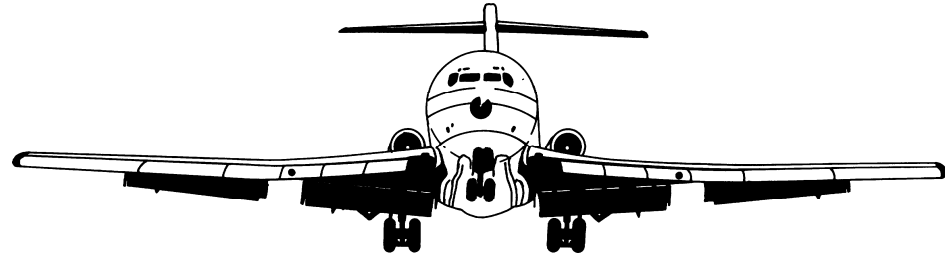




U.S. Department  
of Transportation



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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: March 2009***



<b>Flight Delays<sup>1</sup></b>	January 2009 12 Months Ending January 2009
<b>Mishandled Baggage<sup>1</sup></b>	January 2009
<b>Oversales<sup>1</sup></b>	4th Quarter 2008 January-December 2008
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	January 2009
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	January 2009
<b>Airline Animal Incident Reports<sup>4</sup></b>	January 2009

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

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

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

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

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## **INTRODUCTION**

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

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

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



## FLIGHT DELAYS

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

The rule requires carriers to currently report on operations to and from the 31 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

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

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

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 31 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 31 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

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

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

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

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

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

Table 11 lists the regularly scheduled flights with tarmac delays of 4 hours or more, and Table 12 displays the number and percentage of regularly scheduled flights with tarmac delays of 3 hours or more.

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

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

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

JANUARY 2009

## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	52.8	15	90.8
SOUTHWEST AIRLINES S/	18	82.5	64	83.3
EXPRESSJET AIRLINES S/	21	78.2	97	79.8
UNITED AIRLINES S/	29	78.9	80	79.0
PINNACLE AIRLINES S/V	21	76.1	118	77.9
DELTA AIR LINES S/	30	77.3	93	77.6
CONTINENTAL AIRLINES S/	26	76.8	59	77.4
AIRTRAN AIRWAYS S/	24	76.8	56	77.4
US AIRWAYS S/	29	77.1	77	77.3
NORTHWEST AIRLINES S/	30	76.1	89	76.4
FRONTIER AIRLINES S/	22	76.2	39	76.3
SKYWEST AIRLINES S/	19	77.2	142	76.3
AMERICAN AIRLINES S/	29	75.3	78	75.5
MESA AIRLINES S/	20	76.7	111	75.4
JETBLUE AIRWAYS S/	18	74.6	43	74.9
AMERICAN EAGLE AIRLINES S/	17	72.7	109	72.0
ALASKA AIRLINES S/	16	73.7	46	71.5
ATLANTIC SOUTHEAST AIRLINES S/	10	67.2	111	68.3
COMAIR S/	22	56.8	78	56.7
<b>TOTAL</b>		<b>76.4</b>		<b>77.0</b>

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

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

## JANUARY 2009

## 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		NOV - 08		DEC - 08		JAN - 09		12 MONTHS ENDING JANUARY 2009		DATABASE TO DATE SEP 1987- JANUARY 2009	
	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	80.2	16	66.4	6	77.4	8	76.7	9	(--)	(--)
ALASKA	75.9	3	79.9	7	81.9	7	74.9	17	81.4	13	58.4	18	71.5	17	78.2	7	75.6	8
AMERICAN	63.4	19	63.8	19	73.6	16	79.3	7	84.4	7	69.9	3	75.5	13	70.6	18	78.1	5
AMERICAN EAGLE	64.4	18	72.1	17	78.6	10	76.8	12	83.5	9	59.3	17	72.0	16	73.4	15	73.7	9
ATLANTIC SOUTHEAST	69.4	13	79.3	8	75.7	14	72.3	18	75.3	19	62.1	15	68.3	18	74.0	13	(--)	(--)
COMAIR	66.7	16	72.4	16	68.9	19	72.3	19	77.1	18	55.1	19	56.7	19	68.8	19	(--)	(--)
CONTINENTAL	71.0	8	73.1	14	77.0	11	75.1	15	80.7	15	63.3	11	77.4	7	74.2	11	78.3	3
DELTA	75.8	4	77.8	9	76.8	12	75.0	16	77.4	17	65.7	7	77.6	6	76.3	10	77.6	6
EXPRESSJET	69.4	12	73.6	13	75.9	13	76.5	13	83.0	10	65.3	9	79.8	3	74.0	12	(--)	(--)
FRONTIER	75.0	5	77.5	10	84.9	4	77.9	9	83.6	8	60.7	16	76.3	11	79.0	6	(--)	(--)
HAWAIIAN	93.9	1	90.6	1	90.1	1	86.2	1	89.6	1	79.6	1	90.8	1	89.7	1	(--)	(--)
JETBLUE	71.7	7	73.7	12	69.3	18	76.9	11	82.9	11	62.8	13	74.9	15	72.7	17	(--)	(--)
MESA	69.1	14	72.4	15	74.7	15	75.7	14	81.3	14	65.7	8	75.4	14	73.5	14	(--)	(--)
NORTHWEST	69.5	11	74.1	11	84.4	6	80.2	4	86.7	3	63.7	10	76.4	10	77.1	8	79.0	2
PINNACLE	68.1	15	82.4	2	88.6	2	79.4	6	84.9	6	63.1	12	77.9	5	80.3	3	(--)	(--)
SKYWEST	70.9	9	82.1	3	84.8	5	78.1	8	85.1	5	62.4	14	76.3	12	80.0	4	(--)	(--)
SOUTHWEST	74.8	6	80.2	5	85.4	3	81.4	2	87.2	2	67.3	5	83.3	2	81.0	2	81.9	1
UNITED	66.4	17	68.1	18	73.3	17	79.9	5	85.5	4	67.6	4	79.0	4	73.0	16	75.9	7
US AIRWAYS	78.3	2	80.4	4	81.0	8	80.5	3	82.0	12	72.1	2	77.3	9	79.9	5	78.1	4
<b>Total</b>	<b>70.9</b>		<b>75.8</b>		<b>79.4</b>		<b>78.2</b>		<b>83.3</b>		<b>65.3</b>		<b>77.0</b>		<b>76.4</b>		<b>78.2</b>	

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

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

JANUARY 2009

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	1015	75.1	89	78.7	31	96.8	115	80.9	345	74.2	197	82.7	11	54.5	62	71.0
AA	588	69.7	939	68.6	243	78.6	144	84.7	H/		853	76.0	579	76.5	13092	80.2
AS	H/		62	71.0	H/		H/		H/		93	80.6	143	72.7	92	67.4
B6	H/		1577	74.6	H/		155	70.3	H/		H/		93	67.7	H/	
CO	294	74.8	452	77.4	136	79.4	48	81.2	H/		252	81.3	295	82.4	288	80.2
DL	12400	76.5	1133	76.9	354	81.1	220	81.4	1129	81.8	643	77.8	398	76.6	289	82.4
EV	10865	66.8	H/		3	66.7	24	41.7	735	75.8	H/		H/		H/	
F9	93	74.2	H/		H/		H/		H/		63	73.0	3597	78.6	153	77.8
FL	6449	77.5	453	78.8	1292	77.9	140	62.1	H/		221	85.1	129	78.3	224	80.4
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	57	54.4	779	69.7	119	72.3	150	82.7	412	72.1	889	62.9	H/		6420	80.0
NW	214	71.0	240	65.8	236	77.1	181	76.2	H/		472	71.0	275	70.5	115	69.6
OH	408	37.0	907	63.5	230	67.4	3	100.0	3002	64.1	581	55.6	H/		108	46.3
OO	379	62.3	H/		H/		H/		147	62.6	H/		4056	74.8	186	79.6
UA	113	74.3	670	77.9	342	77.2	92	88.0	49	79.6	421	74.6	5184	81.5	266	76.7
US	281	61.2	1577	75.8	369	78.6	6759	77.4	H/		2078	82.0	333	70.3	511	78.3
WN	H/		H/		4434	82.8	H/		H/		H/		3319	82.9	H/	
XE	92	71.7	80	81.2	223	75.8	442	75.3	233	72.5	164	73.2	H/		89	93.3
YV	72	70.8	27	74.1	24	79.2	1422	73.2	H/		H/		1035	74.4	6	66.7
<b>TOTAL</b>	<b>33320</b>	<b>72.5</b>	<b>8985</b>	<b>73.4</b>	<b>8036</b>	<b>80.4</b>	<b>9895</b>	<b>76.7</b>	<b>6052</b>	<b>70.4</b>	<b>6927</b>	<b>74.8</b>	<b>19447</b>	<b>78.7</b>	<b>21901</b>	<b>79.8</b>

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

JANUARY 2009

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	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	4187	75.4	30	83.3	23	69.6	99	65.7	108	92.6	H/		H/		H/	
AA	266	70.3	445	58.4	272	74.3	295	77.6	363	78.2	962	71.5	638	73.8	2396	75.8
AS	H/		62	62.9	H/		H/		H/		H/		298	69.8	557	78.8
B6	H/		392	58.4	1145	69.2	575	80.0	H/		3948	77.5	279	87.5	H/	
CO	141	67.4	3885	66.9	406	74.6	H/		6420	83.8	H/		444	78.6	557	77.6
DL	210	80.5	315	60.3	840	73.8	253	78.7	92	76.1	1408	75.9	597	81.2	982	83.6
EV	4	0.0	H/		H/		16	56.2	H/		H/		H/		H/	
F9	93	65.6	H/		31	80.6	H/		62	64.5	H/		178	75.8	172	77.9
FL	175	70.3	137	59.9	507	73.6	150	87.3	H/		H/		160	72.5	93	72.0
HA	H/		H/		H/		H/		H/		H/		62	61.3	62	45.2
MQ	241	57.7	H/		H/		H/		H/		713	67.6	H/		1108	88.3
NW	5268	80.4	150	54.0	200	72.0	53	62.3	87	81.6	82	75.6	356	77.2	459	72.5
OH	131	43.5	166	29.5	35	28.6	13	76.9	167	55.1	1403	52.9	H/		H/	
OO	77	49.4	74	50.0	H/		H/		193	66.8	H/		265	80.8	3291	88.5
UA	135	77.0	386	60.6	H/		2010	84.0	242	79.3	392	80.4	778	84.8	1980	82.2
US	187	67.9	317	58.7	621	72.9	82	81.7	203	79.8	178	71.9	2021	82.3	658	79.9
WN	489	80.6	H/		1531	82.9	324	81.5	H/		H/		6767	83.7	3473	84.9
XE	169	63.3	3677	59.6	H/		56	66.1	6258	90.7	H/		H/		H/	
YV	50	68.0	123	61.8	H/		1630	77.1	72	70.8	91	62.6	120	65.0	62	88.7
<b>TOTAL</b>	<b>11823</b>	<b>76.3</b>	<b>10159</b>	<b>61.8</b>	<b>5611</b>	<b>75.0</b>	<b>5556</b>	<b>80.1</b>	<b>14267</b>	<b>85.8</b>	<b>9177</b>	<b>71.9</b>	<b>12963</b>	<b>81.8</b>	<b>15850</b>	<b>82.8</b>

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



JANUARY 2009

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	201	66.7	H/		73	76.7	4	25.0	1703	79.6	87	63.2	H/		146	73.3
AA	1517	65.2	801	76.0	H/		3576	72.2	444	66.4	5310	73.2	119	74.8	439	72.2
AS	H/		62	83.9	H/		31	74.2	62	72.6	120	65.8	792	78.9	H/	
B6	248	70.2	1192	72.5	H/		H/		H/		157	70.1	67	80.6	H/	
CO	345	73.9	539	78.3	H/		275	71.3	121	70.2	290	80.3	131	74.0	134	64.9
DL	1608	71.3	1072	79.0	H/		412	76.9	307	72.6	227	78.4	179	67.0	345	73.6
EV	51	68.6	H/		H/		H/		1	0.0	6	66.7	H/		H/	
F9	62	50.0	31	74.2	138	69.6	H/		119	73.1	H/		85	67.1	31	67.7
FL	479	67.6	1649	77.1	386	76.4	136	77.9	185	81.6	H/		H/		300	77.3
HA	H/		H/		H/		H/		H/		H/		62	66.1	H/	
MQ	925	64.1	H/		H/		305	78.4	H/		6501	65.7	H/		62	54.8
NW	491	69.5	410	75.4	39	79.5	182	71.4	5246	79.3	529	75.2	132	62.1	235	62.1
OH	998	58.1	26	34.6	4	25.0	32	37.5	148	33.1	247	49.0	H/		294	53.7
OO	H/		H/		H/		H/		216	58.8	3217	70.3	946	77.8	107	64.5
UA	555	68.5	549	81.8	H/		183	83.6	434	77.9	6115	76.2	387	74.9	374	67.9
US	1083	72.7	748	70.5	H/		280	71.8	238	73.1	648	72.7	187	80.2	3360	74.6
WN	H/		3226	82.7	5701	81.0	H/		H/		H/		1168	83.5	1897	75.9
XE	39	71.8	8	75.0	H/		23	73.9	251	71.7	242	74.4	H/		34	91.2
YV	77	70.1	H/		H/		H/		H/		2289	66.8	H/		56	64.3
<b>TOTAL</b>	<b>8679</b>	<b>67.4</b>	<b>10313</b>	<b>78.1</b>	<b>6341</b>	<b>80.4</b>	<b>5439</b>	<b>73.1</b>	<b>9475</b>	<b>76.7</b>	<b>25985</b>	<b>71.0</b>	<b>4255</b>	<b>77.9</b>	<b>7814</b>	<b>72.9</b>

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

JANUARY 2009

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *															
	PHX		SAN		SEA		SFO		SLC		STL		TPA		
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	
9E	H/		H/		H/		H/		H/		239	76.6	21	57.1	
AA	486	74.5	455	71.2	394	63.2	968	71.9	212	71.7	1285	78.9	545	79.1	
AS	244	73.0	296	83.1	3593	71.6	388	74.5	H/		H/		H/		
B6	46	82.6	155	78.7	155	78.7	155	69.7	157	79.0	H/		320	68.1	
CO	330	74.5	270	76.3	282	60.3	361	66.5	67	91.0	H/		372	84.9	
DL	323	79.9	275	80.7	371	70.1	377	77.2	2169	82.8	87	83.9	679	81.0	
EV	H/		H/		H/		H/		H/		95	60.0	H/		
F9	181	70.7	148	75.0	120	59.2	120	70.0	172	77.3	88	79.5	29	75.9	
FL	61	78.7	5	40.0	H/		33	60.6	H/		101	83.2	466	77.3	
HA	31	32.3	31	45.2	92	59.8	31	32.3	H/		H/		H/		
MQ	H/		603	87.6	H/		150	74.0	H/		62	46.8	H/		
NW	291	68.7	125	70.4	359	53.5	271	63.1	116	62.1	79	78.5	267	74.5	
OH	H/		H/		H/		H/		H/		129	54.3	86	46.5	
OO	259	87.3	584	89.4	439	76.5	3300	70.8	6427	81.0	64	73.4	H/		
UA	421	82.9	581	80.7	580	73.3	3125	79.2	89	82.0	30	86.7	264	80.3	
US	4838	81.9	364	75.3	289	72.0	500	69.6	124	79.0	89	89.9	591	74.6	
WN	5375	85.0	3000	84.0	1229	80.3	1169	74.5	1465	80.7	2091	81.8	2312	82.7	
XE	44	81.8	H/		H/		H/		22	81.8	182	66.5	13	84.6	
YV	2578	90.8	27	59.3	H/		H/		31	87.1	62	71.0	H/		
<b>TOTAL</b>	<b>15508</b>	<b>83.5</b>	<b>6919</b>	<b>81.9</b>	<b>7903</b>	<b>71.5</b>	<b>10948</b>	<b>73.5</b>	<b>11051</b>	<b>80.9</b>	<b>4683</b>	<b>78.4</b>	<b>5965</b>	<b>79.2</b>	

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

JANUARY 2009

## 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	88.5	68.5	100.0	86.8	100.0	J/	84.6	81.7	90.9	75.5	J/	86.2	95.7	81.9	80.4	89.0	95.0	86.1
700 - 759 AM	81.7	76.2	81.9	80.2	66.2	78.3	83.5	87.0	75.9	87.5	91.0	89.1	90.8	75.9	95.3	91.9	69.8	93.9
800 - 859 AM	67.9	81.1	82.5	80.7	71.6	70.8	88.5	83.1	79.7	80.5	89.4	87.0	88.4	85.2	88.7	88.6	76.0	87.0
900 - 959 AM	72.6	74.7	87.7	80.9	83.6	79.7	82.3	82.1	80.5	87.1	85.1	83.8	87.6	84.4	87.0	88.7	77.1	83.8
1000 - 1059 AM	72.3	73.7	83.0	75.1	72.0	71.0	79.4	82.7	80.6	82.1	80.9	85.4	88.5	78.3	82.6	86.2	73.4	78.2
1100 - 1159 AM	74.7	75.6	84.8	82.8	80.5	77.3	80.3	82.7	79.8	82.7	73.0	79.5	89.0	75.9	84.6	85.9	73.6	79.5
1200 - 1259 PM	73.1	74.7	81.6	78.9	70.1	72.3	80.0	80.2	79.6	78.3	74.7	83.8	83.6	74.0	83.0	85.2	68.1	82.4
100 - 159 PM	69.9	76.9	81.5	80.8	64.4	78.6	80.2	81.4	74.7	70.1	75.0	83.9	85.0	74.6	81.6	83.7	70.7	81.4
200 - 259 PM	69.4	74.5	83.0	79.8	78.4	76.6	79.0	78.5	76.6	58.9	78.3	79.6	84.3	74.1	78.5	84.3	64.5	78.6
300 - 359 PM	71.9	76.0	83.4	77.7	79.3	78.8	76.4	79.1	71.9	56.2	78.8	82.1	89.2	66.8	80.2	80.4	65.0	79.2
400 - 459 PM	72.0	72.6	80.7	76.4	76.3	75.6	79.3	79.4	80.2	51.3	74.6	77.7	85.7	70.3	78.1	80.9	65.2	78.9
500 - 559 PM	73.9	71.8	76.9	74.1	61.0	77.1	75.8	78.2	74.3	46.3	72.5	82.9	81.9	67.8	75.6	79.3	66.3	76.6
600 - 659 PM	73.1	73.2	76.0	74.9	70.5	70.7	74.6	77.4	75.3	50.0	69.9	74.5	84.3	55.9	79.5	82.2	63.4	75.5
700 - 759 PM	66.5	68.6	78.5	66.5	63.3	77.3	71.9	77.3	74.7	48.3	74.9	78.6	85.1	60.1	76.9	78.5	62.6	78.3
800 - 859 PM	70.6	70.1	75.5	74.4	63.3	75.7	74.0	78.9	73.3	44.2	68.0	76.2	83.6	63.3	79.9	79.1	61.2	73.6
900 - 959 PM	77.0	69.2	77.5	72.9	68.0	70.7	74.7	74.1	70.8	43.5	68.4	79.9	81.4	72.4	81.0	78.5	59.3	75.5
1000 - 1059 PM	72.6	74.3	73.1	84.1	67.6	70.2	80.1	72.8	65.9	58.3	70.5	75.4	71.5	69.7	83.1	78.0	68.0	71.9
1100 - 559 AM	78.0	70.7	80.5	66.4	71.4	62.3	78.8	75.6	67.8	68.2	73.8	71.7	82.5	77.4	77.8	76.3	67.6	73.8
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>72.5</b>	<b>73.4</b>	<b>80.4</b>	<b>76.7</b>	<b>70.4</b>	<b>74.8</b>	<b>78.7</b>	<b>79.8</b>	<b>76.3</b>	<b>61.8</b>	<b>75.0</b>	<b>80.1</b>	<b>85.8</b>	<b>71.9</b>	<b>81.8</b>	<b>82.8</b>	<b>67.4</b>	<b>78.1</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *														
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	72.7	78.1	86.6	78.3	65.1	90.0	54.5	90.5	68.3	88.0	80.7	100.0	J/	84.0
700 - 759 AM	83.4	90.2	72.6	75.8	74.2	88.5	87.2	91.6	73.5	90.8	87.0	91.6	100.0	82.7
800 - 859 AM	80.9	85.2	77.7	71.5	90.4	80.9	90.4	90.9	84.9	90.5	83.6	81.1	94.8	79.9
900 - 959 AM	85.7	78.2	79.4	71.9	85.5	80.7	92.0	87.5	77.4	79.4	82.5	80.9	84.4	81.7
1000 - 1059 AM	84.5	79.3	79.6	71.9	88.9	75.9	83.1	82.8	75.6	70.4	85.9	78.4	78.8	79.1
1100 - 1159 AM	81.2	62.6	75.9	74.6	76.0	76.1	85.5	84.8	68.6	67.5	86.1	83.7	82.2	79.3
1200 - 1259 PM	88.0	75.3	77.7	74.4	81.3	80.5	87.0	86.5	78.5	66.8	81.0	82.9	77.6	78.4
100 - 159 PM	84.2	75.6	76.4	74.5	81.0	72.8	82.7	81.8	76.2	64.2	81.5	85.4	79.2	77.4
200 - 259 PM	84.2	76.7	77.6	71.3	81.2	78.0	81.2	82.1	73.9	69.4	80.7	85.3	79.1	76.6
300 - 359 PM	82.2	73.6	75.6	72.6	79.3	74.2	85.7	82.6	69.7	69.7	86.1	74.9	78.9	76.3
400 - 459 PM	79.4	78.4	76.5	71.9	80.1	66.0	85.0	86.3	75.4	69.5	81.1	85.7	76.7	76.2
500 - 559 PM	81.0	66.1	77.5	69.7	80.2	68.0	80.8	78.7	69.3	74.6	72.7	74.4	80.1	74.2
600 - 659 PM	74.5	66.0	75.9	67.4	79.0	69.5	83.5	81.1	72.8	76.0	77.2	77.1	74.7	73.7
700 - 759 PM	75.0	67.3	82.8	61.4	76.8	65.8	78.2	77.8	65.8	72.0	73.5	71.9	81.4	71.4
800 - 859 PM	77.3	68.3	72.1	64.2	69.4	68.5	79.1	77.0	68.5	70.1	78.5	75.4	80.4	72.8
900 - 959 PM	75.3	66.6	71.7	69.7	71.3	71.9	81.7	70.8	67.4	73.2	71.6	67.4	73.9	72.1
1000 - 1059 PM	71.3	68.3	48.6	67.7	71.4	70.5	77.2	75.5	71.4	70.0	70.0	69.9	77.0	72.0
1100 - 559 AM	74.1	67.3	80.2	78.2	72.4	69.0	77.9	79.9	65.7	80.1	76.4	80.8	78.8	74.1
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>80.4</b>	<b>73.1</b>	<b>76.7</b>	<b>71.0</b>	<b>77.9</b>	<b>72.9</b>	<b>83.5</b>	<b>81.9</b>	<b>71.5</b>	<b>73.5</b>	<b>80.9</b>	<b>78.4</b>	<b>79.2</b>	<b>76.4</b>

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

JANUARY 2009

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	90.7	89.7	91.6	93.3	91.4	87.2	95.4	87.5	91.9	90.5	96.1	90.9	91.9	91.2	96.8	93.0	87.8	93.1
700 - 759 AM	90.1	89.0	89.4	89.7	78.0	83.0	96.1	86.5	87.1	87.1	93.9	92.9	92.7	88.7	94.5	92.5	86.6	90.2
800 - 859 AM	89.2	82.6	82.2	92.8	65.4	86.8	83.9	83.5	85.8	83.2	93.8	84.0	92.6	82.8	91.2	90.8	80.1	93.8
900 - 959 AM	80.2	78.0	86.9	86.1	75.0	81.8	86.2	81.3	84.8	83.0	89.9	83.5	89.4	83.3	86.9	83.2	80.0	89.6
1000 - 1059 AM	81.1	80.6	86.6	74.6	78.7	82.9	82.9	78.1	84.3	81.0	82.8	91.8	91.5	88.9	82.2	85.8	79.2	85.0
1100 - 1159 AM	80.9	77.8	75.7	81.3	70.4	81.7	79.9	77.1	85.2	83.6	80.9	88.9	88.2	81.0	83.1	85.4	77.2	80.8
1200 - 1259 PM	78.7	81.0	78.5	77.8	72.3	77.3	77.4	76.0	80.8	84.1	71.0	81.7	90.4	80.8	79.9	82.4	77.4	79.1
100 - 159 PM	78.4	78.6	75.9	78.5	75.0	77.7	77.5	73.8	81.6	77.8	70.3	75.0	89.7	81.9	77.8	80.5	72.4	81.6
200 - 259 PM	72.7	78.1	73.1	80.1	70.2	80.7	77.0	74.2	80.3	76.0	76.6	76.5	86.8	73.4	78.1	80.9	77.3	76.0
300 - 359 PM	73.8	73.9	75.9	68.4	65.9	77.6	74.1	75.6	77.6	61.9	70.6	80.8	87.3	73.2	72.1	81.6	74.3	74.9
400 - 459 PM	75.9	73.5	75.0	78.6	73.7	79.2	74.6	75.8	71.3	55.8	77.2	80.0	89.3	74.5	73.9	82.6	72.0	75.3
500 - 559 PM	77.9	70.0	76.0	77.6	79.8	80.5	72.3	74.5	81.1	55.2	67.9	79.0	81.3	72.0	72.8	80.6	71.9	78.4
600 - 659 PM	77.2	71.2	71.4	76.4	51.0	75.6	75.1	78.0	68.8	53.0	66.8	77.9	80.8	71.7	73.2	82.1	70.6	70.8
700 - 759 PM	73.5	75.7	64.5	73.0	69.1	79.1	76.6	72.6	78.6	57.1	64.9	73.8	83.6	66.9	76.5	85.6	69.7	75.7
800 - 859 PM	76.1	75.4	73.3	80.1	59.1	77.5	63.5	75.0	62.3	56.3	61.4	83.1	80.1	67.1	76.0	79.9	69.7	73.5
900 - 959 PM	77.6	100.0	69.7	53.1	62.5	84.2	78.9	75.5	80.3	46.7	73.0	74.6	90.4	63.3	77.4	85.0	67.5	70.4
1000 - 1059 PM	77.2	J/	J/	81.3	J/	J/	70.6	73.8	87.4	66.7	J/	77.9	91.6	77.1	83.9	91.1	100.0	100.0
1100 - 559 AM	J/	90.5	90.0	J/	J/	92.6	90.5	85.8	93.5	84.9	J/	96.8	94.6	89.2	92.0	83.4	90.3	87.2
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>78.9</b>	<b>79.1</b>	<b>78.8</b>	<b>80.8</b>	<b>69.7</b>	<b>81.2</b>	<b>79.2</b>	<b>77.5</b>	<b>81.6</b>	<b>72.1</b>	<b>78.4</b>	<b>81.7</b>	<b>87.9</b>	<b>77.2</b>	<b>81.2</b>	<b>85.1</b>	<b>76.6</b>	<b>81.3</b>

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

JANUARY 2009

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *														
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	87.7	96.3	88.7	80.7	91.4	87.7	96.4	95.6	89.3	92.4	96.4	93.3	97.2	91.0
700 - 759 AM	87.0	90.5	89.2	80.0	87.1	86.7	92.8	94.1	85.7	91.8	89.5	91.5	95.5	89.2
800 - 859 AM	79.0	92.6	85.2	77.9	89.0	85.4	91.7	90.2	87.4	88.5	88.1	86.8	94.9	85.8
900 - 959 AM	81.0	79.1	83.4	73.7	85.2	82.6	88.1	87.6	81.2	85.4	85.2	82.5	94.2	83.0
1000 - 1059 AM	77.5	80.9	82.3	72.5	84.3	80.1	85.8	84.0	76.6	78.7	85.1	78.3	84.7	82.0
1100 - 1159 AM	77.0	75.0	80.6	68.4	86.6	80.2	85.5	83.6	78.3	69.2	85.8	80.5	81.7	80.1
1200 - 1259 PM	77.3	67.3	79.7	74.0	78.9	74.3	84.1	82.7	73.6	70.5	88.0	81.3	81.1	78.7
100 - 159 PM	80.0	75.1	85.0	75.1	85.4	79.8	81.7	83.8	78.7	70.5	80.7	82.3	78.5	78.7
200 - 259 PM	71.1	70.2	77.3	69.0	82.9	74.8	81.2	86.7	72.5	65.8	81.3	84.7	75.1	76.4
300 - 359 PM	72.0	70.8	80.7	69.1	86.5	75.6	78.7	78.9	76.6	69.3	83.6	75.3	79.5	75.3
400 - 459 PM	70.1	73.7	74.7	67.2	79.8	67.8	82.3	82.8	81.9	75.4	78.7	70.8	77.1	75.6
500 - 559 PM	72.1	71.2	80.6	65.5	78.8	68.2	82.1	83.1	79.5	74.6	81.9	77.5	73.4	75.4
600 - 659 PM	69.4	63.2	77.1	64.2	75.3	70.9	76.3	80.3	77.3	75.5	65.6	72.0	77.1	73.2
700 - 759 PM	60.8	73.7	85.1	61.2	78.4	66.1	84.0	84.0	75.2	78.4	79.7	67.0	70.6	74.2
800 - 859 PM	68.9	68.4	89.8	60.7	81.8	77.4	78.9	83.3	72.1	78.2	80.1	72.2	80.0	72.0
900 - 959 PM	60.9	58.9	84.3	64.1	57.1	67.1	80.2	81.7	67.8	78.6	81.3	57.6	81.8	76.3
1000 - 1059 PM	J/	69.9	82.2	73.5	50.0	50.0	96.4	91.8	75.3	82.5	66.7	J/	J/	81.5
1100 - 559 AM	J/	100.0	94.3	89.1	86.3	88.6	87.1	J/	82.6	88.3	82.5	92.6	88.9	87.7
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>75.3</b>	<b>74.5</b>	<b>82.6</b>	<b>70.4</b>	<b>84.0</b>	<b>77.3</b>	<b>84.3</b>	<b>85.8</b>	<b>79.6</b>	<b>78.4</b>	<b>83.4</b>	<b>80.6</b>	<b>82.7</b>	<b>79.4</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
OH	6808	CVG-EWR	1500	23	95.65	73	80
OH	6800	MSP-JFK	1540	31	93.55	74	58
OH	6801	JFK-MSP	1415	30	93.33	61	48
OH	6309	EWR-CVG	1722	23	91.30	80	81
OH	6469	ATL-MOB	1620	23	91.30	43	38
OH	6563	EWR-ATL	1920	24	87.50	67	43
EV	5675	TRI-ATL	1829	16	87.50	30	20
OO	4394	CVG-MSP	850	23	86.96	47	32
OH	6468	MOB-ATL	1707	23	86.96	41	37
OH	6296	DTW-CVG	1814	19	84.21	54	52
OH	6805	CMH-CVG	1225	19	84.21	49	29
OH	6476	RDU-LGA	1231	25	84.00	65	45
OH	6309	CVG-FLL	2015	23	82.61	59	53
OH	6566	MCO-CVG	1119	26	80.77	37	27
OH	6357	JFK-DTW	2115	31	80.65	54	53
AA	1555	JFK-MIA	1455	30	80.00	67	39
OH	6811	PHL-CVG	1630	25	80.00	53	42

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

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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	439	36	8.2
HAWAIIAN	198	2	1.0
ALASKA	375	2	0.5
ATLANTIC SOUTHEAST	807	4	0.5
EXPRESSJET	820	4	0.5
SKYWEST	1,510	5	0.3
PINNACLE	735	2	0.3
CONTINENTAL	739	2	0.3
AMERICAN EAGLE	1,176	3	0.3
JETBLUE	524	1	0.2
US AIRWAYS	1,228	2	0.2
AMERICAN	1,586	2	0.1
DELTA	1,236	1	0.1
SOUTHWEST	3,282	1	0.0
UNITED	1,038	0	0.0
NORTHWEST	757	0	0.0
AIRTRAN	641	0	0.0
MESA	640	0	0.0
FRONTIER	243	0	0.0
<b>TOTAL</b>	<b>17,974</b>	<b>67</b>	<b>0.4</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)	80.7	81.1	212	212
ADAK ISLAND AK (ADK)	66.7	66.7	9	9
AGUADILLA PR (BQN)	72.4	84.9	105	106
AKRON/CANTON OH (CAK)	70.3	76.1	734	736
ALBANY GA (ABY)	75.3	83.1	77	77
ALBANY NY (ALB)	75.3	79.9	932	934
ALBUQUERQUE NM (ABQ)	82.7	85.5	3,054	3,059
ALEXANDRIA LA (AEX)	79.4	84.8	165	165
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	71.5	81.4	361	360
AMARILLO TX (AMA)	86.5	88.2	571	569
ANCHORAGE AK (ANC)	60.8	70.7	1,201	1,205
APPLETON WI (ATW)	69.6	78.2	388	390
ASHEVILLE NC (AVL)	81.3	84.9	304	304
ASHLAND WV (HTS)	47.2	71.7	53	53
ASPEN CO (ASE)	61.4	63.7	599	597
ATLANTA GA (ATL)	72.5	78.9	33,320	33,354
AUGUSTA GA (AGS)	70.6	75.4	211	211
AUSTIN TX (AUS)	82.5	88.1	3,622	3,620
BAKERSFIELD CA (BFL)	84.4	90.2	275	275
BALTIMORE MD (BWI)	80.4	78.8	8,036	8,037
BANGOR ME (BGR)	65.1	79.0	232	233
BARROW AK (BRW)	80.0	66.7	60	60
BATON ROUGE LA (BTR)	77.8	81.0	608	606
BEND/REDMOND OR (RDM)	80.0	79.2	260	260
BETHEL AK (BET)	77.3	76.1	88	88
BILLINGS MT (BIL)	79.1	84.5	330	330
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	77.4	80.6	62	62
BIRMINGHAM AL (BHM)	74.9	81.8	1,735	1,736
BISMARCK/MANDAN ND (BIS)	78.7	79.3	150	150
BLOOMINGTON IL (BMI)	69.8	74.7	368	367
BOISE ID (BOI)	76.9	83.0	1,280	1,280
BOSTON MA (BOS)	73.4	79.1	8,985	8,978
BOZEMAN MT (BZN)	75.6	86.2	414	412
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	74.9	81.9	167	166
BROWNSVILLE TX (BRO)	89.1	93.8	128	128
BRUNSWICK GA (BQK)	69.2	77.9	78	77
BUFFALO NY (BUF)	74.0	76.6	2,100	2,102
BURBANK CA (BUR)	84.5	86.3	2,458	2,460
BURLINGTON VT (BTV)	73.7	80.4	419	419
BUTTE MT (BTM)	67.7	83.9	62	62
CARLSBAD CA (CLD)	91.2	90.7	182	182
CASPER WY (CPR)	78.2	78.2	174	174
CEDAR CITY UT (CDC)	78.9	86.0	57	57

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR RAPIDS/IOWA CITY IA (CID)	68.1	75.4	752	752
CHAMPAIGN/URBANA IL (CMI)	58.8	77.4	177	177
CHARLESTON SC (CHS)	73.9	78.5	983	986
CHARLESTON/DUNBAR WV (CRW)	73.4	76.1	301	301
CHARLOTTE AMALIE VI (STT)	66.7	76.8	315	315
CHARLOTTE NC (CLT)	76.7	80.8	9,895	9,890
CHARLOTTESVILLE VA (CHO)	64.9	77.2	57	57
CHATTANOOGA TN (CHA)	76.9	83.5	399	399
CHICAGO IL (MDW)	80.4	75.3	6,341	6,337
CHICAGO IL (ORD)	71.0	70.4	25,985	25,981
CHICO CA (CIC)	70.9	70.1	117	117
CHRISTIANSTED VI (STX)	80.5	78.0	41	41
CLEVELAND OH (CLE)	76.0	81.9	4,446	4,452
CODY WY (COD)	78.8	91.8	85	85
COLLEGE STATION/BRYAN TX (CLL)	73.9	81.8	88	88
COLORADO SPRINGS CO (COS)	80.5	86.5	1,072	1,072
COLUMBIA SC (CAE)	69.7	78.4	872	872
COLUMBUS GA (CSG)	68.7	80.0	115	115
COLUMBUS MS (GTR)	76.7	83.7	86	86
COLUMBUS OH (CMH)	74.9	77.9	2,581	2,583
CORDOVA AK (CDV)	49.2	55.7	61	61
CORPUS CHRISTI TX (CRP)	86.0	90.3	566	565
COVINGTON KY (CVG)	70.4	69.7	6,052	6,048
CRESCENT CITY CA (CEC)	70.0	61.3	80	80
DALLAS TX (DAL)	86.1	82.8	4,241	4,242
DALLAS/FT.WORTH TX (DFW)	79.8	77.5	21,901	21,894
DAYTON OH (DAY)	70.4	78.4	1,262	1,261
DAYTONA BEACH FL (DAB)	65.3	76.9	121	121
DEADHORSE AK (SCC)	80.0	73.3	60	60
DENVER CO (DEN)	78.7	79.2	19,447	19,454
DES MOINES IA (DSM)	69.4	77.9	1,328	1,328
DETROIT MI (DTW)	76.3	81.6	11,823	11,806
DOTHAN AL (DHN)	69.8	82.8	116	116
DUBUQUE IA (DBQ)	62.5	79.5	88	88
DULUTH MN (DLH)	75.0	83.9	136	137
DURANGO CO (DRO)	78.7	81.6	244	244
EAGLE CO (EGE)	68.8	75.6	480	480
EL CENTRO CA (IPL)	94.7	98.2	57	57
EL PASO TX (ELP)	83.9	88.1	1,701	1,702
ELKO NV (EKO)	80.5	91.1	123	123
ELMIRA/CORNING NY (ELM)	75.9	86.6	112	112
ERIE PA (ERI)	60.3	69.0	116	116
EUGENE OR (EUG)	80.4	84.3	409	408

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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)	73.8	77.0	290	291
EVANSVILLE IN (EVV)	72.6	80.4	445	443
FAIRBANKS AK (FAI)	69.4	78.7	314	314
FARGO ND (FAR)	73.0	81.9	281	282
FAYETTEVILLE AR (XNA)	65.9	73.9	1,124	1,125
FAYETTEVILLE NC (FAY)	71.5	79.9	214	214
FLAGSTAFF AZ (FLG)	97.2	97.2	107	107
FLINT MI (FNT)	72.3	81.5	638	638
FLORENCE SC (FLO)	77.4	86.5	53	52
FORT LAUDERDALE FL (FLL)	75.0	78.4	5,611	5,615
FORT SMITH AR (FSM)	79.4	84.1	252	252
FORT WAYNE IN (FWA)	72.0	79.5	475	474
FRESNO CA (FAT)	79.7	81.9	1,027	1,027
FT. MYERS FL (RSW)	74.8	80.1	2,667	2,672
GAINESVILLE FL (GNV)	68.8	80.7	170	171
GILLETTE WY (GCC)	71.7	81.4	120	118
GRAND FORKS ND (GFK)	71.4	84.2	119	120
GRAND JUNCTION CO (GJT)	84.4	85.1	424	424
GRAND RAPIDS MI (GRR)	74.2	80.6	1,267	1,270
GREAT FALLS MT (GTF)	76.9	88.8	143	143
GREEN BAY/CLINTONVILLE WI (GRB)	68.3	78.3	527	526
GREENSBORO/HIGH POINT NC (GSO)	68.7	79.5	887	889
GREENVILLE/SPARTANBURG SC (GSP)	74.8	82.0	852	849
GULFPORT/BILOXI MS (GPT)	76.4	86.3	556	554
GUNNISON CO (GUC)	78.3	87.6	161	161
HANCOCK/HOUGHTON MI (CMX)	71.0	74.2	31	31
HARLINGEN/SAN BENITO TX (HRL)	87.4	89.8	364	364
HARRISBURG PA (MDT)	75.2	82.5	626	627
HARTFORD CT (BDL)	76.1	82.3	2,031	2,028
HELENA MT (HLN)	79.8	86.0	178	178
HILO HI (ITO)	88.1	90.5	698	698
HONOLULU HI (HNL)	85.5	89.2	4,821	4,818
HOUSTON TX (HOU)	84.0	82.6	4,578	4,578
HOUSTON TX (IAH)	85.8	87.9	14,267	14,275
HUNTSVILLE AL (HSV)	76.3	83.0	803	804
IDAHO FALLS ID (IDA)	75.7	83.7	263	263
INDIANAPOLIS IN (IND)	77.9	82.1	3,040	3,035
INDIO/PALM SPRINGS CA (PSP)	86.1	88.7	1,059	1,058
INYOKERN CA (IYK)	97.3	95.9	75	74
ISLIP NY (ISP)	84.2	85.0	819	819
ITHACA/CORTLAND NY (ITH)	45.2	48.4	31	31
JACKSON WY (JAC)	65.0	65.7	331	327
JACKSON/VICKSBURG MS (JAN)	79.5	87.3	1,076	1,075

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSONVILLE FL (JAX)	77.1	83.6	2,472	2,476
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	60.0	73.3	90	90
JUNEAU AK (JNU)	58.3	52.3	302	302
KAHULUI HI (OGG)	89.3	90.6	1,730	1,730
KALAMAZOO MI (AZO)	59.4	77.2	187	189
KALISPELL MT (FCA)	76.0	92.2	154	154
KANSAS CITY MO (MCI)	80.3	84.3	4,270	4,271
KETCHIKAN AK (KTN)	46.7	53.5	184	185
KEY WEST FL (EYW)	62.9	73.9	89	88
KILLEEN TX (GRK)	68.0	80.6	100	98
KLAMATH FALLS OR (LMT)	71.8	71.0	124	124
KNOXVILLE TN (TYS)	71.4	78.7	1,131	1,131
KODIAK AK (ADQ)	61.4	66.7	57	57
KONA HI (KOA)	86.7	89.2	1,125	1,125
KOTZEBUE AK (OTZ)	74.7	75.8	91	91
LA CROSSE WI (LSE)	62.7	69.5	118	118
LAFAYETTE LA (LFT)	86.4	90.3	413	414
LAKE CHARLES LA (LCH)	94.3	97.1	70	68
LANSING MI (LAN)	67.8	77.2	149	149
LAREDO TX (LRD)	82.9	86.5	193	193
LAS VEGAS NV (LAS)	81.8	81.2	12,963	12,967
LAWTON/FORT SILL OK (LAW)	86.3	86.3	80	80
LEWISTON ID (LWS)	77.6	77.6	49	49
LEXINGTON KY (LEX)	68.3	74.7	827	830
LIHUE HI (LIH)	89.9	92.2	1,109	1,109
LINCOLN NE (LNK)	74.0	83.7	208	208
LITTLE ROCK AR (LIT)	73.8	80.5	1,343	1,340
LONG BEACH CA (LGB)	79.7	84.1	1,270	1,268
LONGVIEW/KILGOR/GLADWATR TX (GGG)	83.9	87.1	62	62
LOS ANGELES CA (LAX)	82.8	85.1	15,850	15,849
LOUISVILLE KY (SDF)	74.7	79.0	1,500	1,500
LUBBOCK TX (LBB)	83.2	85.9	579	581
LYNCHBURG VA (LYH)	75.0	87.5	48	48
MADISON WI (MSN)	71.7	81.8	1,045	1,049
MANCHESTER NH (MHT)	78.7	80.6	1,253	1,255
MARQUETTE MI (MQT)	66.7	88.0	81	83
MEDFORD OR (MFR)	67.2	72.0	378	379
MELBOURNE FL (MLB)	61.8	71.4	152	154
MEMPHIS TN (MEM)	82.5	87.4	6,255	6,244
MERIDIAN MS (MEI)	76.8	80.4	56	56
MIAMI FL (MIA)	73.1	74.5	5,439	5,439
MIDLAND/ODESSA TX (MAF)	85.6	89.7	439	438
MILWAUKEE WI (MKE)	73.3	79.1	3,198	3,200

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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.
MINNEAPOLIS/ST. PAUL MN (MSP)	76.7	82.6	9,475	9,456
MINOT ND (MOT)	65.2	80.9	89	89
MISSION/MCALLEN/EDINBURG TX (MFE)	83.1	91.3	343	343
MISSOULA MT (MSO)	71.6	80.3	229	229
MOBILE AL (MOB)	72.9	80.5	483	483
MODESTO CA (MOD)	61.9	68.3	139	139
MOLINE IL (MLI)	74.7	78.1	636	638
MONROE LA (MLU)	83.5	84.6	176	175
MONTEREY CA (MRY)	82.4	83.0	507	507
MONTGOMERY AL (MGM)	82.2	85.2	297	297
MONTROSE/DELTA CO (MTJ)	77.2	76.4	289	288
MYRTLE BEACH SC (MYR)	71.8	75.6	316	316
NASHVILLE TN (BNA)	79.5	81.9	4,290	4,296
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	73.7	80.4	57	56
NEW ORLEANS LA (MSY)	81.4	85.4	3,134	3,134
NEW YORK NY (JFK)	71.9	77.2	9,177	9,158
NEW YORK NY (LGA)	67.4	76.6	8,679	8,677
NEWARK NJ (EWR)	61.8	72.1	10,159	10,150
NEWBURGH/POUGHKEEPSIE NY (SWF)	71.8	79.0	177	176
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	74.1	81.1	475	476
NOME AK (OME)	72.5	75.8	91	91
NORFOLK VA (ORF)	76.5	82.9	1,079	1,081
NORTH BEND/COOS BAY OR (OTH)	66.1	62.1	124	124
OAKLAND CA (OAK)	85.7	85.3	4,243	4,245
OKLAHOMA CITY OK (OKC)	76.9	83.2	1,857	1,858
OMAHA NE (OMA)	78.4	85.1	2,037	2,037
ONTARIO/SAN BERNARDINO CA (ONT)	83.4	85.1	2,058	2,058
ORLANDO FL (MCO)	78.1	81.3	10,313	10,312
OXNARD/VENTURA CA (OXR)	94.0	90.0	100	100
PANAMA CITY FL (PFN)	80.9	84.9	299	298
PASCO/KENNEWICK/RICHLAND WA (PSC)	75.3	87.4	174	175
PENSACOLA FL (PNS)	80.7	84.8	734	731
PEORIA IL (PIA)	72.4	83.3	413	412
PETERSBURG AK (PSG)	42.6	44.3	61	61
PHILADELPHIA PA (PHL)	72.9	77.3	7,814	7,809
PHOENIX AZ (PHX)	83.5	84.3	15,508	15,505
PITTSBURGH PA (PIT)	73.5	78.8	3,065	3,067
POCATELLO ID (PIH)	75.6	80.5	123	123
PONCE PR (PSE)	75.8	90.3	62	62
PORTLAND ME (PWM)	76.7	79.5	348	347
PORTLAND OR (PDX)	77.9	84.0	4,255	4,256
PROVIDENCE RI (PVD)	77.8	79.9	1,631	1,632
RALEIGH/DURHAM NC (RDU)	71.9	78.2	4,556	4,556

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
RAPID CITY SD (RAP)	80.2	88.4	273	275
REDDING CA (RDD)	68.3	67.7	123	124
RENO NV (RNO)	83.4	86.1	1,702	1,702
RHINELANDER WI (RHI)	67.7	80.6	31	31
RICHMOND VA (RIC)	74.9	80.7	1,337	1,339
ROANOKE VA (ROA)	66.0	81.5	335	336
ROCHESTER MN (RST)	73.6	77.1	284	284
ROCHESTER NY (ROC)	73.3	80.8	945	945
ROCK SPRINGS WY (RKS)	72.0	73.8	150	149
ROSWELL NM (ROW)	80.7	87.5	88	88
SACRAMENTO CA (SMF)	82.8	85.3	3,818	3,818
SAGINAW/BAY CITY/MIDLAND MI (MBS)	70.6	78.6	221	220
SALT LAKE CITY UT (SLC)	80.9	83.4	11,051	11,054
SAN ANTONIO TX (SAT)	81.2	86.4	3,337	3,334
SAN DIEGO CA (SAN)	81.9	85.8	6,919	6,921
SAN FRANCISCO CA (SFO)	73.5	78.4	10,948	10,945
SAN JOSE CA (SJC)	85.5	88.1	4,380	4,383
SAN JUAN PR (SJU)	73.3	81.9	1,865	1,870
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	81.8	82.9	346	346
SANTA ANA CA (SNA)	84.3	86.7	3,780	3,785
SANTA BARBARA CA (SBA)	83.5	83.8	964	962
SANTA MARIA CA (SMX)	95.8	91.6	119	119
SARASOTA/BRADENTON FL (SRQ)	76.0	81.0	479	478
SAVANNAH GA (SAV)	74.8	80.2	781	783
SCRANTON/WILKES-BARRE PA (AVP)	68.2	75.7	151	152
SEATTLE WA (SEA)	71.5	79.6	7,903	7,905
SHREVEPORT LA (SHV)	80.5	86.6	538	537
SIOUX CITY IA (SUX)	100.0	100.0	2	2
SIOUX FALLS SD (FSD)	72.7	80.2	461	460
SITKA AK (SIT)	46.2	60.9	93	92
SOUTH BEND IN (SBN)	67.4	74.7	408	407
SPOKANE WA (GEG)	70.8	76.7	1,025	1,026
SPRINGFIELD IL (SPI)	59.6	75.2	99	101
SPRINGFIELD MO (SGF)	71.3	78.0	822	823
ST. GEORGE UT (SGU)	82.8	91.8	256	256
ST. LOUIS MO (STL)	78.4	80.6	4,683	4,686
STATE COLLEGE PA (SCE)	67.7	85.5	62	62
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	74.8	80.1	318	317
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	68.5	82.9	222	193
SYRACUSE NY (SYR)	70.5	76.6	708	713
TALLAHASSEE FL (TLH)	77.2	81.2	377	377
TAMPA FL (TPA)	79.2	82.7	5,965	5,969
TELLURIDE CO (TEX)	80.4	82.4	51	51

JANUARY 2009

## 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.
TEXARKANA AR (TXK)	81.7	87.1	93	93
TOLEDO OH (TOL)	63.6	80.7	88	88
TRAVERSE CITY MI (TVC)	72.5	81.6	240	239
TUCSON AZ (TUS)	81.7	88.7	1,835	1,837
TULSA OK (TUL)	77.6	83.3	1,814	1,810
TWIN FALLS ID (TWF)	71.3	73.7	122	152
TYLER TX (TYR)	79.1	88.7	115	115
VALDOSTA GA (VLD)	71.8	78.2	78	78
VALPARAISO FL (VPS)	70.7	76.9	427	428
WACO TX (ACT)	76.6	77.4	124	124
WASHINGTON DC (DCA)	74.8	81.2	6,927	6,924
WASHINGTON DC (IAD)	80.1	81.7	5,556	5,556
WATERLOO IA (ALO)	61.5	51.9	26	27
WAUSAU/MARSHFIELD WI (CWA)	67.9	77.3	243	242
WEST PALM BEACH/PALM BEACH FL (PBI)	70.9	77.7	2,542	2,546
WHITE PLAINS NY (HPN)	71.7	75.0	975	976
WICHITA KS (ICT)	75.2	83.9	1,107	1,107
WILMINGTON NC (ILM)	73.2	78.7	269	268
WRANGELL AK (WRG)	42.6	44.3	61	61
YAKUTAT AK (YAK)	44.3	54.1	61	61
YUMA AZ (YUM)	93.3	92.9	238	238

JANUARY 2009

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS**  
**BY CARRIER**

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
COMAIR	22	9,103	563	6.2	78	12,713	791	6.2
AMERICAN EAGLE	17	19,497	780	4.0	109	34,937	1,431	4.1
AMERICAN	29	38,624	1,410	3.7	78	47,739	1,668	3.5
ATLANTIC SOUTHEAST	10	11,810	363	3.1	113	23,307	789	3.4
PINNACLE	21	8,782	263	3.0	118	22,287	697	3.1
EXPRESSJET	21	12,340	403	3.3	97	23,242	710	3.1
SKYWEST	19	24,239	612	2.5	143	44,443	1,320	3.0
UNITED	29	26,740	628	2.3	80	31,508	728	2.3
MESA	20	9,847	201	2.0	111	19,418	415	2.1
US AIRWAYS	29	29,500	566	1.9	77	35,934	674	1.9
ALASKA	16	6,895	57	0.8	46	11,212	210	1.9
JETBLUE	18	10,804	187	1.7	43	16,261	272	1.7
SOUTHWEST	18	48,968	736	1.5	64	96,109	1,598	1.7
DELTA	30	29,708	503	1.7	93	36,066	557	1.5
AIRTRAN	24	13,929	130	0.9	56	19,450	172	0.9
CONTINENTAL	26	17,142	151	0.9	59	21,298	177	0.8
NORTHWEST	30	17,143	102	0.6	89	22,945	154	0.7
FRONTIER	22	5,764	25	0.4	39	7,197	37	0.5
HAWAIIAN	7	372	1	0.3	15	6,273	30	0.5
<b>Total</b>		<b>341,207</b>	<b>7,681</b>	<b>2.3</b>	<b>Total</b>	<b>532,339</b>	<b>12,430</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.

**JANUARY 2009  
AIR TRAVEL CONSUMER REPORT**

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	22287	17368	77.93%	697	3.13%	72	0.32%	1015	4.56%	115	0.52%	1994	8.95%	3	0.01%	1023	4.59%
AA	47739	36027	75.47%	1668	3.49%	117	0.25%	2777	5.82%	992	2.08%	3475	7.28%	7	0.02%	2676	5.61%
AS	11212	8018	71.51%	210	1.87%	89	0.79%	668	5.96%	114	1.02%	1179	10.52%	9	0.08%	924	8.24%
B6	16261	12183	74.92%	272	1.67%	45	0.28%	861	5.29%	45	0.28%	1569	9.65%	7	0.04%	1279	7.87%
CO	21298	16490	77.43%	177	0.83%	30	0.14%	1106	5.19%	171	0.80%	2495	11.71%	45	0.21%	785	3.69%
DL	36066	27972	77.56%	557	1.54%	77	0.21%	1555	4.31%	192	0.53%	3866	10.72%	2	0.01%	1845	5.12%
EV	23307	15919	68.30%	789	3.39%	58	0.25%	1438	6.17%	179	0.77%	2397	10.28%	5	0.02%	2522	10.82%
F9	7197	5493	76.32%	37	0.51%	5	0.07%	419	5.82%	21	0.29%	853	11.86%	0	0.00%	369	5.12%
FL	19450	15053	77.39%	172	0.88%	35	0.18%	813	4.18%	21	0.11%	1755	9.02%	0	0.00%	1601	8.23%
HA	6273	5697	90.82%	30	0.48%	9	0.14%	417	6.65%	6	0.09%	7	0.12%	3	0.05%	104	1.65%
MQ	34937	25167	72.04%	1431	4.10%	66	0.19%	1710	4.89%	735	2.10%	2955	8.46%	2	0.00%	2871	8.22%
NW	22945	17529	76.40%	154	0.67%	28	0.12%	1391	6.06%	167	0.73%	2784	12.13%	4	0.02%	887	3.87%
OH	12713	7214	56.75%	791	6.22%	20	0.16%	1550	12.19%	898	7.06%	2077	16.34%	1	0.01%	163	1.28%
OO	44443	33909	76.30%	1320	2.97%	226	0.51%	1663	3.74%	223	0.50%	3117	7.01%	14	0.03%	3972	8.94%
UA	31508	24905	79.04%	728	2.31%	54	0.17%	1490	4.73%	168	0.53%	2258	7.17%	3	0.01%	1902	6.04%
US	35934	27791	77.34%	674	1.88%	60	0.17%	1757	4.89%	76	0.21%	3644	10.14%	16	0.04%	1917	5.33%
WN	96109	80058	83.30%	1598	1.66%	168	0.17%	3611	3.76%	518	0.54%	2873	2.99%	64	0.07%	7218	7.51%
XE	23242	18547	79.80%	710	3.05%	58	0.25%	757	3.26%	150	0.65%	2173	9.35%	21	0.09%	825	3.55%
YV	19418	14650	75.45%	415	2.14%	46	0.24%	2091	10.77%	293	1.51%	1315	6.77%	4	0.02%	604	3.11%
TOTAL	532339	409990		12430		1263		27091		5084		42787		209		33485	
			77.02%		2.33%		0.24%		5.09%		0.96%		8.04%		0.04%		6.29%

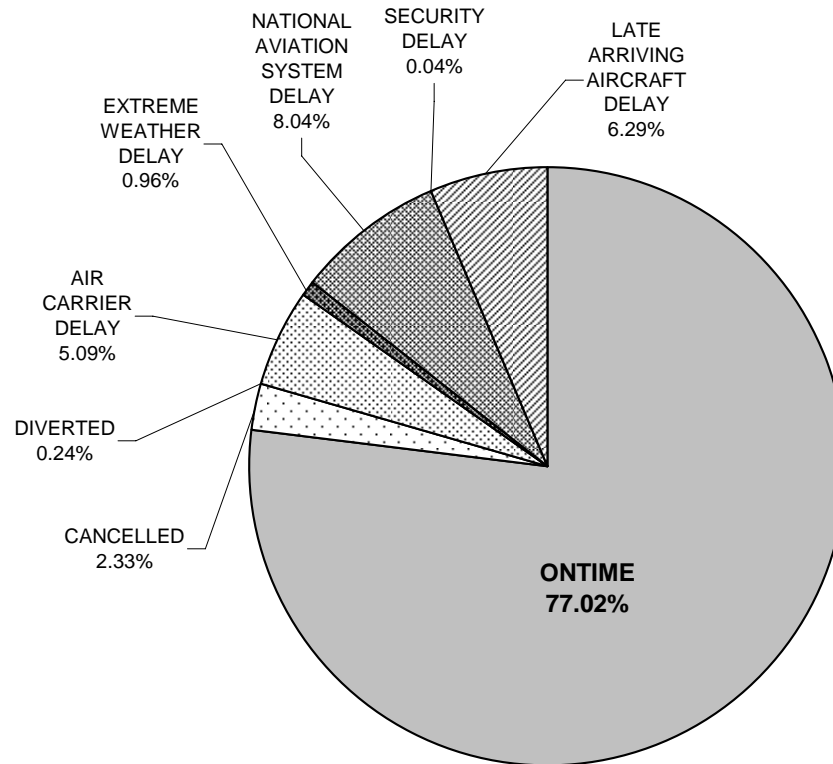
**\*Causes of Delay:**

- 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.

**JANUARY 2009**  
**AIR TRAVEL CONSUMER REPORT**  
**TABLE 10. OVERALL CAUSES OF DELAY\***



**Causes of Delay:**

- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	SCHEDULED DEPARTURE TIME	MINUTES OF TARMAC DELAY **
OH	6331	CVG	PIT	01/28/2009	900	458
US	468	CMH	PHX	01/28/2009	744	375
EV	5613	CVG	MEM	01/28/2009	855	346
EV	5615	CAK	ATL	01/28/2009	1035	299
OH	6367	CVG	CHS	01/28/2009	840	298
OH	6347	CVG	DCA	01/28/2009	700	289
UA	331	CMH	ORD	01/28/2009	748	279
OH	6295	CVG	DCA	01/28/2009	845	274
FL	373	CMH	MCO	01/28/2009	800	272
US	537	CMH	LAS	01/28/2009	700	272
EV	5041	CAK	ATL	01/28/2009	640	264
FL	812	CAK	RSW	01/28/2009	720	255
AA	515	OKC	DFW	01/26/2009	1345	254
OH	6442	CVG	CMH	01/28/2009	1110	250
XE	2091	CVG	IAH	01/28/2009	610	246
9E	5847	DAY	ATL	01/28/2009	600	241

\*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.



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## 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
OH	12,713	11	0.0865
UA	31,508	10	0.0317
XE	23,242	6	0.0258
AA	47,739	12	0.0251
FL	19,450	4	0.0206
US	35,934	7	0.0195
OO	44,443	8	0.0180
9E	22,287	4	0.0179
NW	22,945	4	0.0174
MQ	34,937	5	0.0143
EV	23,307	3	0.0129
DL	36,066	4	0.0111
CO	21,298	2	0.0094
B6	16,261	1	0.0061
YV	19,418	1	0.0051
WN	96,109	4	0.0042
AS	11,212	0	0.0000
HA	6,273	0	0.0000
F9	7,197	0	0.0000
Total	532,339	86	0.0162

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

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

**FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)**

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 31 airports for which data must be reported. Data include all reported domestic flight operations to the 31 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 31 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

**APPENDIX**

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

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

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

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

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

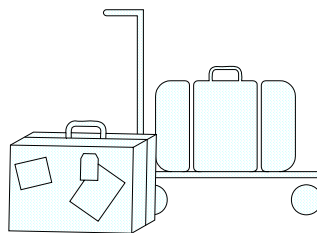
**Air Carriers Voluntarily Reporting  
Data to DOT and to CRS Vendors**

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

## **MISHANDLED BAGGAGE**

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. The reports of mishandled baggage do not distinguish between carriers that interline and those that do not. As with the data on flight delays in the previous section, these baggage statistics are filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues, plus any other airline that voluntarily submits the data. See 14 CFR Part 234.



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

RANK	AIRLINE	JANUARY 2009			JANUARY 2008		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,303	646,859	2.01	1,795	571,983	3.14
2	AIRTRAN AIRWAYS	3,479	1,722,578	2.02	5,894	1,693,013	3.48
3	JETBLUE AIRWAYS	4,491	1,566,541	2.87	6,700	1,705,755	3.93
4	CONTINENTAL AIRLINES	7,621	2,436,858	3.13	13,816	2,903,244	4.76
5	FRONTIER AIRLINES	2,189	667,054	3.28	5,512	793,842	6.94
6	NORTHWEST AIRLINES	8,525	2,443,878	3.49	15,826	3,166,091	5.00
7	US AIRWAYS	15,157	3,654,735	4.15	29,334	3,991,686	7.35
8	SOUTHWEST AIRLINES	31,912	7,214,497	4.42	54,834	7,846,506	6.99
9	EXPRESSJET AIRLINES	3,703	761,132	4.87	10,913	1,185,572	9.20
10	AMERICAN AIRLINES	26,770	5,302,473	5.05	47,056	6,074,486	7.75
11	UNITED AIRLINES	19,653	3,573,605	5.50	26,113	4,033,374	6.47
12	MESA AIRLINES	4,913	818,838	6.00	10,657	909,456	11.72
13	ALASKA AIRLINES	6,429	1,027,655	6.26	7,502	1,108,316	6.77
14	DELTA AIR LINES	32,495	4,535,090	7.17	36,507	4,637,927	7.87
15	PINNACLE AIRLINES	6,394	765,282	8.36	9,973	779,047	12.80
16	SKYWEST AIRLINES	12,820	1,520,084	8.43	22,538	1,607,020	14.02
17	COMAIR	3,868	435,730	8.88	6,261	674,605	9.28
18	AMERICAN EAGLE AIRLINES	10,231	1,048,488	9.76	17,507	1,277,141	13.71
19	ATLANTIC SOUTHEAST AIRLINES	11,813	942,738	12.53	10,194	907,571	11.23
TOTALS **		213,766	41,084,115	5.20	338,932	45,866,635	7.39

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

\*\* Aloha Airlines was ranked in this table 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 2008 reflect the deletion of Aloha's data for that month.

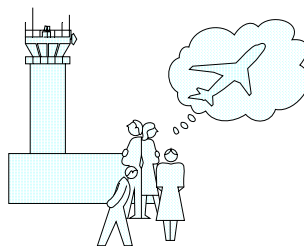
## OVERSALES

This section furnishes data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed or diverted flights.

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues *and* operate aircraft with a passenger capacity of 30 or more seats (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 CFR 250.10.

These tables give information by carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boardings per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boardings include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the oversales rule. There are four exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; 3) aircraft of smaller capacity is substituted; and (4) passenger is denied boarding due to safety-related weight restrictions on an aircraft with 60 or fewer seats. Totals appear at the end of each table.

The enplanements figures that are used to calculate the involuntary denied boarding rate do not include "shuttle" service on which reservations are not offered, nor do they include inbound international service, since the rule does not apply to these flights.



**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>	*	*	*	<b>*</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 report.

\*\* 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 nine-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

	JANUARY 2009				JANUARY 2008			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	742	39	1	86	989	63	7	124
FOREIGN AIRLINES	113	3	0	6	168	1	0	12
TRAVEL AGENTS	20	2	0	2	16	0	0	0
TOUR OPERATORS	8	1	0	1	1	0	0	0
MISCELLANEOUS	1	1	1	2	0	0	0	1
<b>INDUSTRY TOTALS</b>	<b>884</b>	<b>46</b>	<b>2</b>	<b>97</b>	<b>1,174</b>	<b>64</b>	<b>7</b>	<b>137</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY 2009			JANUARY 2008		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	263		1	369	
CANCELLATIONS			112			170
DELAYS			70			107
MISCONNECTIONS			45			51
BAGGAGE	2	196		2	304	
RES/TKTG/BOARDING	3	130		4	121	
CUSTOMER SERVICE	4	93		3	123	
REFUNDS	5	65		5	82	
OVERSALES	6	43		6	49	
DISABILITY	7	42		7	45	
FARES	8	25		8	36	
OTHER	9	17		9	26	
FREQUENT FLYER			11			21
DISCRIMINATION	10	6		10	11	
ADVERTISING	11	4		11	6	
ANIMALS	12	0		12	2	
<b>COMPLAINT TOTAL</b>		<b>884</b>			<b>1,174</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

JANUARY 2009

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	5	0	0	0	0	0	0	0	0	0	0	0	5
AIRTRAN AIRWAYS	7	2	5	1	1	3	2	1	0	1	0	0	23
ALASKA AIRLINES	6	0	2	0	1	1	1	0	0	0	0	0	11
ALLEGANT AIR	2	0	0	0	0	0	3	0	0	0	0	0	5
AMERICAN AIRLINES	20	2	13	0	4	21	9	4	0	0	0	1	74
AMERICAN EAGLE AIRLINES	4	0	1	0	0	3	0	0	0	0	0	0	8
ATLANTIC SOUTHEAST AIRLINES	7	0	0	0	0	1	1	0	0	0	0	0	9
CONTINENTAL AIRLINES	23	6	8	2	1	6	3	3	1	0	0	1	54
DELTA AIRLINES	23	5	25	2	5	49	18	3	0	0	0	6	136
EXPRESSJET AIRLINES	6	0	0	0	0	0	0	0	0	0	0	0	6
FRONTIER AIRLINES	3	0	1	0	0	0	2	0	0	0	0	0	6
HAWAIIAN AIRLINES	1	0	0	1	1	4	1	0	0	0	0	0	8
JETBLUE AIRWAYS	5	1	5	0	2	2	3	2	0	1	0	0	21
LYNXAIR INTERNATIONAL	0	0	0	0	11	0	1	0	0	0	0	0	12
MESABA AVIATION	4	0	0	0	0	0	0	1	0	1	0	0	6
NORTHWEST AIRLINES	18	3	10	2	4	12	6	3	0	0	0	1	59
PIEDMONT AIRLINES	2	0	0	0	0	3	0	0	0	0	0	0	5
PINNACLE AIRLINES	10	1	0	0	0	3	0	2	0	0	0	0	16
SKYWEST AIRLINES	6	0	0	0	0	0	0	1	0	0	0	0	7
SOUTHWEST AIRLINES	4	2	0	0	1	3	1	4	0	1	0	0	16
SPIRIT AIRLINES	7	2	9	1	7	8	5	1	0	0	0	1	41
TRANS STATES AIRLINES	9	0	0	0	0	2	0	0	0	0	0	0	11
UNITED AIRLINES	29	4	14	3	3	15	8	4	0	0	0	4	84
US AIRWAYS	22	7	16	3	3	12	16	4	0	0	0	0	83
OTHER U. S. AIRLINES	17	3	4	2	0	7	3	0	0	0	0	0	36
TOTAL JANUARY 2009	240	38	113	17	44	155	83	33	1	4	0	14	742
% OF TOTAL COMPLAINTS	32.3	5.1	15.2	2.3	5.9	20.9	11.2	4.4	0.1	0.5	0	1.9	
TOTAL JANUARY 2008	349	42	91	29	62	232	112	39	3	7	2	21	989
% OF TOTAL COMPLAINTS	35.3	4.2	9.2	2.9	6.3	23.5	11.3	3.9	0.3	0.7	0.2	2.1	

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

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

Table 4

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

JANUARY 2009

U. S. AIRLINES*	COMPS RECD IN JAN	INCI - DENTS IN JAN	PERCENT	INCI - DENTS IN DEC	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AIR WISCONSIN	5	2	40.0	3	60.0	0	0.0	0	0.0
AIRTRAN AIRWAYS	23	11	47.8	4	17.4	3	13.0	5	21.7
ALASKA AIRLINES	11	3	27.3	4	36.4	1	9.1	3	27.3
ALLEGIANT AIR	5	3	60.0	2	40.0	0	0.0	0	0.0
AMERICAN AIRLINES	74	27	36.5	21	28.4	17	23.0	9	12.2
AMERICAN EAGLE AIRLINES	8	4	50.0	2	25.0	2	25.0	0	0.0
ATLANTIC SOUTHEAST AIRLINES	9	4	44.4	4	44.4	0	0.0	1	11.1
CONTINENTAL AIRLINES	54	12	22.2	23	42.6	14	25.9	5	9.3
DELTA AIRLINES	136	50	36.8	48	35.3	27	19.9	11	8.1
EXPRESSJET AIRLINES	6	2	33.3	3	50.0	0	0.0	1	16.7
FRONTIER AIRLINES	6	2	33.3	3	50.0	1	16.7	0	0.0
HAWAIIAN AIRLINES	8	4	50.0	1	12.5	2	25.0	1	12.5
JETBLUE AIRWAYS	21	9	42.9	9	42.9	3	14.3	0	0.0
LYNXAIR INTERNATIONAL	12	0	0.0	0	0.0	2	16.7	10	83.3
MESABA AVIATION	6	2	33.3	2	33.3	1	16.7	1	16.7
NORTHWEST AIRLINES	59	15	25.4	17	28.8	17	28.8	10	16.9
PIDMONT AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
PINNACLE AIRLINES	16	9	56.2	6	37.5	0	0.0	1	6.2
SKYWEST AIRLINES	7	2	28.6	4	57.1	0	0.0	1	14.3
SOUTHWEST AIRLINES	16	5	31.2	4	25.0	5	31.2	2	12.5
SPIRIT AIRLINES	41	5	12.2	14	34.1	16	39.0	6	14.6
TRANS STATES AIRLINES	11	6	54.5	5	45.5	0	0.0	0	0.0
UNITED AIRLINES	84	32	38.1	29	34.5	13	15.5	10	11.9
US AIRWAYS	83	27	32.5	34	41.0	14	16.9	8	9.6
OTHER U. S. AIRLINES	36	13	36.1	15	41.7	5	13.9	3	8.3
<b>TOTALS</b>	<b>742</b>	<b>252</b>	<b>34.0</b>	<b>259</b>	<b>34.9</b>	<b>143</b>	<b>19.3</b>	<b>88</b>	<b>11.9</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>989</b>	<b>352</b>	<b>35.6</b>	<b>304</b>	<b>30.7</b>	<b>235</b>	<b>23.8</b>	<b>98</b>	<b>9.9</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\*\*

JANUARY 2009

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR CANADA	1	1	0	0	0	2	1	1	0	0	0	0	6
AIR FRANCE	0	0	1	0	1	8	1	1	0	0	0	1	13
ALITALIA AIRLINES	4	0	2	0	0	8	0	0	0	0	0	0	14
BRITISH AIRWAYS	0	0	1	0	1	2	0	1	1	0	0	0	6
IBERIA AIRLINES	3	0	1	0	0	0	1	2	0	0	0	0	7
LUFTHANSA	2	0	1	0	0	2	3	0	0	0	0	0	8
ROYAL JORDANIAN AIRLINES	0	0	0	0	1	4	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	10	4	5	6	8	13	0	4	1	2	0	1	54
<b>TOTALS</b>	<b>20</b>	<b>5</b>	<b>11</b>	<b>6</b>	<b>11</b>	<b>39</b>	<b>6</b>	<b>9</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>113</b>
<b><u>TRAVEL AGENTS</u></b>													
EXPEDIA.COM	0	0	2	0	3	0	0	0	0	0	0	0	5
OTHER TRAVEL AGENTS	2	0	4	1	3	1	3	0	1	0	0	0	15
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	1	4	1	1	0	0	0	0	1	8
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>8</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

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

RANK	AIRLINE	JANUARY 2009			JANUARY 2008		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	16	7,001,307	<b>0.23</b>	23	7,664,418	<b>0.30</b>
2	<b>SKYWEST AIRLINES</b>	7	1,503,160	<b>0.47</b>	25	1,593,301	<b>1.57</b>
3	<b>MESA AIRLINES</b>	4	781,759	<b>0.51</b>	8	873,483	<b>0.92</b>
4	<b>EXPRESSJET AIRLINES</b>	6	877,091	<b>0.68</b>	7	1,321,660	<b>0.53</b>
5	<b>AMERICAN EAGLE AIRLINES</b>	8	1,070,520	<b>0.75</b>	26	1,304,531	<b>1.99</b>
6	<b>FRONTIER AIRLINES</b>	6	689,469	<b>0.87</b>	13	776,220	<b>1.67</b>
7	<b>COMAIR</b>	4	448,471	<b>0.89</b>	13	686,608	<b>1.89</b>
8	<b>ATLANTIC SOUTHEAST AIRLINES</b>	9	940,215	<b>0.96</b>	10	935,033	<b>1.07</b>
9	<b>ALASKA AIRLINES</b>	11	1,132,812	<b>0.97</b>	11	1,255,323	<b>0.88</b>
10	<b>AMERICAN AIRLINES</b>	74	6,696,638	<b>1.11</b>	139	7,669,728	<b>1.81</b>
11	<b>HAWAIIAN AIRLINES</b>	8	637,946	<b>1.25</b>	4	566,943	<b>0.71</b>
12	<b>JETBLUE AIRWAYS</b>	21	1,660,512	<b>1.26</b>	16	1,727,907	<b>0.93</b>
13	<b>AIRTRAN AIRWAYS</b>	23	1,659,507	<b>1.39</b>	15	1,631,597	<b>0.92</b>
14	<b>CONTINENTAL AIRLINES</b>	54	3,249,772	<b>1.66</b>	49	3,731,668	<b>1.31</b>
15	<b>NORTHWEST AIRLINES</b>	59	3,159,185	<b>1.87</b>	58	3,902,160	<b>1.49</b>
16	<b>UNITED AIRLINES</b>	84	4,220,366	<b>1.99</b>	131	4,779,557	<b>2.74</b>
17	<b>US AIRWAYS</b>	83	4,048,290	<b>2.05</b>	100	4,317,774	<b>2.32</b>
18	<b>PINNACLE AIRLINES</b>	16	773,096	<b>2.07</b>	20	788,115	<b>2.54</b>
19	<b>DELTA AIR LINES</b>	136	5,266,626	<b>2.58</b>	131	5,352,522	<b>2.45</b>
	<b>TOTAL **</b>	<b>629</b>	<b>45,816,742</b>	<b>1.37</b>	<b>799</b>	<b>50,878,548</b>	<b>1.57</b>

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

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

\*\* Aloha Airlines was ranked in this table 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 2008 reflect the deletion of Aloha's data for that month.

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

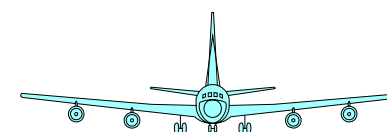
**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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





**Customer Service Reports to the Department of Homeland Security for the Month of January 2009  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration screened approximately 46.5 million airline passengers and their 42 million checked bags during January 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 January.

**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
276	.0006	63	.0001	39	.00008	400	.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
240	.0005	970	.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 January.

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.

## January 2009 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<b><i>Total</i></b>	<b>0</b>	<b>0</b>	<b>0</b>