>12200</b>	<b>87.3</b>	<b>16301</b>	<b>85.5</b>	<b>8745</b>	<b>77.5</b>

\* 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*	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/		126	81.0	H/		1574	83.5	34	58.8	H/		58	72.4	H/	
AA	689	80.4	H/		3331	82.2	324	79.3	4492	85.2	146	89.0	376	75.5	415	86.0
AS	60	98.3	H/		30	96.7	60	96.7	155	92.9	742	95.4	H/		227	93.4
B6	1131	80.8	H/		H/		H/		200	77.5	120	79.2	H/		76	77.6
CO	417	87.5	H/		211	86.7	2	50.0	465	86.7	178	87.1	132	82.6	258	92.6
DL	1382	83.1	177	74.6	616	81.7	5121	84.1	469	78.7	378	68.0	614	80.9	695	78.7
EV	H/		H/		H/		7	85.7	455	82.0	H/		44	81.8	H/	
F9	63	88.9	133	92.5	H/		116	84.5	H/		145	82.8	30	86.7	156	81.4
FL	1466	92.4	326	91.4	78	92.3	195	86.7	H/		H/		235	85.1	48	95.8
HA	H/		H/		H/		H/		H/		60	100.0	H/		30	90.0
MQ	H/		H/		836	78.9	117	78.6	6758	84.3	H/		142	79.6	H/	
OH	H/		62	80.6	H/		621	72.3	224	63.8	H/		96	69.8	H/	
OO	H/		H/		H/		1124	83.8	3218	88.5	1050	89.0	H/		246	89.4
UA	407	91.9	H/		1	100.0	316	88.9	5386	91.3	358	87.2	339	84.7	309	90.6
US	616	82.3	H/		264	84.8	253	87.7	584	84.6	212	84.9	3689	86.0	4852	92.0
WN	2593	88.0	6089	88.2	H/		484	88.2	H/		1107	88.1	1556	83.1	4977	85.6
XE	H/		16	75.0	3	100.0	360	85.3	2997	90.8	H/		34	85.3	23	100.0
YV	H/		H/		H/		H/		902	91.4	H/		7	57.1	2253	92.9
<b>TOTAL</b>	<b>8824</b>	<b>86.3</b>	<b>6929</b>	<b>87.8</b>	<b>5370</b>	<b>82.2</b>	<b>10674</b>	<b>83.7</b>	<b>26339</b>	<b>87.1</b>	<b>4496</b>	<b>87.3</b>	<b>7352</b>	<b>83.8</b>	<b>14565</b>	<b>88.9</b>

\* 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.

SEPTEMBER 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*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		H/		H/		H/		H/	
AA	414	82.1	386	81.3	948	72.8	145	86.9	474	81.4
AS	269	92.9	3719	91.3	267	79.4	H/		H/	
B6	114	81.6	187	77.5	318	71.7	90	84.4	297	78.5
CO	250	92.4	383	79.9	385	76.6	60	90.0	284	93.7
DL	543	78.6	854	70.1	838	66.6	2595	79.5	776	82.3
EV	H/		H/		H/		H/		H/	
F9	135	91.1	125	84.8	137	68.6	64	79.7	30	96.7
FL	13	92.3	110	85.5	125	79.2	H/		463	90.3
HA	30	90.0	72	88.9	30	83.3	H/		H/	
MQ	352	89.2	H/		H/		90	64.4	H/	
OH	H/		H/		H/		H/		1	100.0
OO	562	87.5	619	91.3	3650	73.7	5732	85.6	H/	
UA	587	91.7	555	90.6	3146	84.3	30	100.0	218	92.2
US	306	89.5	331	81.6	457	77.2	138	89.9	515	85.2
WN	2678	85.2	1155	84.8	1254	68.7	1109	84.6	1919	87.6
XE	H/		H/		H/		18	83.3	H/	
YV	9	100.0	H/		120	74.2	11	100.0	H/	
<b>TOTAL</b>	<b>6262</b>	<b>86.4</b>	<b>8496</b>	<b>86.4</b>	<b>11675</b>	<b>75.8</b>	<b>10082</b>	<b>83.8</b>	<b>4977</b>	<b>86.3</b>

\* 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

## SEPTEMBER 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	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	94.3	87.0	89.2	87.7	80.0	96.0	91.3	91.9	90.5	89.4	94.8	95.9	78.9	96.8	85.1	95.5	86.4	J/
700 - 759 AM	93.3	89.7	97.2	95.2	95.4	95.1	91.6	89.1	94.9	77.4	90.9	93.1	86.6	96.8	93.8	88.1	96.3	94.3
800 - 859 AM	91.7	85.1	95.7	90.5	91.1	97.1	91.0	91.9	93.9	96.7	90.0	95.3	89.0	96.1	94.3	75.8	96.8	91.3
900 - 959 AM	91.9	91.1	95.3	89.1	91.1	94.3	89.0	86.3	93.7	95.9	85.9	95.6	89.4	93.9	92.2	84.9	96.0	93.5
1000 - 1059 AM	90.7	91.3	91.7	91.3	88.2	92.7	88.4	95.1	94.4	92.0	90.7	89.5	90.2	91.0	90.0	86.0	93.4	94.0
1100 - 1159 AM	93.1	89.2	93.8	92.7	90.3	91.3	87.1	85.2	87.2	91.8	88.8	88.5	87.7	91.8	87.9	84.9	91.5	90.3
1200 - 1259 PM	89.9	87.9	91.6	91.7	86.6	90.7	88.4	89.3	85.1	92.6	94.5	88.7	85.7	89.8	88.0	83.2	89.6	88.7
100 - 159 PM	86.7	87.3	90.9	88.2	90.5	91.7	88.2	87.4	84.7	84.2	91.0	87.5	79.8	89.2	86.8	82.6	87.5	93.8
200 - 259 PM	83.8	87.6	91.5	87.9	86.7	91.1	87.8	78.0	80.6	83.9	86.1	84.9	78.0	87.1	87.8	83.5	91.6	87.3
300 - 359 PM	82.8	88.8	89.7	85.6	88.5	88.8	84.5	82.0	78.1	86.9	86.4	82.6	80.6	86.2	87.0	82.3	84.4	88.4
400 - 459 PM	86.0	78.7	85.0	84.3	86.3	89.4	80.2	80.7	73.9	82.8	80.9	81.9	77.9	84.0	82.6	81.3	87.8	89.0
500 - 559 PM	80.7	79.5	82.6	88.6	80.6	88.1	79.8	87.3	73.5	81.5	84.2	81.9	67.5	86.4	83.8	75.5	84.5	84.5
600 - 659 PM	77.1	72.7	84.6	81.9	85.4	87.5	77.4	73.2	69.0	81.6	84.5	82.8	65.7	82.7	84.3	71.7	84.0	83.6
700 - 759 PM	75.6	65.8	83.6	81.6	81.8	86.6	78.8	81.2	68.5	79.6	81.0	86.4	62.9	82.6	81.8	70.1	80.4	81.1
800 - 859 PM	78.1	70.1	83.2	81.2	79.3	83.9	81.9	80.9	70.9	74.5	81.2	86.9	68.3	80.0	80.0	64.3	77.9	85.5
900 - 959 PM	82.2	65.2	83.9	80.6	80.0	84.9	81.4	79.7	69.0	75.2	84.4	83.3	60.9	80.8	78.2	67.4	78.1	73.3
1000 - 1059 PM	81.0	70.7	79.8	82.0	81.3	83.0	82.1	79.4	71.4	76.9	83.5	84.5	72.4	86.5	73.9	63.1	76.8	81.9
1100 - 559 AM	82.0	76.7	81.4	81.9	77.6	81.3	85.0	84.8	81.2	73.6	80.1	87.2	78.0	74.9	84.0	72.6	80.8	84.5
TOTAL, ALL ARRIVALS, BY AIRPORT	85.3	80.3	88.0	86.7	85.5	90.0	84.9	82.7	79.2	83.9	85.7	87.4	77.2	87.3	85.5	77.5	86.3	87.8

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

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SEPTEMBER 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	83.3	90.3	95.0	97.1	90.7	94.8	J/	90.0	94.4	100.0	100.0	92.0
700 - 759 AM	88.3	85.2	92.6	100.0	88.3	92.1	82.8	87.5	92.2	93.6	92.5	92.2
800 - 859 AM	93.7	85.1	92.5	93.1	90.0	93.1	91.0	96.4	89.2	92.5	98.6	91.8
900 - 959 AM	90.3	87.6	92.2	90.2	87.1	90.9	92.8	94.7	81.3	92.7	94.3	91.2
1000 - 1059 AM	91.3	88.6	89.4	90.7	90.7	89.3	90.8	86.0	73.9	85.5	93.6	89.8
1100 - 1159 AM	89.9	95.3	88.6	92.9	92.6	92.3	90.2	84.6	72.1	91.5	93.3	88.9
1200 - 1259 PM	83.2	91.0	88.0	91.9	85.7	91.9	85.4	81.7	71.2	91.1	92.5	88.0
100 - 159 PM	83.4	83.7	86.7	89.8	83.6	87.2	89.1	91.2	72.3	88.5	90.8	87.0
200 - 259 PM	82.1	80.9	87.2	85.3	89.3	88.0	84.0	88.7	74.5	84.6	87.0	85.4
300 - 359 PM	87.6	85.1	85.4	84.0	89.1	88.4	84.7	87.0	79.6	87.6	90.0	85.3
400 - 459 PM	81.6	79.5	88.1	89.1	84.8	85.8	89.5	91.1	75.8	78.7	86.1	83.5
500 - 559 PM	75.9	84.9	83.4	88.3	82.6	87.5	83.1	84.5	75.4	74.7	82.2	82.3
600 - 659 PM	73.1	79.7	84.2	86.3	79.3	85.3	85.6	84.6	75.2	86.1	80.9	79.9
700 - 759 PM	67.1	83.1	83.9	86.1	78.1	87.7	85.7	82.1	71.3	69.1	81.5	79.4
800 - 859 PM	76.1	80.1	79.0	85.5	70.0	86.5	84.9	83.8	75.9	75.7	77.5	79.5
900 - 959 PM	76.1	72.2	77.7	79.3	76.5	84.3	78.3	82.1	70.5	71.1	77.1	77.2
1000 - 1059 PM	77.1	74.9	76.2	83.2	75.6	81.5	79.4	84.2	63.5	74.9	81.4	77.4
1100 - 559 AM	72.4	82.7	89.2	82.8	76.5	89.4	87.9	85.6	74.1	83.7	80.2	81.3
TOTAL, ALL ARRIVALS, BY AIRPORT	82.2	83.7	87.1	87.3	83.8	88.9	86.4	86.4	75.8	83.8	86.3	85.0

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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	94.4	95.6	95.9	97.7	96.1	96.0	91.6	92.5	95.2	94.3	95.6	98.5	95.4	97.6	94.9	96.4	96.3	96.7
700 - 759 AM	92.9	91.5	95.6	94.1	92.8	93.5	90.3	90.0	93.8	94.6	92.8	95.2	92.4	94.4	92.6	93.2	96.5	95.6
800 - 859 AM	92.2	89.7	95.3	93.3	93.9	93.9	91.1	88.3	94.2	96.4	93.3	93.7	91.7	93.6	92.6	92.3	96.3	91.2
900 - 959 AM	89.2	89.1	93.1	92.0	92.3	90.5	86.5	90.2	92.6	92.3	90.5	95.3	90.3	92.0	92.4	89.8	93.7	89.5
1000 - 1059 AM	91.1	91.7	91.7	87.7	92.4	90.3	85.5	87.4	94.1	91.4	88.0	93.0	89.3	85.1	88.2	88.7	91.5	90.3
1100 - 1159 AM	87.1	90.2	88.1	90.4	90.6	87.1	83.4	91.3	92.1	89.7	90.3	88.7	86.9	90.8	83.8	89.1	90.7	83.9
1200 - 1259 PM	87.2	87.3	86.2	90.4	89.3	86.0	82.5	86.1	89.6	90.0	91.0	90.1	86.4	88.5	87.5	85.6	91.9	73.9
100 - 159 PM	87.0	85.9	86.4	89.6	88.4	85.0	79.5	85.7	87.5	91.2	92.5	90.8	78.7	86.4	86.5	86.5	85.1	82.4
200 - 259 PM	83.7	86.1	82.9	85.4	88.9	85.1	83.3	86.6	88.2	77.4	86.8	85.1	80.1	82.7	83.6	84.9	86.7	80.1
300 - 359 PM	82.7	87.9	84.5	81.3	87.7	84.6	80.0	80.5	81.6	85.1	86.9	84.6	75.3	81.6	85.8	81.3	83.4	85.1
400 - 459 PM	79.1	82.7	78.3	85.5	83.8	80.4	80.3	81.2	76.3	81.6	84.3	85.6	72.6	79.1	85.1	80.4	81.3	79.6
500 - 559 PM	79.5	77.2	77.0	82.8	86.1	83.8	76.0	78.6	78.9	81.8	83.4	82.8	69.8	77.6	82.1	81.1	85.9	79.2
600 - 659 PM	79.7	76.0	77.1	85.6	81.4	83.0	76.1	84.3	75.1	75.9	76.1	84.7	65.7	83.0	86.3	78.7	80.8	70.4
700 - 759 PM	78.1	70.0	72.3	79.9	86.4	85.2	75.7	79.3	72.9	77.2	80.1	86.3	63.8	81.9	82.8	71.3	75.4	61.4
800 - 859 PM	80.2	70.5	83.7	81.9	70.0	62.7	76.0	75.8	69.7	68.9	70.9	84.6	61.2	76.5	78.8	72.9	79.3	67.6
900 - 959 PM	79.6	74.1	79.0	70.0	88.5	84.7	81.6	84.2	71.5	J/	81.3	93.5	61.0	72.8	82.2	71.7	89.7	40.0
1000 - 1059 PM	86.2	J/	J/	89.9	J/	100.0	87.3	95.3	J/	J/	88.9	91.8	69.6	90.5	89.7	J/	J/	J/
1100 - 559 AM	96.7	94.1	93.1	100.0	96.2	83.9	90.4	100.0	98.3	96.7	100.0	91.1	85.8	94.4	87.6	90.0	90.6	97.9
TOTAL, ALL DEPARTURES, BY AIRPORT	84.8	85.6	85.8	88.0	88.8	86.2	82.3	84.4	85.2	86.5	87.7	89.3	78.1	86.4	87.5	85.0	88.0	81.8

\* 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.

SEPTEMBER 2010

## 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	93.1	94.5	92.2	96.2	92.6	96.6	96.3	94.7	96.1	94.4	95.5	95.1
700 - 759 AM	95.2	91.8	92.7	94.7	93.2	95.8	92.5	92.6	91.0	96.9	97.5	93.4
800 - 859 AM	86.3	88.4	91.7	96.6	91.0	92.1	88.2	93.5	90.5	94.8	95.6	92.5
900 - 959 AM	91.3	88.6	92.1	93.2	89.8	85.8	94.6	91.6	85.9	92.3	95.1	90.5
1000 - 1059 AM	89.4	89.9	88.6	89.4	90.3	90.7	86.2	87.6	81.1	88.8	94.6	89.3
1100 - 1159 AM	87.3	87.3	87.3	90.9	89.6	87.7	86.5	86.2	73.3	91.0	92.0	87.6
1200 - 1259 PM	85.0	88.8	86.2	93.2	86.7	88.5	79.4	84.2	74.3	87.6	90.3	86.2
100 - 159 PM	79.1	86.7	87.7	92.6	85.0	91.3	87.4	82.4	71.1	84.5	85.1	85.7
200 - 259 PM	78.6	79.4	81.8	74.0	82.7	87.3	85.8	86.4	69.2	79.4	87.8	83.4
300 - 359 PM	70.3	83.2	82.8	89.2	87.5	88.0	80.1	83.4	73.3	87.7	83.9	82.9
400 - 459 PM	78.8	77.2	83.9	83.2	83.5	81.4	84.2	86.8	78.9	85.6	82.5	81.5
500 - 559 PM	78.9	80.8	81.9	88.9	81.5	77.1	87.5	93.3	78.4	80.4	81.2	80.7
600 - 659 PM	64.0	82.1	81.6	94.7	82.1	87.9	78.2	85.4	79.4	76.6	78.3	80.4
700 - 759 PM	72.9	84.2	81.5	86.2	70.1	78.9	85.4	87.3	75.8	80.1	81.5	78.7
800 - 859 PM	69.4	75.9	84.0	96.3	87.4	86.4	82.3	92.5	73.9	82.8	72.7	78.2
900 - 959 PM	74.2	82.0	82.4	93.0	87.0	93.5	85.8	95.6	73.6	89.4	J/	81.9
1000 - 1059 PM	85.8	J/	81.7	94.3	86.4	88.2	97.0	94.2	81.8	J/	J/	87.5
1100 - 559 AM	80.0	89.7	94.1	94.4	96.3	91.3	J/	88.9	80.6	90.8	100.0	90.1
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>80.5</b>	<b>85.6</b>	<b>86.3</b>	<b>91.8</b>	<b>87.0</b>	<b>88.4</b>	<b>87.5</b>	<b>89.0</b>	<b>80.1</b>	<b>87.7</b>	<b>88.5</b>	<b>85.8</b>

\* 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.

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AIR TRAVEL CONSUMER REPORT

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

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

NONE
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**CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS**

NONE
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SEPTEMBER 2010

## AIR TRAVEL CONSUMER REPORT

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

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

SKYWEST	4782	Sep	SFO-LAX	1955	30	16	53.3	58
SKYWEST	4678	Aug	SFO-LAX	2005	30	22	73.3	56

\* 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 JULY, 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.

Chronically Delayed Flights for individual months can be found on the [BTS website](#)



SEPTEMBER 2010

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
COMAIR	478	5	1.0
SOUTHWEST	3,262	14	0.4
DELTA	2,148	8	0.4
SKYWEST	1,687	3	0.2
PINNACLE	712	1	0.1
AMERICAN	1,480	0	0.0
AMERICAN EAGLE	1,252	0	0.0
US AIRWAYS	1,184	0	0.0
EXPRESSJET	1,163	0	0.0
UNITED	965	0	0.0
ATLANTIC SOUTHEAST	917	0	0.0
CONTINENTAL	669	0	0.0
AIRTRAN	648	0	0.0
JETBLUE	545	0	0.0
MESA	432	0	0.0
ALASKA	389	0	0.0
FRONTIER	230	0	0.0
HAWAIIAN	177	0	0.0
<b>TOTAL</b>	<b>18,338</b>	<b>31</b>	<b>0.2</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.

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.

SEPTEMBER 2010

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	79.0	85.9	205	205
ADAK ISLAND AK (ADK)	88.9	55.6	9	9
AGUADILLA PR (BQN)	92.8	94.9	97	98
AKRON OH (CAK)	84.3	88.5	721	722
ALBANY GA (ABY)	82.1	84.5	84	84
ALBANY NY (ALB)	87.0	91.6	969	968
ALBUQUERQUE NM (ABQ)	85.5	88.0	2,758	2,760
ALEXANDRIA LA (AEX)	88.7	88.7	318	318
ALLEN TOWN/BETHLEHEM/EASTON PA (ABE)	87.0	91.2	362	363
AMARILLO TX (AMA)	84.3	87.2	573	572
ANCHORAGE AK (ANC)	82.5	90.4	1,541	1,545
APPLETON WI (ATW)	81.6	89.5	429	428
ASHEVILLE NC (AVL)	86.7	86.0	495	494
ASHLAND WV (HTS)	90.9	94.5	55	55
ASPEN CO (ASE)	89.2	91.4	232	232
ATLANTA GA (ATL)	85.3	84.8	34,266	34,277
ATLANTIC CITY NJ (ACY)	93.1	94.8	58	58
AUGUSTA GA (AGS)	81.1	81.7	333	333
AUSTIN TX (AUS)	86.3	89.8	3,463	3,460
BAKERSFIELD CA (BFL)	85.3	83.5	266	266
BALTIMORE MD (BWI)	88.0	85.8	8,774	8,776
BANGOR ME (BGR)	85.2	87.3	54	55
BARROW AK (BRW)	79.7	78.3	69	69
BATON ROUGE LA (BTR)	84.3	82.5	758	758
BELLINGHAM WA (BLI)	100.0	75.0	8	8
BEMIDJI MN (BJI)	100.0	100.0	2	2
BEND/REDMOND OR (RDM)	87.4	92.0	238	238
BETHEL AK (BET)	80.0	76.5	85	85
BILLINGS MT (BIL)	89.0	90.4	300	301
BINGHAMTON/ENDCOT/JHNSN CTY NY (BGM)	92.9	92.9	84	84
BIRMINGHAM AL (BHM)	84.9	87.3	1,704	1,704
BISMARCK/MANDAN ND (BIS)	90.2	90.5	356	358
BLOOMINGTON IL (BMI)	80.1	87.9	371	372
BOISE ID (BOI)	84.4	90.3	1,157	1,162
BOSTON MA (BOS)	80.3	85.6	9,417	9,416
BOZEMAN MT (BZN)	87.2	91.3	445	447
BRANSON MO (BKG)	86.5	89.6	193	192
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	83.3	85.7	329	329
BROWNSVILLE TX (BRO)	80.2	82.7	197	197
BRUNSWICK GA (BQK)	82.4	81.2	85	85
BUFFALO NY (BUF)	85.2	89.7	2,003	2,004
BURBANK CA (BUR)	86.6	88.0	2,133	2,133
BURLINGTON VT (BTV)	82.6	84.1	585	585

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUTTE MT (BTM)	83.3	93.6	78	78
CARLSBAD CA (CLD)	86.0	82.2	157	157
CASPER WY (CPR)	89.8	92.1	177	177
CEDAR CITY UT (CDC)	82.7	84.6	52	52
CEDAR RAPIDS/IOWA CITY IA (CID)	79.3	83.6	493	493
CHAMPAIGN/URBANA IL (CMI)	77.7	90.9	175	175
CHARLESTON SC (CHS)	80.7	84.0	1,021	1,021
CHARLESTON/DUNBAR WV (CRW)	85.5	86.6	408	410
CHARLOTTE AMALIE VI (STT)	84.2	87.7	114	114
CHARLOTTE NC (CLT)	86.7	88.0	10,757	10,758
CHARLOTTESVILLE VA (CHO)	90.5	89.3	84	84
CHATTANOOGA TN (CHA)	84.4	81.0	422	422
CHEYENNE WY (CYS)	66.7	70.0	60	60
CHICAGO IL (MDW)	87.8	81.8	6,929	6,927
CHICAGO IL (ORD)	87.1	86.3	26,339	26,348
CHICO CA (CIC)	74.6	79.8	114	114
CHRISTIANSTED VI (STX)	86.7	90.0	30	30
CLEVELAND OH (CLE)	87.3	91.4	4,557	4,560
CODY WY (COD)	79.3	80.2	121	121
COLLEGE STATION/BRYAN TX (CLL)	83.3	76.7	30	30
COLORADO SPRINGS CO (COS)	83.3	89.3	1,060	1,060
COLUMBIA MO (COU)	90.7	90.7	86	86
COLUMBIA SC (CAE)	79.2	81.6	720	721
COLUMBUS GA (CSG)	81.1	81.1	175	175
COLUMBUS MS (GTR)	86.9	90.0	61	60
COLUMBUS OH (CMH)	84.3	88.1	2,380	2,380
CORDOVA AK (CDV)	71.7	76.7	60	60
CORPUS CHRISTI TX (CRP)	80.7	83.8	641	641
COVINGTON KY (CVG)	86.5	85.9	4,334	4,332
CRESCENT CITY CA (CEC)	55.2	59.3	87	86
DALLAS TX (DAL)	84.1	79.3	3,725	3,725
DALLAS/FT. WORTH TX (DFW)	84.9	82.3	21,935	21,933
DAYTON OH (DAY)	86.1	90.4	1,219	1,218
DAYTONA BEACH FL (DAB)	80.3	86.9	122	122
DEADHORSE AK (SCC)	87.7	87.7	57	57
DENVER CO (DEN)	90.0	86.2	19,817	19,812
DES MOINES IA (DSM)	82.8	87.4	1,120	1,121
DETROIT MI (DTW)	82.7	84.4	13,542	13,533
DOTHA AL (DHN)	83.5	80.9	115	115
DUBUQUE IA (DBQ)	87.1	94.1	85	85
DULUTH MN (DLH)	82.4	85.9	227	227
DURANGO CO (DRO)	91.4	95.7	255	255
EAGLE CO (EGE)	90.5	94.9	116	117

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EAU CLAIRE WI (EAU)	88.2	90.6	85	85
EL CENTRO CA (IPL)	88.3	91.7	60	60
EL PASO TX (ELP)	86.4	88.9	1,803	1,803
ELKO NV (EKO)	86.2	88.8	116	116
ELMIRA/CORNING NY (ELM)	89.5	91.2	114	114
ERIE PA (ERI)	82.4	86.8	91	91
EUGENE OR (EUG)	82.6	85.7	413	413
EUREKA/ARCATA CA (ACV)	51.5	52.8	295	288
EVANSVILLE IN (EVV)	86.8	89.4	348	350
FAIRBANKS AK (FAI)	89.8	86.9	371	373
FARGO ND (FAR)	86.1	92.6	545	543
FAYETTEVILLE AR (XNA)	82.5	88.0	1,197	1,196
FAYETTEVILLE NC (FAY)	78.4	83.7	338	337
FLAGSTAFF AZ (FLG)	98.9	96.1	179	179
FLINT MI (FNT)	80.6	84.5	361	361
FLORENCE SC (FLO)	88.0	80.0	25	25
FORT LAUDERDALE FL (FLL)	83.9	86.5	4,307	4,306
FORT SMITH AR (FSM)	79.8	84.3	178	178
FORT WAYNE IN (FWA)	85.9	87.2	375	376
FRESNO CA (FAT)	84.0	87.9	991	992
FT. MYERS FL (RSW)	86.1	90.4	1,570	1,568
GAINESVILLE FL (GNV)	81.7	79.6	186	186
GILLETTE WY (GCC)	84.9	89.1	119	119
GRAND FORKS ND (GFK)	87.5	88.6	184	184
GRAND JUNCTION CO (GJT)	87.8	92.1	469	469
GRAND RAPIDS MI (GRR)	81.1	85.3	1,051	1,050
GREAT FALLS MT (GTF)	86.1	93.4	166	166
GREEN BAY/CLINTONVILLE WI (GRB)	86.7	89.9	556	555
GREENSBORO/HIGH POINT NC (GSO)	80.0	85.0	857	858
GREENVILLE/SPARTANBURG SC (GSP)	81.3	85.8	882	882
GULFPORT/BILOXI MS (GPT)	84.5	86.3	548	548
GUNNISON CO (GUC)	93.3	93.3	30	30
HANCOCK/HOUGHTON MI (CMX)	80.0	91.7	60	60
HARLINGEN/SAN BENITO TX (HRL)	81.3	86.3	402	402
HARRISBURG PA (MDT)	86.4	88.9	550	549
HARTFORD CT (BDL)	86.7	90.6	1,923	1,923
HELENA MT (HLN)	87.9	96.4	140	140
HILO HI (ITO)	93.1	94.7	590	590
HONOLULU HI (HNL)	89.4	93.9	4,241	4,240
HOUSTON TX (HOU)	83.2	78.1	4,200	4,199
HOUSTON TX (IAH)	87.4	89.3	14,316	14,321
HUNTSVILLE AL (HSV)	85.7	89.2	973	973
IDAHO FALLS ID (IDA)	90.0	94.4	250	249

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
INDIANAPOLIS IN (IND)	85.7	88.9	2,876	2,875
INDIO/PALM SPRINGS CA (PSP)	88.1	88.7	792	793
INYOKERN CA (IYK)	95.0	95.0	80	80
ISLIP NY (ISP)	83.2	86.0	602	602
ITHACA/CORTLAND NY (ITH)	90.6	94.1	85	85
JACKSON WY (JAC)	84.8	90.7	330	333
JACKSON/VICKSBURG MS (JAN)	81.9	84.7	973	973
JACKSONVILLE FL (JAX)	85.0	89.6	2,396	2,396
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	75.9	79.5	112	112
JUNEAU AK (JNU)	89.2	83.9	353	353
KAHULUI HI (OGG)	91.6	94.1	1,624	1,593
KALAMAZOO MI (AZO)	80.4	88.0	209	209
KALISPELL MT (FCA)	86.9	93.2	206	207
KANSAS CITY MO (MCI)	85.5	87.5	4,036	4,038
KETCHIKAN AK (KTN)	92.2	92.2	204	204
KEY WEST FL (EYW)	74.3	78.0	109	109
KILLEEN TX (GRK)	85.1	84.9	316	317
KLAMATH FALLS OR (LMT)	78.8	74.6	118	118
KNOXVILLE TN (TYS)	84.4	88.9	1,241	1,242
KODIAK AK (ADQ)	91.1	83.9	56	56
KONA HI (KOA)	92.0	93.9	920	920
KOTZEBUE AK (OTZ)	91.0	83.1	89	89
LA CROSSE WI (LSE)	81.7	88.3	240	240
LAFAYETTE LA (LFT)	87.2	89.0	444	444
LAKE CHARLES LA (LCH)	82.4	91.8	85	85
LANSING MI (LAN)	86.1	90.4	273	272
LAREDO TX (LRD)	83.7	85.5	215	214
LAS VEGAS NV (LAS)	87.3	86.4	12,200	12,197
LEWISBURG WV (LWB)	83.1	76.3	59	59
LEWISTON ID (LWS)	96.9	96.9	64	64
LEXINGTON KY (LEX)	82.4	89.1	902	900
LIHUE HI (LIH)	94.2	95.4	916	916
LINCOLN NE (LNK)	84.1	88.6	264	263
LITTLE ROCK AR (LIT)	82.4	87.5	1,619	1,619
LONG BEACH CA (LGB)	84.6	85.8	1,151	1,149
LONGVIEW/KILGOR/GLADWATR TX (GGG)	96.7	96.7	30	30
LOS ANGELES CA (LAX)	85.5	87.5	16,301	16,299
LOUISVILLE KY (SDF)	85.1	88.1	1,514	1,514
LUBBOCK TX (LBB)	82.7	88.5	620	620
LYNCHBURG VA (LYH)	83.1	85.7	77	77
MADISON WI (MSN)	83.7	88.5	820	819
MANCHESTER NH (MHT)	87.2	88.8	1,124	1,123
MANHATTAN/FT. RILEY KS (MHK)	76.7	87.8	90	90

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MARQUETTE MI (MQT)	85.4	91.5	82	82
MEDFORD OR (MFR)	80.4	84.7	372	372
MELBOURNE FL (MLB)	79.2	84.8	125	125
MEMPHIS TN (MEM)	89.1	89.4	6,705	6,710
MERIDIAN MS (MEI)	87.5	87.5	56	56
MIAMI FL (MIA)	82.2	80.5	5,370	5,368
MIDLAND/ODESSA TX (MAF)	83.0	88.2	617	617
MILWAUKEE WI (MKE)	86.4	86.8	3,583	3,580
MINNEAPOLIS MN (MSP)	83.7	85.6	10,674	10,672
MINOT ND (MOT)	84.5	86.1	194	194
MISSION/MCALLEN/EDINBURG TX (MFE)	86.6	88.8	365	365
MISSOULA MT (MSO)	86.4	90.7	323	323
MOBILE AL (MOB)	84.6	86.7	547	547
MODESTO CA (MOD)	70.4	76.1	142	142
MOLINE IL (MLI)	85.4	90.0	542	542
MONROE LA (MLU)	90.2	90.2	235	235
MONTEREY CA (MRY)	79.3	79.1	444	444
MONTGOMERY AL (MGM)	84.7	88.8	393	393
MONTROSE/DELTA CO (MTJ)	92.6	93.6	188	188
MUSKEGON MI (MKG)	93.8	92.2	64	64
MYRTLE BEACH SC (MYR)	80.7	81.8	352	352
NANTUCKET MA (ACK)	82.9	85.4	41	41
NASHVILLE TN (BNA)	87.5	87.8	4,515	4,516
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	81.0	85.7	84	84
NEW ORLEANS LA (MSY)	86.9	90.1	2,989	2,990
NEW YORK NY (JFK)	77.2	78.1	8,859	8,864
NEW YORK NY (LGA)	77.5	85.0	8,745	8,743
NEWARK NJ (EWR)	79.2	85.2	8,941	8,945
NEWBURGH/POUGHKEEPSIE NY (SWF)	78.9	85.7	175	175
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	84.2	90.2	488	488
NOME AK (OME)	85.4	80.9	89	89
NORFOLK VA (ORF)	82.1	86.6	1,474	1,473
NORTH BEND/COOS BAY OR (OTH)	76.7	74.7	150	150
OAKLAND CA (OAK)	83.6	83.8	3,780	3,780
OKLAHOMA CITY OK (OKC)	83.9	88.3	1,899	1,897
OMAHA NE (OMA)	85.1	89.8	2,054	2,053
ONTARIO/SAN BERNARDINO CA (ONT)	84.9	88.8	1,935	1,934
ORLANDO FL (MCO)	86.3	88.0	8,824	8,822
PADUCAH KY (PAH)	88.3	88.3	60	60
PANAMA CITY FL (ECP)	87.8	91.4	567	568
PASCO/KENNEWICK/RICHLAND WA (PSC)	86.0	91.0	278	278
PELLSTON MI (PLN)	70.0	81.8	10	11
PENSACOLA FL (PNS)	84.6	88.4	897	897

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PEORIA IL (PIA)	83.6	88.4	292	293
PETERSBURG AK (PSG)	85.0	85.0	60	60
PHILADELPHIA PA (PHL)	83.8	87.0	7,352	7,350
PHOENIX AZ (PHX)	88.9	88.4	14,565	14,558
PITTSBURGH PA (PIT)	84.9	87.7	3,120	3,121
POCATELLO ID (PIH)	87.2	91.5	117	117
PONCE PR (PSE)	80.0	84.7	60	59
PORTLAND ME (PWM)	83.4	89.3	698	699
PORTLAND OR (PDX)	87.3	91.8	4,496	4,498
PROVIDENCE RI (PVD)	84.8	87.1	1,693	1,694
RALEIGH/DURHAM NC (RDU)	85.2	88.7	3,869	3,869
RAPID CITY SD (RAP)	86.5	90.4	532	531
REDDING CA (RDD)	73.7	79.4	118	126
RENO NV (RNO)	86.8	89.1	1,747	1,748
RICHMOND VA (RIC)	84.3	87.1	1,430	1,427
ROANOKE VA (ROA)	87.1	87.7	318	318
ROCHESTER MN (RST)	81.5	86.1	281	280
ROCHESTER NY (ROC)	84.0	88.5	1,139	1,138
ROCK SPRINGS WY (RKS)	86.0	88.0	150	150
ROSWELL NM (ROW)	79.1	86.0	86	86
SACRAMENTO CA (SMF)	85.6	88.1	3,535	3,567
SAGINAW/BAY CITY/MIDLAND MI (MBS)	81.3	88.9	332	332
SALT LAKE CITY UT (SLC)	83.8	87.7	10,082	10,079
SAN ANGELO TX (SJT)	83.3	80.0	30	30
SAN ANTONIO TX (SAT)	84.4	87.4	3,196	3,196
SAN DIEGO CA (SAN)	86.4	87.5	6,262	6,262
SAN FRANCISCO CA (SFO)	75.8	80.1	11,675	11,678
SAN JOSE CA (SJC)	86.4	88.0	3,233	3,230
SAN JUAN PR (SJU)	83.0	85.2	1,370	1,371
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	83.8	84.5	388	388
SANTA ANA CA (SNA)	87.6	87.2	3,436	3,436
SANTA BARBARA CA (SBA)	83.1	84.4	826	827
SANTA FE NM (SAF)	82.2	78.9	90	90
SANTA MARIA CA (SMX)	86.8	86.0	114	114
SARASOTA/BRADENTON FL (SRQ)	88.5	89.6	279	278
SAVANNAH GA (SAV)	81.0	84.6	910	909
SCRANTON/WILKES-BARRE PA (AVP)	87.9	89.8	206	206
SEATTLE WA (SEA)	86.4	89.0	8,496	8,497
SHREVEPORT LA (SHV)	87.4	88.1	420	420
SIOUX CITY IA (SUX)	78.6	82.5	56	57
SIOUX FALLS SD (FSD)	85.6	89.1	569	569
SITKA AK (SIT)	86.7	92.9	113	113
SOUTH BEND IN (SBN)	85.0	82.6	447	448

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SPOKANE WA (GEG)	87.2	89.7	1,220	1,218
SPRINGFIELD IL (SPI)	82.6	88.2	144	144
SPRINGFIELD MO (SGF)	82.1	86.5	654	654
ST. GEORGE UT (SGU)	73.8	93.2	191	191
ST. LOUIS MO (STL)	86.0	84.9	4,686	4,683
STATE COLLEGE PA (SCE)	95.3	97.7	86	86
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	96.7	98.3	60	60
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	81.5	85.1	168	168
SYRACUSE NY (SYR)	82.1	87.7	924	926
TALLAHASSEE FL (TLH)	80.7	81.8	429	429
TAMPA FL (TPA)	86.3	88.5	4,977	4,977
TEXARKANA AR (TXK)	84.4	92.2	90	90
TOLEDO OH (TOL)	83.7	89.5	86	86
TRAVERSE CITY MI (TVC)	84.9	86.5	391	393
TUCSON AZ (TUS)	86.1	91.2	1,764	1,765
TULSA OK (TUL)	83.1	88.5	1,682	1,682
TUNICA MS (UTM)	94.1	94.1	17	17
TWIN FALLS ID (TWF)	89.2	92.5	120	120
TYLER TX (TYR)	83.3	80.0	60	60
VALDOSTA GA (VLD)	83.5	88.2	85	85
VALPARAISO FL (VPS)	82.5	85.2	630	630
WASHINGTON DC (DCA)	85.5	88.8	6,298	6,298
WASHINGTON DC (IAD)	85.7	87.7	6,482	6,475
WAUSAU/MARSHFIELD WI (CWA)	86.3	88.7	160	159
WEST PALM BEACH/PALM BEACH FL (PBI)	81.4	87.9	1,643	1,643
WEST YELLOWSTONE MT (WYS)	84.1	95.7	69	69
WHITE PLAINS NY (HPN)	84.6	89.3	882	882
WICHITA KS (ICT)	86.0	89.7	1,074	1,072
WILMINGTON NC (ILM)	85.9	87.8	376	376
WRANGELL AK (WRG)	88.3	86.7	60	60
YAKUTAT AK (YAK)	80.0	76.7	60	60
YUMA AZ (YUM)	91.6	88.2	296	297

SEPTEMBER 2010  
AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
COMAIR	18	6,209	154	2.5	95	13,541	267	2.0
PINNACLE	16	8,235	179	2.2	131	20,114	396	2.0
AMERICAN EAGLE	19	21,546	357	1.7	130	36,524	630	1.7
SKYWEST	16	26,969	258	1.0	144	48,873	625	1.3
MESA	17	6,641	41	0.6	82	12,755	150	1.2
JETBLUE	20	10,995	136	1.2	46	15,841	186	1.2
EXPRESSJET	19	16,069	198	1.2	113	31,824	364	1.1
ATLANTIC SOUTHEAST	16	12,206	121	1.0	118	26,602	298	1.1
DELTA	29	47,667	439	0.9	119	61,719	558	0.9
AMERICAN	28	34,346	262	0.8	77	43,423	334	0.8
UNITED	27	24,223	145	0.6	70	28,072	161	0.6
US AIRWAYS	28	28,324	169	0.6	78	33,863	192	0.6
SOUTHWEST	20	46,301	231	0.5	69	91,513	451	0.5
ALASKA	18	6,821	10	0.1	50	11,479	43	0.4
CONTINENTAL	26	15,248	38	0.2	54	18,585	50	0.3
AIRTRAN	23	13,402	22	0.2	66	19,078	35	0.2
FRONTIER	22	5,421	6	0.1	46	6,817	12	0.2
HAWAIIAN	7	366	0	0.0	15	5,484	2	0.0
<b>Total</b>		<b>330,989</b>	<b>2,766</b>	<b>0.8</b>	<b>Total</b>	<b>526,107</b>	<b>4,754</b>	<b>0.9</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.

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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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,295	149	11.5
JETBLUE	621	56	9.0
PINNACLE	2,088	161	7.7
EXPRESSJET	1,922	110	5.7
COMAIR	1,853	100	5.4
SKYWEST	2,748	148	5.4
DELTA	3,330	153	4.6
MESA	888	36	4.1
ATLANTIC SOUTHEAST	2,115	85	4.0
ALASKA	437	12	2.7
US AIRWAYS	1,842	44	2.4
UNITED	1,273	29	2.3
SOUTHWEST	11,994	239	2.0
AMERICAN	1,571	30	1.9
CONTINENTAL	829	11	1.3
FRONTIER	312	2	0.6
AIRTRAN	957	5	0.5
HAWAIIAN	245	0	0.0
<b>TOTAL</b>	<b>36,320</b>	<b>1,370</b>	<b>3.8</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.

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.

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## 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	20114	17023	84.63%	396	1.97%	34	0.17%	795	3.95%	64	0.32%	926	4.60%	1	0.00%	875	4.35%
AA	43423	36232	83.44%	334	0.77%	157	0.36%	2117	4.88%	469	1.08%	2344	5.40%	7	0.02%	1763	4.06%
AS	11479	10386	90.48%	43	0.37%	23	0.20%	308	2.68%	28	0.24%	418	3.64%	4	0.03%	270	2.35%
B6	15841	12475	78.75%	186	1.17%	59	0.37%	985	6.22%	50	0.31%	1251	7.90%	3	0.02%	833	5.26%
CO	18585	16151	86.90%	50	0.27%	61	0.33%	575	3.09%	105	0.56%	1295	6.97%	8	0.05%	340	1.83%
DL	61719	50307	81.51%	558	0.90%	106	0.17%	3203	5.19%	166	0.27%	4600	7.45%	2	0.00%	2777	4.50%
EV	26602	22134	83.20%	298	1.12%	44	0.17%	1592	5.98%	75	0.28%	739	2.78%	8	0.03%	1712	6.44%
F9	6817	5960	87.43%	12	0.18%	7	0.10%	223	3.27%	12	0.18%	256	3.76%	0	0.00%	347	5.08%
FL	19078	17296	90.66%	35	0.18%	42	0.22%	305	1.60%	5	0.03%	801	4.20%	0	0.00%	594	3.11%
HA	5484	5253	95.79%	2	0.04%	10	0.18%	152	2.77%	2	0.03%	0	0.01%	1	0.02%	63	1.16%
MQ	36524	30051	82.28%	630	1.72%	80	0.22%	1594	4.36%	331	0.91%	1853	5.07%	1	0.00%	1984	5.43%
OH	13541	10591	78.21%	267	1.97%	28	0.21%	990	7.31%	176	1.30%	1220	9.01%	0	0.00%	268	1.98%
OO	48873	41638	85.20%	625	1.28%	115	0.24%	1592	3.26%	134	0.28%	1929	3.95%	19	0.04%	2821	5.77%
UA	28072	25193	89.74%	161	0.57%	41	0.15%	650	2.31%	58	0.20%	1087	3.87%	7	0.02%	876	3.12%
US	33863	29491	87.09%	192	0.57%	33	0.10%	1043	3.08%	68	0.20%	2100	6.20%	9	0.03%	927	2.74%
WN	91513	78393	85.66%	451	0.49%	103	0.11%	3584	3.92%	256	0.28%	2562	2.80%	22	0.02%	6142	6.71%
XE	31824	27625	86.81%	364	1.14%	104	0.33%	856	2.69%	144	0.45%	1540	4.84%	8	0.03%	1183	3.72%
YV	12755	11338	88.89%	150	1.18%	31	0.24%	404	3.17%	18	0.14%	389	3.05%	7	0.06%	418	3.28%
TOTAL	526107	447537		4754		1078		20969		2161		25309		107		24193	
			85.07%		0.90%		0.20%		3.99%		0.41%		4.81%		0.02%		4.60%

**\*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.

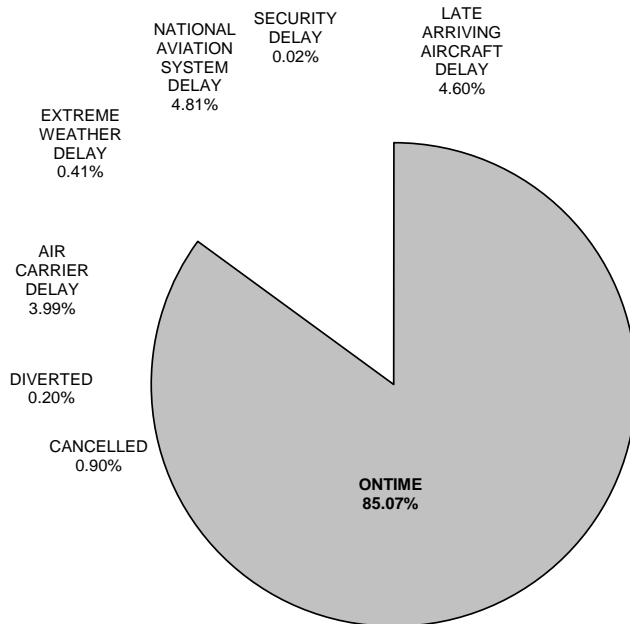
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's 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.



SEPTEMBER 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	Location of Longest Tarmac Time	Minutes of Tarmac Delay
SOUTHWEST	337	PHL	STL	09/22/2010	Origin Airport	199
US AIRWAYS	373	JFK	CLT	09/22/2010	Origin Airport	197
PINNACLE	3968	JFK	ORD	09/22/2010	Origin Airport	185
DELTA	2189	PHL	DTW	09/22/2010	Origin Airport	183

\* 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.

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## 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
JETBLUE	15,841	23	0.15
US AIRWAYS	33,863	42	0.12
COMAIR	13,541	16	0.12
AMERICAN EAGLE	36,524	39	0.11
UNITED	28,072	23	0.08
CONTINENTAL	18,585	15	0.08
AMERICAN	43,423	32	0.07
DELTA	61,719	42	0.07
PINNACLE	20,114	13	0.06
EXPRESSJET	31,824	14	0.04
AIRTRAN	19,078	5	0.03
SKYWEST	48,873	9	0.02
MESA	12,755	2	0.02
FRONTIER	6,817	1	0.01
SOUTHWEST	91,513	12	0.01
ATLANTIC SOUTHEAST	26,602	3	0.01
ALASKA	11,479	1	0.01
HAWAIIAN	5,484	0	0.00
Total	526,107	292	0.06

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.

**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**

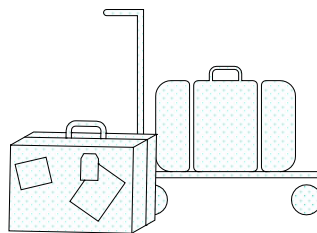
9E	Pinnacle Airlines
XE	ExpressJet Airlines

\* 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.



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

RANK	AIRLINE	SEPTEMBER 2010			SEPTEMBER 2009		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	2,750	1,837,892	1.50	2,482	1,828,939	1.36
2	US AIRWAYS	7,552	3,845,955	1.96	7,522	3,518,037	2.14
3	FRONTIER AIRLINES	1,581	795,628	1.99	1,401	804,559	1.74
4	CONTINENTAL AIRLINES	5,166	2,416,744	2.14	4,963	2,467,062	2.01
5	JETBLUE AIRWAYS	3,671	1,693,447	2.17	3,400	1,506,912	2.26
6	UNITED AIRLINES	9,435	3,679,517	2.56	11,270	3,755,891	3.00
7	DELTA AIR LINES**	19,803	7,671,636	2.58	18,868	4,600,704	4.10
8	ALASKA AIRLINES	3,516	1,286,574	2.73	3,911	1,205,451	3.24
9	SOUTHWEST AIRLINES	23,620	8,526,611	2.77	22,545	8,163,969	2.76
10	HAWAIIAN AIRLINES	1,912	664,689	2.88	1,313	691,608	1.90
11	AMERICAN AIRLINES	16,599	5,365,566	3.09	16,166	5,319,249	3.04
12	MESA AIRLINES	2,261	722,715	3.13	3,043	905,130	3.36
13	SKYWEST AIRLINES	7,070	1,937,149	3.65	7,055	1,807,524	3.90
14	COMAIR	2,288	585,993	3.90	2,287	472,027	4.85
15	EXPRESSJET AIRLINES	5,226	1,242,543	4.21	2,327	931,877	2.50
16	PINNACLE AIRLINES	4,031	792,039	5.09	4,367	917,889	4.76
17	ATLANTIC SOUTHEAST AIRLINES	6,636	1,156,961	5.74	6,314	1,030,944	6.12
18	AMERICAN EAGLE AIRLINES	8,324	1,336,997	6.23	7,052	1,285,218	5.49
<b>TOTALS</b>		<b>131,441</b>	<b>45,558,656</b>	<b>2.89</b>	<b>126,286</b>	<b>41,212,990</b>	<b>3.06</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.

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 September 2009 reflect the deletion of Northwest's data for that month.

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2010			JANUARY - SEPTEMBER 2009		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	30,801	18,743,306	1.64	30,867	18,532,719	1.67
2	HAWAIIAN AIRLINES	11,987	6,415,392	1.87	12,437	6,373,023	1.95
3	JETBLUE AIRWAYS	41,174	16,253,976	2.53	40,740	15,744,238	2.59
4	CONTINENTAL AIRLINES	60,835	23,878,438	2.55	69,335	25,079,577	2.76
5	US AIRWAYS	89,695	34,821,508	2.58	105,112	34,892,617	3.01
6	FRONTIER AIRLINES	18,701	7,240,857	2.58	18,189	7,313,334	2.49
7	ALASKA AIRLINES	36,525	11,650,545	3.14	45,512	11,165,509	4.08
8	SOUTHWEST AIRLINES	274,674	81,293,054	3.38	268,680	78,179,519	3.44
9	DELTA AIR LINES**	247,660	70,455,028	3.52	217,823	43,910,148	4.96
10	UNITED AIRLINES	122,053	34,518,111	3.54	149,184	36,747,947	4.06
11	MESA AIRLINES	27,588	7,124,911	3.87	38,819	8,594,069	4.52
12	AMERICAN AIRLINES	205,247	51,688,500	3.97	232,707	52,313,155	4.45
13	SKYWEST AIRLINES	85,468	18,114,298	4.72	90,894	16,043,818	5.67
14	EXPRESSJET AIRLINES	56,413	11,496,346	4.91	35,186	8,902,331	3.95
15	COMAIR	26,032	4,822,755	5.40	30,419	4,907,936	6.20
16	PINNACLE AIRLINES	48,617	7,951,023	6.11	45,727	8,312,118	5.50
17	ATLANTIC SOUTHEAST AIRLINES	68,446	10,454,967	6.55	80,777	10,089,546	8.01
18	AMERICAN EAGLE AIRLINES	85,235	11,735,819	7.26	91,417	11,586,321	7.89
TOTALS		1,537,151	428,658,834	3.59	1,603,825	398,687,925	4.02

**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 January-September 2009 reflect the deletion of Northwest's data for that month.



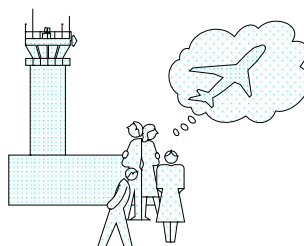
## OVERSALES

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.



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

RANK	AIRLINE	JULY - SEPTEMBER 2010				JULY - SEPTEMBER 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	<i>HAWAIIAN AIRLINES</i>	37	0	2,251,990	<b>0.00</b>	36	0	2,202,143	<b>0.00</b>
2	<i>JETBLUE AIRWAYS</i>	1	3	6,572,961	<b>0.00</b>	4	0	6,011,251	<b>0.00</b>
3	<i>AIRTRAN AIRWAYS</i>	11,322	197	6,538,710	<b>0.30</b>	7,699	55	6,533,184	<b>0.08</b>
4	<i>DELTA AIR LINES**</i>	29,292	921	26,763,823	<b>0.34</b>	16,313	1,473	16,549,227	<b>0.89</b>
5	<i>SKYWEST AIRLINES</i>	12,292	301	6,302,913	<b>0.48</b>	10,818	423	5,644,301	<b>0.75</b>
6	<i>AMERICAN AIRLINES</i>	15,107	1,059	19,695,432	<b>0.54</b>	14,645	969	19,794,039	<b>0.49</b>
7	<i>COMAIR</i>	5,489	106	1,751,303	<b>0.61</b>	5,588	405	1,645,034	<b>2.46</b>
8	<i>ATLANTIC SOUTHEAST AIRLINES</i>	8,389	235	3,666,681	<b>0.64</b>	8,633	587	3,565,266	<b>1.65</b>
9	<i>SOUTHWEST AIRLINES</i>	17,393	2,153	27,848,578	<b>0.77</b>	29,147	2,978	26,434,803	<b>1.13</b>
10	<i>PINNACLE AIRLINES</i>	8,489	263	2,762,653	<b>0.95</b>	6,369	264	2,869,462	<b>0.92</b>
11	<i>US AIRWAYS</i>	16,387	1,545	13,734,726	<b>1.12</b>	14,840	1,441	13,259,011	<b>1.09</b>
12	<i>CONTINENTAL AIRLINES</i>	7,842	1,143	9,511,544	<b>1.20</b>	9,743	1,339	9,873,769	<b>1.36</b>
13	<i>UNITED AIRLINES</i>	17,349	1,629	13,071,281	<b>1.25</b>	20,574	1,091	13,750,493	<b>0.79</b>
14	<i>EXPRESSJET AIRLINES</i>	6,489	621	4,303,947	<b>1.44</b>	4,747	426	3,448,058	<b>1.24</b>
15	<i>ALASKA AIRLINES</i>	2,358	646	4,387,652	<b>1.47</b>	2,311	862	4,131,885	<b>2.09</b>
16	<i>FRONTIER AIRLINES</i>	2,428	694	2,606,366	<b>2.66</b>	2,708	601	2,646,678	<b>2.27</b>
17	<i>MESA AIRLINES</i>	3,410	614	2,272,104	<b>2.70</b>	5,353	400	2,909,167	<b>1.37</b>
18	<i>AMERICAN EAGLE AIRLINES</i>	5,708	1,557	4,097,842	<b>3.80</b>	4,170	1,410	4,130,995	<b>3.41</b>
	<b>TOTALS</b>	169,782	13,687	158,140,506	<b>0.87</b>	163,698	14,724	145,398,766	<b>1.01</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. 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 July-September 2009 reflect the deletion of Northwest's data for that quarter.

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2010				JANUARY - SEPTEMBER 2009			
		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>	32	10	18,214,702	<b>0.01</b>	28	7	16,810,507	<b>0.00</b>
2	<b>HAWAIIAN AIRLINES</b>	247	34	6,326,710	<b>0.05</b>	132	15	6,278,133	<b>0.02</b>
3	<b>AIRTRAN AIRWAYS</b>	42,838	801	18,600,092	<b>0.43</b>	24,868	432	18,086,257	<b>0.24</b>
4	<b>DELTA AIR LINES**</b>	90,903	3,310	74,201,040	<b>0.45</b>	46,597	6,399	46,857,073	<b>1.37</b>
5	<b>ATLANTIC SOUTHEAST AIRLINES</b>	23,261	609	10,200,573	<b>0.60</b>	25,739	2,861	9,881,226	<b>2.90</b>
6	<b>COMAIR</b>	15,404	344	4,647,840	<b>0.74</b>	14,172	1,554	4,711,995	<b>3.30</b>
7	<b>SKYWEST AIRLINES</b>	39,688	1,309	17,692,238	<b>0.74</b>	30,399	1,660	15,479,814	<b>1.07</b>
8	<b>PINNACLE AIRLINES</b>	24,801	639	7,978,064	<b>0.80</b>	20,225	1,015	7,936,061	<b>1.28</b>
9	<b>AMERICAN AIRLINES</b>	49,091	5,134	57,287,611	<b>0.90</b>	42,786	2,904	57,596,105	<b>0.50</b>
10	<b>ALASKA AIRLINES</b>	5,826	1,405	11,650,545	<b>1.21</b>	6,750	2,344	11,165,509	<b>2.10</b>
11	<b>UNITED AIRLINES</b>	44,602	4,981	36,905,652	<b>1.35</b>	66,749	4,923	39,040,412	<b>1.26</b>
12	<b>SOUTHWEST AIRLINES</b>	72,664	11,145	79,235,452	<b>1.41</b>	85,732	9,832	76,319,391	<b>1.29</b>
13	<b>US AIRWAYS</b>	53,024	7,103	38,472,109	<b>1.85</b>	64,974	5,890	39,466,005	<b>1.49</b>
14	<b>CONTINENTAL AIRLINES</b>	25,930	5,315	27,462,416	<b>1.94</b>	29,335	3,937	28,330,914	<b>1.39</b>
15	<b>EXPRESSJET AIRLINES</b>	20,267	2,309	11,776,084	<b>1.96</b>	15,668	1,779	9,243,153	<b>1.92</b>
16	<b>MESA AIRLINES</b>	11,374	1,723	6,947,331	<b>2.48</b>	18,164	1,189	8,286,108	<b>1.43</b>
17	<b>FRONTIER AIRLINES</b>	5,965	1,920	7,104,726	<b>2.70</b>	5,463	1,472	7,217,345	<b>2.04</b>
18	<b>AMERICAN EAGLE AIRLINES</b>	15,777	5,196	11,661,732	<b>4.46</b>	13,097	4,006	11,551,164	<b>3.47</b>
	<b>TOTALS</b>	541,694	53,287	446,364,917	<b>1.19</b>	510,878	52,219	414,257,172	<b>1.26</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. 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-September 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**

	SEPTEMBER 2010				SEPTEMBER 2009			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	616	46	5	86	500	25	0	69
FOREIGN AIRLINES	113	4	1	16	87	1	0	11
TRAVEL AGENTS	12	3	0	1	10	0	0	0
TOUR OPERATORS	3	0	0	1	0	0	0	0
MISCELLANEOUS	11	11	0	19	6	8	0	16
<b>INDUSTRY TOTALS</b>	<b>755</b>	<b>64</b>	<b>6</b>	<b>123</b>	<b>603</b>	<b>34</b>	<b>0</b>	<b>96</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	SEPTEMBER 2010			SEPTEMBER 2009		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	190		1	137	
CANCELLATIONS			69			49
DELAYS			48			39
MISCONNECTIONS			37			35
BAGGAGE	2	144		2	115	
RES/TKTG/BOARDING	3	110		3	95	
CUSTOMER SERVICE	4	104		4	87	
REFUNDS	5	54		5	43	
FARES	6	42		6	39	
OVERSALES	6	42		8	22	
DISABILITY	8	41		7	28	
OTHER	9	12		9	22	
FREQUENT FLYER			11			16
DISCRIMINATION	10	10		10	11	
ADVERTISING	11	6		11	4	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>755</b>			<b>603</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\*

SEPTEMBER 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	3	0	3	0	0	2	0	2	0	0	0	0	10
ALASKA AIRLINES	2	0	3	0	0	0	0	0	0	0	0	0	5
ALLEGIAN AIR	0	1	2	1	1	1	1	1	0	0	0	0	8
AMERICAN AIRLINES	20	3	13	5	6	26	12	7	1	1	0	2	96
AMERICAN EAGLE AIRLINES	6	2	1	0	0	6	0	1	0	0	0	0	16
COMAIR	5	1	0	0	0	1	2	0	0	0	0	0	9
CONTINENTAL AIRLINES	8	1	5	3	1	3	13	2	1	0	0	1	38
DELTA AIR LINES	52	11	14	11	9	26	23	5	0	2	0	4	157
FRONTIER AIRLINES	2	3	0	0	2	0	2	0	0	0	0	0	9
HAWAIIAN AIRLINES	1	0	3	1	0	1	3	0	0	1	0	0	10
JETBLUE AIRWAYS	16	2	3	1	1	1	3	0	0	0	0	0	27
PIEDMONT AIRLINES	2	0	1	0	0	1	0	0	0	1	0	0	5
SKYWEST AIRLINES	5	0	1	0	0	5	1	1	0	0	0	0	13
SOUTHWEST AIRLINES	2	0	1	1	0	3	5	4	0	1	0	1	18
SPIRIT AIRLINES	10	2	9	2	2	8	1	0	1	0	0	2	37
UNITED AIRLINES	6	3	11	1	7	12	6	7	0	0	0	0	53
UNITED EXPRESS	1	0	0	0	0	3	3	0	0	0	0	0	7
US AIRWAYS	7	3	6	3	7	10	18	0	1	0	0	0	55
OTHER U. S. AIRLINES	17	3	5	0	3	6	2	7	0	0	0	0	43
TOTAL SEPTEMBER 2010	165	35	81	29	39	115	95	37	4	6	0	10	616
% OF TOTAL COMPLAINTS	26.8	5.7	13.1	4.7	6.3	18.7	15.4	6.0	0.6	1.0	0	1.6	
TOTAL SEPTEMBER 2009	123	19	68	32	27	97	76	25	3	9	0	21	500
% OF TOTAL COMPLAINTS	24.6	3.8	13.6	6.4	5.4	19.4	15.2	5.0	0.6	1.8	0	4.2	

\* 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.'

NOTE: 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. EFFECTIVE AUGUST 2010, "COMPLAINTS" OF THE MERGED OPERATIONS OF FRONTIER AIRLINES AND MIDWEST AIRLINES ARE COMBINED, AND APPEAR AS FRONTIER AIRLINES IN THIS TABLE.

Table 4

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

SEPTEMBER 2010

U. S. AIRLINES*	COMPS RECD IN SEP	INCI- DENTS IN SEP	PERCENT	INCI- DENTS IN AUG	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	10	4	40.0	1	10.0	1	10.0	4	40.0
ALASKA AIRLINES	5	1	20.0	3	60.0	0	0.0	1	20.0
ALLEGiant AIR	8	5	62.5	1	12.5	0	0.0	2	25.0
AMERICAN AIRLINES	96	32	33.3	16	16.7	35	36.5	13	13.5
AMERICAN EAGLE AIRLINES	16	6	37.5	4	25.0	3	18.8	3	18.8
COMAIR	9	3	33.3	0	0.0	5	55.6	1	11.1
CONTINENTAL AIRLINES	38	14	36.8	5	13.2	16	42.1	3	7.9
DELTA AIR LINES	157	45	28.7	43	27.4	54	34.4	15	9.6
FRONTIER AIRLINES	9	5	55.6	1	11.1	3	33.3	0	0.0
HAWAIIAN AIRLINES	10	5	50.0	0	0.0	5	50.0	0	0.0
JETBLUE AIRWAYS	27	11	40.7	5	18.5	9	33.3	2	7.4
PIEDMONT AIRLINES	5	3	60.0	1	20.0	1	20.0	0	0.0
SKYWEST AIRLINES	13	9	69.2	1	7.7	2	15.4	1	7.7
SOUTHWEST AIRLINES	18	6	33.3	4	22.2	7	38.9	1	5.6
SPIRIT AIRLINES	37	9	24.3	9	24.3	14	37.8	5	13.5
UNITED AIRLINES	53	19	35.8	10	18.9	19	35.8	5	9.4
UNITED EXPRESS	7	6	85.7	1	14.3	0	0.0	0	0.0
US AIRWAYS	55	21	38.2	13	23.6	14	25.5	7	12.7
OTHER U. S. AIRLINES	43	14	32.6	10	23.3	14	32.6	5	11.6
<b>TOTALS</b>	<b>616</b>	<b>218</b>	<b>35.4</b>	<b>128</b>	<b>20.8</b>	<b>202</b>	<b>32.8</b>	<b>68</b>	<b>11.0</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>500</b>	<b>160</b>	<b>32.0</b>	<b>132</b>	<b>26.4</b>	<b>133</b>	<b>26.6</b>	<b>75</b>	<b>15.0</b>

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



Table 5

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

SEPTEMBER 2010

	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	1	1	2	0	0	1	1	0	0	0	0	0	6
ALITALIA AIRLINES	0	1	0	0	0	4	1	0	0	0	0	0	6
BRITISH AIRWAYS	0	0	2	3	1	4	1	1	0	0	0	0	12
IBERIA AIRLINES	1	0	0	0	0	4	0	0	0	1	0	0	6
LAN AIRLINES	0	0	3	2	1	0	0	0	0	0	0	0	6
LUFTHANSA	3	1	4	1	0	1	0	1	1	0	0	2	14
MEXICANA	4	1	1	0	3	1	0	0	0	0	0	0	10
OTHER FOREIGN AIRLINES	11	3	10	3	6	12	2	2	1	3	0	0	53
<b>TOTALS</b>	<b>20</b>	<b>7</b>	<b>22</b>	<b>9</b>	<b>11</b>	<b>27</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>113</b>
<b><u>TRAVEL AGENTS</u></b>													
EXPEDIA.COM	0	0	3	0	2	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	1	0	2	2	1	0	1	0	0	0	0	0	7
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	2	1	0	0	0	0	0	0	0	0	3
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</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>3</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	4	0	0	1	1	2	3	0	0	0	0	0	11
<b>TOTALS</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>

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

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

TABLE 6

SEPTEMBER

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

RANK	AIRLINE	SEPTEMBER 2010			SEPTEMBER 2009		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>EXPRESSJET AIRLINES</i>	1	1,340,223	0.07	4	1,041,551	0.38
2	<i>ATLANTIC SOUTHEAST AIRLINES</i>	2	1,143,381	0.17	7	1,031,861	0.68
3	<i>SOUTHWEST AIRLINES</i>	18	8,317,326	0.22	16	7,959,638	0.20
4	<i>PINNACLE AIRLINES</i>	3	849,709	0.35	2	894,479	0.22
5	<i>ALASKA AIRLINES</i>	5	1,340,453	0.37	4	1,234,596	0.32
6	<i>MESA AIRLINES</i>	3	697,114	0.43	7	875,593	0.80
7	<i>AIRTRAN AIRWAYS</i>	10	1,814,637	0.55	17	1,788,820	0.95
8	<i>SKYWEST AIRLINES</i>	13	2,031,409	0.64	10	1,797,694	0.56
9	<i>FRONTIER AIRLINES</i>	9	1,228,925	0.73	6	792,434	0.76
10	<i>CONTINENTAL AIRLINES</i>	38	3,236,480	1.17	31	3,196,674	0.97
11	<i>AMERICAN EAGLE AIRLINES</i>	16	1,349,232	1.19	12	1,342,176	0.89
12	<i>UNITED AIRLINES</i>	53	4,419,204	1.20	57	4,424,932	1.29
13	<i>US AIRWAYS</i>	55	4,197,765	1.31	34	3,847,660	0.88
14	<i>AMERICAN AIRLINES</i>	96	6,695,678	1.43	57	6,515,433	0.87
15	<i>JETBLUE AIRWAYS</i>	27	1,869,405	1.44	13	1,622,290	0.80
16	<i>COMAIR</i>	9	600,947	1.50	4	481,390	0.83
17	<i>HAWAIIAN AIRLINES</i>	10	658,211	1.52	2	684,040	0.29
18	<i>DELTA AIR LINES</i>	157	9,081,955	1.73	101	5,379,922	1.88
	<b>TOTAL</b>	<b>525</b>	<b>50,872,054</b>	<b>1.03</b>	<b>384</b>	<b>44,911,183</b>	<b>0.86</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 (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.

Note: 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 August 2009 reflect the deletion of Northwest's data for that month. Effective August 2010, "Complaints" and "Systemwide Enplanements" of the merged operations of Frontier Airlines and Midwest Airlines are combined, and appear as Frontier Airlines in this table.

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS

	JANUARY - SEPTEMBER 2010				JANUARY - SEPTEMBER 2009			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	7,373	409	26	831	5,595	384	16	741
FOREIGN AIRLINES	1,144	35	3	101	904	50	2	91
TRAVEL AGENTS	100	6	0	5	71	3	0	4
TOUR OPERATORS	38	0	0	3	2	0	0	0
MISCELLANEOUS	156	111	1	188	104	59	1	112
<b>INDUSTRY TOTALS</b>	<b>8,811</b>	<b>561</b>	<b>30</b>	<b>1,128</b>	<b>6,676</b>	<b>496</b>	<b>19</b>	<b>948</b>

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - SEPTEMBER 2010			JANUARY - SEPTEMBER 2009		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	2,732		1	1,631	
CANCELLATIONS			1,192			631
DELAYS			788			443
MISCONNECTIONS			458			359
BAGGAGE	2	1,521		2	1,189	
RES/TKTG/BOARDING	3	1,224		3	1,065	
CUSTOMER SERVICE	4	1,041		4	863	
REFUNDS	5	589		5	534	
OVERSALES	6	456		8	302	
DISABILITY	7	440		6	387	
FARES	8	366		7	341	
OTHER	9	261		9	230	
FREQUENT FLYER			206			174
DISCRIMINATION	10	111		10	99	
ADVERTISING	11	63		11	32	
ANIMALS	12	7		12	3	
<b>COMPLAINT TOTAL</b>		<b>8,811</b>			<b>6,676</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

## COMPLAINTS AGAINST U. S. AIRLINES/ BY COMPLAINT CATEGORY\*/JANUARY – SEPTEMBER 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
AIR WISCONSIN	19	2	4	0	0	2	5	0	0	0	0	0	32
AIRTRAN AIRWAYS	71	18	32	4	6	26	24	5	0	4	0	3	193
ALASKA AIRLINES	13	2	11	2	2	8	9	10	0	1	0	0	58
ALLEGIAN AIR	23	2	24	4	12	13	8	13	3	1	0	0	103
AMERICAN AIRLINES	378	23	102	41	54	218	107	35	8	7	0	27	1,000
AMERICAN EAGLE AIRLINES	57	12	7	1	1	35	13	4	0	1	0	1	132
ATLANTIC SOUTHEAST AIRLINES	38	3	1	0	0	6	4	3	0	1	0	3	59
CHAUTAUQUA AIRLINES	18	3	2	0	0	6	1	3	0	0	0	0	33
COLGAN AIR	19	2	3	0	1	5	4	0	0	0	0	0	34
COMAIR	53	5	0	0	0	5	6	2	0	0	0	0	71
COMPASS AIRLINES	8	1	1	0	0	0	0	1	0	1	0	0	12
CONTINENTAL AIRLINES	116	20	80	33	25	66	100	35	6	16	1	18	516
DELTA AIR LINES	568	99	258	84	96	312	220	90	7	22	2	86	1,844
EXECUTIVE AIRLINES	13	1	2	0	0	12	1	0	0	0	0	0	29
EXPRESSJET AIRLINES	53	2	4	0	1	6	7	5	0	0	0	1	79
FREEDOM AIRLINES	11	0	0	0	0	0	1	0	0	0	0	0	12
FRONTIER AIRLINES	40	12	16	2	10	8	16	11	0	0	0	1	116
GO!	1	5	0	0	3	3	1	0	0	0	0	0	13
GOJET AIRLINES	10	1	2	0	0	4	0	4	0	0	0	0	21
GREAT LAKES AVIATION	12	1	2	0	0	1	2	3	0	2	0	0	23
HAWAIIAN AIRLINES	13	0	32	6	3	10	13	2	1	1	0	3	84
HORIZON AIRLINES	9	2	3	1	3	1	1	2	0	0	0	0	22
JETBLUE AIRWAYS	100	9	26	10	20	20	30	14	2	1	0	5	237
MESA AIRLINES	20	4	1	0	1	4	8	2	0	0	0	1	41
MESABA AVIATION	22	2	1	0	0	4	3	3	0	1	0	1	37
MIDWEST AIRLINES	11	6	2	0	2	2	3	4	0	0	0	0	30
PACIFIC WINGS	2	0	2	0	5	2	0	0	1	0	0	0	12
PIEDMONT AIRLINES	40	12	9	1	1	25	12	10	0	2	0	0	112
PINNACLE AIRLINES	43	11	2	0	0	5	5	6	0	0	0	1	73
PSA AIRLINES	18	0	0	0	0	1	0	1	0	0	0	0	20
REPUBLIC AIRWAYS	25	3	0	0	0	2	8	1	0	0	0	0	39
SHUTTLE AMERICA	15	1	4	0	0	11	3	2	0	0	0	1	37
SKYWEST AIRLINES	52	7	7	0	1	26	14	10	0	0	0	1	118
SOUTHWEST AIRLINES	55	13	30	7	6	31	37	21	3	7	0	7	217
SPIRIT AIRLINES	143	15	87	11	48	35	29	5	7	2	0	8	390
TRANS STATES AIRLINES	13	0	2	0	1	4	2	3	0	0	0	0	25
UNITED AIRLINES	124	39	115	43	60	137	106	41	3	9	0	40	717
UNITED EXPRESS	22	2	5	0	1	14	8	1	0	0	0	0	53
US AIRWAYS	189	57	98	29	40	77	89	34	7	11	0	21	652
VIRGIN AMERICA	3	0	2	1	3	2	4	1	3	0	0	0	19
OTHER U. S. AIRLINES	18	3	6	2	8	10	11	0	0	0	0	0	58
<b>TOTAL JAN-SEP 2010</b>	<b>2,458</b>	<b>400</b>	<b>985</b>	<b>282</b>	<b>414</b>	<b>1,159</b>	<b>915</b>	<b>387</b>	<b>51</b>	<b>90</b>	<b>3</b>	<b>229</b>	<b>7,373</b>
% OF TOTAL COMPLAINTS	33.3	5.4	13.4	3.8	5.6	15.7	12.4	5.2	0.7	1.2	0	3.1	
<b>TOTAL JAN-SEP 2009</b>	<b>1,475</b>	<b>272</b>	<b>873</b>	<b>267</b>	<b>348</b>	<b>951</b>	<b>758</b>	<b>344</b>	<b>23</b>	<b>79</b>	<b>3</b>	<b>202</b>	<b>5,595</b>
% OF TOTAL COMPLAINTS	26.4	4.9	15.6	4.8	6.2	17	13.5	6.1	0.4	1.4	0.1	3.6	

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

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

NOTE: 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. EFFECTIVE AUGUST 2010, THE COMPLAINTS OF THE MERGED OPERATIONS OF FRONTIER AIRLINES AND MIDWEST AIRLINES ARE COMBINED, AND APPEAR AS FRONTIER AIRLINES IN THIS TABLE.

TABLE 4 (YTD)

## COMPANIES OTHER THAN U. S. AIRLINES

## BY COMPLAINT CATEGORY\*\*

JANUARY - SEPTEMBER 2010

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b>FOREIGN AIRLINES</b>													
AER LINGUS	3	0	1	3	5	1	0	1	0	0	0	0	14
AEROFLOT	1	0	4	0	4	1	0	0	0	0	0	0	10
AEROMEXICO	7	2	6	5	4	2	3	0	0	0	0	0	29
AIR CANADA	7	1	6	0	1	8	2	1	0	1	0	1	28
AIR CHINA	3	1	2	0	0	1	0	3	0	0	0	1	11
AIR FRANCE	16	2	11	3	7	19	10	3	0	1	0	3	75
AIR INDIA	7	0	4	2	5	18	1	0	0	2	0	0	39
AIR JAMAICA	6	0	5	0	3	6	1	1	0	0	0	0	22
ALITALIA AIRLINES	7	3	5	1	7	32	5	1	0	0	0	1	62
BRITISH AIRWAYS	17	1	14	8	13	26	4	4	1	1	0	3	92
CATHAY PACIFIC AIRWAYS	7	1	1	0	0	2	5	0	1	0	0	1	18
COPA	5	0	3	4	3	9	2	2	1	0	0	0	29
EGYPTAIR	2	0	1	0	0	5	2	1	0	0	0	0	11
EMIRATES AIRLINES	5	1	4	1	5	16	5	3	0	0	0	1	41
ETIHAD AIRWAYS	3	0	6	0	2	3	2	0	0	0	0	0	16
IBERIA AIRLINES	6	7	3	0	3	15	1	0	0	2	0	0	37
JET AIRWAYS	4	0	0	0	2	4	1	0	0	0	0	0	11
KLM	4	2	5	2	3	13	3	2	2	0	0	0	36
KOREAN AIR LINES	1	0	4	1	0	0	1	3	0	1	0	1	12
KUWAIT AIRWAYS	1	2	1	0	0	3	4	0	0	0	0	0	11
LAN AIRLINES	1	0	3	3	1	5	1	1	0	1	0	1	17
LAN CHILE AIRLINES	2	1	1	1	2	4	0	2	0	0	0	0	13
LUFTHANSA	17	2	20	5	7	17	6	4	1	2	0	3	84
MEXICANA	26	4	8	1	10	30	5	1	0	0	0	1	86
PHILIPPINE AIRLINES	4	0	0	2	1	1	3	0	0	0	2	0	13
QANTAS AIRWAYS	1	1	0	0	0	1	2	1	1	1	0	2	10
QATAR AIRWAYS	3	1	5	1	2	8	1	0	0	1	0	1	23
ROYAL AIR MAROC	1	1	0	0	0	5	3	0	0	0	0	0	10
SOUTH AFRICAN AIRWAYS	2	0	2	0	0	6	1	1	0	0	0	1	13
TACA INTERNATIONAL AIRLINES	2	2	4	0	2	4	3	1	0	1	0	0	19
TAM	2	0	4	0	0	4	1	1	0	0	0	1	13
TURKISH AIRLINES	3	0	1	0	1	11	1	1	0	2	0	0	20
VIRGIN ATLANTIC AIRWAYS	5	3	2	1	4	11	4	1	0	2	0	0	33
VOLARIS AIRLINES	2	0	6	4	2	2	1	0	0	0	0	0	17
OTHER FOREIGN AIRLINES	29	11	30	13	13	43	14	7	0	1	2	6	169
<b>TOTALS</b>	<b>212</b>	<b>49</b>	<b>172</b>	<b>61</b>	<b>112</b>	<b>336</b>	<b>98</b>	<b>46</b>	<b>7</b>	<b>19</b>	<b>4</b>	<b>28</b>	<b>1,144</b>

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

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

TABLE 4 (YTD... CONTINUED)

COMPANIES OTHER THAN U. S. AIRLINES\*  
 BY COMPLAINT CATEGORY\*\*  
 \*  
 JANUARY – SEPTEMBER 2010

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>TRAVEL AGENTS</u></b>													
EXPEDIA. COM	1	0	13	6	13	1	3	0	0	0	0	0	37
ORBITZ. COM	2	0	9	4	12	0	1	0	2	0	0	0	30
OTHER TRAVEL AGENTS	1	0	15	4	9	0	3	0	1	0	0	0	33
<b>TOTALS</b>	<b>4</b>	<b>0</b>	<b>37</b>	<b>14</b>	<b>34</b>	<b>1</b>	<b>7</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100</b>
<b><u>TOUR OPERATORS</u></b>													
DIRECT AIR AND TOURS	10	1	9	2	7	2	2	2	0	0	0	0	35
OTHER TOUR OPERATORS	0	0	0	0	2	0	1	0	0	0	0	0	3
<b>TOTALS</b>	<b>10</b>	<b>1</b>	<b>9</b>	<b>2</b>	<b>9</b>	<b>2</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>38</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	46	6	21	6	20	23	16	3	2	2	0	11	156
<b>TOTALS</b>	<b>46</b>	<b>6</b>	<b>21</b>	<b>6</b>	<b>20</b>	<b>23</b>	<b>16</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>11</b>	<b>156</b>

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

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

TABLE 5 (YTD)

JANUARY – SEPTEMBER

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2010			JANUARY - SEPTEMBER 2009		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	217	79,119,039	<b>0.27</b>	156	76,011,111	<b>0.21</b>
2	<b>ALASKA AIRLINES</b>	58	12,372,586	<b>0.47</b>	68	11,795,875	<b>0.58</b>
3	<b>ATLANTIC SOUTHEAST AIRLINES</b>	59	10,391,609	<b>0.57</b>	71	10,051,067	<b>0.71</b>
4	<b>MESA AIRLINES</b>	41	6,897,852	<b>0.59</b>	54	8,269,554	<b>0.65</b>
5	<b>EXPRESSJET AIRLINES</b>	79	12,570,211	<b>0.63</b>	32	10,030,296	<b>0.32</b>
6	<b>SKYWEST AIRLINES</b>	118	18,312,248	<b>0.64</b>	78	15,923,802	<b>0.49</b>
7	<b>PINNACLE AIRLINES</b>	73	8,456,063	<b>0.86</b>	66	7,949,154	<b>0.83</b>
8	<b>AIRTRAN AIRWAYS</b>	193	18,463,893	<b>1.05</b>	188	18,137,388	<b>1.04</b>
9	<b>AMERICAN EAGLE AIRLINES</b>	132	11,954,488	<b>1.10</b>	94	13,217,070	<b>0.71</b>
10	<b>JETBLUE AIRWAYS</b>	237	18,189,742	<b>1.30</b>	151	16,673,643	<b>0.91</b>
11	<b>HAWAIIAN AIRLINES</b>	84	6,326,710	<b>1.33</b>	49	6,278,344	<b>0.78</b>
12	<b>FRONTIER AIRLINES</b>	116	8,246,666	<b>1.41</b>	73	7,364,213	<b>0.99</b>
13	<b>COMAIR</b>	71	4,984,124	<b>1.42</b>	59	5,603,229	<b>1.05</b>
14	<b>AMERICAN AIRLINES</b>	1,000	64,823,147	<b>1.54</b>	717	64,829,288	<b>1.11</b>
15	<b>CONTINENTAL AIRLINES</b>	516	32,750,097	<b>1.58</b>	351	33,371,555	<b>1.05</b>
16	<b>US AIRWAYS</b>	652	38,853,211	<b>1.68</b>	513	38,898,628	<b>1.32</b>
17	<b>UNITED AIRLINES</b>	717	40,947,489	<b>1.75</b>	581	42,921,364	<b>1.35</b>
18	<b>DELTA AIR LINES</b>	1,844	83,928,023	<b>2.20</b>	1,021	51,420,123	<b>1.99</b>
	<b>TOTAL</b>	<b>6,207</b>	<b>477,587,198</b>	<b>1.30</b>	<b>4,322</b>	<b>438,745,704</b>	<b>0.99</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," "Mishandled Baggage," and "Oversales" sections of this report.

Note: 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 August 2009 reflect the deletion of Northwest's data for that month. Effective August 2010, "Complaints" and "Systemwide Enplanements" of the merged operations of Frontier Airlines and Midwest Airlines are combined, and appear as Frontier Airlines in this table.



## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

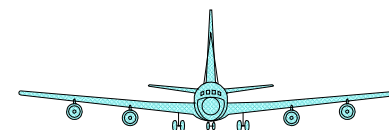
**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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



## Customer Service Reports to the U.S. Department of Homeland Security for the Month of September 2010 as provided by the Transportation Security Administration<sup>a</sup>

The Transportation Security Administration (TSA) screened approximately 51 million airline passengers and their 40 million checked bags in the month of September as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of September.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
333	.0006	135	.0002	66	.0001	504	.0009

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
206	.0004	783	.002

**NOTES**

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

<sup>b</sup> The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or telephone, (866) 289-9673. Contact Center representatives are available 9AM- 7PM Monday through Friday.

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

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

## September 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 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><i>Delta</i></u></a>	<b>3</b>	<b>1</b>	<b>0</b>
<i>Total</i>	<b>3</b>	<b>1</b>	<b>0</b>

In addition to the information reported above for incidents that occurred during the month of September, [Alaska Airlines and Frontier Airlines](#) each reported one incident that occurred on August 30, 2010. Both incidents concerned an injured dog. These incidents are not included in the statistics for September incidents reported above.