



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: February 2009*



<b>Flight Delays<sup>1</sup></b>	December 2008 12 Months Ending December 2008
<b>Mishandled Baggage<sup>1</sup></b>	December 2008 January-December 2008
<b>Oversales<sup>1</sup></b>	4th Quarter 2008 January-December 2008
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	December 2008 January-December 2008
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	December 2008
<b>Airline Animal Incident Reports<sup>4</sup></b>	December 2008

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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/>

**Norman A. Strickman**  
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Office of Aviation Enforcement and Proceedings



## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the eighteen (18) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the one (1)\* carrier that currently reports flight delay data voluntarily.

The rule requires carriers to currently report on operations to and from the 32 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 19 reporting air carriers, 13 carriers (AirTran, American Eagle, Atlantic Southeast, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways) use ACARS exclusively; 2 carriers (American and Continental) use a combination of ACARS and DGS; 1 carrier (Comair) records arrival times manually; and 3 carriers (Alaska, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 32 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 32 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

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

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight operation that was late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of late operations are listed first in Table 5; where percentages are identical, flights are listed alphabetically by carrier code. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

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

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system.

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

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

Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp)

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

**\*Pinnacle Airlines currently reports flight delay data voluntarily, as permitted by Part 234. Aloha Airlines, which had reported data voluntarily for January and February 2008, ceased all flight operations on March 31. Effective with the May 2008-issued report, Aloha is no longer a ranked airline.**

DECEMBER 2008

## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 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/	8	33.7	15	79.6
US AIRWAYS S/	30	71.7	77	72.1
AMERICAN AIRLINES S/	29	69.6	78	69.9
UNITED AIRLINES S/	30	67.3	80	67.6
SOUTHWEST AIRLINES S/	19	66.1	64	67.3
AIRTRAN AIRWAYS S/	24	65.2	56	66.4
DELTA AIR LINES S/	30	65.8	100	65.7
MESA AIRLINE S/	22	66.1	115	65.7
EXPRESSJET AIRLINES S/	21	63.0	95	65.3
NORTHWEST AIRLINES S/	30	63.6	89	63.7
CONTINENTAL AIRLINES S/	26	62.6	58	63.3
PINNACLE AIRLINES S/V	20	61.4	120	63.1
JETBLUE AIRWAYS S/	19	62.2	43	62.8
SKYWEST AIRLINES S/	20	63.9	143	62.4
ATLANTIC SOUTHEAST AIRLINES S/	10	60.9	113	62.1
FRONTIER AIRLINES S/	22	60.6	39	60.7
AMERICAN EAGLE S/	17	60.1	110	59.3
ALASKA AIRLINES S/	17	58.3	46	58.4
COMAIR S/	22	55.2	79	55.1
<b>TOTAL</b>		<b>65.1</b>		<b>65.3</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," "Consumer Complaints," and "Oversales" sections of this report.

## DECEMBER 2008

## 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	1st QUARTER		2nd QUARTER		3rd QUARTER		4th QUARTER		OCT - 08		NOV - 08		DEC - 08		12 MONTHS ENDING DECEMBER 2008		DATABASE TO DATE SEP 1987-DECEMBER 2008	
	01 - 03 2008		04 - 06 2008		07 - 09 2008		10 - 12 2008		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	70.8	10	80.1	6	78.6	9	77.0	10	84.6	12	80.2	16	66.4	6	76.7	9	(--)	(--)
ALASKA	75.9	3	79.9	7	81.9	7	74.9	17	84.4	13	81.4	13	58.4	18	78.3	7	75.7	8
AMERICAN	63.4	19	63.8	19	73.6	16	79.3	7	83.6	14	84.4	7	69.9	3	69.8	19	78.1	5
AMERICAN EAGLE	64.4	18	72.1	17	78.6	10	76.8	12	87.0	8	83.5	9	59.3	17	72.9	16	73.7	9
ATLANTIC SOUTHEAST	69.4	13	79.3	8	75.7	14	72.4	18	80.3	19	75.3	19	62.1	15	74.2	11	(--)	(--)
COMAIR	66.7	16	72.5	16	68.9	19	72.3	19	85.3	11	77.1	18	55.1	19	69.9	18	(--)	(--)
CONTINENTAL	71.0	8	73.1	14	77.0	11	75.1	15	81.4	17	80.7	15	63.3	11	74.0	12	78.3	3
DELTA	75.8	4	77.8	9	76.8	12	75.0	16	81.6	16	77.4	17	65.8	7	76.4	10	77.6	6
EXPRESSJET	69.4	12	73.6	13	75.9	13	76.5	13	81.8	15	83.0	10	65.3	9	73.6	13	(--)	(--)
FRONTIER	75.0	5	77.5	10	84.9	4	77.9	9	89.1	5	83.6	8	60.7	16	79.0	5	(--)	(--)
HAWAIIAN	93.9	1	90.6	1	90.1	1	86.2	1	89.9	3	89.6	1	79.6	1	90.0	1	(--)	(--)
JETBLUE	71.7	7	73.7	12	69.3	18	76.9	11	86.7	9	82.9	11	62.8	13	72.9	15	(--)	(--)
MESA	69.1	14	72.4	15	74.7	15	75.7	14	80.5	18	81.3	14	65.7	8	73.0	14	(--)	(--)
NORTHWEST	69.5	11	74.1	11	84.4	6	80.2	4	90.0	2	86.7	3	63.7	10	76.8	8	79.0	2
PINNACLE	68.1	15	82.4	2	88.6	2	79.4	6	90.7	1	84.9	6	63.1	12	79.6	4	(--)	(--)
SKYWEST	70.9	9	82.1	3	84.8	5	78.1	8	87.6	6	85.1	5	62.4	14	79.0	6	(--)	(--)
SOUTHWEST	74.8	6	80.2	5	85.4	3	81.4	2	89.6	4	87.2	2	67.3	5	80.5	2	81.9	1
UNITED	66.4	17	68.1	18	73.3	17	79.9	5	86.3	10	85.5	4	67.6	4	71.6	17	75.9	7
US AIRWAYS	78.3	2	80.4	4	81.0	8	80.5	3	87.5	7	82.0	12	72.1	2	80.1	3	78.1	4
<b>Total</b>	<b>70.9</b>		<b>75.8</b>		<b>79.4</b>		<b>78.2</b>		<b>86.0</b>		<b>83.3</b>		<b>65.3</b>		<b>76.0</b>		<b>78.2</b>	

- For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.
- All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report.

DECEMBER 2008

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	888	57.9	102	62.7	31	100.0	101	63.4	503	59.4	224	68.8	89	56.2	104	51.0
AA	585	68.7	930	65.9	243	76.5	145	81.4	H/		846	68.9	578	70.4	13010	77.8
AS	H/		62	62.9	H/		H/		H/		90	61.1	169	52.7	91	45.1
B6	H/		1649	63.7	H/		154	71.4	H/		H/		91	52.7	H/	
CO	306	59.5	484	63.0	160	70.6	42	66.7	H/		283	74.9	311	58.5	299	64.9
DL	12691	65.3	1109	69.3	366	66.7	209	54.1	1197	78.9	779	73.7	373	68.4	289	60.9
EV	10877	59.8	H/		10	50.0	53	35.8	819	79.1	H/		H/		H/	
F9	92	62.0	H/		H/		H/		H/		67	59.7	3682	64.6	150	67.3
FL	6537	65.8	509	69.2	1350	71.6	150	56.7	H/		220	70.0	123	47.2	231	60.2
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	58	41.4	777	62.8	119	50.4	145	61.4	408	61.8	893	57.2	H/		6487	69.1
NW	261	64.4	283	56.5	193	68.4	179	60.9	H/		466	68.9	302	49.0	130	58.5
OH	609	36.6	906	59.6	304	63.8	24	50.0	3139	64.0	520	61.3	H/		75	50.7
OO	352	55.4	H/		H/		H/		197	46.7	H/		4152	60.3	242	64.9
UA	115	61.7	728	67.0	382	67.5	89	70.8	52	63.5	401	67.3	5198	70.7	224	60.7
US	242	69.4	1443	72.3	377	74.5	6850	77.5	H/		1989	84.7	304	65.1	495	75.8
WN	H/		H/		4540	73.8	H/		H/		H/		3339	68.4	H/	
XE	138	61.6	49	59.2	157	70.7	453	62.7	250	62.8	157	54.8	H/		91	75.8
YV	152	60.5	26	46.2	6	66.7	1559	70.9	2	100.0	H/		1102	69.1	6	83.3
<b>TOTAL</b>	<b>33903</b>	<b>62.7</b>	<b>9057</b>	<b>65.7</b>	<b>8238</b>	<b>72.0</b>	<b>10153</b>	<b>74.0</b>	<b>6567</b>	<b>67.5</b>	<b>6935</b>	<b>71.6</b>	<b>19813</b>	<b>65.8</b>	<b>21924</b>	<b>73.8</b>

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

DECEMBER 2008

## 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*	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	4298	63.4	44	38.6	26	69.2	77	57.1	86	66.3	H/		H/		H/	
AA	267	68.9	442	47.5	270	65.9	297	74.7	362	65.5	937	64.7	634	63.2	2368	66.2
AS	H/		62	51.6	H/		H/		H/		H/		303	54.5	561	60.1
B6	H/		376	51.3	1169	58.5	573	67.5	H/		4164	64.1	273	62.6	H/	
CO	170	74.1	4166	56.1	450	62.2	H/		6640	68.7	H/		418	61.2	660	50.8
DL	186	61.8	311	51.8	807	64.4	263	70.3	90	46.7	1348	67.2	572	59.6	1023	65.9
EV	10	50.0	H/		H/		20	55.0	H/		H/		H/		H/	
F9	92	69.6	H/		32	43.8	H/		62	46.8	H/		181	57.5	172	50.0
FL	186	57.0	142	40.8	575	66.6	136	61.0	H/		H/		151	48.3	93	49.5
HA	H/		H/		H/		H/		H/		H/		62	40.3	62	22.6
MQ	240	51.2	H/		H/		H/		H/		713	56.5	H/		1107	78.3
NW	5578	73.2	192	46.4	231	58.0	62	71.0	90	61.1	120	60.0	379	52.2	551	46.3
OH	153	49.7	139	37.4	17	17.6	68	57.4	139	50.4	1478	47.2	H/		H/	
OO	96	56.2	82	35.4	H/		H/		186	50.0	H/		264	64.8	3285	78.9
UA	124	64.5	385	49.9	H/		2076	78.9	250	68.4	388	77.6	761	69.4	2061	65.9
US	235	73.6	319	57.4	630	67.1	83	85.5	209	71.3	182	61.0	2095	67.7	670	58.8
WN	492	59.8	H/		1507	70.1	312	68.9	H/		H/		6847	62.2	3500	62.7
XE	175	46.3	3659	50.1	H/		53	66.0	6810	70.9	H/		H/		H/	
YV	107	47.7	134	45.5	H/		1825	65.4	69	68.1	89	42.7	124	62.1	63	76.2
<b>TOTAL</b>	<b>12409</b>	<b>67.2</b>	<b>10453</b>	<b>52.1</b>	<b>5714</b>	<b>64.6</b>	<b>5845</b>	<b>71.3</b>	<b>14993</b>	<b>69.0</b>	<b>9419</b>	<b>61.6</b>	<b>13064</b>	<b>62.7</b>	<b>16176</b>	<b>66.6</b>

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



DECEMBER 2008

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
	# 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	212	57.5	1	0.0	H/		13	61.5	1590	60.1	H/		18	72.2	H/	
AA	1518	58.4	802	69.1	H/		3571	67.0	447	59.5	H/		5252	63.1	120	65.8
AS	H/		62	61.3	H/		31	71.0	61	67.2	155	63.2	122	47.5	800	62.1
B6	239	56.9	1232	64.3	H/		H/		H/		269	56.9	184	50.0	79	63.3
CO	373	62.5	576	65.1	H/		276	63.0	125	60.8	H/		365	57.3	168	49.4
DL	1703	68.0	1075	72.6	H/		407	65.6	197	48.2	H/		251	55.0	178	49.4
EV	54	57.4	H/		H/		H/		14	35.7	H/		11	72.7	H/	
F9	62	48.4	32	65.6	153	60.8	H/		119	61.3	H/		H/		87	40.2
FL	537	58.3	1817	70.4	401	58.6	120	64.2	179	53.6	H/		H/		H/	
HA	H/		H/		H/		H/		H/		31	9.7	H/		62	56.5
MQ	921	60.7	H/		H/		299	73.9	H/		H/		6479	46.9	H/	
NW	505	54.9	420	61.0	135	65.9	150	57.3	5688	65.8	H/		469	57.4	184	47.3
OH	1018	58.6	23	43.5	30	33.3	19	42.1	152	27.0	H/		321	39.6	H/	
OO	H/		H/		H/		H/		258	45.7	137	78.1	3226	52.5	903	60.6
UA	551	59.3	579	76.3	H/		144	68.8	426	64.1	76	73.7	6420	65.1	465	62.4
US	1006	73.2	789	72.8	H/		286	67.5	289	65.7	88	75.0	663	62.9	243	65.0
WN	H/		3244	73.3	5861	66.0	H/		H/		3642	65.8	H/		1221	59.8
XE	23	73.9	2	50.0	H/		24	75.0	254	52.8	H/		149	50.3	H/	
YV	57	68.4	H/		H/		H/		H/		48	83.3	2458	47.8	H/	
<b>TOTAL</b>	<b>8779</b>	<b>62.2</b>	<b>10654</b>	<b>70.4</b>	<b>6580</b>	<b>65.2</b>	<b>5340</b>	<b>66.8</b>	<b>9799</b>	<b>62.3</b>	<b>4446</b>	<b>65.7</b>	<b>26388</b>	<b>56.1</b>	<b>4510</b>	<b>59.4</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	PHL		PHX		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	171	51.5	H/		H/		H/		H/		H/		190	59.5	H/	
AA	436	59.2	485	65.6	456	59.9	394	54.8	967	63.5	213	68.1	1293	74.8	546	74.9
AS	H/		246	62.6	301	62.8	3675	57.1	406	60.1	H/		H/		H/	
B6	H/		52	57.7	155	58.7	149	55.7	155	46.5	155	63.9	H/		329	63.8
CO	148	63.5	325	57.2	309	59.2	393	51.1	390	51.5	75	69.3	H/		402	70.1
DL	340	63.5	318	56.6	289	64.0	438	51.8	379	54.4	2132	66.2	96	61.5	721	73.0
EV	H/		H/		H/		H/		H/		H/		119	56.3	H/	
F9	31	64.5	176	51.1	152	46.1	119	37.8	121	40.5	168	50.0	89	66.3	31	45.2
FL	300	60.0	88	55.7	31	51.6	H/		35	28.6	H/		104	66.3	604	67.9
HA	H/		31	16.1	31	41.9	93	40.9	31	9.7	H/		H/		H/	
MQ	62	30.6	H/		606	78.9	H/		151	64.9	H/		63	38.1	H/	
NW	226	56.2	310	36.5	165	38.2	412	40.0	274	42.7	92	51.1	77	54.5	320	66.2
OH	286	49.3	H/		H/		H/		H/		H/		112	49.1	70	51.4
OO	106	35.8	215	70.7	517	80.5	428	62.4	3219	57.2	6278	69.4	75	65.3	H/	
UA	406	59.4	412	62.6	604	62.6	606	62.2	3352	64.6	91	70.3	30	90.0	291	69.1
US	3594	67.6	4838	70.4	379	65.4	330	61.2	558	54.3	124	70.2	91	81.3	632	71.8
WN	1893	64.5	5433	64.7	3058	61.7	1311	64.1	1172	51.4	1476	63.3	2170	70.6	2368	73.3
XE	44	59.1	56	66.1	H/		H/		H/		24	45.8	237	62.0	18	72.2
YV	60	58.3	2653	82.1	32	56.2	H/		H/		31	74.2	62	64.5	H/	
<b>TOTAL</b>	<b>8103</b>	<b>63.3</b>	<b>15638</b>	<b>68.2</b>	<b>7085</b>	<b>63.6</b>	<b>8348</b>	<b>57.0</b>	<b>11210</b>	<b>58.2</b>	<b>10859</b>	<b>67.4</b>	<b>4808</b>	<b>69.1</b>	<b>6332</b>	<b>71.1</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	85.6	80.3	72.7	81.7	81.8	J/	100.0	80.6	71.4	63.1	100.0	83.9	79.0	67.8	58.8	81.7	J/	91.7
700 - 759 AM	80.0	75.2	83.0	84.0	73.6	75.1	77.2	85.0	69.1	81.6	89.5	82.0	76.3	72.1	84.3	84.6	77.1	96.0
800 - 859 AM	64.6	81.5	88.3	82.2	70.6	82.9	82.0	81.4	74.0	81.6	80.2	80.0	76.8	76.6	78.2	78.6	76.1	83.3
900 - 959 AM	63.2	76.4	84.8	72.5	68.1	82.7	75.6	78.2	67.9	78.1	81.8	88.9	73.9	82.2	76.1	77.9	77.9	86.0
1000 - 1059 AM	67.1	71.8	80.6	71.6	73.0	71.2	69.9	77.5	71.6	76.8	74.5	75.5	72.2	82.7	66.3	70.9	72.5	76.4
1100 - 1159 AM	67.8	71.0	80.5	73.8	74.3	77.3	70.8	78.9	71.8	75.9	64.1	68.3	77.2	71.2	68.2	68.2	69.6	71.8
1200 - 1259 PM	65.0	70.9	79.2	77.6	62.4	74.5	66.3	75.5	72.9	64.4	71.0	78.0	75.8	68.2	67.6	69.3	65.7	72.4
100 - 159 PM	61.2	70.8	71.6	78.7	63.3	79.1	69.9	76.2	65.8	54.8	65.5	75.7	70.9	60.7	63.2	68.6	62.6	74.7
200 - 259 PM	58.2	68.9	76.6	70.6	71.9	72.2	66.2	72.4	63.8	45.0	73.1	64.6	67.2	60.3	61.0	69.9	62.2	74.7
300 - 359 PM	57.3	65.8	72.5	74.7	74.1	74.2	59.3	73.7	71.1	44.3	67.3	73.8	72.7	54.0	59.7	62.6	60.5	72.8
400 - 459 PM	59.8	64.0	69.7	72.7	65.7	71.0	65.2	70.3	67.3	42.1	66.3	70.4	66.3	57.3	55.0	60.3	61.7	74.3
500 - 559 PM	61.1	57.0	64.7	70.9	55.6	67.4	60.1	68.9	65.5	35.6	68.1	72.5	59.8	56.4	54.5	60.9	58.2	70.2
600 - 659 PM	61.2	58.3	67.9	69.6	67.4	70.4	60.4	70.2	65.6	35.9	59.9	66.9	60.0	47.8	58.4	65.7	60.2	67.4
700 - 759 PM	54.7	62.2	62.5	68.9	67.7	68.1	56.7	70.8	62.6	40.6	50.4	73.5	65.3	46.3	49.8	59.4	57.2	65.9
800 - 859 PM	53.9	56.3	65.3	73.4	53.2	70.9	53.8	69.0	61.9	35.7	53.7	65.3	62.1	47.8	56.6	60.9	48.7	62.2
900 - 959 PM	61.1	58.0	65.0	71.8	47.1	63.0	57.3	67.0	64.9	37.8	50.7	67.1	59.1	58.6	53.5	59.6	49.2	62.3
1000 - 1059 PM	61.7	61.5	60.0	66.9	53.1	56.7	58.7	60.9	58.1	45.5	56.5	61.7	54.0	54.2	54.9	53.9	49.1	53.6
1100 - 559 AM	68.7	63.5	63.2	60.6	63.4	53.1	54.9	67.6	64.3	56.3	52.6	63.8	70.1	66.2	53.1	61.8	53.5	58.5
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>62.7</b>	<b>65.7</b>	<b>72.0</b>	<b>74.0</b>	<b>67.5</b>	<b>71.6</b>	<b>65.8</b>	<b>73.8</b>	<b>67.2</b>	<b>52.1</b>	<b>64.6</b>	<b>71.3</b>	<b>69.0</b>	<b>61.6</b>	<b>62.7</b>	<b>66.6</b>	<b>62.2</b>	<b>70.4</b>

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *															
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	79.5	77.4	68.6	J/	69.1	60.5	86.9	58.3	90.0	61.0	77.6	75.0	100.0	J/	76.7
700 - 759 AM	77.5	83.9	62.8	92.7	65.4	65.8	89.7	78.7	84.3	76.7	82.8	84.4	78.8	95.3	77.5
800 - 859 AM	78.2	83.9	67.7	92.8	61.8	75.5	78.8	81.2	83.0	71.8	85.5	77.6	76.0	87.9	75.0
900 - 959 AM	80.4	73.4	67.1	87.4	61.4	68.5	72.3	83.6	80.1	69.2	65.0	77.1	78.9	77.6	74.4
1000 - 1059 AM	73.9	77.5	68.3	75.5	63.2	74.4	71.7	69.1	69.7	66.7	56.7	69.1	79.8	77.9	70.8
1100 - 1159 AM	76.8	62.6	64.9	76.9	62.2	57.6	68.8	70.7	65.1	59.1	48.1	83.5	80.4	77.8	69.7
1200 - 1259 PM	75.3	72.1	69.1	71.1	61.9	65.4	68.7	77.4	68.1	66.5	49.9	68.4	74.6	75.2	69.0
100 - 159 PM	67.4	63.1	63.3	62.1	60.1	63.8	65.5	69.6	60.2	63.6	50.1	62.9	69.0	72.5	66.7
200 - 259 PM	66.3	68.5	64.9	63.6	56.6	68.4	68.4	64.9	64.9	58.7	53.8	62.6	75.1	76.6	65.0
300 - 359 PM	65.5	66.0	60.8	57.8	55.8	55.2	60.4	69.7	65.8	54.6	53.3	71.1	66.0	72.9	63.7
400 - 459 PM	64.1	67.9	64.8	68.8	51.2	56.6	58.5	69.7	63.0	52.4	53.7	64.3	67.7	71.7	63.2
500 - 559 PM	59.4	64.6	59.4	62.5	49.4	58.9	53.7	61.4	55.8	51.2	59.5	48.8	67.7	71.1	60.2
600 - 659 PM	56.0	54.3	49.5	60.9	47.8	57.7	54.6	70.2	65.1	52.4	58.3	66.7	64.0	64.3	60.9
700 - 759 PM	54.3	61.4	60.1	60.5	43.7	54.8	53.1	59.0	53.1	51.3	56.2	61.1	60.2	66.3	57.4
800 - 859 PM	58.2	54.5	55.9	51.5	44.6	47.4	57.0	61.8	56.7	52.1	58.5	59.3	57.7	70.8	57.3
900 - 959 PM	51.9	61.5	52.1	49.8	48.9	54.4	62.1	56.6	50.1	47.5	56.9	50.9	58.1	62.9	57.5
1000 - 1059 PM	51.5	58.5	45.1	57.4	47.4	53.8	59.3	49.4	50.0	51.3	50.9	54.3	56.7	58.9	54.9
1100 - 559 AM	49.4	59.9	64.2	49.6	66.5	52.8	53.8	51.8	60.1	54.6	55.9	55.4	71.7	62.4	59.7
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	65.2	66.8	62.3	65.7	56.1	59.4	63.3	68.2	63.6	57.0	58.2	67.4	69.1	71.1	65.1

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	89.2	87.9	91.3	87.4	84.7	88.0	88.8	91.4	78.8	81.0	95.3	89.1	84.6	83.7	89.4	92.4	88.1	96.9
700 - 759 AM	88.8	80.9	93.4	89.5	75.2	85.3	89.6	85.3	79.7	77.6	93.6	85.1	85.5	81.8	86.0	86.2	87.8	94.8
800 - 859 AM	84.7	79.2	85.4	86.5	73.1	86.9	76.7	83.3	77.3	71.6	90.2	81.0	80.7	79.4	81.0	85.7	84.8	92.3
900 - 959 AM	74.5	81.8	86.6	85.0	75.5	82.1	76.0	76.2	75.7	74.5	85.1	85.0	79.2	78.1	73.3	75.8	82.4	89.1
1000 - 1059 AM	71.6	75.9	77.4	62.4	67.9	82.6	70.7	70.9	68.4	70.7	77.4	84.7	74.9	82.1	67.1	71.1	79.4	80.3
1100 - 1159 AM	69.8	76.9	66.9	77.2	67.4	75.7	68.2	70.0	68.5	71.4	76.2	67.4	76.1	77.9	67.6	68.1	76.2	77.1
1200 - 1259 PM	66.9	74.4	70.0	72.5	69.9	76.5	66.3	70.8	67.6	72.0	56.4	76.5	79.3	69.5	59.9	67.4	76.3	71.6
100 - 159 PM	67.6	69.5	62.8	76.8	68.3	74.8	60.6	65.9	69.3	57.5	67.2	54.2	75.9	62.9	60.8	67.4	66.6	72.2
200 - 259 PM	63.5	65.0	70.3	78.0	60.0	80.6	64.3	69.7	68.6	55.8	65.8	72.4	72.8	63.5	57.0	65.4	67.7	70.1
300 - 359 PM	60.8	66.6	65.8	65.2	68.9	72.4	59.9	66.6	63.9	48.7	69.5	66.7	73.1	59.9	48.5	67.3	66.4	66.3
400 - 459 PM	62.4	62.0	63.0	75.1	69.6	74.9	59.4	68.8	59.7	46.0	65.4	70.1	73.3	60.2	53.1	63.8	68.3	67.4
500 - 559 PM	64.5	60.4	57.4	69.8	66.5	72.6	54.8	67.9	70.8	37.9	59.0	66.0	66.6	54.1	48.7	63.4	61.6	67.1
600 - 659 PM	65.8	57.6	54.8	72.9	58.4	64.2	57.7	66.2	57.7	40.7	59.5	60.3	61.4	59.8	51.2	68.3	62.8	64.5
700 - 759 PM	62.7	59.0	57.5	69.7	64.2	73.9	59.0	65.0	64.1	43.7	60.4	63.8	58.7	55.2	54.5	70.8	65.3	62.1
800 - 859 PM	61.9	59.9	54.5	75.6	58.0	69.1	45.5	65.6	47.3	45.6	45.6	66.7	58.3	48.8	38.9	58.7	61.7	64.7
900 - 959 PM	65.0	J/	49.3	39.4	60.5	79.5	61.3	64.6	67.2	34.4	58.3	68.2	66.3	47.0	49.6	66.4	51.8	59.8
1000 - 1059 PM	60.0	J/	J/	80.4	J/	J/	60.0	67.0	62.1	59.0	J/	69.7	64.9	58.4	68.7	80.1	66.7	J/
1100 - 559 AM	J/	84.2	90.4	J/	J/	96.2	75.4	84.0	78.6	95.1	J/	89.7	71.4	74.8	77.9	67.3	90.3	82.0
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>68.7</b>	<b>71.9</b>	<b>70.9</b>	<b>77.7</b>	<b>68.6</b>	<b>78.2</b>	<b>65.7</b>	<b>71.5</b>	<b>68.8</b>	<b>59.9</b>	<b>72.3</b>	<b>73.9</b>	<b>72.6</b>	<b>65.9</b>	<b>62.9</b>	<b>72.5</b>	<b>73.1</b>	<b>75.8</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *															
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	75.1	91.5	82.7	92.9	70.6	76.9	85.3	91.7	89.4	77.6	90.5	94.7	89.6	96.6	86.3
700 - 759 AM	72.9	83.9	83.7	88.2	66.6	73.0	81.3	93.6	82.9	73.2	86.1	90.1	86.7	93.3	84.1
800 - 859 AM	70.0	87.3	77.4	88.6	67.7	70.7	86.3	83.4	79.2	68.5	80.2	83.8	78.2	90.8	80.3
900 - 959 AM	72.4	80.1	75.3	81.0	60.7	63.6	75.2	79.7	74.8	67.5	77.1	79.7	78.2	90.7	76.5
1000 - 1059 AM	69.2	74.1	73.2	74.7	58.5	67.7	77.2	74.9	74.0	59.6	63.0	72.1	75.2	79.6	71.5
1100 - 1159 AM	61.2	71.8	66.9	63.5	55.7	63.9	68.4	71.0	64.8	58.8	54.3	71.8	73.3	78.0	69.1
1200 - 1259 PM	59.9	59.3	62.8	64.7	57.1	56.5	70.3	68.2	60.7	56.4	55.5	73.3	75.9	73.8	67.3
100 - 159 PM	57.7	74.0	69.1	63.5	59.0	60.9	72.5	68.7	67.4	59.0	52.6	66.2	62.3	74.6	65.8
200 - 259 PM	51.4	58.9	64.9	50.2	51.3	58.6	62.6	64.1	63.2	56.5	58.0	65.9	64.9	66.2	64.2
300 - 359 PM	51.7	63.2	62.5	52.6	49.9	62.4	64.9	57.6	59.7	56.8	56.5	63.2	64.8	73.5	61.8
400 - 459 PM	49.5	66.1	62.6	50.0	49.2	62.6	55.9	66.4	58.9	61.2	57.5	68.7	61.6	67.7	62.6
500 - 559 PM	48.9	64.2	62.6	58.8	49.7	58.7	49.1	65.8	57.9	55.4	59.9	68.2	60.8	67.0	60.9
600 - 659 PM	49.2	65.9	62.8	54.9	48.4	53.7	58.0	52.8	57.1	55.6	64.2	35.2	62.3	65.5	59.3
700 - 759 PM	41.3	61.1	60.7	60.9	45.0	54.7	45.6	71.8	63.9	48.6	63.3	65.2	51.4	58.9	59.9
800 - 859 PM	43.2	64.6	61.1	51.6	43.0	56.8	65.9	56.6	56.6	49.2	63.2	69.5	47.2	68.2	57.1
900 - 959 PM	42.0	58.4	59.7	51.4	51.1	57.9	56.3	64.8	56.0	46.8	67.6	64.4	39.2	68.3	60.7
1000 - 1059 PM	J/	70.3	60.4	35.5	47.9	30.6	75.0	82.9	82.8	64.6	69.1	J/	J/	J/	69.5
1100 - 559 AM	J/	J/	92.7	59.3	74.2	69.0	88.8	79.8	J/	64.0	77.7	80.8	81.6	92.3	76.7
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>57.9</b>	<b>69.6</b>	<b>67.9</b>	<b>67.3</b>	<b>55.3</b>	<b>64.7</b>	<b>68.0</b>	<b>70.8</b>	<b>68.9</b>	<b>61.6</b>	<b>66.2</b>	<b>71.7</b>	<b>70.0</b>	<b>76.4</b>	<b>68.3</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
OO	4669	ATL-SAT	2151	17	94.12	90	81
NW	599	MSP-PDX	920	15	93.33	81	58
MQ	4458	DTW-ORD	1945	30	93.33	67	58
NW	361	MSP-SFO	1143	15	93.33	67	39
XE	2019	BDL-EWR	1528	15	93.33	65	58
NW	215	DTW-SEA	1225	15	93.33	62	34
OH	6475	MKE-ATL	1737	15	93.33	61	36
NW	163	MSP-SEA	1925	15	93.33	52	39
OO	2879	EWR-MKE	1940	24	91.67	60	66
OH	6937	JFK-MSP	2010	31	90.32	103	100
OH	6800	MSP-JFK	1540	31	90.32	81	73
HA	48	HNL-OAK	1355	31	90.32	49	34
HA	12	HNL-SFO	1345	31	90.32	31	26
MQ	3997	XNA-ORD	1725	30	90.00	52	38
OH	6786	DCA-JFK	1806	29	89.66	66	40
OH	6847	CVG-MSP	1235	17	88.24	81	42
OH	6663	JFK-ORD	2030	17	88.24	61	49
OO	2718	MKE-FNT	2156	24	87.50	78	68
OH	6563	EWR-ATL	1906	24	87.50	73	70
OO	4668	ATL-CVG	1850	16	87.50	71	37
OO	2557	MKE-OMA	2210	24	87.50	50	34
OH	6801	JFK-MSP	1305	31	87.10	68	42
AS	7	EWR-SEA	1815	31	87.10	65	29
9E	2526	SBN-DTW	800	15	86.67	120	40
NW	504	SEA-DTW	1235	15	86.67	51	29

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
NW	1420	MSP-SNA	1716	15	86.67	32	31
US	1442	ATL-CLT	905	15	86.67	31	25
UA	655	EWR-ORD	1843	26	84.62	91	89
AA	2344	ORD-EWR	1440	26	84.62	48	27
XE	2866	MKE-EWR	1317	25	84.00	69	50
XE	2685	MKE-EWR	1630	25	84.00	68	51
HA	36	HNL-PHX	1505	31	83.87	80	46
MQ	4109	ORD-CLE	2030	31	83.87	72	61
MQ	4054	ORD-DCA	1900	31	83.87	55	36
DL	50	IAH-ATL	1050	31	83.87	51	36
EV	5214	VPS-ATL	640	31	83.87	44	28
OO	4659	ATL-IAH	1624	18	83.33	98	55
OO	4823	SLC-SFO	1955	24	83.33	62	28
DL	1786	GEG-SLC	1305	18	83.33	57	43
OO	2548	MKE-MSN	2210	24	83.33	43	31
MQ	4050	RST-ORD	1845	29	82.76	84	44
OO	5868	AVP-ORD	1738	29	82.76	81	31
EV	5245	ALB-ATL	1243	29	82.76	59	48
OH	6382	ATL-EWR	2020	23	82.61	73	59
WN	2381	MDW-BUF	1925	23	82.61	48	31
B6	515	EWR-FLL	2125	17	82.35	96	57
YV	7148	ORD-TVC	1913	17	82.35	82	48
XE	2522	GSO-EWR	1440	17	82.35	72	69
FL	577	ATL-EWR	1355	28	82.14	63	53
OH	6804	ATL-ORD	1600	28	82.14	61	31

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
OO	2677	MKE-OMA	1555	27	81.48	58	41
NW	183	MSP-SAN	2120	16	81.25	147	29
OO	4697	MSP-SLC	1231	16	81.25	63	51
OO	4429	GEG-SLC	1000	16	81.25	51	39
OO	4553	ORD-CVG	600	16	81.25	34	29
CO	552	CMH-EWR	1715	21	80.95	76	67
OO	2875	EWR-MKE	1729	26	80.77	119	117
US	188	JFK-PHX	1559	26	80.77	67	36
EV	5472	SYR-ATL	1236	26	80.77	54	46
OH	6772	ATL-PHL	2130	26	80.77	46	39
MQ	4428	MCI-ORD	1905	31	80.65	94	49
OO	5779	SFO-OTH	1059	31	80.65	74	40
MQ	4117	ORD-DCA	2055	31	80.65	71	51
MQ	4505	ORD-RDU	1945	31	80.65	64	47
OO	5572	SFO-MFR	1100	31	80.65	63	62
MQ	4472	BNA-ORD	1715	31	80.65	61	49
MQ	4429	ORD-MCI	1700	31	80.65	60	49
MQ	3962	ORD-LIT	2000	31	80.65	59	31
F9	551	DEN-SAN	1800	31	80.65	38	36
OO	2874	MKE-EWR	1330	30	80.00	117	87
MQ	3295	DFW-PNS	1850	15	80.00	87	25
9E	2310	DTW-LIT	1518	15	80.00	77	49
NW	262	DTW-BOS	2127	15	80.00	77	24
CO	1199	BOS-EWR	1835	15	80.00	70	78
NW	1608	MSP-HDN	1137	15	80.00	68	37

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
XE	2665	DTW-EWR	2025	25	80.00	66	58
NW	383	DTW-STL	1954	15	80.00	64	44
NW	1087	EWR-MSP	1745	15	80.00	57	43
OH	6681	BOS-CVG	954	20	80.00	57	36
9E	2351	ROA-DTW	1225	15	80.00	55	46
NW	1066	DTW-SLC	1915	15	80.00	54	31
XE	3039	EWR-CAE	1605	20	80.00	52	27
NW	627	MSP-SEA	1430	15	80.00	48	44
NW	419	DTW-GRR	2257	15	80.00	45	26
OO	6168	GRR-ORD	1907	15	80.00	45	35
MQ	4103	LIT-ORD	1825	25	80.00	45	30
NW	1456	MSP-DTW	1515	15	80.00	43	27
NW	129	MSP-PHX	1915	15	80.00	42	30
YV	7136	SYR-ORD	1859	15	80.00	42	26
NW	197	MSP-LAS	925	15	80.00	38	28
NW	643	MSP-EGE	1130	15	80.00	37	26
9E	2396	BUF-DTW	1200	15	80.00	28	32
9E	2122	MSP-RHI	1538	15	80.00	23	24

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
COMAIR	420	35	8.3
AMERICAN EAGLE	1,188	71	6.0
ALASKA	381	21	5.5
EXPRESSJET	777	35	4.5
SKYWEST	1,384	56	4.0
HAWAIIAN	200	8	4.0
NORTHWEST	963	38	3.9
PINNACLE	797	26	3.3
CONTINENTAL	763	20	2.6
JETBLUE	574	14	2.4
FRONTIER	250	6	2.4
DELTA	1,175	19	1.6
MESA	632	9	1.4
AMERICAN	1,568	20	1.3
ATLANTIC SOUTHEAST	771	8	1.0
UNITED	1,057	10	0.9
AIRTRAN	683	5	0.7
SOUTHWEST	3,380	14	0.4
US AIRWAYS	1,225	5	0.4
<b>TOTAL</b>	<b>18,188</b>	<b>420</b>	<b>2.3</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	71.8	84.5	213	213
ADAK ISLAND AK (ADK)	57.1	42.9	7	7
AGUADILLA PR (BQN)	65.8	81.6	114	114
AKRON/CANTON OH (CAK)	64.4	72.3	764	763
ALBANY GA (ABY)	58.2	72.2	79	79
ALBANY NY (ALB)	64.3	68.7	987	988
ALBUQUERQUE NM (ABQ)	66.9	71.4	3,188	3,187
ALEXANDRIA LA (AEX)	57.0	73.7	165	167
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	65.9	72.6	405	405
AMARILLO TX (AMA)	67.1	79.8	584	585
ANCHORAGE AK (ANC)	51.7	66.8	1,270	1,266
APPLETON WI (ATW)	48.1	60.5	449	448
ASHEVILLE NC (AVL)	68.7	75.4	361	362
ASHLAND WV (HTS)	68.5	81.5	54	54
ASPEN CO (ASE)	45.6	52.3	445	442
ATLANTA GA (ATL)	62.7	68.7	33,903	33,855
AUGUSTA GA (AGS)	67.4	77.7	215	215
AUSTIN TX (AUS)	69.7	76.7	3,624	3,624
BAKERSFIELD CA (BFL)	75.6	87.3	266	267
BALTIMORE MD (BWI)	72.0	70.9	8,238	8,239
BANGOR ME (BGR)	60.2	69.9	236	236
BARROW AK (BRW)	55.0	25.0	60	60
BATON ROUGE LA (BTR)	64.4	68.2	672	673
BEND/REDMOND OR (RDM)	61.6	63.4	268	268
BETHEL AK (BET)	60.7	64.3	84	84
BILLINGS MT (BIL)	67.8	76.3	342	342
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	59.3	72.9	59	59
BIRMINGHAM AL (BHM)	66.7	72.5	1,881	1,879
BISMARCK/MANDAN ND (BIS)	62.0	67.9	137	137
BLOOMINGTON IL (BMI)	53.9	62.2	356	357
BOISE ID (BOI)	61.0	72.6	1,319	1,319
BOSTON MA (BOS)	65.7	71.9	9,057	9,059
BOZEMAN MT (BZN)	57.6	70.8	387	387
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	74.6	82.1	205	207
BROWNSVILLE TX (BRO)	65.0	75.9	117	116
BRUNSWICK GA (BQK)	64.0	72.4	75	76
BUFFALO NY (BUF)	63.0	65.9	2,136	2,137
BURBANK CA (BUR)	66.3	69.0	2,430	2,428
BURLINGTON VT (BTV)	67.4	68.2	531	531
BUTTE MT (BTM)	55.0	70.0	60	60
CARLSBAD CA (CLD)	86.7	86.7	181	181
CASPER WY (CPR)	73.9	77.1	188	188
CEDAR CITY UT (CDC)	73.2	73.7	56	57

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR RAPIDS/IOWA CITY IA (CID)	55.6	62.3	845	846
CHAMPAIGN/URBANA IL (CMI)	46.6	64.0	176	178
CHARLESTON SC (CHS)	65.7	74.6	1,084	1,086
CHARLESTON/DUNBAR WV (CRW)	66.8	73.1	295	297
CHARLOTTE AMALIE VI (STT)	68.3	76.7	262	262
CHARLOTTE NC (CLT)	74.0	77.7	10,153	10,149
CHARLOTTESVILLE VA (CHO)	80.8	82.7	52	52
CHATTANOOGA TN (CHA)	62.5	73.8	408	408
CHICAGO IL (MDW)	65.2	57.9	6,580	6,583
CHICAGO IL (ORD)	56.1	55.3	26,388	26,385
CHICO CA (CIC)	56.1	63.2	114	114
CHRISTIANSTED VI (STX)	60.0	65.7	35	35
CLEVELAND OH (CLE)	69.2	73.4	4,756	4,759
CODY WY (COD)	70.9	81.4	86	86
COLLEGE STATION/BRYAN TX (CLL)	60.7	68.5	89	89
COLORADO SPRINGS CO (COS)	64.7	76.5	1,102	1,103
COLUMBIA SC (CAE)	59.8	68.7	854	854
COLUMBUS GA (CSG)	65.3	73.8	121	122
COLUMBUS MS (GTR)	70.1	81.8	77	77
COLUMBUS OH (CMH)	65.3	72.9	2,621	2,624
CORDOVA AK (CDV)	56.1	64.9	57	57
CORPUS CHRISTI TX (CRP)	69.6	75.4	549	549
COVINGTON KY (CVG)	67.5	68.6	6,567	6,571
CRESCENT CITY CA (CEC)	64.0	59.1	89	88
DALLAS TX (DAL)	71.4	69.1	4,261	4,260
DALLAS/FT.WORTH TX (DFW)	73.8	71.5	21,924	21,928
DAYTON OH (DAY)	64.0	73.6	1,288	1,288
DAYTONA BEACH FL (DAB)	54.2	65.2	131	132
DEADHORSE AK (SCC)	74.6	62.7	59	59
DENVER CO (DEN)	65.8	65.7	19,813	19,811
DES MOINES IA (DSM)	57.6	65.3	1,370	1,371
DETROIT MI (DTW)	67.2	68.8	12,409	12,414
DOTHAN AL (DHN)	58.3	69.6	115	115
DUBUQUE IA (DBQ)	44.9	60.7	89	89
DULUTH MN (DLH)	61.0	75.4	118	118
DURANGO CO (DRO)	67.1	69.4	286	288
EAGLE CO (EGE)	48.0	57.3	302	300
EL CENTRO CA (IPL)	86.0	89.5	57	57
EL PASO TX (ELP)	71.3	76.6	1,716	1,716
ELKO NV (EKO)	75.2	89.3	121	121
ELMIRA/CORNING NY (ELM)	61.9	69.5	118	118
ERIE PA (ERI)	50.0	67.9	106	106
EUGENE OR (EUG)	63.8	73.6	417	417

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EUREKA/ARCATA CA (ACV)	61.6	69.1	297	298
EVANSVILLE IN (EVV)	64.1	72.2	459	461
FAIRBANKS AK (FAI)	57.8	64.9	313	313
FARGO ND (FAR)	56.8	66.6	338	338
FAYETTEVILLE AR (XNA)	60.5	69.2	1,124	1,124
FAYETTEVILLE NC (FAY)	65.4	69.9	228	229
FLAGSTAFF AZ (FLG)	77.2	73.2	127	127
FLINT MI (FNT)	56.1	67.9	627	629
FLORENCE SC (FLO)	70.7	76.2	41	42
FORT LAUDERDALE FL (FLL)	64.6	72.3	5,714	5,709
FORT SMITH AR (FSM)	72.5	82.7	265	266
FORT WAYNE IN (FWA)	56.0	66.3	500	501
FRESNO CA (FAT)	66.8	69.8	1,059	1,061
FT. MYERS FL (RSW)	70.1	76.2	2,663	2,660
GAINESVILLE FL (GNV)	72.4	79.0	181	181
GILLETTE WY (GCC)	63.3	66.4	120	122
GRAND FORKS ND (GFK)	63.5	73.1	104	104
GRAND JUNCTION CO (GJT)	71.1	76.4	457	462
GRAND RAPIDS MI (GRR)	55.6	64.6	1,336	1,336
GREAT FALLS MT (GTF)	73.0	81.6	152	152
GREEN BAY/CLINTONVILLE WI (GRB)	47.3	56.7	507	508
GREENSBORO/HIGH POINT NC (GSO)	62.1	72.5	1,021	1,023
GREENVILLE/SPARTANBURG SC (GSP)	64.2	72.4	822	823
GULFPORT/BILOXI MS (GPT)	65.6	73.6	680	682
GUNNISON CO (GUC)	38.0	47.2	108	106
HANCOCK/HOUGHTON MI (CMX)	48.9	51.1	45	45
HARLINGEN/SAN BENITO TX (HRL)	69.1	72.2	353	352
HARRISBURG PA (MDT)	68.6	75.3	618	615
HARTFORD CT (BDL)	69.1	75.4	2,145	2,148
HELENA MT (HLN)	69.6	76.2	181	181
HILO HI (ITO)	78.7	81.4	705	705
HONOLULU HI (HNL)	77.5	81.7	4,802	4,802
HOUSTON TX (HOU)	70.3	66.4	4,517	4,517
HOUSTON TX (IAH)	69.0	72.6	14,993	14,990
HUNTSVILLE AL (HSV)	64.8	71.6	807	809
IDAHO FALLS ID (IDA)	63.1	70.5	271	271
INDIANAPOLIS IN (IND)	70.5	74.2	3,191	3,198
INDIO/PALM SPRINGS CA (PSP)	73.4	80.5	1,005	1,005
INYOKERN CA (IYK)	91.9	93.3	74	75
ISLIP NY (ISP)	73.2	74.6	831	832
ITHACA/CORTLAND NY (ITH)	50.0	46.7	30	30
JACKSON WY (JAC)	51.2	61.3	254	253
JACKSON/VICKSBURG MS (JAN)	67.7	76.8	1,029	1,031

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSONVILLE FL (JAX)	69.1	76.2	2,541	2,537
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	64.5	71.1	121	121
JUNEAU AK (JNU)	57.0	49.8	291	291
KAHULUI HI (OGG)	80.2	83.4	1,671	1,672
KALAMAZOO MI (AZO)	45.4	61.1	227	226
KALISPELL MT (FCA)	72.0	82.2	164	163
KANSAS CITY MO (MCI)	66.4	70.8	4,336	4,333
KETCHIKAN AK (KTN)	51.1	52.5	178	177
KEY WEST FL (EYW)	47.6	60.0	84	85
KILLEEN TX (GRK)	66.1	73.7	189	190
KLAMATH FALLS OR (LMT)	55.7	56.1	122	123
KNOXVILLE TN (TYS)	62.4	71.0	1,212	1,212
KODIAK AK (ADQ)	72.5	62.7	51	51
KONA HI (KOA)	81.0	85.9	1,106	1,106
KOTZEBUE AK (OTZ)	68.9	62.2	90	90
LA CROSSE WI (LSE)	45.7	56.2	129	130
LAFAYETTE LA (LFT)	67.3	72.2	400	399
LAKE CHARLES LA (LCH)	68.3	78.5	63	65
LANSING MI (LAN)	56.5	63.2	214	212
LAREDO TX (LRD)	70.3	76.2	202	202
LAS VEGAS NV (LAS)	62.7	62.9	13,064	13,061
LAWTON/FORT SILL OK (LAW)	80.5	82.9	82	82
LEWISTON ID (LWS)	67.8	62.7	59	59
LEXINGTON KY (LEX)	62.2	69.9	864	865
LIHUE HI (LIH)	80.5	84.0	1,100	1,100
LINCOLN NE (LNK)	51.5	64.5	231	231
LITTLE ROCK AR (LIT)	61.4	67.1	1,296	1,297
LONG BEACH CA (LGB)	63.5	67.9	1,267	1,266
LONGVIEW/KILGOR/GLADWATR TX (GGG)	71.0	74.2	62	62
LOS ANGELES CA (LAX)	66.6	72.5	16,176	16,177
LOUISVILLE KY (SDF)	65.1	69.4	1,642	1,644
LUBBOCK TX (LBB)	69.8	76.4	609	607
LYNCHBURG VA (LYH)	65.3	81.6	49	49
MADISON WI (MSN)	55.6	64.6	1,143	1,143
MANCHESTER NH (MHT)	68.0	73.5	1,409	1,410
MARQUETTE MI (MQT)	32.9	63.5	85	85
MEDFORD OR (MFR)	56.8	64.2	396	397
MELBOURNE FL (MLB)	57.3	71.3	164	164
MEMPHIS TN (MEM)	68.5	76.2	6,334	6,338
MERIDIAN MS (MEI)	73.2	80.4	56	56
MIAMI FL (MIA)	66.8	69.6	5,340	5,341
MIDLAND/ODESSA TX (MAF)	64.8	75.8	471	471
MILWAUKEE WI (MKE)	53.3	55.7	3,380	3,372

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MINNEAPOLIS/ST. PAUL MN (MSP)	62.3	67.9	9,799	9,795
MINOT ND (MOT)	55.2	75.9	87	87
MISSION/MCALLEN/EDINBURG TX (MFE)	73.8	83.3	347	347
MISSOULA MT (MSO)	65.6	72.4	250	250
MOBILE AL (MOB)	62.6	70.6	463	463
MODESTO CA (MOD)	48.9	48.9	135	135
MOLINE IL (MLI)	56.9	62.8	710	710
MONROE LA (MLU)	59.2	67.4	174	175
MONTEREY CA (MRY)	74.6	74.8	527	528
MONTGOMERY AL (MGM)	72.7	78.5	315	316
MONTROSE/DELTA CO (MTJ)	58.9	62.6	190	190
MYRTLE BEACH SC (MYR)	67.9	78.8	343	345
NASHVILLE TN (BNA)	68.6	70.9	4,560	4,560
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	72.9	83.3	59	60
NEW ORLEANS LA (MSY)	69.8	74.7	3,184	3,187
NEW YORK NY (JFK)	61.6	65.9	9,419	9,416
NEW YORK NY (LGA)	62.2	73.1	8,779	8,785
NEWARK NJ (EWR)	52.1	59.9	10,453	10,459
NEWBURGH/POUGHKEEPSIE NY (SWF)	62.3	73.4	183	184
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	68.2	75.4	548	548
NOME AK (OME)	66.7	62.2	90	90
NORFOLK VA (ORF)	68.1	75.9	1,205	1,206
NORTH BEND/COOS BAY OR (OTH)	40.0	49.2	125	124
OAKLAND CA (OAK)	65.7	67.3	4,446	4,449
OKLAHOMA CITY OK (OKC)	64.3	74.3	1,879	1,881
OMAHA NE (OMA)	61.9	69.8	2,175	2,176
ONTARIO/SAN BERNARDINO CA (ONT)	66.9	72.6	2,174	2,176
ORLANDO FL (MCO)	70.4	75.8	10,654	10,653
OXNARD/VENTURA CA (OXR)	89.2	88.2	102	102
PALMDALE CA (PMD)	33.3	46.2	12	13
PANAMA CITY FL (PFN)	65.1	71.4	289	290
PASCO/KENNEWICK/RICHLAND WA (PSC)	70.9	74.3	179	179
PENSACOLA FL (PNS)	66.2	73.7	689	689
PEORIA IL (PIA)	56.1	65.7	417	417
PETERSBURG AK (PSG)	54.2	57.6	59	59
PHILADELPHIA PA (PHL)	63.3	68.0	8,103	8,100
PHOENIX AZ (PHX)	68.2	70.8	15,638	15,630
PIERRE SD (PIR)	50.0	50.0	2	2
PITTSBURGH PA (PIT)	68.2	74.2	3,193	3,195
POCATELLO ID (PIH)	75.2	87.6	121	121
PONCE PR (PSE)	73.3	91.7	60	60
PORTLAND ME (PWM)	66.7	71.8	403	404
PORTLAND OR (PDX)	59.4	64.7	4,510	4,512

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PROVIDENCE RI (PVD)	67.8	72.6	1,775	1,775
RALEIGH/DURHAM NC (RDU)	66.2	73.2	4,687	4,686
RAPID CITY SD (RAP)	70.3	75.6	293	291
REDDING CA (RDD)	56.9	55.7	123	122
RENO NV (RNO)	63.6	69.6	1,695	1,695
RHINELANDER WI (RHI)	44.8	48.3	29	29
RICHMOND VA (RIC)	64.8	71.2	1,576	1,578
ROANOKE VA (ROA)	62.9	69.9	356	356
ROCHESTER MN (RST)	49.6	56.6	226	226
ROCHESTER NY (ROC)	60.8	67.1	945	945
ROCK SPRINGS WY (RKS)	64.2	63.3	148	150
ROSWELL NM (ROW)	67.4	75.3	89	89
SACRAMENTO CA (SMF)	61.4	68.5	3,880	3,879
SAGINAW/BAY CITY/MIDLAND MI (MBS)	55.6	68.2	239	239
SALT LAKE CITY UT (SLC)	67.4	71.7	10,859	10,847
SAN ANGELO TX (SJT)	82.4	82.4	17	17
SAN ANTONIO TX (SAT)	67.0	76.0	3,441	3,447
SAN DIEGO CA (SAN)	63.6	68.9	7,085	7,082
SAN FRANCISCO CA (SFO)	58.2	66.2	11,210	11,204
SAN JOSE CA (SJC)	67.6	72.6	4,342	4,341
SAN JUAN PR (SJU)	64.5	74.3	1,756	1,750
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	73.6	75.7	341	341
SANTA ANA CA (SNA)	67.0	72.9	3,793	3,794
SANTA BARBARA CA (SBA)	74.5	76.3	976	976
SANTA MARIA CA (SMX)	87.3	89.1	118	119
SARASOTA/BRADENTON FL (SRQ)	59.4	70.3	490	491
SAVANNAH GA (SAV)	63.5	73.2	928	929
SCRANTON/WILKES-BARRE PA (AVP)	56.2	67.2	203	204
SEATTLE WA (SEA)	57.0	61.6	8,348	8,345
SHREVEPORT LA (SHV)	64.1	74.5	576	577
SIOUX FALLS SD (FSD)	58.0	67.5	464	465
SITKA AK (SIT)	40.9	61.8	88	89
SOUTH BEND IN (SBN)	54.2	53.0	437	438
SPOKANE WA (GEG)	53.2	61.2	1,125	1,128
SPRINGFIELD IL (SPI)	42.9	51.0	105	104
SPRINGFIELD MO (SGF)	59.6	67.8	769	769
ST. GEORGE UT (SGU)	70.6	81.0	252	252
ST. LOUIS MO (STL)	69.1	70.0	4,808	4,804
STATE COLLEGE PA (SCE)	53.2	74.2	62	62
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	44.4	54.4	205	204
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	42.2	58.3	204	163
SYRACUSE NY (SYR)	61.4	67.5	795	791
TALLAHASSEE FL (TLH)	67.4	76.4	380	381

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TAMPA FL (TPA)	71.1	76.4	6,332	6,327
TELLURIDE CO (TEX)	46.4	35.7	28	28
TEXARKANA AR (TXK)	65.6	78.5	93	93
TOLEDO OH (TOL)	52.8	65.2	89	89
TRAVERSE CITY MI (TVC)	48.8	59.3	213	214
TUCSON AZ (TUS)	67.6	79.5	1,871	1,871
TULSA OK (TUL)	64.8	74.6	1,862	1,868
TWIN FALLS ID (TWF)	70.0	68.5	120	165
TYLER TX (TYR)	68.8	76.3	93	93
VALDOSTA GA (VLD)	65.1	72.3	83	83
VALPARAISO FL (VPS)	64.7	70.9	515	515
WACO TX (ACT)	66.9	70.2	124	124
WASHINGTON DC (DCA)	71.6	78.2	6,935	6,938
WASHINGTON DC (IAD)	71.3	73.9	5,845	5,846
WATERLOO IA (ALO)	33.3	48.1	27	27
WAUSAU/MARSHFIELD WI (CWA)	46.1	55.4	241	242
WEST PALM BEACH/PALM BEACH FL (PBI)	62.6	71.2	2,562	2,563
WHITE PLAINS NY (HPN)	61.5	67.0	920	923
WICHITA KS (ICT)	59.4	69.2	1,115	1,116
WILMINGTON NC (ILM)	71.0	75.7	262	263
WRANGELL AK (WRG)	50.8	55.9	59	59
YAKUTAT AK (YAK)	49.1	63.2	57	57
YUMA AZ (YUM)	86.1	86.5	231	230

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	17	19,524	1,303	6.7	110	35,024	2,362	6.7
COMAIR	22	9,605	598	6.2	79	13,711	863	6.3
PINNACLE	20	8,765	505	5.8	120	22,466	1,308	5.8
ALASKA	17	7,200	403	5.6	46	11,330	627	5.5
EXPRESSJET	21	12,826	751	5.9	95	24,590	1,293	5.3
SKYWEST	20	24,202	971	4.0	143	44,240	2,069	4.7
MESA	22	10,669	430	4.0	115	20,613	859	4.2
ATLANTIC SOUTHEAST	10	11,964	358	3.0	113	23,474	788	3.4
UNITED	30	27,688	862	3.1	80	32,643	1,000	3.1
JETBLUE	19	11,443	341	3.0	43	16,707	485	2.9
SOUTHWEST	19	53,380	1,433	2.7	64	97,831	2,293	2.3
AMERICAN	29	38,417	939	2.4	78	47,328	1,058	2.2
HAWAIIAN	8	402	8	2.0	15	6,113	130	2.1
US AIRWAYS	30	30,026	624	2.1	77	36,634	762	2.1
CONTINENTAL	26	18,305	355	1.9	58	22,691	436	1.9
DELTA	30	30,108	574	1.9	100	36,933	680	1.8
NORTHWEST	30	18,446	283	1.5	89	24,635	403	1.6
AIRTRAN	24	14,623	194	1.3	56	20,628	292	1.4
FRONTIER	22	5,871	64	1.1	39	7,366	71	1.0
<b>Total</b>		<b>353,464</b>	<b>10,996</b>	<b>3.1</b>	<b>Total</b>	<b>544,957</b>	<b>17,779</b>	<b>3.3</b>

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



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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	22466	14177	63.10%	1308	5.82%	122	0.54%	1811	8.06%	261	1.16%	2727	12.14%	8	0.04%	2051	9.13%
AA	47328	33065	69.86%	1058	2.24%	193	0.41%	3499	7.39%	1040	2.20%	4808	10.16%	4	0.01%	3661	7.74%
AS	11330	6620	58.43%	627	5.53%	95	0.84%	954	8.42%	223	1.96%	1307	11.53%	31	0.28%	1473	13.00%
B6	16707	10486	62.76%	485	2.90%	177	1.06%	1381	8.27%	72	0.43%	1931	11.56%	19	0.11%	2156	12.90%
CO	22691	14368	63.32%	436	1.92%	83	0.37%	2050	9.03%	547	2.41%	3363	14.82%	47	0.21%	1797	7.92%
DL	36933	24257	65.68%	680	1.84%	136	0.37%	2752	7.45%	291	0.79%	5306	14.37%	2	0.01%	3510	9.50%
EV	23474	14577	62.10%	788	3.36%	92	0.39%	1730	7.37%	289	1.23%	2519	10.73%	11	0.05%	3467	14.77%
F9	7366	4474	60.74%	71	0.96%	5	0.07%	732	9.94%	46	0.63%	1411	19.15%	0	0.00%	627	8.51%
FL	20628	13700	66.41%	292	1.42%	58	0.28%	1169	5.67%	37	0.18%	2357	11.43%	0	0.00%	3015	14.62%
HA	6113	4865	79.58%	130	2.13%	14	0.23%	611	9.99%	62	1.01%	4	0.06%	0	0.00%	428	6.99%
MQ	35024	20775	59.32%	2362	6.74%	141	0.40%	2564	7.32%	960	2.74%	3686	10.53%	6	0.02%	4529	12.93%
NW	24635	15690	63.69%	403	1.64%	88	0.36%	2194	8.90%	435	1.77%	4013	16.29%	9	0.04%	1804	7.32%
OH	13711	7548	55.05%	863	6.29%	53	0.39%	1830	13.35%	1040	7.58%	2174	15.86%	7	0.05%	196	1.43%
OO	44240	27627	62.45%	2069	4.68%	267	0.60%	2475	5.59%	395	0.89%	4418	9.99%	22	0.05%	6967	15.75%
UA	32643	22053	67.56%	1000	3.06%	98	0.30%	2237	6.85%	445	1.36%	3587	10.99%	1	0.00%	3222	9.87%
US	36634	26426	72.14%	762	2.08%	138	0.38%	2287	6.24%	149	0.41%	4261	11.63%	34	0.09%	2577	7.03%
WN	97831	65794	67.25%	2293	2.34%	490	0.50%	6969	7.12%	908	0.93%	4849	4.96%	117	0.12%	16412	16.78%
XE	24590	16065	65.33%	1293	5.26%	120	0.49%	1414	5.75%	642	2.61%	3112	12.66%	21	0.09%	1923	7.82%
YV	20613	13533	65.65%	859	4.17%	62	0.30%	3006	14.58%	495	2.40%	1778	8.62%	18	0.09%	862	4.18%
TOTAL	544957	356100		17779		2432		41664		8337		57610		358		60677	
			65.34%		3.26%		0.45%		7.65%		1.53%		10.57%		0.07%		11.13%

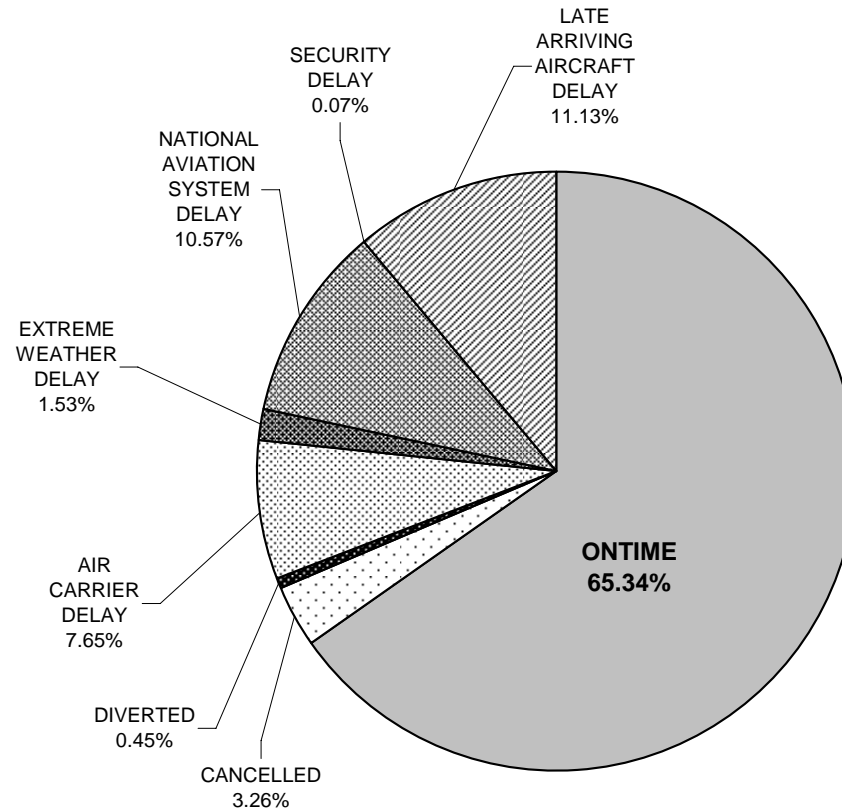
**\*Causes of Delay:**

- 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.

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 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.

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**Note:** For additional airline-specific information, visit <http://www.bts.gov>

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Scheduled Departure Time	Minutes of Tarmac Delay
XE	2418	IAH	MLU	12/10/2008	1845	429
CO	1010	IAH	EWR	12/10/2008	1750	409
XE	2710	IAH	BTR	12/10/2008	1844	393
CO	616	IAH	MSP	12/10/2008	1900	386
CO	644	IAH	CLE	12/10/2008	1855	376
CO	467	IAH	SEA	12/10/2008	2055	372
XE	2284	IAH	TYS	12/10/2008	1714	372
CO	150	IAH	ONT	12/10/2008	1845	371
CO	1830	IAH	PBI	12/10/2008	1900	370
CO	250	IAH	RDU	12/10/2008	1910	369
CO	1662	IAH	RSW	12/10/2008	1946	362
XE	3045	IAH	TYS	12/10/2008	1850	353
CO	1795	IAH	LAX	12/10/2008	1750	343
CO	47	IAH	LAX	12/10/2008	1900	342
CO	426	IAH	BWI	12/10/2008	1855	337
XE	2830	IAH	JAN	12/10/2008	1915	336
XE	2836	IAH	TUS	12/10/2008	1750	335
DL	1267	DTW	SLC	12/25/2008	1635	333
XE	2376	IAH	ICT	12/10/2008	1800	333
CO	361	IAH	SFO	12/10/2008	1910	331
CO	282	IAH	BOS	12/21/2008	715	330
CO	553	IAH	PDX	12/10/2008	1904	327
XE	2594	IAH	JAX	12/10/2008	1845	327
CO	421	IAH	SJC	12/10/2008	1755	324
CO	500	IAH	IND	12/10/2008	1915	324
XE	3105	IAH	LIT	12/10/2008	1905	321
CO	1644	IAH	SMF	12/10/2008	2101	319
XE	2042	IAH	BHM	12/10/2008	1905	319
CO	1428	IAH	PHX	12/10/2008	2050	318
CO	1889	IAH	SMF	12/10/2008	1838	317
XE	2834	IAH	MCI	12/10/2008	1848	315
CO	1586	IAH	MCO	12/10/2008	1915	312
CO	1659	IAH	DFW	12/10/2008	1720	305
XE	2171	IAH	ORF	12/10/2008	1945	302
CO	35	IAH	DEN	12/10/2008	1820	299

\* See Appendix at end of this section for list of carrier codes. \*\* These times include the expected taxi-in and taxi-out times at origin and destination airports.

**NOTE: This table was updated by BTS on April 20, 2009 as a result of carrier resubmissions of flight delay data.**

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Scheduled Departure Time	Minutes of Tarmac Delay
CO	1597	IAH	LAS	12/10/2008	1900	297
CO	658	IAH	DCA	12/10/2008	1854	296
9E	2552	LGA	FNT	12/16/2008	1945	294
CO	236	IAH	MFE	12/10/2008	1833	286
CO	1763	IAH	SFO	12/10/2008	2110	286
XE	2938	IAH	HSV	12/10/2008	1850	285
XE	3038	IAH	BNA	12/10/2008	1855	282
XE	2281	IAH	MCI	12/10/2008	1735	281
OO	4699	SLC	ACV	12/25/2008	2100	280
9E	2898	LGA	MSN	12/16/2008	2115	276
XE	2820	IAH	STL	12/10/2008	1900	275
DL	1268	SEA	SLC	12/21/2008	1710	274
XE	2050	IAH	RIC	12/10/2008	1855	273
DL	1850	ATL	BOS	12/21/2008	736	268
CO	667	IAH	SEA	12/10/2008	1725	265
NW	315	JFK	MSP	12/30/2008	1125	265
XE	2736	IAH	CRW	12/10/2008	1855	265
OO	4852	SLC	OMA	12/19/2008	1334	264
XE	2508	IAH	PIT	12/10/2008	1722	264
CO	1492	IAH	CMH	12/10/2008	1915	262
CO	582	IAH	BOS	12/10/2008	1910	261
US	67	LAS	BOS	12/18/2008	730	261
XE	2898	IAH	PHX	12/10/2008	1600	259
XE	2062	IAH	LRD	12/10/2008	1740	258
CO	320	IAH	ATL	12/10/2008	1450	255
CO	511	IAH	MFE	12/10/2008	2125	253
CO	1676	IAH	PHL	12/10/2008	1727	247
OO	4682	SLC	EUG	12/25/2008	2105	247
CO	732	IAH	LGA	12/10/2008	1852	242
CO	1488	IAH	DTW	12/10/2008	1915	241
CO	1533	IAH	AUS	12/10/2008	2110	241
XE	2901	ORF	IAH	12/10/2008	1635	240

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

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

**NOTE:** This table was updated by BTS on April 20, 2009 as a result of carrier resubmissions of flight delay data.

## DECEMBER

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 3 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
CO	22,691	52	0.2292
XE	24,590	45	0.1830
MQ	35,024	16	0.0457
OH	13,711	6	0.0438
OO	44,240	17	0.0384
DL	36,933	13	0.0352
NW	24,635	8	0.0325
AA	47,329	10	0.0211
B6	16,707	3	0.0180
YV	20,613	3	0.0146
US	36,634	5	0.0136
F9	7,366	1	0.0136
9E	22,466	3	0.0134
UA	32,643	3	0.0092
WN	97,831	2	0.0020
FL	20,628	0	0.0000
AS	11,330	0	0.0000
HA	6,113	0	0.0000
EV	23,474	0	0.0000
Total	544,958	187	0.0343

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

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

NOTE: This table was updated by BTS on April 20, 2009 as a result of carrier resubmissions of flight delay data.

**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 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 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 32 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

**APPENDIX**

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

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

Atlanta: Hartsfield-Jackson	ATL
Balt/Wash: Int'l Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Cincinnati: Greater Cincinnati	CVG
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Oakland : International	OAK
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Portland: International	PDX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
ST. Louis : Lambert International	STL
Tampa: Tampa International	TPA
Washington: Reagan National	DCA
Washington: Dulles	IAD

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

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

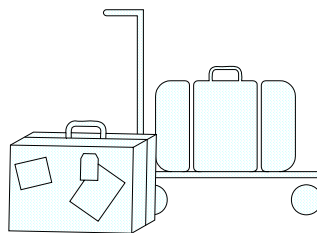
**Air Carriers Voluntarily Reporting  
Data to DOT and to CRS Vendors**

9E	Pinnacle Airlines (eff. 01/08)
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\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #16, issued October 31, 2007, effective January 1, 2008.

## **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.





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

RANK	AIRLINE	DECEMBER 2008			DECEMBER 2007		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	4,905	2,001,294	2.45	8,418	1,993,462	4.22
2	HAWAIIAN AIRLINES	1,803	652,571	2.76	1,962	569,867	3.44
3	JETBLUE AIRWAYS	6,436	1,750,758	3.68	7,712	1,785,806	4.32
4	CONTINENTAL AIRLINES	12,232	2,808,231	4.36	18,358	3,159,667	5.81
5	FRONTIER AIRLINES	3,612	724,969	4.98	6,301	759,997	8.29
6	US AIRWAYS	21,051	3,963,950	5.31	38,972	4,046,497	9.63
7	NORTHWEST AIRLINES	15,092	2,817,378	5.36	24,410	3,443,426	7.09
8	ALASKA AIRLINES	7,144	1,161,839	6.15	9,561	1,272,855	7.51
9	SOUTHWEST AIRLINES	52,381	8,196,177	6.39	63,179	8,263,583	7.65
10	AMERICAN AIRLINES	38,967	5,804,542	6.71	58,933	6,209,975	9.49
11	UNITED AIRLINES	29,803	3,962,678	7.52	33,269	4,331,051	7.68
12	EXPRESSJET AIRLINES	6,899	904,883	7.62	13,312	1,245,228	10.69
13	MESA AIRLINES	8,010	933,263	8.58	11,184	945,583	11.83
14	DELTA AIR LINES	46,132	5,014,403	9.20	52,438	4,942,150	10.61
15	SKYWEST AIRLINES	17,622	1,640,350	10.74	26,840	1,715,568	15.64
16	COMAIR	6,287	544,657	11.54	9,481	714,113	13.28
17	PINNACLE AIRLINES	10,558	854,339	12.36	14,783	768,580	19.23
18	AMERICAN EAGLE AIRLINES	15,475	1,174,653	13.17	23,762	1,363,546	17.43
19	ATLANTIC SOUTHEAST AIRLINES	15,182	999,621	15.19	15,783	965,206	16.35
TOTALS **		319,591	45,910,556	6.96	438,658	48,496,160	9.05

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

\*\* Aloha Airlines was ranked in this section every month during 2007, and for the months of January and February 2008. The carrier's ranking in this table ceased effective with the May 2008 issued report as a result of its cessation of all flight operations on March 31, 2008. Totals for December 2007 reflect the deletion of Aloha's data for that month.

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

RANK	AIRLINE	JANUARY - DECEMBER 2008			JANUARY - DECEMBER 2007		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	73,088	25,465,698	2.87	99,389	24,466,517	4.06
2	HAWAIIAN AIRLINES	23,573	7,947,315	2.97	24,369	7,152,928	3.41
3	JETBLUE AIRWAYS	74,020	21,361,147	3.47	111,400	21,289,009	5.23
4	NORTHWEST AIRLINES	138,919	39,581,942	3.51	224,879	44,904,152	5.01
5	CONTINENTAL AIRLINES	142,961	36,027,443	3.97	207,170	38,853,675	5.33
6	ALASKA AIRLINES	69,467	15,546,453	4.47	102,150	15,985,172	6.39
7	FRONTIER AIRLINES	46,461	10,359,873	4.48	66,323	10,770,347	6.16
8	SOUTHWEST AIRLINES	476,902	104,758,285	4.55	612,347	104,303,658	5.87
9	US AIRWAYS	240,285	50,388,949	4.77	455,303	53,772,419	8.47
10	UNITED AIRLINES	283,357	54,114,611	5.24	340,784	59,151,171	5.76
11	AMERICAN AIRLINES	424,796	74,446,833	5.71	573,748	79,145,366	7.25
12	DELTA AIR LINES	370,120	61,910,660	5.98	488,334	64,228,122	7.60
13	EXPRESSJET AIRLINES	89,509	14,018,563	6.39	134,023	15,692,966	8.54
14	PINNACLE AIRLINES	77,324	10,237,024	7.55	93,017	9,739,495	9.55
15	SKYWEST AIRLINES	160,210	21,041,977	7.61	241,076	22,187,771	10.87
16	MESA AIRLINES	91,538	11,608,433	7.89	140,440	13,430,547	10.46
17	COMAIR	68,186	8,190,831	8.32	106,812	9,370,937	11.40
18	ATLANTIC SOUTHEAST AIRLINES	121,171	12,344,839	9.82	134,367	11,953,427	11.24
19	AMERICAN EAGLE AIRLINES	160,730	16,244,392	9.89	247,800	18,293,243	13.55
TOTALS **		3,132,617	595,595,268	5.26	4,403,731	624,690,922	7.05

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

\*\* Aloha Airlines was ranked in this section every month during 2007, and for the months of January and February 2008. The carrier's ranking in this table ceased effective with the May 2008 issued report as a result of its cessation of all flight operations on March 31, 2008. Totals for January-December (2007 and 2008) reflect the deletion of Aloha's data for that period.

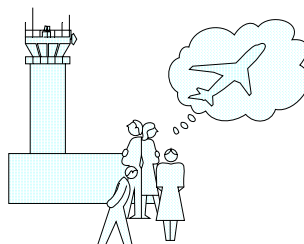
## OVERSALES

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.



**OCTOBER - DECEMBER**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE *	OCTOBER - DECEMBER 2008				OCTOBER - DECEMBER 2007			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	7	5	5,108,284	<b>0.01</b>	10	3	5,180,468	<b>0.01</b>
2	<b>HAWAIIAN AIRLINES</b>	77	7	1,920,675	<b>0.04</b>	220	18	1,767,774	<b>0.10</b>
3	<b>AIRTRAN AIRWAYS</b>	10,948	172	5,754,446	<b>0.30</b>	5,614	46	5,934,141	<b>0.08</b>
4	<b>AMERICAN AIRLINES</b>	10,143	1,096	19,105,660	<b>0.57</b>	15,666	1,608	21,656,205	<b>0.74</b>
5	<b>NORTHWEST AIRLINES</b>	7,849	528	9,105,374	<b>0.58</b>	11,065	473	11,327,726	<b>0.42</b>
6	<b>ALASKA AIRLINES</b>	1,771	293	3,512,911	<b>0.83</b>	3,741	347	3,780,367	<b>0.92</b>
7	<b>SOUTHWEST AIRLINES</b>	16,249	2,349	24,091,435	<b>0.98</b>	16,793	2,354	24,875,699	<b>0.95</b>
8	<b>US AIRWAYS</b>	18,922	1,351	12,919,729	<b>1.05</b>	18,439	1,315	13,030,439	<b>1.01</b>
9	<b>UNITED AIRLINES</b>	20,304	1,452	12,867,796	<b>1.13</b>	16,380	937	14,671,409	<b>0.64</b>
10	<b>SKYWEST AIRLINES</b>	8,836	557	4,754,319	<b>1.17</b>	3,090	187	1,954,068	<b>0.96</b>
11	<b>MESA AIRLINES</b>	6,752	337	2,699,828	<b>1.25</b>	2,972	355	1,706,790	<b>2.08</b>
12	<b>FRONTIER AIRLINES</b>	1,121	327	2,348,314	<b>1.39</b>	1,077	196	2,458,627	<b>0.80</b>
13	<b>CONTINENTAL AIRLINES</b>	8,087	1,317	9,217,296	<b>1.43</b>	6,669	843	10,424,519	<b>0.81</b>
14	<b>DELTA AIR LINES</b>	12,987	2,359	16,090,329	<b>1.47</b>	8,671	2,009	16,229,841	<b>1.24</b>
15	<b>PINNACLE AIRLINES</b>	5,764	380	2,568,204	<b>1.48</b>	3	0	9,242	<b>0.00</b>
16	<b>EXPRESSJET AIRLINES</b>	4,321	461	2,786,163	<b>1.65</b>	*	*	*	*
17	<b>COMAIR</b>	3,921	460	1,609,674	<b>2.86</b>	992	131	502,829	<b>2.61</b>
18	<b>AMERICAN EAGLE AIRLINES</b>	3,825	1,174	3,643,632	<b>3.22</b>	354	123	629,569	<b>1.95</b>
19	<b>ATLANTIC SOUTHEAST AIRLINES</b>	7,729	1,098	2,865,082	<b>3.83</b>	1,946	412	1,089,178	<b>3.78</b>
	<b>TOTALS**</b>	149,613	15,723	142,969,151	<b>1.10</b>	113,702	11,357	137,228,891	<b>0.83</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more (prior to the 2<sup>nd</sup> quarter 2008, the reporting threshold was for aircraft with more than 60 seats). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report. Pinnacle Airlines' ranking in this table was effective the 4<sup>th</sup> quarter 2007. ExpressJet Airlines' ranking in this table was effective the 2<sup>nd</sup> quarter 2008.

\*\* Aloha Airlines ceased all flight operations on March 31, 2008. Aloha's ranking in this table ceased effective with the May 2008-issued report. The carrier was ranked in this table for each of the four quarters in 2007. Totals for October-December 2007 reflect the deletion of Aloha's data for that quarter.

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

RANK	AIRLINE *	JANUARY - DECEMBER 2008				JANUARY - DECEMBER 2007			
		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>	58	22	21,900,554	<b>0.01</b>	13	43	21,386,573	<b>0.02</b>
2	<b>HAWAIIAN AIRLINES</b>	317	54	7,856,711	<b>0.07</b>	1,061	119	7,098,609	<b>0.17</b>
3	<b>AIRTRAN AIRWAYS</b>	41,877	834	24,619,120	<b>0.34</b>	28,949	348	23,780,058	<b>0.15</b>
4	<b>ALASKA AIRLINES</b>	8,128	983	15,546,453	<b>0.63</b>	16,106	1,164	15,985,172	<b>0.73</b>
5	<b>AMERICAN AIRLINES</b>	56,649	5,568	82,247,704	<b>0.68</b>	75,852	6,764	87,781,244	<b>0.77</b>
6	<b>NORTHWEST AIRLINES</b>	48,473	3,027	42,519,162	<b>0.71</b>	72,115	3,969	47,779,125	<b>0.83</b>
7	<b>FRONTIER AIRLINES</b>	4,436	983	10,497,522	<b>0.94</b>	4,631	969	10,436,638	<b>0.93</b>
8	<b>SOUTHWEST AIRLINES</b>	73,403	10,362	102,045,003	<b>1.02</b>	88,248	11,288	101,910,758	<b>1.11</b>
9	<b>UNITED AIRLINES</b>	92,624	6,812	57,568,962	<b>1.18</b>	90,639	4,448	62,732,171	<b>0.71</b>
10	<b>SKYWEST AIRLINES</b>	34,155	2,090	15,572,248	<b>1.34</b>	19,507	1,339	7,937,530	<b>1.69</b>
11	<b>US AIRWAYS</b>	85,001	7,205	53,145,064	<b>1.36</b>	77,001	6,544	54,991,550	<b>1.19</b>
12	<b>MESA AIRLINES</b>	25,048	1,355	9,947,777	<b>1.36</b>	15,590	1,120	7,262,198	<b>1.54</b>
13	<b>CONTINENTAL AIRLINES</b>	37,825	5,671	40,283,669	<b>1.41</b>	36,049	6,100	42,576,293	<b>1.43</b>
14	<b>DELTA AIR LINES</b>	62,243	10,403	65,735,090	<b>1.58</b>	78,837	16,691	67,455,072	<b>2.47</b>
15	<b>PINNACLE AIRLINES</b>	6,572	540	3,160,628	<b>1.71</b>				
16	<b>AMERICAN EAGLE AIRLINES</b>	7,103	2,184	8,940,543	<b>2.44</b>	1,269	336	2,485,956	<b>1.35</b>
17	<b>COMAIR</b>	13,461	1,909	5,599,468	<b>3.41</b>	5,455	556	1,763,507	<b>3.15</b>
18	<b>ATLANTIC SOUTHEAST AIRLINES</b>	22,982	3,610	9,290,037	<b>3.89</b>	9,913	1,968	4,377,102	<b>4.50</b>
*	<b>EXPRESSJET AIRLINES</b>	*	*	*	*	*	*	*	*
	<b>TOTALS **</b>	620,355	63,612	576,475,715	<b>1.10</b>	621,235	63,766	567,739,556	<b>1.12</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more (prior to the 2<sup>nd</sup> quarter 2008, the reporting threshold was for aircraft with more than 60 seats). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report. Pinnacle Airlines' ranking in this table was effective the 4<sup>th</sup> quarter 2007. ExpressJet Airlines' ranking in this table is effective with the 2<sup>nd</sup> quarter 2008.

\*\* Aloha Airlines ceased all flight operations on March 31, 2008. Aloha's ranking in this table ceased effective with the May 2008-issued report. The carrier was ranked in this table for each of the four quarters in 2007. Totals for January-December 2007 reflect the deletion of Aloha's data for that twelve-month period.

## **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

	DECEMBER 2008				DECEMBER 2007			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	596	31	0	73	731	43	2	72
FOREIGN AIRLINES	93	1	0	6	108	1	0	4
TRAVEL AGENTS	8	1	0	0	13	2	0	0
TOUR OPERATORS	2	3	0	0	0	0	0	0
MISCELLANEOUS	1	2	0	1	0	0	0	0
<b>INDUSTRY TOTALS</b>	<b>700</b>	<b>38</b>	<b>0</b>	<b>80</b>	<b>852</b>	<b>46</b>	<b>2</b>	<b>76</b>

TABLE 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	DECEMBER 2008			DECEMBER 2007		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	206		1	292	
CANCELLATIONS			90			145
DELAYS			54			83
MISCONNECTIONS			30			33
BAGGAGE	2	147		2	191	
RES/TKTG/BOARDING	3	93		4	108	
CUSTOMER SERVICE	4	84		3	110	
REFUNDS	5	48		5	51	
DISABILITY	6	33		8	20	
OVERSALES	7	32		6	31	
FARES	8	30		7	22	
OTHER	9	16		9	18	
FREQUENT FLYER			15			15
DISCRIMINATION	10	7		11	2	
ADVERTISING	11	4		10	6	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		700			852	



TABLE 3

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY COMPLAINT CATEGORY\*

DECEMBER 2008

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	7	2	3	0	0	3	2	3	0	0	0	0	20
ALASKA AIRLINES	3	0	1	0	0	0	1	0	0	0	0	0	5
ALLEGANT AIR	0	0	1	2	0	1	2	0	0	0	0	0	6
AMERICAN AIRLINES	18	0	8	2	5	16	10	2	0	0	0	1	62
AMERICAN EAGLE AIRLINES	9	1	0	1	0	0	2	0	0	0	0	0	13
ATLANTIC SOUTHEAST AIRLINES	6	2	0	0	0	1	0	2	0	0	0	0	11
COMAIR	7	0	0	0	0	1	0	0	0	0	0	0	8
CONTINENTAL AIRLINES	8	3	6	2	3	3	9	4	0	0	0	1	39
DELTA AIRLINES	25	4	13	1	2	29	11	5	1	2	0	4	97
EXPRESSJET AIRLINES	3	0	0	0	0	1	2	0	0	0	0	0	6
HORIZON AIRLINES	4	0	1	0	0	1	0	0	0	0	0	0	6
JETBLUE AIRWAYS	8	0	1	1	1	0	1	2	0	2	0	0	16
MESA AIRLINES	3	0	0	0	0	3	1	0	0	0	0	0	7
MESABA AVIATION	3	0	0	0	0	1	1	2	0	0	0	0	7
NORTHWEST AIRLINES	8	1	8	3	4	6	5	0	1	0	0	1	37
PINNACLE AIRLINES	4	2	0	0	0	0	0	0	0	0	0	0	6
SOUTHWEST AIRLINES	5	0	1	0	0	5	3	1	0	0	0	0	15
SPIRIT AIRLINES	5	2	8	1	6	6	2	0	1	0	0	1	32
UNITED AIRLINES	18	0	10	4	5	24	12	4	0	1	0	5	83
US AIRWAYS	26	6	7	3	4	14	6	3	0	1	0	3	73
OTHER U. S. AIRLINES	25	1	3	4	5	4	3	2	0	0	0	0	47
<b>TOTAL DECEMBER 2008</b>	<b>195</b>	<b>24</b>	<b>71</b>	<b>24</b>	<b>35</b>	<b>119</b>	<b>73</b>	<b>30</b>	<b>3</b>	<b>6</b>	<b>0</b>	<b>16</b>	<b>596</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>32.7</b>	<b>4.0</b>	<b>11.9</b>	<b>4.0</b>	<b>5.9</b>	<b>20.0</b>	<b>12.2</b>	<b>5.0</b>	<b>0.5</b>	<b>1.0</b>	<b>0</b>	<b>2.7</b>	
<b>TOTAL DECEMBER 2007</b>	<b>270</b>	<b>28</b>	<b>85</b>	<b>19</b>	<b>39</b>	<b>152</b>	<b>98</b>	<b>19</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>16</b>	<b>731</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>36.9</b>	<b>3.8</b>	<b>11.6</b>	<b>2.6</b>	<b>5.3</b>	<b>20.8</b>	<b>13.4</b>	<b>2.6</b>	<b>0.4</b>	<b>0.3</b>	<b>0</b>	<b>2.2</b>	

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

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

TABLE 4

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

DECEMBER 2008

U. S. AIRLINES*	COMPS RECD IN DEC	INCI - DENTS IN DEC	PERCENT	INCI - DENTS IN NOV	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	20	8	40.0	3	15.0	7	35.0	2	10.0
ALASKA AIRLINES	5	1	20.0	0	0.0	1	20.0	3	60.0
ALLEGiant AIR	6	5	83.3	0	0.0	0	0.0	1	16.7
AMERICAN AIRLINES	62	32	51.6	10	16.1	16	25.8	4	6.5
AMERICAN EAGLE AIRLINES	13	11	84.6	2	15.4	0	0.0	0	0.0
ATLANTIC SOUTHEAST AIRLINES	11	11	100.0	0	0.0	0	0.0	0	0.0
COMAIR	8	4	50.0	1	12.5	1	12.5	2	25.0
CONTINENTAL AIRLINES	39	25	64.1	4	10.3	5	12.8	5	12.8
DELTA AIRLINES	97	50	51.5	14	14.4	22	22.7	11	11.3
EXPRESSJET AIRLINES	6	5	83.3	0	0.0	1	16.7	0	0.0
HORIZON AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
JETBLUE AIRWAYS	16	8	50.0	3	18.8	2	12.5	3	18.8
MESA AIRLINES	7	6	85.7	0	0.0	1	14.3	0	0.0
MESABA AVIATION	7	5	71.4	1	14.3	0	0.0	1	14.3
NORTHWEST AIRLINES	37	21	56.8	6	16.2	6	16.2	4	10.8
PI NNACLE AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
SOUTHWEST AIRLINES	15	10	66.7	1	6.7	3	20.0	1	6.7
SPI RIT AIRLINES	32	12	37.5	3	9.4	12	37.5	5	15.6
UNI TED AIRLINES	83	45	54.2	11	13.3	19	22.9	8	9.6
US AIRWAYS	73	34	46.6	19	26.0	16	21.9	4	5.5
OTHER U. S. AIRLINES	47	24	51.1	6	12.8	12	25.5	5	10.6
<b>TOTALS</b>	<b>596</b>	<b>325</b>	<b>54.5</b>	<b>86</b>	<b>14.4</b>	<b>126</b>	<b>21.1</b>	<b>59</b>	<b>9.9</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>731</b>	<b>359</b>	<b>49.1</b>	<b>141</b>	<b>19.3</b>	<b>179</b>	<b>24.5</b>	<b>52</b>	<b>7.1</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\*\*

DECEMBER 2008

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DI SCRIM- INATION	ANI MALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR CANADA	1	0	2	1	0	2	0	0	0	0	0	0	6
AIR FRANCE	1	0	0	0	2	5	0	0	0	1	0	0	9
BABOO AIRWAYS	1	0	3	0	1	2	0	0	0	0	0	0	7
BRITISH AIRWAYS	0	0	3	0	1	0	2	0	0	0	0	0	6
LUFTHANSA	1	0	1	0	1	2	2	0	0	0	0	0	7
MEXICANA	0	1	0	1	1	1	1	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	6	7	10	3	4	15	4	3	1	0	0	0	53
<b>TOTALS</b>	<b>10</b>	<b>8</b>	<b>19</b>	<b>5</b>	<b>10</b>	<b>27</b>	<b>9</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>93</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	3	1	2	1	1	0	0	0	0	0	8
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	1	0	0	0	0	0	2
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	1	0	0	0	0	0	0	0	0	0	0	0	1
<b>TOTALS</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>0</b>	<b>0</b>	<b>0</b>	<b>1</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

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

RANK	AIRLINE	DECEMBER 2008			DECEMBER 2007		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	15	7,970,545	0.19	13	8,087,288	0.16
2	<i>SKYWEST AIRLINES</i>	4	1,629,907	0.25	6	1,700,683	0.35
3	<i>FRONTIER AIRLINES</i>	2	798,269	0.25	4	778,686	0.51
4	<i>ALASKA AIRLINES</i>	5	1,277,796	0.39	8	1,435,650	0.56
5	<i>HAWAIIAN AIRLINES</i>	3	644,538	0.47	3	568,102	0.53
6	<i>EXPRESSJET AIRLINES</i>	6	1,024,169	0.59	6	1,391,545	0.43
7	<i>PINNACLE AIRLINES</i>	6	838,559	0.72	13	794,773	1.64
8	<i>MESA AIRLINES</i>	7	895,127	0.78	7	909,111	0.77
9	<i>AMERICAN AIRLINES</i>	62	7,278,277	0.85	92	7,923,725	1.16
10	<i>JETBLUE AIRWAYS</i>	16	1,836,349	0.87	10	1,809,950	0.55
11	<i>AIRTRAN AIRWAYS</i>	20	1,941,589	1.03	14	1,932,885	0.72
12	<i>NORTHWEST AIRLINES</i>	37	3,512,069	1.05	47	4,134,610	1.14
13	<i>CONTINENTAL AIRLINES</i>	39	3,659,948	1.07	36	3,986,618	0.90
14	<i>AMERICAN EAGLE AIRLINES</i>	13	1,203,115	1.08	21	1,386,462	1.51
15	<i>ATLANTIC SOUTHEAST AIRLINES</i>	11	999,243	1.10	10	988,401	1.01
16	<i>COMAIR</i>	8	560,803	1.43	4	729,667	0.55
17	<i>DELTA AIR LINES</i>	97	5,825,557	1.67	86	5,713,494	1.51
18	<i>US AIRWAYS</i>	73	4,332,236	1.69	85	4,368,810	1.95
19	<i>UNITED AIRLINES</i>	83	4,661,828	1.78	109	5,132,046	2.12
	<b>TOTAL **</b>	<b>507</b>	<b>50,889,924</b>	<b>1.00</b>	<b>574</b>	<b>53,772,506</b>	<b>1.07</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.

\*\* Aloha Airlines was ranked in this section every month during 2007, and for the months of January and February 2008. The carrier's ranking in this table ceased effective with the May 2008 issued report as a result of its cessation of all flight operations on March 31, 2008. Totals for December 2007 reflect the deletion of Aloha's data for that month.

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS

	JANUARY - DECEMBER 2008				JANUARY - DECEMBER 2007			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	9,194	907	37	1,235	11,091	839	51	1,813
FOREIGN AIRLINES	1,272	25	0	108	1,817	20	1	117
TRAVEL AGENTS	128	12	0	6	201	4	1	18
TOUR OPERATORS	22	6	0	5	63	0	0	39
MISCELLANEOUS	27	63	0	50	8	2	0	0
<b>INDUSTRY TOTALS</b>	<b>10,643</b>	<b>1,013</b>	<b>37</b>	<b>1,404</b>	<b>13,180</b>	<b>865</b>	<b>53</b>	<b>1,987</b>

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - DECEMBER 2008			JANUARY - DECEMBER 2007		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	3,247		1	4,467	
CANCELLATIONS			1,394			2,046
DELAYS			919			1,229
MISCONNECTIONS			557			622
BAGGAGE	2	2,081		2	2,894	
RES/TKTG/BOARDING	3	1,404		3	1,495	
CUSTOMER SERVICE	4	1,333		4	1,366	
REFUNDS	5	803		5	1,024	
DISABILITY	6	474		6	488	
OVERSALES	7	432		7	483	
FARES	8	389		9	392	
OTHER	9	321		8	416	
FREQUENT FLYER			240			281
DISCRIMINATION	10	115		10	99	
ADVERTISING	11	39		11	46	
ANIMALS	12	5		12	10	
COMPLAINT TOTAL		10,643			13,180	

\* 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 - DECEMBER 2008  
U. S. AIRLINES\*\*

ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	26	6	2	0	0	1	3	1	0	1	0	0	40
AIRTRAN AIRWAYS	87	24	31	7	7	50	39	20	0	6	0	0	271
ALASKA AIRLINES	17	3	14	3	4	13	15	3	1	0	0	2	75
ALLEGiant AIR	22	0	9	3	3	9	8	4	1	0	0	1	60
ALOHA AIRLINES	2	0	0	0	12	2	1	0	0	0	0	0	17
AMERICAN AIRLINES	496	21	122	26	60	289	151	28	2	13	0	29	1,237
AMERICAN EAGLE AIRLINES	91	10	7	4	3	38	13	4	0	1	0	0	171
ATA AIRLINES	7	0	5	1	4	5	2	2	0	0	0	0	26
ATLANTIC SOUTHEAST AIRLINES	63	14	2	0	1	13	5	9	0	0	0	3	110
CHAUTAUQUA AIRLINES	28	0	1	0	0	3	5	4	0	1	0	1	43
COLGAN AIRWAYS	29	0	0	1	0	1	5	1	0	0	0	1	38
COMAIR	70	5	1	0	1	15	5	5	0	2	0	1	105
CONTINENTAL AIRLINES	154	16	78	26	24	79	79	39	0	8	1	14	518
DELTA AIRLINES	318	53	189	54	77	300	164	51	6	14	3	60	1,289
EXECUTIVE AIRLINES	15	0	1	0	1	9	2	0	0	0	0	0	28
EXPRESSJET AIRLINES	35	0	3	0	1	2	17	5	0	1	0	1	65
FREEDOM AIRLINES	31	2	1	0	0	5	4	1	0	1	0	0	45
FRONTIER AIRLINES	23	5	12	4	4	11	10	3	0	1	0	6	79
GO!	6	3	1	0	0	2	1	0	0	0	0	0	13
GOJET AIRLINES	9	0	0	0	0	1	0	1	0	0	0	0	11
GREAT LAKES AVIATION	5	1	1	0	2	1	3	1	0	0	0	0	14
HAWAIIAN AIRLINES	12	1	8	8	9	10	6	2	2	0	0	3	61
HORIZON AIRLINES	8	1	6	0	0	5	2	3	0	1	0	1	27
JETBLUE AIRWAYS	103	4	17	5	16	21	16	26	0	5	0	9	222
LYNXAIR INTERNATIONAL	10	0	0	6	7	10	4	1	0	0	0	3	41
MESA AIRLINES	50	2	1	1	0	9	18	6	0	0	0	0	87
MESABA AVIATION	22	7	4	0	0	4	3	9	0	0	0	0	49
MIDWEST AIRLINES	35	3	5	4	7	9	4	5	0	1	0	0	73
NORTHWEST AIRLINES	107	25	65	24	28	76	48	28	2	5	0	15	423
PACIFIC WINGS	8	0	3	2	2	3	1	0	2	0	0	1	22
PEDMONT AIRLINES	20	7	4	0	0	16	4	0	0	0	0	0	51
PINNACLE AIRLINES	50	8	6	0	0	7	14	6	0	0	0	0	91
PSA AIRLINES	16	0	1	0	0	0	2	0	0	0	0	1	20
REPUBLIC AIRWAYS	33	2	0	0	0	2	2	1	0	1	0	0	41
SHUTTLE AMERICA	13	0	0	0	0	5	1	4	0	0	0	0	23
SKYBUS AIRLINES	12	0	8	0	36	6	3	1	0	0	0	0	66
SKYWEST AIRLINES	55	8	4	0	0	18	7	5	0	1	0	1	99
SOUTHWEST AIRLINES	47	7	22	4	9	48	56	43	0	9	0	5	250
SPIRIT AIRLINES	119	25	179	33	110	179	115	11	7	1	0	13	792
TRANS STATES AIRLINES	28	0	1	0	0	8	3	3	0	0	0	0	43
UNITED AIRLINES	355	29	132	37	99	223	173	45	2	13	1	62	1,171
UNITED EXPRESS	23	2	4	1	2	13	4	0	0	0	0	0	49
US AIRWAYS	303	71	180	63	89	132	167	40	2	13	0	42	1,102
US AIRWAYS EXPRESS	11	1	1	0	0	1	3	0	0	0	0	0	17
USA3000	8	0	4	1	2	3	6	4	0	0	0	0	28
VIRGIN AMERICA	4	0	3	3	1	7	3	1	0	0	0	1	23
OTHER U. S. AIRLINES	25	4	9	3	11	7	4	2	1	0	0	2	68
TOTAL JANUARY 2008	3,011	370	1,147	324	632	1,671	1,201	428	28	99	5	278	9,194
% OF TOTAL COMPLAINTS	32.7	4.0	12.5	3.5	6.9	18.2	13.1	4.7	0.3	1.1	0.1	3.0	

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

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

TABLE 4 (YTD)

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

JANUARY-DECEMBER 2008

	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>													
AERLINGUS	3	0	1	1	1	1	4	0	1	0	0	0	12
AEROFLOT	2	0	1	1	1	5	0	1	0	1	0	1	13
AEROLINEAS ARGENTINAS	12	1	0	0	1	3	0	0	0	0	0	0	17
AEROMEXICO	4	8	8	0	0	12	1	1	0	0	0	1	35
AIR CANADA	10	0	6	3	3	12	5	0	0	0	0	0	39
AIR FRANCE	13	2	19	1	13	45	10	3	1	2	0	5	114
AIR INDIA	12	6	6	2	3	13	5	0	0	0	0	0	47
AIR JAMAICA	11	3	6	1	4	15	3	2	0	1	0	0	46
ALITALIA AIRLINES	8	5	5	1	4	39	1	0	0	1	0	0	64
AVIANCA	0	1	4	2	2	2	0	1	0	0	0	0	12
BABOO AIRWAYS	8	0	9	2	8	15	4	1	0	1	0	4	52
BRITISH AIRWAYS	18	0	15	4	21	47	10	6	0	1	0	3	125
CATHAY PACIFIC AIRWAYS	6	2	0	2	1	5	2	1	0	0	0	0	19
COPA COMPANIA PANAMENA	3	5	6	1	4	4	2	1	0	0	0	0	26
EMIRATES AIRLINES	6	0	2	2	6	16	2	0	0	0	0	1	35
EUROFLY	6	0	2	0	0	1	1	0	1	0	0	1	12
IBERIA AIRLINES	9	3	3	0	5	8	5	4	0	0	0	0	37
KLM	3	2	7	0	3	13	6	5	0	0	0	1	40
LAN AIRLINES	2	0	2	1	3	1	2	0	0	0	0	1	12
LAN CHILE AIRLINES	2	0	1	1	1	4	0	1	0	0	0	0	10
LOT POLISH AIRLINES	2	1	4	0	0	2	3	2	0	0	0	0	14
LUFTHANSA	11	0	12	2	4	15	7	5	1	2	0	2	61
MEXICANA	2	8	7	4	5	12	5	1	0	2	0	0	46
PHILIPPINE AIRLINES	3	2	2	0	1	1	2	1	0	0	0	1	13
QATAR AIRWAYS	4	0	7	1	2	4	3	0	0	1	0	0	22
ROYAL AIR MAROC	0	2	0	0	3	13	3	0	0	0	0	0	21
ROYAL JORDANIAN AIRLINES	1	1	4	1	0	6	2	0	0	0	0	0	15
SINGAPORE AIRLINES	2	0	2	2	0	7	0	0	0	0	0	0	13
SOUTH AFRICAN AIRWAYS	1	0	1	0	0	3	2	1	1	0	0	1	10
TACA INTERNATIONAL AIRLINES	2	0	4	1	2	7	1	1	0	0	0	0	18
TAM	2	1	1	0	0	7	1	1	0	0	0	0	13
TRAVELSPAN G. T.	5	0	2	0	1	1	1	0	0	0	0	0	10
VIRGIN ATLANTIC AIRWAYS	3	1	6	1	6	7	4	2	0	1	0	2	33
OTHER FOREIGN AIRLINES	42	7	31	7	31	60	19	5	2	3	0	9	216
<b>TOTALS</b>	<b>218</b>	<b>61</b>	<b>186</b>	<b>44</b>	<b>139</b>	<b>406</b>	<b>116</b>	<b>46</b>	<b>7</b>	<b>16</b>	<b>0</b>	<b>33</b>	<b>1,272</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-CONT.)

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

JANUARY-DECEMBER 2008

	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>													
CHEAP TICKETS	2	0	9	2	7	0	1	0	0	0	0	0	21
EXPEDIA.COM	1	0	7	1	6	0	1	0	0	0	0	0	16
ORBITZ.COM	0	0	11	1	3	0	4	0	1	0	0	0	20
PRICELINE.COM	0	0	9	1	4	0	1	0	0	0	0	1	16
OTHER TRAVEL AGENTS	1	1	27	12	9	1	2	0	1	0	0	1	55
TOTALS	4	1	63	17	29	1	9	0	2	0	0	2	128
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	9	0	4	2	2	0	2	0	1	0	0	2	22
TOTALS	9	0	4	2	2	0	2	0	1	0	0	2	22
<b><u>MISCELLANEOUS</u></b>													
OTHER GENERAL COMPLAINTS	5	0	4	2	1	3	5	0	1	0	0	6	27
TOTALS	5	0	4	2	1	3	5	0	1	0	0	6	27

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

RANK	AIRLINE	JANUARY - DECEMBER 2008			JANUARY - DECEMBER 2007		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	250	102,041,876	0.25	269	101,991,150	0.26
2	<i>EXPRESSJET AIRLINES</i>	65	15,527,869	0.42	78	17,426,271	0.45
3	<i>ALASKA AIRLINES</i>	75	16,809,469	0.45	133	17,559,090	0.76
4	<i>SKYWEST AIRLINES</i>	99	20,854,997	0.47	156	22,095,712	0.71
5	<i>FRONTIER AIRLINES</i>	79	10,554,842	0.75	71	10,763,273	0.66
6	<i>HAWAIIAN AIRLINES</i>	61	7,856,494	0.78	51	7,102,463	0.72
7	<i>MESA AIRLINES</i>	87	11,182,883	0.78	108	13,043,323	0.83
8	<i>NORTHWEST AIRLINES</i>	423	48,920,621	0.86	768	53,736,983	1.43
9	<i>ATLANTIC SOUTHEAST AIRLINES</i>	110	12,558,604	0.88	149	12,324,439	1.21
10	<i>PINNACLE AIRLINES</i>	91	10,219,741	0.89	96	9,965,455	0.96
11	<i>JETBLUE AIRWAYS</i>	222	21,846,693	1.02	165	21,045,088	0.78
12	<i>AMERICAN EAGLE AIRLINES</i>	171	16,558,194	1.03	217	18,518,861	1.17
13	<i>AIRTRAN AIRWAYS</i>	271	24,586,032	1.10	197	23,773,103	0.83
14	<i>CONTINENTAL AIRLINES</i>	518	46,946,338	1.10	534	49,005,712	1.09
15	<i>COMAIR</i>	105	8,355,396	1.26	138	9,571,231	1.44
16	<i>AMERICAN AIRLINES</i>	1,237	92,772,044	1.33	1,617	98,165,082	1.65
17	<i>DELTA AIR LINES</i>	1,289	71,727,986	1.80	1,325	73,051,467	1.81
18	<i>UNITED AIRLINES</i>	1,171	63,149,339	1.85	1,543	68,386,110	2.26
19	<i>US AIRWAYS</i>	1,102	54,820,105	2.01	1,830	57,870,936	3.16
	<b>TOTAL **</b>	<b>7,426</b>	<b>657,289,523</b>	<b>1.13</b>	<b>9,445</b>	<b>685,395,749</b>	<b>1.38</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.

\*\* Aloha Airlines was ranked in this section every month during 2007, and for the months of January and February 2008. The carrier's ranking in this table ceased effective with the May 2008 issued report as a result of its cessation of all flight operations on March 31, 2008. Totals for January-December (2007 and 2008) reflect the deletion of Aloha's data for that period.

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

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

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

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

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

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



## Customer Service Reports to the Department of Homeland Security for the Month of December 2008 as provided by the Transportation Security Administration<sup>a</sup>

The Transportation Security Administration screened approximately 51 million airline passengers and their 46 million checked bags during December as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of December.

**Note:** Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. TSA data represent the entire universe of feedback provided to the TSA Contact Center, which is easily accessible to the traveling public. By contrast, complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report.

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public <sup>c</sup>	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
279	.0005	75	.0001	53	.0001	471	.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 for checked baggage claims below includes claims for which TSA and/or the airlines may be liable.

Number of Damage Claims Received			
Checkpoint (TSA)	% of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	% of Total Checked Bags Screened
208	.0004	956	.002

### NOTES

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

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

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

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

## December 2008 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="#">American</a>	<b>1</b>		
<b><i>Total</i></b>	<b>1</b>	<b>0</b>	<b>0</b>