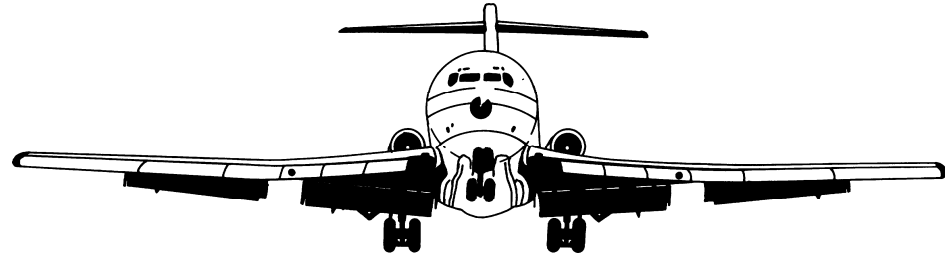




U.S. Department  
of Transportation



---

---

# ***Air Travel Consumer Report***

---

---

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

*Issued: May 2009*



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

---

<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

## TABLE OF CONTENTS

<b>Section</b>	<b>Page</b>	<b>Section</b>	<b>Page</b>
<i>Introduction</i>	.....2	<i>Flight Delays (continued)</i>	
<i>Flight Delays</i>		<b>Table 11</b>	.....23
<b>Explanation</b>	.....3	List of Regularly Scheduled Flights with Tarmac	
<b>Table 1</b>	.....4	Delays of 4 Hours or More, By Carrier	
Overall Percentage of Reported Flight		<b>Table 12</b>	.....24
Operations Arriving On Time, by Carrier		Number and Percentage of Regularly Scheduled Flights	
<b>Table 1A</b>	.....5	With Tarmac Delays of 3 Hours or More, By Carrier	
Overall Percentage of Reported Flight		<b>Footnotes</b>	.....25
Operations Arriving On Time and Carrier Rank,		<b>Appendix</b>	.....26
by Month, Quarter, and Data Base to Date		<i>Mishandled Baggage</i>	
<b>Table 2</b>	.....6	<b>Explanation</b>	.....27
Number of Reported Flight Arrivals and Percentage		<b>Ranking--March</b>	.....28
Arriving On Time, by Carrier and Airport		<b>Ranking—January-March</b>	.....29
<b>Table 3</b>	.....10	<i>Oversales</i>	
Percentage of All Carriers' Reported Flight Operations		<b>Explanation</b>	.....30
Arriving On Time, by Airport and Time of Day		<b>Ranking—1<sup>st</sup> QTR</b>	.....31
<b>Table 4</b>	.....12	<i>Consumer Complaints</i>	
Percentage of All Carriers' Reported Flight Operations		<b>Explanation</b>	.....32
Departing On Time, by Airport and Time of Day		<b>Complaint Tables 1-5 (March)</b>	.....33
<b>Table 5</b>	.....14	Summary, Complaint Categories, U.S. Airlines,	
List of Regularly Scheduled Flights		Incident Date, and Companies Other Than	
Arriving Late 80% of the Time or More		U.S. Airlines	
<b>Table 6</b>	.....15	<b>Ranking, Table 6 (March)</b>	.....38
Number and Percentage of Regularly		<b>Complaint Tables 1-4 (Jan-Mar)</b>	.....39
Scheduled Flights Arriving Late 70% of the		Summary, Complaint Categories, U.S. Airlines,	
Time or More		and Companies Other Than U.S. Airlines	
<b>Table 7</b>	.....16	<b>Ranking, Table 5 (Jan-Mar)</b>	.....43
On-Time Arrival and Departure		<b>Complaint Categories</b>	.....44
Percentage, by Airport		<i>Customer Service Reports to the</i>	
<b>Table 8</b>	.....20	<i>Department of Homeland Security</i>	..... 45
Overall Number and Percentage of Flight		<i>Airline Reports to DOT of Incidents Involving</i>	
Cancellations, by Carrier		<i>the Loss, Injury, or Death of Animals</i>	
<b>Table 9</b>	.....21	<i>During Air Transportation</i>	..... 46
Flight Causation Data, By Airline and Category			
<b>Table 10</b>	.....22		
Flight Causation Data, Graphic Representation			

## **INTRODUCTION**

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

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

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



## FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

MARCH 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	58.0	15	91.5
PINNACLE AIRLINES S/V	17	83.4	118	85.1
SOUTHWEST AIRLINES S/	19	83.7	65	83.9
NORTHWEST AIRLINES S/	30	82.2	84	82.7
SKYWEST AIRLINES S/	19	82.1	143	82.4
UNITED AIRLINES S/	29	80.6	80	80.5
US AIRWAYS S/	29	79.2	74	79.6
JETBLUE AIRWAYS S/	18	78.3	43	79.2
AMERICAN EAGLE S/	17	79.3	108	78.4
FRONTIER AIRLINES S/	22	78.6	39	78.4
AMERICAN AIRLINES S/	29	77.6	78	77.5
MESA AIRLINE S/	18	75.9	111	76.1
COMAIR S/	19	73.9	68	74.4
CONTINENTAL AIRLINES S/	26	73.1	58	74.2
AIRTRAN AIRWAYS S/	23	72.4	54	74.0
DELTA AIR LINES S/	31	73.9	91	73.9
EXPRESSJET AIRLINES S/	20	69.3	94	71.7
ALASKA AIRLINES S/	16	75.5	46	70.2
ATLANTIC SOUTHEAST AIRLINES S/	8	59.8	108	60.9
<b>TOTAL</b>		<b>77.8</b>		<b>78.4</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.
- 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.

## MARCH 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	2nd QUARTER		3rd QUARTER		4th QUARTER		1st QUARTER		JAN - 09		FEB - 09		MAR - 09		12 MONTHS ENDING MARCH 2009		DATABASE TO DATE SEP 1987-MARCH 2009	
	04 - 06 2008		07 - 09 2008		10 - 12 2008		01 - 03 2009		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	80.1	6	78.6	9	77.0	10	77.4	12	77.4	8	81.5	11	74.0	15	78.4	8	(--)	(--)
ALASKA	79.9	7	81.9	7	74.9	17	72.6	17	71.5	17	76.3	19	70.2	18	77.6	9	75.6	8
AMERICAN	63.8	19	73.6	16	79.3	7	78.0	10	75.5	13	81.3	12	77.5	11	73.4	18	78.1	5
AMERICAN EAGLE	72.1	17	78.6	10	76.8	12	77.4	13	72.0	16	82.0	7	78.4	9	76.1	11	73.8	9
ATLANTIC SOUTHEAST	79.3	8	75.7	14	72.3	19	68.9	19	68.3	18	79.0	16	60.9	19	74.1	17	(--)	(--)
COMAIR	72.4	16	68.9	19	72.3	18	69.1	18	56.7	19	76.6	18	74.4	13	70.7	19	(--)	(--)
CONTINENTAL	73.1	14	77.0	11	75.1	15	76.4	16	77.4	7	77.7	17	74.2	14	75.3	13	78.2	3
DELTA	77.8	9	76.8	12	75.0	16	77.8	11	77.6	6	82.6	5	73.9	16	76.9	10	77.6	6
EXPRESSJET	73.6	13	75.9	13	76.5	13	76.9	15	79.8	3	79.9	14	71.7	17	75.5	12	(--)	(--)
FRONTIER	77.5	10	84.9	4	77.9	9	79.2	8	76.3	11	83.3	4	78.4	10	80.0	6	(--)	(--)
HAWAIIAN	90.6	1	90.1	1	86.2	1	91.2	1	90.8	1	91.2	1	91.5	1	89.5	1	(--)	(--)
JETBLUE	73.7	12	69.3	18	76.9	11	78.4	9	74.9	15	81.2	13	79.2	8	74.5	16	(--)	(--)
MESA	72.4	15	74.7	15	75.7	14	77.0	14	75.4	14	79.8	15	76.1	12	74.9	15	(--)	(--)
NORTHWEST	74.1	11	84.4	6	80.2	4	80.3	5	76.4	10	81.5	10	82.7	4	79.6	7	79.0	2
PINNACLE	82.4	2	88.6	2	79.4	6	83.2	3	77.9	5	86.8	3	85.1	2	83.4	2	(--)	(--)
SKYWEST	82.1	3	84.8	5	78.3	8	80.2	6	76.3	12	81.8	9	82.4	5	81.4	4	(--)	(--)
SOUTHWEST	80.2	5	85.4	3	81.4	2	85.1	2	83.3	2	88.3	2	83.9	3	83.0	3	81.9	1
UNITED	68.1	18	73.3	17	79.9	5	80.4	4	79.0	4	81.8	8	80.5	6	75.0	14	75.9	7
US AIRWAYS	80.4	4	81.0	8	80.5	3	79.6	7	77.3	9	82.2	6	79.6	7	80.4	5	78.1	4
<b>Total</b>	<b>75.8</b>		<b>79.4</b>		<b>78.2</b>		<b>79.2</b>		<b>77.0</b>		<b>82.6</b>		<b>78.4</b>		<b>78.1</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.

MARCH 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	1093	63.1	145	82.1	10	50.0	47	70.2	257	82.1	225	91.1	H/		81	81.5
AA	595	67.7	944	73.7	244	80.3	147	73.5	H/		861	75.6	554	76.7	13172	82.1
AS	H/		62	85.5	H/		H/		H/		93	78.5	150	84.7	93	71.0
B6	H/		1714	79.0	H/		155	78.7	H/		H/		93	74.2	H/	
CO	299	60.9	498	72.5	148	77.7	40	80.0	H/		263	76.4	331	76.7	302	67.2
DL	12462	70.1	1250	75.4	380	75.8	216	72.7	1146	87.8	477	73.0	367	75.7	332	70.5
EV	12014	58.5	H/		4	75.0	6	33.3	651	84.3	H/		H/		H/	
F9	89	71.9	H/		H/		H/		H/		93	76.3	3647	82.3	147	76.9
FL	6636	69.3	518	76.4	1382	81.8	179	69.8	H/		221	75.6	155	66.5	236	61.9
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	58	58.6	794	72.8	120	82.5	244	80.7	417	79.1	901	74.6	H/		6443	79.8
NW	205	70.7	258	77.5	291	84.5	156	80.1	H/		514	87.9	297	74.4	124	81.5
OH	625	49.8	884	76.4	262	81.3	H/		3127	85.3	570	79.8	H/		67	62.7
OO	889	59.8	H/		H/		H/		152	86.2	H/		4323	79.9	127	81.9
UA	94	64.9	758	79.9	401	81.3	92	82.6	31	54.8	430	76.7	5720	82.5	251	76.5
US	261	67.8	1646	77.9	377	77.5	6563	79.8	H/		2206	83.8	341	71.3	522	80.7
WN	H/		H/		4774	86.6	H/		H/		H/		3412	81.4	H/	
XE	205	59.5	61	75.4	233	76.8	506	65.4	237	68.4	167	70.7	H/		92	75.0
YV	144	59.7	31	54.8	H/		1616	69.6	H/		H/		1203	79.6	4	100.0
<b>TOTAL</b>	<b>35669</b>	<b>64.9</b>	<b>9563</b>	<b>76.6</b>	<b>8626</b>	<b>83.8</b>	<b>9967</b>	<b>76.9</b>	<b>6018</b>	<b>84.3</b>	<b>7021</b>	<b>79.6</b>	<b>20593</b>	<b>80.8</b>	<b>21993</b>	<b>80.5</b>

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

MARCH 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	4298	89.0	22	54.5	31	96.8	105	82.9	83	85.5	H/		H/		H/	
AA	270	76.7	448	55.1	275	76.4	298	78.9	363	75.8	966	75.6	647	75.3	2374	77.0
AS	H/		62	58.1	H/		H/		H/		H/		297	77.4	499	77.2
B6	H/		436	58.0	1238	76.7	579	87.4	H/		4173	78.4	279	84.6	H/	
CO	170	74.1	4205	61.7	489	82.0	H/		6669	81.1	H/		495	72.9	545	70.8
DL	198	72.7	337	44.5	849	77.9	226	74.3	92	60.9	1546	77.7	616	76.6	1039	79.2
EV	H/		H/		H/		12	25.0	H/		H/		H/		H/	
F9	93	73.1	H/		31	87.1	H/		89	67.4	H/		186	75.8	153	72.5
FL	212	75.5	151	41.1	615	73.7	151	73.5	H/		H/		213	73.2	114	67.5
HA	H/		H/		H/		H/		H/		H/		79	63.3	62	62.9
MQ	244	71.3	H/		H/		H/		H/		713	72.1	H/		1100	91.8
NW	5974	87.1	173	57.2	300	84.3	67	92.5	85	70.6	178	78.7	417	68.6	523	74.2
OH	280	78.6	178	43.8	35	65.7	H/		93	67.7	1352	70.5	H/		H/	
OO	7	71.4	84	47.6	H/		H/		268	66.8	H/		268	80.2	3455	89.3
UA	141	80.9	399	62.9	H/		2202	85.1	217	82.0	394	83.5	935	79.8	2276	83.6
US	244	82.0	327	56.0	646	75.9	22	81.8	212	78.8	186	76.3	1971	82.3	674	80.6
WN	517	81.4	H/		1652	85.5	331	80.7	H/		H/		7041	82.2	3560	82.1
XE	152	61.2	3909	55.9	H/		61	63.9	6954	77.3	H/		H/		H/	
YV	130	63.1	149	36.9	H/		1721	71.5	70	61.4	87	51.7	60	95.0	31	71.0
<b>TOTAL</b>	<b>12930</b>	<b>85.4</b>	<b>10880</b>	<b>57.4</b>	<b>6161</b>	<b>79.7</b>	<b>5775</b>	<b>79.6</b>	<b>15195</b>	<b>78.5</b>	<b>9595</b>	<b>76.4</b>	<b>13504</b>	<b>80.3</b>	<b>16405</b>	<b>82.4</b>

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



MARCH 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	200	73.0	H/		H/		H/		1687	83.8	6	66.7	H/		123	78.9
AA	1532	56.3	802	76.6	H/		3575	79.5	448	77.5	5303	78.6	120	76.7	445	72.6
AS	H/		62	85.5	H/		31	80.6	62	66.1	120	71.7	851	82.4	H/	
B6	248	59.3	1303	81.3	H/		H/		H/		151	75.5	62	83.9	H/	
CO	334	62.9	629	79.0	H/		298	78.2	113	70.8	336	72.9	124	67.7	148	67.6
DL	1476	67.5	1121	80.6	62	66.1	430	66.5	361	65.1	206	68.0	177	78.0	338	69.8
EV	48	60.4	H/		H/		H/		H/		H/		H/		3	33.3
F9	62	53.2	43	81.4	124	71.8	H/		124	74.2	H/		92	73.9	31	67.7
FL	487	58.5	1838	81.6	495	72.1	126	73.8	186	67.7	H/		H/		310	71.9
HA	H/		H/		H/		H/		H/		H/		62	50.0	H/	
MQ	961	64.0	H/		H/		547	83.9	H/		6599	80.4	H/		62	67.7
NW	581	66.8	496	77.0	164	84.1	207	78.7	5817	85.8	404	79.2	155	71.0	200	78.0
OH	1037	57.2	27	92.6	H/		35	80.0	99	73.7	319	71.8	H/		285	70.9
OO	H/		H/		H/		H/		138	77.5	3474	79.3	983	89.7	111	79.3
UA	590	64.2	646	80.3	H/		183	78.1	460	79.6	6694	81.8	430	77.2	456	76.5
US	1148	72.6	778	77.5	H/		310	74.2	244	78.7	655	77.9	186	81.2	3556	76.0
WN	H/		3564	86.2	6246	86.1	H/		186	77.4	H/		1168	82.1	1993	81.3
XE	88	56.8	32	78.1	H/		H/		282	68.1	236	64.0	H/		21	81.0
YV	84	60.7	H/		H/		H/		H/		2461	74.1	H/		H/	
<b>TOTAL</b>	<b>8876</b>	<b>63.3</b>	<b>11341</b>	<b>81.9</b>	<b>7091</b>	<b>84.6</b>	<b>5742</b>	<b>78.4</b>	<b>10207</b>	<b>82.3</b>	<b>26964</b>	<b>79.1</b>	<b>4410</b>	<b>81.6</b>	<b>8082</b>	<b>76.5</b>

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

MARCH 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*	PHX		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		H/		H/		H/		H/		193	83.4	H/	
AA	488	76.6	457	68.1	399	78.9	966	66.8	213	79.3	1275	82.4	554	79.2
AS	279	77.8	306	81.0	3653	73.2	394	71.3	H/		H/		H/	
B6	58	86.2	155	83.9	155	85.8	155	67.1	155	84.5	H/		317	81.7
CO	344	66.6	299	77.3	350	63.1	373	62.2	61	75.4	H/		427	79.2
DL	342	78.1	296	76.4	384	81.8	392	74.5	2379	85.5	84	70.2	713	78.0
EV	H/		H/		H/		H/		H/		80	57.5	H/	
F9	178	64.6	126	73.0	124	77.4	124	61.3	173	76.9	93	76.3	31	77.4
FL	121	72.7	H/		H/		31	67.7	H/		102	67.6	619	79.2
HA	31	61.3	31	54.8	75	60.0	31	45.2	H/		H/		H/	
MQ	H/		608	90.5	H/		151	70.2	H/		169	83.4	H/	
NW	403	71.5	177	64.4	363	70.0	275	66.2	151	69.5	106	81.1	424	84.0
OH	H/		H/		H/		H/		H/		128	78.1	115	75.7
OO	273	80.2	586	90.3	481	91.1	3295	73.8	6339	87.6	95	67.4	H/	
UA	461	77.9	640	79.5	620	82.9	3382	77.9	124	79.8	31	80.6	340	77.4
US	4881	83.9	372	81.7	304	75.7	523	70.9	124	89.5	89	91.0	677	78.0
WN	5508	84.4	2998	81.4	1194	84.4	1204	69.2	1398	83.8	2176	87.2	2505	85.9
XE	53	71.7	H/		H/		H/		59	76.3	216	72.2	11	90.9
YV	2789	87.3	1	100.0	H/		H/		31	83.9	66	68.2	H/	
<b>TOTAL</b>	<b>16209</b>	<b>82.9</b>	<b>7052</b>	<b>80.8</b>	<b>8102</b>	<b>77.0</b>	<b>11296</b>	<b>72.8</b>	<b>11207</b>	<b>85.9</b>	<b>4903</b>	<b>82.7</b>	<b>6733</b>	<b>81.7</b>

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

MARCH 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	88.1	79.3	90.0	82.3	J/	100.0	84.1	84.7	90.9	78.5	100.0	87.1	90.6	87.5	72.2	89.5	90.9	83.1
700 - 759 AM	82.3	81.4	90.8	94.3	86.6	91.4	86.8	91.1	90.6	88.2	95.5	87.3	83.7	82.2	94.8	92.7	80.9	100.0
800 - 859 AM	64.7	86.0	92.7	82.5	92.0	90.9	88.5	90.4	89.4	87.0	92.6	91.3	83.4	89.5	91.6	90.9	84.0	96.8
900 - 959 AM	69.9	86.5	92.3	72.6	89.3	85.4	86.8	87.4	85.7	86.2	91.4	87.8	82.8	87.3	91.0	86.8	80.5	89.8
1000 - 1059 AM	63.8	82.1	89.7	76.8	84.9	82.3	82.2	84.7	83.9	80.7	87.8	81.3	78.8	87.6	81.7	87.4	77.6	89.7
1100 - 1159 AM	66.0	82.8	84.9	76.3	87.8	82.2	83.9	86.4	86.2	80.3	84.0	78.5	85.8	86.3	81.0	85.9	70.5	85.2
1200 - 1259 PM	64.0	79.8	91.4	79.1	82.4	80.9	80.7	84.1	86.5	78.4	80.8	82.4	79.5	79.3	80.4	83.8	65.6	81.5
100 - 159 PM	62.7	78.1	82.9	82.0	88.3	80.9	80.5	82.9	82.2	68.5	79.0	85.4	79.3	82.2	77.4	85.1	65.5	84.5
200 - 259 PM	58.2	77.7	83.0	76.6	83.1	79.6	80.7	80.0	86.1	53.9	81.6	82.9	78.3	71.6	77.6	84.2	55.7	82.4
300 - 359 PM	60.7	82.5	82.2	77.7	84.5	79.8	78.7	79.0	85.1	53.7	81.0	83.9	77.3	70.1	77.0	82.6	57.7	84.3
400 - 459 PM	61.4	74.6	84.1	80.3	84.8	78.1	83.1	75.6	89.2	44.9	77.4	73.3	76.9	79.9	76.8	77.3	59.2	82.0
500 - 559 PM	64.3	73.5	84.1	69.8	78.3	77.7	77.3	74.1	86.2	39.0	81.4	80.9	71.1	72.3	78.7	78.7	54.0	80.9
600 - 659 PM	63.4	71.4	77.7	80.4	85.5	78.2	77.8	74.1	85.8	40.0	71.6	77.0	71.8	69.2	76.9	80.9	58.3	79.6
700 - 759 PM	57.4	70.2	80.8	66.7	79.9	76.7	73.1	75.9	82.6	41.5	74.4	78.4	74.0	59.3	74.7	76.8	52.4	77.2
800 - 859 PM	61.8	70.3	81.9	72.5	92.9	78.6	76.2	75.1	86.0	33.5	74.1	73.9	75.3	66.5	76.6	75.6	55.7	71.7
900 - 959 PM	67.1	73.3	78.3	73.1	74.3	74.4	76.0	76.5	77.8	40.1	74.6	74.4	70.8	73.1	80.0	78.4	52.5	78.8
1000 - 1059 PM	65.7	70.5	72.8	76.1	69.6	70.7	75.9	68.9	70.3	40.9	75.1	75.8	70.4	71.4	77.9	74.5	56.4	75.6
1100 - 559 AM	80.9	72.5	78.7	65.7	72.3	68.0	76.9	77.0	78.0	57.6	73.4	76.0	82.5	79.1	76.7	80.5	62.8	73.6
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>64.9</b>	<b>76.6</b>	<b>83.8</b>	<b>76.9</b>	<b>84.3</b>	<b>79.6</b>	<b>80.8</b>	<b>80.5</b>	<b>85.4</b>	<b>57.4</b>	<b>79.7</b>	<b>79.6</b>	<b>78.5</b>	<b>76.4</b>	<b>80.3</b>	<b>82.4</b>	<b>63.3</b>	<b>81.9</b>

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

MARCH 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	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	94.1	88.5	92.6	91.3	90.8	89.6	91.3	80.0	70.7	93.2	86.2	94.1	J/	88.0
700 - 759 AM	95.2	85.1	88.2	88.2	89.9	83.3	90.8	92.9	81.0	91.7	92.7	93.9	100.0	87.7
800 - 859 AM	94.3	91.7	88.7	88.1	94.5	84.8	91.5	91.3	93.2	87.6	88.6	94.3	91.5	84.8
900 - 959 AM	91.4	89.8	85.8	85.0	88.4	86.0	86.5	89.2	83.5	80.5	91.8	86.2	91.4	85.8
1000 - 1059 AM	90.8	82.6	85.4	84.6	88.3	81.0	86.2	84.0	86.1	72.3	87.6	82.7	85.0	81.8
1100 - 1159 AM	86.2	80.6	81.3	83.2	81.5	78.0	88.3	82.2	81.0	65.3	87.2	89.3	85.2	81.4
1200 - 1259 PM	85.4	77.5	82.9	83.7	85.0	80.8	86.3	83.4	88.1	64.8	87.0	81.1	81.5	79.9
100 - 159 PM	83.8	74.5	85.0	83.4	85.5	80.8	83.2	81.8	77.5	70.0	85.5	90.4	85.1	78.9
200 - 259 PM	85.6	80.2	85.9	81.0	87.5	75.2	85.0	81.2	74.3	68.6	86.0	86.9	82.8	77.4
300 - 359 PM	84.7	79.7	84.8	78.0	80.2	76.3	83.5	85.2	79.5	74.0	85.3	80.9	82.1	76.8
400 - 459 PM	82.8	75.3	81.0	75.7	81.6	73.4	81.5	80.6	75.2	72.3	85.0	86.5	81.3	75.8
500 - 559 PM	86.5	76.5	81.4	70.1	81.7	72.0	80.3	83.1	64.0	71.8	75.0	85.6	82.5	73.8
600 - 659 PM	83.0	78.1	73.0	72.0	84.8	73.2	75.8	80.0	76.3	73.3	85.4	77.9	75.0	74.5
700 - 759 PM	81.1	71.1	84.9	67.7	80.4	69.7	75.9	72.9	75.9	70.8	80.7	72.7	78.0	70.9
800 - 859 PM	76.0	69.0	76.1	66.5	79.9	71.8	76.8	75.1	75.8	70.8	85.4	80.6	75.6	72.8
900 - 959 PM	77.0	73.5	69.4	71.4	72.7	75.0	75.4	68.2	71.3	68.4	75.9	73.3	74.1	71.3
1000 - 1059 PM	74.9	72.1	75.4	75.4	76.3	72.6	77.3	72.3	73.7	64.7	81.7	69.3	76.8	71.4
1100 - 559 AM	81.9	68.0	83.4	85.9	70.5	71.5	75.3	85.3	69.3	74.0	78.4	76.7	78.3	75.2
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>84.6</b>	<b>78.4</b>	<b>82.3</b>	<b>79.1</b>	<b>81.6</b>	<b>76.5</b>	<b>82.9</b>	<b>80.8</b>	<b>77.0</b>	<b>72.8</b>	<b>85.9</b>	<b>82.7</b>	<b>81.7</b>	<b>77.8</b>

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

MARCH 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	91.7	91.0	92.1	90.3	92.2	90.4	92.1	88.2	93.2	90.5	93.9	89.8	93.3	93.4	95.9	94.8	91.4	93.9
700 - 759 AM	85.5	89.9	93.8	88.0	91.8	88.8	92.4	87.2	95.4	88.0	94.3	83.5	93.9	90.3	91.6	92.5	90.0	95.8
800 - 859 AM	84.5	86.0	88.9	89.3	87.7	90.4	85.0	84.6	90.6	86.8	92.3	85.6	85.0	87.4	90.0	91.5	87.9	94.0
900 - 959 AM	76.2	87.7	90.2	88.0	91.7	88.0	83.4	83.4	88.6	82.9	91.7	88.3	84.2	87.6	88.1	85.2	85.5	89.1
1000 - 1059 AM	75.0	85.9	86.3	76.1	84.6	90.3	79.5	79.8	85.1	86.9	83.3	82.4	84.2	86.8	82.4	84.0	85.5	88.2
1100 - 1159 AM	68.6	82.7	82.0	80.0	86.1	83.6	78.9	79.0	89.3	84.5	81.5	89.7	80.5	85.7	81.8	86.6	81.2	86.4
1200 - 1259 PM	65.8	83.4	81.1	70.5	82.3	84.1	76.8	76.2	85.9	78.9	78.1	81.5	81.6	86.0	78.9	83.0	78.1	80.7
100 - 159 PM	67.3	78.2	80.1	76.8	88.5	82.2	74.3	72.9	85.5	74.4	77.6	70.7	84.0	79.3	75.1	84.0	73.3	79.8
200 - 259 PM	62.7	80.1	81.1	75.2	82.9	82.8	78.2	70.4	83.8	69.6	74.2	78.2	77.3	84.0	74.1	81.9	73.7	76.9
300 - 359 PM	61.5	75.1	75.3	75.4	84.4	79.7	76.6	71.6	85.4	60.4	72.4	80.8	78.1	73.4	71.3	81.2	65.9	77.0
400 - 459 PM	63.5	78.8	76.2	78.5	81.9	81.0	73.1	72.3	78.5	53.3	72.8	76.4	76.0	76.5	66.7	83.8	71.0	75.9
500 - 559 PM	64.8	75.6	75.9	75.0	82.7	83.3	72.5	68.9	85.7	52.0	74.8	77.3	73.4	77.4	68.9	80.3	67.9	78.8
600 - 659 PM	67.5	72.0	70.9	77.2	67.0	76.3	74.4	68.3	76.4	49.2	67.4	75.7	68.4	76.9	74.2	82.1	65.0	76.3
700 - 759 PM	66.3	75.0	74.4	73.7	77.4	83.4	76.3	67.6	85.3	51.3	67.2	69.8	70.7	69.5	72.2	81.2	68.2	75.2
800 - 859 PM	65.5	76.6	74.9	78.5	81.1	83.3	69.8	69.5	58.6	47.6	68.2	70.2	73.3	70.1	71.0	79.6	69.3	73.9
900 - 959 PM	68.8	J/	73.2	35.5	J/	86.2	81.8	77.8	88.4	40.1	77.0	73.3	78.8	68.8	71.7	80.2	64.5	70.3
1000 - 1059 PM	69.5	J/	J/	80.2	J/	J/	75.0	80.7	90.0	J/	60.0	81.3	78.4	79.4	83.8	90.0	J/	76.9
1100 - 559 AM	100.0	93.6	93.5	J/	J/	88.5	84.5	87.7	95.2	88.0	93.5	93.0	91.8	93.7	85.5	88.4	93.5	92.5
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>70.0</b>	<b>82.1</b>	<b>81.8</b>	<b>79.7</b>	<b>84.0</b>	<b>84.8</b>	<b>78.9</b>	<b>75.8</b>	<b>86.8</b>	<b>69.8</b>	<b>80.1</b>	<b>80.7</b>	<b>79.8</b>	<b>80.7</b>	<b>78.7</b>	<b>85.5</b>	<b>77.1</b>	<b>83.0</b>

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

MARCH 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	95.3	88.9	91.4	88.7	94.3	89.5	95.8	94.8	92.5	95.3	95.2	93.0	96.1	92.4
700 - 759 AM	94.9	87.6	94.1	89.6	95.7	88.8	93.2	93.0	88.6	93.6	94.9	92.0	94.6	91.1
800 - 859 AM	92.4	86.6	88.7	88.0	95.8	88.6	88.9	91.5	88.3	90.6	95.1	93.3	94.4	88.3
900 - 959 AM	88.9	85.1	87.9	84.5	84.2	86.5	87.8	90.5	86.2	88.4	91.0	85.5	90.4	85.7
1000 - 1059 AM	86.1	84.1	86.8	82.6	89.2	85.7	85.6	83.2	88.1	80.1	88.8	81.8	85.3	83.3
1100 - 1159 AM	86.0	81.5	86.2	79.3	85.4	80.2	84.3	85.6	82.8	71.4	90.2	78.9	81.4	81.3
1200 - 1259 PM	79.8	76.7	83.5	81.7	83.4	79.7	83.5	80.5	80.6	68.6	89.0	78.7	84.8	78.5
100 - 159 PM	76.4	69.9	85.9	78.1	85.3	83.0	83.7	81.0	83.8	70.9	86.5	83.5	85.1	78.3
200 - 259 PM	77.3	69.8	82.0	76.0	87.2	74.3	80.7	81.9	75.5	71.3	84.7	83.9	77.7	75.8
300 - 359 PM	75.4	68.3	83.0	75.7	87.6	75.1	78.7	79.7	78.7	69.2	87.9	79.3	80.7	75.2
400 - 459 PM	78.7	74.7	78.1	71.0	82.4	72.6	79.8	82.4	85.2	77.6	82.9	76.4	75.8	74.4
500 - 559 PM	74.0	69.1	83.5	70.1	85.8	71.5	75.9	82.5	82.9	79.4	86.7	79.6	77.1	74.8
600 - 659 PM	79.1	66.7	81.1	69.2	78.1	74.2	77.4	80.2	69.4	78.0	66.7	79.2	74.0	72.3
700 - 759 PM	69.0	69.8	84.6	68.3	68.2	69.7	74.0	79.0	81.7	82.3	88.7	69.9	72.3	73.7
800 - 859 PM	66.2	69.7	89.0	69.0	90.6	80.4	75.9	74.3	74.6	76.2	84.1	77.7	89.9	71.8
900 - 959 PM	68.9	75.9	84.9	72.0	76.4	78.0	80.3	75.4	65.9	71.0	91.3	100.0	78.9	76.5
1000 - 1059 PM	J/	69.4	85.3	74.2	86.4	J/	87.2	91.3	89.0	81.4	100.0	J/	J/	81.0
1100 - 559 AM	J/	95.2	96.4	91.4	77.9	91.0	88.1	J/	86.5	79.7	86.0	92.6	96.7	88.5
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>81.2</b>	<b>76.1</b>	<b>85.8</b>	<b>77.8</b>	<b>87.9</b>	<b>80.4</b>	<b>83.1</b>	<b>84.7</b>	<b>83.4</b>	<b>79.8</b>	<b>88.9</b>	<b>83.1</b>	<b>83.3</b>	<b>79.9</b>

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

MARCH 2009

## 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
OH	6382	ATL-EWR	2025	27	96.30	52	40
XE	2090	EWR-BGR	2035	30	93.33	81	66
YV	2610	CLT-EWR	1257	27	92.59	80	45
OH	6542	MCI-LGA	1415	30	90.00	59	41
AS	152	OME-OTZ	1336	31	87.10	57	29
AS	69	KTN-JNU	2035	31	87.10	44	33
DL	2023	EWR-ATL	1800	27	85.19	74	52
AA	878	DFW-EWR	1635	27	85.19	64	49
AS	152	OTZ-ANC	1506	31	83.87	68	53
EV	5026	PFN-ATL	640	31	83.87	42	31
9E	5841	ATL-RIC	943	18	83.33	31	30
EV	4919	ATL-GSO	835	23	82.61	27	22
DL	2018	ATL-EWR	1715	27	81.48	63	65
YV	7116	IAD-EWR	1653	25	80.00	73	58
YV	7116	EWR-IAD	1900	25	80.00	69	54

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

MARCH 2009

## 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
EXPRESSJET	861	26	3.0
ALASKA	379	9	2.4
COMAIR	468	9	1.9
ATLANTIC SOUTHEAST	857	12	1.4
MESA	688	7	1.0
CONTINENTAL	779	7	0.9
DELTA	1,233	6	0.5
AIRTRAN	694	3	0.4
AMERICAN	1,580	6	0.4
JETBLUE	554	2	0.4
PINNACLE	744	2	0.3
SKYWEST	1,560	4	0.3
US AIRWAYS	1,216	2	0.2
UNITED	1,137	1	0.1
SOUTHWEST	3,352	0	0.0
AMERICAN EAGLE	1,198	0	0.0
NORTHWEST	863	0	0.0
FRONTIER	240	0	0.0
HAWAIIAN	196	0	0.0
<b>TOTAL</b>	<b>18,599</b>	<b>96</b>	<b>0.5</b>

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



MARCH 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.
ABILENE TX (ABI)	80.3	90.6	213	213
ADAK ISLAND AK (ADK)	33.3	33.3	9	9
AGUADILLA PR (BQN)	74.0	88.6	123	123
AKRON OH (CAK)	71.8	78.6	759	758
ALBANY GA (ABY)	67.4	69.7	89	89
ALBANY NY (ALB)	80.2	85.5	928	927
ALBUQUERQUE NM (ABQ)	82.4	84.9	3,077	3,077
ALEXANDRIA LA (AEX)	71.4	82.6	185	184
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	80.9	84.6	346	345
AMARILLO TX (AMA)	74.5	80.2	564	565
ANCHORAGE AK (ANC)	48.5	62.1	1,273	1,273
APPLETON WI (ATW)	76.2	81.4	491	490
ASHEVILLE NC (AVL)	68.1	70.1	401	401
ASHLAND WV (HTS)	84.9	94.4	53	54
ASPEN CO (ASE)	69.9	67.6	615	617
ATLANTA GA (ATL)	64.9	70.0	35,669	35,662
AUGUSTA GA (AGS)	68.1	72.5	251	251
AUSTIN TX (AUS)	78.4	84.2	3,708	3,708
BAKERSFIELD CA (BFL)	83.8	87.7	309	309
BALTIMORE MD (BWI)	83.8	81.8	8,626	8,626
BANGOR ME (BGR)	70.3	80.2	269	268
BARROW AK (BRW)	51.6	33.9	62	62
BATON ROUGE LA (BTR)	72.6	77.7	685	682
BEND/REDMOND OR (RDM)	83.0	82.6	270	270
BETHEL AK (BET)	50.0	44.3	88	88
BILLINGS MT (BIL)	86.9	88.7	275	275
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	93.1	93.1	58	58
BIRMINGHAM AL (BHM)	77.0	79.5	1,795	1,795
BISMARCK/MANDAN ND (BIS)	74.3	77.0	179	178
BLOOMINGTON IL (BMI)	69.7	76.9	403	403
BOISE ID (BOI)	84.3	87.3	1,213	1,214
BOSTON MA (BOS)	76.6	82.1	9,563	9,566
BOZEMAN MT (BZN)	83.7	87.6	392	394
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	69.9	71.8	176	177
BROWNSVILLE TX (BRO)	79.5	83.5	122	121
BRUNSWICK GA (BQK)	69.0	76.2	84	84
BUFFALO NY (BUF)	78.1	83.5	2,127	2,127
BURBANK CA (BUR)	84.4	86.5	2,474	2,472
BURLINGTON VT (BTV)	76.7	85.2	464	466
BUTTE MT (BTM)	86.2	94.8	58	58
CARLSBAD CA (CLD)	94.8	95.8	191	191
CASPER WY (CPR)	86.5	90.4	178	178
CEDAR CITY UT (CDC)	84.5	87.7	58	57

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR RAPIDS/IOWA CITY IA (CID)	79.8	83.8	781	778
CHAMPAIGN/URBANA IL (CMI)	78.4	90.7	204	204
CHARLESTON SC (CHS)	71.1	75.2	1,156	1,155
CHARLESTON/DUNBAR WV (CRW)	75.1	77.8	321	320
CHARLOTTE AMALIE VI (STT)	69.8	83.4	367	368
CHARLOTTE NC (CLT)	76.9	79.7	9,967	9,971
CHARLOTTESVILLE VA (CHO)	65.9	72.7	88	88
CHATTANOOGA TN (CHA)	73.9	75.8	459	459
CHICAGO IL (MDW)	84.6	81.2	7,091	7,089
CHICAGO IL (ORD)	79.1	77.8	26,964	26,966
CHICO CA (CIC)	76.7	79.2	120	120
CHRISTIANSTED VI (STX)	74.4	76.9	39	39
CLEVELAND OH (CLE)	83.9	87.2	4,952	4,952
CODY WY (COD)	85.7	92.9	84	84
COLLEGE STATION/BRYAN TX (CLL)	69.7	73.0	89	89
COLORADO SPRINGS CO (COS)	79.3	84.8	1,126	1,126
COLUMBIA SC (CAE)	73.9	79.7	954	951
COLUMBUS GA (CSG)	58.8	70.6	119	119
COLUMBUS MS (GTR)	57.1	75.0	84	84
COLUMBUS OH (CMH)	82.9	86.2	2,592	2,588
CORDOVA AK (CDV)	62.9	71.0	62	62
CORPUS CHRISTI TX (CRP)	75.0	81.0	587	588
COVINGTON KY (CVG)	84.3	84.0	6,018	6,012
CRESCENT CITY CA (CEC)	77.5	69.7	89	89
DALLAS TX (DAL)	83.5	80.0	4,291	4,291
DALLAS/FT.WORTH TX (DFW)	80.5	75.8	21,993	21,997
DAYTON OH (DAY)	76.4	82.0	1,434	1,432
DAYTONA BEACH FL (DAB)	70.3	74.5	185	184
DEADHORSE AK (SCC)	66.7	61.4	57	57
DENVER CO (DEN)	80.8	78.9	20,593	20,588
DES MOINES IA (DSM)	80.1	83.9	1,369	1,369
DETROIT MI (DTW)	85.4	86.8	12,930	12,948
DOTHAN AL (DHN)	65.0	67.5	120	120
DUBUQUE IA (DBQ)	84.3	86.5	89	89
DULUTH MN (DLH)	87.6	91.7	121	121
DURANGO CO (DRO)	82.6	83.7	281	282
EAGLE CO (EGE)	78.8	81.1	463	466
EL CENTRO CA (IPL)	96.6	96.6	58	58
EL PASO TX (ELP)	81.6	85.2	1,694	1,692
ELKO NV (EKO)	93.5	96.8	124	124
ELMIRA/CORNING NY (ELM)	94.6	97.3	111	111
ERIE PA (ERI)	85.0	90.0	120	120
EUGENE OR (EUG)	80.3	85.4	412	412

MARCH 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.
EUREKA/ARCATA CA (ACV)	76.4	80.1	301	301
EVANSVILLE IN (EVV)	81.8	85.0	439	439
FAIRBANKS AK (FAI)	53.0	67.7	319	319
FARGO ND (FAR)	80.0	85.3	340	340
FAYETTEVILLE AR (XNA)	75.6	81.5	1,194	1,191
FAYETTEVILLE NC (FAY)	59.5	68.5	257	257
FLAGSTAFF AZ (FLG)	82.6	84.1	132	132
FLINT MI (FNT)	75.0	82.4	625	625
FLORENCE SC (FLO)	64.6	77.1	48	48
FORT LAUDERDALE FL (FLL)	79.7	80.1	6,161	6,165
FORT SMITH AR (FSM)	72.7	81.4	187	188
FORT WAYNE IN (FWA)	81.7	86.7	487	487
FRESNO CA (FAT)	85.1	85.1	1,027	1,028
FT. MYERS FL (RSW)	81.7	84.6	3,280	3,279
GAINESVILLE FL (GNV)	63.1	64.8	233	233
GILLETTE WY (GCC)	75.8	77.9	124	122
GRAND FORKS ND (GFK)	82.5	84.9	120	119
GRAND JUNCTION CO (GJT)	84.8	87.4	466	469
GRAND RAPIDS MI (GRR)	82.1	87.5	1,306	1,305
GREAT FALLS MT (GTF)	90.4	93.8	146	146
GREEN BAY/CLINTONVILLE WI (GRB)	81.9	84.5	592	592
GREENSBORO/HIGH POINT NC (GSO)	70.9	76.5	942	941
GREENVILLE/SPARTANBURG SC (GSP)	72.2	79.1	859	858
GULFPORT/BILOXI MS (GPT)	72.0	76.2	546	546
GUNNISON CO (GUC)	75.0	77.1	156	157
HANCOCK/HOUGHTON MI (CMX)	88.7	87.1	62	62
HARLINGEN/SAN BENITO TX (HRL)	79.3	83.5	357	357
HARRISBURG PA (MDT)	74.8	78.4	656	656
HARTFORD CT (BDL)	79.2	84.2	2,123	2,124
HELENA MT (HLN)	87.6	89.2	186	186
HILO HI (ITO)	90.8	93.5	728	728
HONOLULU HI (HNL)	86.0	91.6	4,836	4,835
HOUSTON TX (HOU)	80.7	75.7	4,658	4,658
HOUSTON TX (IAH)	78.5	79.8	15,195	15,192
HUNTSVILLE AL (HSV)	76.8	79.6	853	848
IDAHO FALLS ID (IDA)	87.2	90.1	274	274
INDIANAPOLIS IN (IND)	84.6	86.0	3,263	3,265
INDIO/PALM SPRINGS CA (PSP)	82.0	85.0	1,236	1,236
INYOKERN CA (IYK)	96.4	98.8	83	83
ISLIP NY (ISP)	81.8	83.7	826	826
ITHACA/CORTLAND NY (ITH)	80.6	83.9	31	31
JACKSON WY (JAC)	78.2	83.3	348	348
JACKSON/VICKSBURG MS (JAN)	74.1	78.9	1,063	1,061

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSONVILLE FL (JAX)	76.7	80.7	2,537	2,537
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	61.7	70.4	115	115
JUNEAU AK (JNU)	58.2	57.8	306	306
KAHULUI HI (OGG)	88.2	91.4	1,794	1,794
KALAMAZOO MI (AZO)	80.6	85.5	186	186
KALISPELL MT (FCA)	92.3	96.8	155	155
KANSAS CITY MO (MCI)	79.6	81.7	4,275	4,274
KETCHIKAN AK (KTN)	58.1	62.4	186	186
KEY WEST FL (EYW)	53.2	57.1	126	126
KILLEEN TX (GRK)	75.3	81.7	93	93
KLAMATH FALLS OR (LMT)	76.6	77.4	124	124
KNOXVILLE TN (TYS)	79.4	82.0	1,227	1,226
KODIAK AK (ADQ)	41.3	37.0	46	46
KONA HI (KOA)	89.7	93.0	1,138	1,138
KOTZEBUE AK (OTZ)	33.3	29.0	93	93
LA CROSSE WI (LSE)	81.7	84.2	120	120
LAFAYETTE LA (LFT)	71.5	80.0	417	416
LAKE CHARLES LA (LCH)	61.3	83.9	62	62
LANSING MI (LAN)	72.7	76.8	154	155
LAREDO TX (LRD)	76.7	86.6	202	202
LAS VEGAS NV (LAS)	80.3	78.7	13,504	13,504
LAWTON/FORT SILL OK (LAW)	74.4	81.0	78	79
LEWISTON ID (LWS)	92.5	96.2	53	53
LEXINGTON KY (LEX)	75.6	80.3	858	858
LIHUE HI (LIH)	89.1	93.1	1,065	1,065
LINCOLN NE (LNK)	83.8	85.8	204	204
LITTLE ROCK AR (LIT)	74.9	77.8	1,400	1,400
LONG BEACH CA (LGB)	83.2	88.5	1,277	1,275
LONGVIEW/KILGOR/GLADWATR TX (GGG)	83.9	87.1	62	62
LOS ANGELES CA (LAX)	82.4	85.5	16,405	16,401
LOUISVILLE KY (SDF)	80.6	82.9	1,627	1,624
LUBBOCK TX (LBB)	79.6	82.5	554	554
LYNCHBURG VA (LYH)	62.3	69.8	53	53
MADISON WI (MSN)	82.6	85.0	1,170	1,170
MANCHESTER NH (MHT)	80.4	83.3	1,305	1,303
MARQUETTE MI (MQT)	67.7	93.5	31	31
MEDFORD OR (MFR)	85.3	86.3	387	387
MELBOURNE FL (MLB)	63.9	67.0	216	215
MEMPHIS TN (MEM)	82.1	86.5	6,434	6,441
MERIDIAN MS (MEI)	63.8	70.7	58	58
MIAMI FL (MIA)	78.4	76.1	5,742	5,742
MIDLAND/ODESSA TX (MAF)	79.4	84.6	427	428
MILWAUKEE WI (MKE)	79.0	80.6	3,669	3,669

MARCH 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.
MINNEAPOLIS MN (MSP)	82.3	85.8	10,207	10,215
MINOT ND (MOT)	77.4	83.9	62	62
MISSION/MCALLEN/EDINBURG TX (MFE)	79.3	86.2	430	427
MISSOULA MT (MSO)	82.4	89.5	239	239
MOBILE AL (MOB)	71.6	76.2	469	470
MODESTO CA (MOD)	73.9	72.5	142	142
MOLINE IL (MLI)	75.4	79.5	695	694
MONROE LA (MLU)	67.2	79.1	177	177
MONTEREY CA (MRY)	81.6	81.2	553	553
MONTGOMERY AL (MGM)	75.1	74.2	321	322
MONTROSE/DELTA CO (MTJ)	81.4	82.2	312	314
MYRTLE BEACH SC (MYR)	65.9	72.4	352	351
NASHVILLE TN (BNA)	80.5	80.4	4,556	4,553
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	74.1	75.9	58	58
NEW ORLEANS LA (MSY)	81.4	84.2	3,221	3,217
NEW YORK NY (JFK)	76.4	80.7	9,595	9,597
NEW YORK NY (LGA)	63.3	77.1	8,876	8,885
NEWARK NJ (EWR)	57.4	69.8	10,880	10,876
NEWBURGH/POUGHKEEPSIE NY (SWF)	79.6	85.2	181	182
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	66.9	75.3	514	514
NOME AK (OME)	36.2	27.7	94	94
NORFOLK VA (ORF)	71.9	76.2	1,197	1,196
NORTH BEND/COOS BAY OR (OTH)	76.6	74.2	124	124
OAKLAND CA (OAK)	84.6	86.8	4,268	4,270
OKLAHOMA CITY OK (OKC)	77.1	83.0	1,865	1,866
OMAHA NE (OMA)	80.6	85.1	2,299	2,299
ONTARIO/SAN BERNARDINO CA (ONT)	82.7	84.7	2,197	2,196
ORLANDO FL (MCO)	81.9	83.0	11,341	11,345
OXNARD/VENTURA CA (OXR)	90.1	94.6	111	111
PANAMA CITY FL (PFN)	65.3	67.6	340	340
PASCO/KENNEWICK/RICHLAND WA (PSC)	87.9	93.4	182	182
PENSACOLA FL (PNS)	71.7	75.9	692	693
PEORIA IL (PIA)	78.5	81.0	456	457
PETERSBURG AK (PSG)	56.8	59.1	44	44
PHILADELPHIA PA (PHL)	76.5	80.4	8,082	8,083
PHOENIX AZ (PHX)	82.9	83.1	16,209	16,212
PITTSBURGH PA (PIT)	78.0	82.4	3,094	3,093
POCATELLO ID (PIH)	94.0	96.6	117	117
PONCE PR (PSE)	85.5	91.9	62	62
PORTLAND ME (PWM)	72.7	81.8	352	351
PORTLAND OR (PDX)	81.6	87.9	4,410	4,408
PROVIDENCE RI (PVD)	80.2	83.4	1,634	1,634
RALEIGH/DURHAM NC (RDU)	78.0	80.8	4,519	4,520

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
RAPID CITY SD (RAP)	76.8	80.2	298	298
REDDING CA (RDD)	79.8	76.6	124	124
RENO NV (RNO)	84.2	86.2	1,742	1,742
RICHMOND VA (RIC)	72.3	78.5	1,489	1,487
ROANOKE VA (ROA)	63.3	68.8	278	279
ROCHESTER MN (RST)	83.5	86.6	255	254
ROCHESTER NY (ROC)	75.4	81.2	1,067	1,066
ROCK SPRINGS WY (RKS)	79.7	78.7	153	155
ROS WELL NM (ROW)	73.0	84.3	89	89
SACRAMENTO CA (SMF)	84.2	86.8	3,892	3,893
SAGINAW/BAY CITY/MIDLAND MI (MBS)	80.7	87.1	306	302
SALT LAKE CITY UT (SLC)	85.9	88.9	11,207	11,208
SAN ANTONIO TX (SAT)	80.0	83.7	3,325	3,325
SAN DIEGO CA (SAN)	80.8	84.7	7,052	7,054
SAN FRANCISCO CA (SFO)	72.8	79.8	11,296	11,300
SAN JOSE CA (SJC)	84.2	86.2	4,346	4,345
SAN JUAN PR (SJU)	73.7	81.1	1,936	1,941
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	85.3	84.7	334	334
SANTA ANA CA (SNA)	83.4	85.7	3,909	3,904
SANTA BARBARA CA (SBA)	86.5	87.8	973	973
SANTA MARIA CA (SMX)	93.3	92.5	120	120
SARASOTA/BRADENTON FL (SRQ)	75.6	75.7	684	684
SAVANNAH GA (SAV)	71.4	73.6	998	995
SCRANTON/WILKES-BARRE PA (AVP)	79.4	88.7	204	204
SEATTLE WA (SEA)	77.0	83.4	8,102	8,104
SHREVEPORT LA (SHV)	73.2	81.8	538	538
SIOUX FALLS SD (FSD)	81.6	82.0	488	488
SITKA AK (SIT)	50.5	74.2	93	93
SOUTH BEND IN (SBN)	77.5	77.5	413	409
SPOKANE WA (GEG)	85.1	89.5	1,048	1,048
SPRINGFIELD IL (SPI)	75.8	83.1	91	89
SPRINGFIELD MO (SGF)	76.3	82.3	779	779
ST. GEORGE UT (SGU)	90.8	98.1	261	261
ST. LOUIS MO (STL)	82.7	83.1	4,903	4,903
STATE COLLEGE PA (SCE)	91.9	100.0	62	62
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	74.4	79.7	317	320
SUN VALLEY/HAILLEY/KETCHUM ID (SUN)	81.1	95.0	217	199
SYRACUSE NY (SYR)	77.8	83.6	747	744
TALLAHASSEE FL (TLH)	69.8	70.3	497	498
TAMPA FL (TPA)	81.7	83.3	6,733	6,738
TELLURIDE CO (TEX)	82.7	75.0	52	52
TEXARKANA AR (TXK)	76.3	86.0	93	93
TOLEDO OH (TOL)	83.9	85.8	149	148

MARCH 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.
TRAVERSE CITY MI (TVC)	87.1	83.8	309	309
TUCSON AZ (TUS)	79.1	85.9	1,889	1,892
TULSA OK (TUL)	78.3	84.4	1,734	1,736
TWIN FALLS ID (TWF)	95.2	95.1	124	142
TYLER TX (TYR)	70.0	81.7	120	120
VALDOSTA GA (VLD)	64.0	73.0	89	89
VALPARAISO FL (VPS)	63.4	66.1	579	578
WACO TX (ACT)	71.0	80.6	124	124
WASHINGTON DC (DCA)	79.6	84.8	7,021	7,022
WASHINGTON DC (IAD)	79.6	80.7	5,775	5,776
WATERLOO IA (ALO)	77.8	88.5	27	26
WAUSAU/MARSHFIELD WI (CWA)	78.8	82.4	222	222
WEST PALM BEACH/PALM BEACH FL (PBI)	79.1	80.7	2,830	2,830
WHITE PLAINS NY (HPN)	79.2	80.6	989	986
WICHITA KS (ICT)	73.6	79.3	1,160	1,160
WILMINGTON NC (ILM)	64.0	69.9	236	236
WRANGELL AK (WRG)	38.7	64.5	62	62
YAKUTAT AK (YAK)	58.1	74.2	62	62
YUMA AZ (YUM)	85.1	83.9	249	249

MARCH 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
ATLANTIC SOUTHEAST	8	12,821	653	5.1	108	25,421	1,342	5.3
COMAIR	19	9,516	358	3.8	67	13,537	504	3.7
ALASKA	16	7,016	57	0.8	46	11,444	380	3.3
DELTA	31	30,298	887	2.9	91	36,764	1,084	2.9
MESA	18	10,677	320	3.0	111	21,139	615	2.9
EXPRESSJET	20	13,573	438	3.2	94	25,291	707	2.8
AMERICAN EAGLE	17	20,137	502	2.5	108	35,929	883	2.5
PINNACLE	17	8,620	221	2.6	116	22,575	534	2.4
UNITED	29	29,399	681	2.3	80	34,554	783	2.3
AMERICAN	29	38,735	873	2.3	78	47,819	1,057	2.2
SKYWEST	19	25,347	411	1.6	143	46,899	933	2.0
US AIRWAYS	29	30,055	591	2.0	74	36,136	697	1.9
JETBLUE	18	11,425	191	1.7	43	17,149	284	1.7
AIRTRAN	23	15,100	262	1.7	54	21,283	313	1.5
FRONTIER	22	5,854	83	1.4	39	7,291	106	1.5
CONTINENTAL	26	18,293	240	1.3	58	22,952	287	1.3
SOUTHWEST	19	51,429	525	1.0	65	99,384	978	1.0
NORTHWEST	30	19,488	145	0.7	84	25,718	191	0.7
HAWAIIAN	7	372	0	0.0	15	6,137	4	0.1
<b>Total</b>		<b>358,155</b>	<b>7,438</b>	<b>2.1</b>	<b>Total</b>	<b>557,422</b>	<b>11,682</b>	<b>2.1</b>

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

**MARCH 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	22575	19210	85.09%	534	2.37%	71	0.31%	825	3.66%	112	0.49%	1039	4.60%	4	0.02%	780	3.45%
AA	47819	37078	77.54%	1057	2.21%	151	0.32%	3100	6.48%	305	0.64%	3580	7.49%	3	0.01%	2545	5.32%
AS	11444	8038	70.24%	380	3.32%	66	0.58%	614	5.37%	97	0.85%	1319	11.52%	14	0.12%	915	8.00%
B6	17149	13589	79.24%	284	1.66%	45	0.26%	734	4.28%	40	0.24%	1460	8.51%	4	0.02%	993	5.79%
CO	22952	17033	74.21%	287	1.25%	71	0.31%	1249	5.44%	194	0.85%	2956	12.88%	21	0.09%	1140	4.97%
DL	36764	27162	73.88%	1084	2.95%	70	0.19%	1649	4.48%	280	0.76%	4087	11.12%	0	0.00%	2433	6.62%
EV	25421	15481	60.90%	1342	5.28%	45	0.18%	1596	6.28%	215	0.84%	2936	11.55%	3	0.01%	3803	14.96%
F9	7291	5714	78.37%	106	1.45%	5	0.07%	266	3.65%	31	0.42%	545	7.48%	0	0.00%	624	8.56%
FL	21283	15751	74.01%	313	1.47%	22	0.10%	701	3.30%	50	0.23%	2079	9.77%	0	0.00%	2366	11.12%
HA	6137	5613	91.46%	4	0.07%	0	0.00%	399	6.50%	4	0.07%	3	0.05%	2	0.03%	112	1.82%
MQ	35929	28181	78.44%	883	2.46%	87	0.24%	1879	5.23%	295	0.82%	2210	6.15%	1	0.00%	2393	6.66%
NW	25718	21272	82.71%	191	0.74%	33	0.13%	1236	4.81%	192	0.75%	2082	8.10%	4	0.01%	708	2.75%
OH	13537	10065	74.35%	504	3.72%	37	0.27%	888	6.56%	411	3.04%	1403	10.37%	0	0.00%	228	1.69%
OO	46899	38641	82.39%	933	1.99%	116	0.25%	1431	3.05%	127	0.27%	2451	5.23%	10	0.02%	3190	6.80%
UA	34554	27816	80.50%	783	2.27%	74	0.21%	1373	3.97%	93	0.27%	2114	6.12%	4	0.01%	2296	6.65%
US	36136	28754	79.57%	697	1.93%	65	0.18%	1442	3.99%	59	0.16%	3353	9.28%	23	0.06%	1743	4.82%
WN	99384	83377	83.89%	978	0.98%	178	0.18%	3880	3.90%	461	0.46%	2540	2.56%	63	0.06%	7907	7.96%
XE	25291	18139	71.72%	707	2.80%	148	0.59%	1204	4.76%	263	1.04%	3144	12.43%	24	0.10%	1662	6.57%
YV	21139	16081	76.07%	615	2.91%	53	0.25%	2506	11.85%	233	1.10%	1314	6.22%	18	0.09%	319	1.51%
TOTAL	557422	436995		11682		1337		26973		3464		40615		198		36158	
			78.40%		2.10%		0.24%		4.84%		0.62%		7.29%		0.04%		6.49%

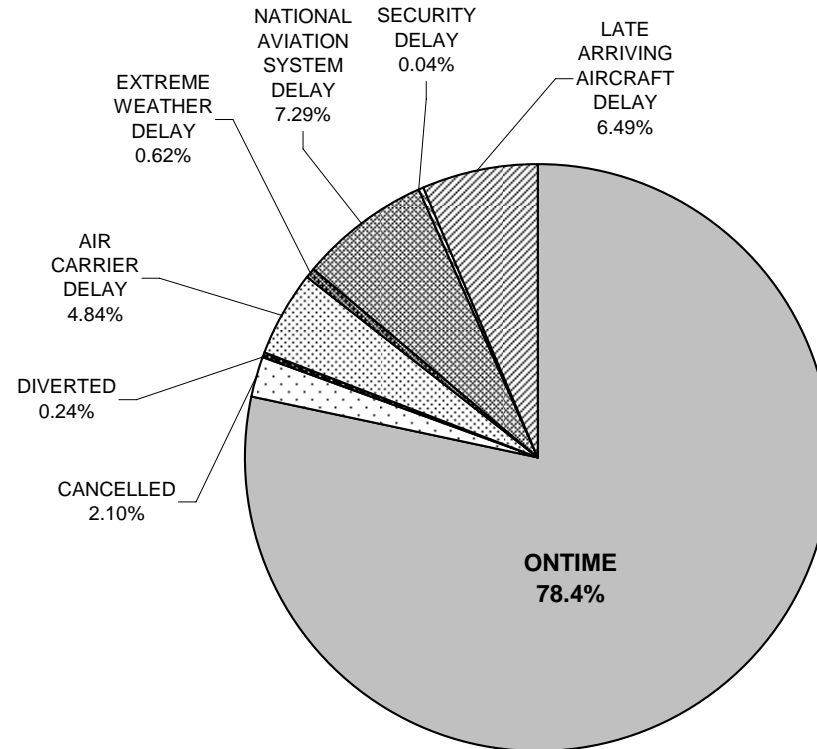
**\*Causes of Delay:**

- 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.

MARCH 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>

MARCH 2009

## 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
DL	132	ATL	JFK	3/1/2009	1250	348
DL	9	ATL	JAX	3/1/2009	2020	329
DL	1028	ATL	FLL	3/1/2009	1435	327
DL	1026	ATL	EWR	3/1/2009	1219	324
DL	1069	ATL	SFO	3/1/2009	1505	316
DL	1029	ATL	PHX	3/1/2009	1322	309
DL	1078	ATL	MCO	3/1/2009	1350	297
DL	1087	ATL	LAS	3/1/2009	1325	296
DL	131	ATL	SLC	3/1/2009	1625	292
US	1007	CLT	PIT	3/1/2009	2015	272
FL	328	CLT	BWI	3/1/2009	1642	271
US	1060	CLT	ORD	3/1/2009	2020	267
DL	1014	ATL	PHL	3/1/2009	1358	266
DL	1477	ATL	LAX	3/1/2009	1325	264
B6	647	JFK	SFO	3/29/2009	1800	258
CO	84	ATL	EWR	3/1/2009	1110	255
UA	25	JFK	LAX	3/29/2009	1750	255
DL	1893	ATL	MSY	3/1/2009	2010	245
US	1883	ATL	CLT	3/1/2009	1355	245
DL	1903	ATL	DEN	3/1/2009	1235	244
DL	107	JFK	SAN	3/29/2009	1720	242

\* 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.



MARCH 2009

## AIR TRAVEL CONSUMER REPORT

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

CARRIER*	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 3 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
DL	36,764	31	0.0843
F9	7,291	4	0.0549
US	36,136	13	0.0360
B6	17,149	5	0.0292
XE	25,291	7	0.0277
CO	22,952	5	0.0218
UA	34,554	6	0.0174
MQ	35,929	4	0.0111
AA	47,819	5	0.0105
YV	21,139	2	0.0095
EV	25,421	2	0.0079
FL	21,283	1	0.0047
9E	22,575	1	0.0044
OO	46,899	2	0.0043
WN	99,384	0	0.0000
AS	11,444	0	0.0000
OH	13,537	0	0.0000
NW	25,718	0	0.0000
HA	6,137	0	0.0000
TOTAL	557,422	88	0.0158

\* 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

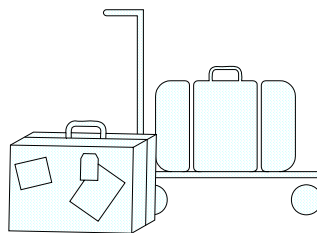
**Air Carriers Voluntarily Reporting  
Data to DOT and to CRS Vendors**

9E	Pinnacle Airlines (eff. 01/08)
----	--------------------------------

\* 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.



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

RANK	AIRLINE	MARCH 2009			MARCH 2008		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	3,532	2,097,888	1.68	8,620	2,266,762	3.80
2	HAWAIIAN AIRLINES	1,323	727,045	1.82	1,511	618,526	2.44
3	NORTHWEST AIRLINES	6,874	2,960,381	2.32	16,853	3,686,920	4.57
4	JETBLUE AIRWAYS	4,493	1,837,531	2.45	7,033	2,005,244	3.51
5	CONTINENTAL AIRLINES	8,167	2,895,691	2.82	18,458	3,353,261	5.50
6	FRONTIER AIRLINES	2,239	774,514	2.89	5,671	879,242	6.45
7	US AIRWAYS	13,889	4,016,071	3.46	31,403	4,528,250	6.93
8	SOUTHWEST AIRLINES **	32,516	9,224,802	3.52	52,687	9,546,563	5.52
9	UNITED AIRLINES	16,285	4,272,285	3.81	23,932	4,920,724	4.86
10	ALASKA AIRLINES	5,021	1,230,105	4.08	6,907	1,365,551	5.06
11	EXPRESSJET AIRLINES	3,989	950,508	4.20	11,568	1,382,496	8.37
12	AMERICAN AIRLINES	27,015	6,036,936	4.47	48,019	6,543,506	7.34
13	PINNACLE AIRLINES	4,297	916,877	4.69	11,465	866,984	13.22
14	MESA AIRLINES	4,637	977,698	4.74	8,580	984,250	8.72
15	COMAIR	3,220	560,281	5.75	7,682	781,119	9.83
16	DELTA AIR LINES	29,559	4,917,473	6.01	44,209	5,593,898	7.90
17	SKYWEST AIRLINES	11,702	1,759,877	6.65	18,374	1,901,930	9.66
18	AMERICAN EAGLE AIRLINES	10,093	1,294,140	7.80	17,782	1,395,714	12.74
19	ATLANTIC SOUTHEAST AIRLINES	10,870	1,051,738	10.34	16,892	1,076,687	15.69
TOTALS		199,721	48,501,841	4.12	357,646	53,697,627	6.66

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.

\*\* Southwest Airlines submitted a correction to its originally-filed "Total Baggage Reports" and "Enplaned Passengers" for March 2008. This table reflects the corrected numbers for that month.

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

RANK	AIRLINE	JANUARY - MARCH 2009			JANUARY - MARCH 2008		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	9,895	5,488,152	1.80	20,854	5,907,747	3.53
2	HAWAIIAN AIRLINES	4,015	2,024,650	1.98	4,579	1,755,839	2.61
3	JETBLUE AIRWAYS	12,411	4,928,841	2.52	19,209	5,384,414	3.57
4	NORTHWEST AIRLINES	21,245	7,781,584	2.73	47,219	9,959,971	4.74
5	FRONTIER AIRLINES	5,942	2,085,666	2.85	15,675	2,400,793	6.53
6	CONTINENTAL AIRLINES	21,848	7,667,216	2.85	45,325	9,094,979	4.98
7	US AIRWAYS	39,637	11,114,489	3.57	88,185	12,464,522	7.07
8	SOUTHWEST AIRLINES ***	86,198	23,713,872	3.63	152,947	25,374,195	6.03
9	EXPRESSJET AIRLINES	10,253	2,459,676	4.17	31,201	3,728,744	8.37
10	UNITED AIRLINES	48,565	11,279,338	4.31	72,104	13,010,208	5.54
11	AMERICAN AIRLINES	73,322	16,393,291	4.47	134,416	18,362,730	7.32
12	ALASKA AIRLINES	14,968	3,258,996	4.59	20,545	3,619,711	5.68
13	MESA AIRLINES	12,549	2,598,395	4.83	27,408	2,761,722	9.92
14	PINNACLE AIRLINES	13,897	2,461,811	5.65	28,834	2,389,172	12.07
15	DELTA AIR LINES	80,760	13,639,342	5.92	112,843	14,885,486	7.58
16	COMAIR	9,093	1,433,568	6.34	19,212	2,079,137	9.24
17	SKYWEST AIRLINES	33,869	4,770,483	7.10	58,960	5,125,472	11.50
18	AMERICAN EAGLE AIRLINES	27,862	3,401,950	8.19	51,084	3,905,491	13.08
19	ATLANTIC SOUTHEAST AIRLINES	29,070	2,914,320	9.97	38,449	2,922,350	13.16
TOTALS **		555,399	129,415,640	4.29	989,049	145,132,683	6.81

**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 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-March 2008 reflect the deletion of Aloha's data for that period.

\*\*\*Southwest Airlines submitted a correction to its originally-filed "Total Baggage Reports" and "Enplaned Passengers" for January, February, and March 2008. This table reflects the corrected numbers for each of those months.

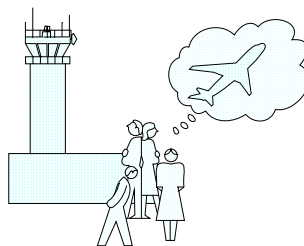
## OVERSALES

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.



Office of Aviation Enforcement and Proceedings  
U.S. Department of Transportation

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

RANK	AIRLINE	JANUARY - MARCH 2009				JANUARY - MARCH 2008			
		<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>	1	0	5,108,284	<b>0.00</b>	23	9	5,518,098	<b>0.02</b>
2	<b>HAWAIIAN AIRLINES</b>	82	14	1,995,333	<b>0.07</b>	153	16	1,732,996	<b>0.09</b>
3	<b>AIRTRAN AIRWAYS</b>	10,270	188	5,344,683	<b>0.35</b>	9,225	202	5,718,319	<b>0.35</b>
4	<b>AMERICAN AIRLINES</b>	12,910	782	18,099,010	<b>0.43</b>	21,892	1,982	20,231,629	<b>0.98</b>
5	<b>NORTHWEST AIRLINES</b>	12,089	569	8,365,018	<b>0.68</b>	15,855	1,233	10,713,842	<b>1.15</b>
6	<b>FRONTIER AIRLINES</b>	632	232	2,094,048	<b>1.11</b>	1,147	333	2,507,991	<b>1.33</b>
7	<b>MESA AIRLINES</b>	5,720	303	2,494,444	<b>1.21</b>	5,479	189	1,584,168	<b>1.19</b>
8	<b>UNITED AIRLINES</b>	19,330	1,550	11,953,422	<b>1.30</b>	13,550	1,239	13,846,166	<b>0.89</b>
9	<b>SOUTHWEST AIRLINES</b>	22,760	3,328	23,366,897	<b>1.42</b>	25,431	4,310	24,708,540	<b>1.74</b>
10	<b>CONTINENTAL AIRLINES</b>	9,677	1,229	8,626,868	<b>1.42</b>	10,457	1,586	10,075,301	<b>1.57</b>
11	<b>US AIRWAYS</b>	22,938	1,893	12,580,587	<b>1.50</b>	26,153	2,560	12,755,978	<b>2.01</b>
12	<b>SKYWEST AIRLINES</b>	9,654	720	4,592,875	<b>1.57</b>	3,010	371	1,834,243	<b>2.02</b>
13	<b>PINNACLE AIRLINES</b>	6,526	376	2,355,938	<b>1.60</b>	149	45	95,473	<b>4.71</b>
14	<b>DELTA AIR LINES</b>	13,981	2,372	14,426,780	<b>1.64</b>	15,458	2,836	15,722,610	<b>1.80</b>
15	<b>EXPRESSJET AIRLINES</b>	5,119	613	2,569,898	<b>2.39</b>	*	*	*	*
16	<b>ALASKA AIRLINES</b>	2,326	856	3,258,996	<b>2.63</b>	2,485	297	3,619,711	<b>0.82</b>
17	<b>AMERICAN EAGLE AIRLINES</b>	3,846	1,060	3,373,399	<b>3.14</b>	345	154	552,779	<b>2.79</b>
18	<b>COMAIR</b>	3,365	437	1,377,802	<b>3.17</b>	1,426	245	546,701	<b>4.48</b>
19	<b>ATLANTIC SOUTHEAST AIRLINES</b>	8,974	1,143	2,898,511	<b>3.94</b>	2,807	552	1,057,771	<b>5.22</b>
	<b>TOTALS</b>	170,200	17,665	134,882,793	<b>1.31</b>	155,045	18,159	132,822,316	<b>1.37</b>

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

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



## **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

	MARCH 2009				MARCH 2008			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	586	44	0	82	907	45	4	111
FOREIGN AIRLINES	99	0	0	4	95	2	0	7
TRAVEL AGENTS	11	3	0	1	8	0	0	1
TOUR OPERATORS	7	1	0	1	0	0	0	0
MISCELLANEOUS	2	0	0	5	1	0	0	0
<b>INDUSTRY TOTALS</b>	<b>705</b>	<b>48</b>	<b>0</b>	<b>93</b>	<b>1,011</b>	<b>47</b>	<b>4</b>	<b>119</b>

TABLE 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	MARCH 2009			MARCH 2008		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	162		1	334	
CANCELLATIONS			59			137
DELAYS			46			113
MISCONNECTIONS			39			44
BAGGAGE	2	127		2	183	
RES/TKTG/BOARDING	3	102		4	120	
REFUNDS	4	89		5	75	
CUSTOMER SERVICE	5	83		3	128	
DISABILITY	6	37		7	44	
FARES	7	32		9	29	
OTHER	7	32		8	30	
FREQUENT FLYER			29			25
OVERSALES	9	30		6	59	
DISCRIMINATION	10	6		10	6	
ADVERTISING	11	4		11	3	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		705			1,011	

\* 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\*

MARCH 2009

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	0	1	0	0	0	1	3	0	0	0	0	0	5
AIRTRAN AIRWAYS	2	2	2	2	0	2	2	1	0	1	0	0	14
ALASKA AIRLINES	0	0	2	0	0	1	2	0	0	0	0	0	5
ALLEGiant AIR	2	0	1	1	2	0	0	2	0	0	0	0	8
AMERICAN AIRLINES	18	0	11	3	6	19	9	1	0	1	0	5	73
AMERICAN EAGLE AIRLINES	6	0	1	0	0	0	3	0	0	0	0	0	10
ATLANTIC SOUTHEAST AIRLINES	5	0	0	0	0	1	1	1	0	0	0	0	8
CONTINENTAL AIRLINES	7	0	8	2	1	7	4	5	0	0	1	1	36
DELTA AIR LINES	17	4	16	4	17	29	13	6	1	1	0	9	117
EXECUTIVE AIRLINES	1	3	0	0	0	1	1	0	0	0	0	0	6
FRONTIER AIRLINES	4	0	1	0	1	1	0	0	0	0	0	0	7
HAWAIIAN AIRLINES	0	0	3	2	0	1	1	0	0	0	0	1	8
JETBLUE AIRWAYS	4	0	1	0	3	1	3	1	0	0	0	1	14
NORTHWEST AIRLINES	6	1	6	2	3	7	8	4	0	1	0	3	41
PINNACLE AIRLINES	5	1	0	0	0	2	2	3	0	0	0	0	13
SKYWEST AIRLINES	9	0	0	0	0	1	1	2	0	0	0	0	13
SOUTHWEST AIRLINES	1	1	2	0	1	2	0	0	0	0	0	0	7
SPIRIT AIRLINES	9	2	15	1	9	4	4	1	1	0	0	2	48
UNITED AIRLINES	16	4	9	1	3	9	6	3	0	1	0	6	58
US AIRWAYS	8	4	8	5	4	5	7	1	0	1	0	2	45
OTHER U. S. AIRLINES	28	4	2	1	1	5	6	3	0	0	0	0	50
TOTAL MARCH 2009	148	27	88	24	51	99	76	34	2	6	1	30	586
% OF TOTAL COMPLAINTS	25.3	4.6	15.0	4.1	8.7	16.9	13.0	5.8	0.3	1.0	0.2	5.1	
TOTAL MARCH 2008	317	48	105	24	64	152	119	43	3	6	0	26	907
% OF TOTAL COMPLAINTS	35.0	5.3	11.6	2.6	7.1	16.8	13.1	4.7	0.3	0.7	0	2.9	

\* 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  
MARCH 2009

U. S. AIRLINES*	COMPS RECD IN MAR	INCI - DENTS IN MAR	PERCENT	INCI - DENTS IN FEB	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
AIR WISCONSIN	5	3	60.0	1	20.0	1	20.0	0	0.0
AIRTRAN AIRWAYS	14	6	42.9	1	7.1	5	35.7	2	14.3
ALASKA AIRLINES	5	1	20.0	0	0.0	4	80.0	0	0.0
ALLEGiant AIR	8	5	62.5	2	25.0	0	0.0	1	12.5
AMERICAN AIRLINES	73	22	30.1	9	12.3	25	34.2	17	23.3
AMERICAN EAGLE AIRLINES	10	5	50.0	1	10.0	2	20.0	2	20.0
ATLANTIC SOUTHEAST AIRLINES	8	2	25.0	4	50.0	1	12.5	1	12.5
CONTINENTAL AIRLINES	36	16	44.4	6	16.7	11	30.6	3	8.3
DELTA AIRLINES	117	45	38.5	17	14.5	36	30.8	19	16.2
EXECUTIVE AIRLINES	6	2	33.3	2	33.3	2	33.3	0	0.0
FRONTIER AIRLINES	7	2	28.6	0	0.0	4	57.1	1	14.3
HAWAIIAN AIRLINES	8	1	12.5	1	12.5	4	50.0	2	25.0
JETBLUE AIRWAYS	14	6	42.9	2	14.3	3	21.4	3	21.4
NORTHWEST AIRLINES	41	8	19.5	7	17.1	16	39.0	10	24.4
PINNACLE AIRLINES	13	7	53.8	2	15.4	2	15.4	2	15.4
SKYWEST AIRLINES	13	7	53.8	3	23.1	2	15.4	1	7.7
SOUTHWEST AIRLINES	7	3	42.9	1	14.3	3	42.9	0	0.0
SPIRIT AIRLINES	48	7	14.6	4	8.3	24	50.0	13	27.1
UNITED AIRLINES	58	22	37.9	8	13.8	22	37.9	6	10.3
US AIRWAYS	45	21	46.7	4	8.9	14	31.1	6	13.3
OTHER U. S. AIRLINES	50	28	56.0	10	20.0	10	20.0	2	4.0
<b>TOTALS</b>	<b>586</b>	<b>219</b>	<b>37.4</b>	<b>85</b>	<b>14.5</b>	<b>191</b>	<b>32.6</b>	<b>91</b>	<b>15.5</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>907</b>	<b>393</b>	<b>43.3</b>	<b>181</b>	<b>20.0</b>	<b>222</b>	<b>24.5</b>	<b>111</b>	<b>12.2</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\*\*

MARCH 2009

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANI MALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	0	0	0	1	3	0	0	0	0	0	0	1	5
AIR INDIA	1	0	0	0	2	2	0	0	0	0	0	0	5
ALITALIA AIRLINES	1	0	0	0	2	2	0	1	0	0	0	0	6
BRITISH AIRWAYS	2	0	2	1	3	3	1	1	0	0	0	0	13
IBERIA AIRLINES	2	0	0	0	2	3	1	0	0	0	0	0	8
MEXICANA	2	0	0	1	1	2	0	0	0	0	0	0	6
VIRGIN ATLANTIC AIRWAYS	0	0	0	1	3	2	0	0	1	0	0	0	7
OTHER FOREIGN AIRLINES	3	3	9	2	13	13	4	1	0	0	0	1	49
<b>TOTALS</b>	<b>11</b>	<b>3</b>	<b>11</b>	<b>6</b>	<b>29</b>	<b>27</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>99</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	2	0	1	2	5	1	0	0	0	0	0	0	11
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	0	1	0	3	0	1	0	1	0	0	0	7
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	1	0	1	0	0	0	0	0	0	0	2
<b>TOTALS</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>0</b>	<b>0</b>	<b>2</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

MARCH

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

RANK	AIRLINE	MARCH 2009			MARCH 2008		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	7	8,995,823	0.08	37	9,321,742	0.40
2	<i>EXPRESSJET AIRLINES</i>	3	1,086,072	0.28	4	1,525,976	0.26
3	<i>COMAIR</i>	2	575,018	0.35	7	795,060	0.88
4	<i>ALASKA AIRLINES</i>	5	1,344,263	0.37	9	1,536,992	0.59
5	<i>MESA AIRLINES</i>	4	940,677	0.43	12	948,463	1.27
6	<i>AIRTRAN AIRWAYS</i>	14	2,039,355	0.69	23	2,198,058	1.05
7	<i>JETBLUE AIRWAYS</i>	14	1,971,569	0.71	12	2,062,793	0.58
8	<i>SKYWEST AIRLINES</i>	13	1,746,316	0.74	6	1,895,255	0.32
9	<i>AMERICAN EAGLE AIRLINES</i>	10	1,320,291	0.76	19	1,428,386	1.33
10	<i>ATLANTIC SOUTHEAST AIRLINES</i>	8	1,048,556	0.76	12	1,116,107	1.08
11	<i>FRONTIER AIRLINES</i>	7	799,182	0.88	9	926,881	0.97
12	<i>CONTINENTAL AIRLINES</i>	36	3,846,252	0.94	49	4,365,284	1.12
13	<i>AMERICAN AIRLINES</i>	73	7,424,227	0.98	120	8,241,368	1.46
14	<i>US AIRWAYS</i>	45	4,517,946	1.00	97	4,959,011	1.96
15	<i>NORTHWEST AIRLINES</i>	41	3,680,887	1.11	45	4,585,980	0.98
16	<i>HAWAIIAN AIRLINES</i>	8	716,320	1.12	5	608,828	0.82
17	<i>UNITED AIRLINES</i>	58	4,945,472	1.17	115	5,748,730	2.00
18	<i>PINNACLE AIRLINES</i>	13	892,288	1.46	11	876,294	1.26
19	<i>DELTA AIR LINES</i>	117	5,678,810	2.06	101	6,451,356	1.57
	<b>TOTAL</b>	<b>478</b>	<b>53,569,324</b>	<b>0.89</b>	<b>693</b>	<b>59,592,564</b>	<b>1.16</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.

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS

	JANUARY - MARCH 2009				JANUARY - MARCH 2008			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,809	114	4	253	2,702	156	13	364
FOREIGN AIRLINES	293	6	0	19	378	3	0	31
TRAVEL AGENTS	38	5	0	5	36	0	0	2
TOUR OPERATORS	18	5	0	2	5	0	0	1
MISCELLANEOUS	6	2	1	16	1	0	0	1
<b>INDUSTRY TOTALS</b>	<b>2,164</b>	<b>132</b>	<b>5</b>	<b>295</b>	<b>3,122</b>	<b>159</b>	<b>13</b>	<b>399</b>



TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - MARCH 2009			JANUARY - MARCH 2008		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	541		1	1039	
CANCELLATIONS			221			440
DELAYS			144			323
MISCONNECTIONS			105			156
BAGGAGE	2	441		2	664	
RES/TKTG/BOARDING	3	336		4	350	
CUSTOMER SERVICE	4	248		3	373	
REFUNDS	5	202		5	211	
DISABILITY	6	113		7	124	
OVERSALES	7	95		6	149	
FARES	8	90		8	92	
OTHER	9	71		9	81	
FREQUENT FLYER			54			66
DISCRIMINATION	10	15		10	26	
ADVERTISING	11	11		11	11	
ANIMALS	12	1		12	2	
COMPLAINT TOTAL		2,164			3,122	

\* 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 – MARCH 2009

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	5	1	0	0	0	1	3	0	0	0	0	0	10
AIRTRAN AIRWAYS	12	6	8	3	2	10	5	3	0	2	0	0	51
ALASKA AIRLINES	11	0	4	0	2	2	5	1	0	0	0	0	25
ALLEGIAN AIR	7	0	4	1	2	0	6	5	0	0	0	0	25
AMERICAN AIRLINES	49	3	30	6	14	62	28	6	0	1	0	8	207
AMERICAN EAGLE AIRLINES	12	0	2	0	0	4	4	0	0	0	0	1	23
ATLANTIC SOUTHEAST AIRLINES	14	0	0	0	0	3	3	1	0	0	0	0	21
COMAIR	6	1	1	0	0	1	2	1	0	0	0	0	12
CONTINENTAL AIRLINES	33	8	20	6	3	15	8	12	1	2	1	3	112
DELTA AIRLINES	44	10	57	8	27	90	38	13	1	1	0	20	309
EXECUTIVE AIRLINES	3	3	1	0	0	4	1	0	0	0	0	0	12
EXPRESSJET AIRLINES	8	0	1	0	0	0	1	1	0	0	0	1	12
FRONTIER AIRLINES	7	1	2	0	1	4	3	1	1	0	0	1	21
HAWAIIAN AIRLINES	1	0	3	5	1	6	2	0	0	0	0	1	19
JETBLUE AIRWAYS	12	1	8	1	6	3	8	4	0	1	0	1	45
LYNXAIR INTERNATIONAL	1	0	1	0	11	1	2	0	0	0	0	0	16
MESA AIRLINES	8	2	0	0	0	1	3	0	0	0	0	0	14
NORTHWEST AIRLINES	28	5	25	7	11	24	18	10	0	2	0	5	135
PIEDMONT AIRLINES	8	0	0	0	0	5	1	0	0	0	0	0	14
PINNACLE AIRLINES	20	2	0	0	0	6	2	5	0	0	0	0	35
SKYWEST AIRLINES	16	0	1	0	0	4	1	4	0	0	0	0	26
SOUTHWEST AIRLINES	9	3	4	0	3	7	3	6	0	1	0	0	36
SPIRIT AIRLINES	19	9	44	7	23	17	19	3	2	0	0	5	148
TRANS STATES AIRLINES	10	0	0	0	0	2	0	0	0	0	0	0	12
UNITED AIRLINES	54	8	37	5	7	30	16	10	1	1	0	13	182
UNITED EXPRESS	2	2	4	0	0	2	1	1	0	0	0	0	12
US AIRWAYS	39	17	35	16	12	25	34	8	0	1	0	4	191
OTHER U. S. AIRLINES	48	4	3	3	1	13	7	3	0	1	0	1	84
TOTAL JANUARY-MARCH 2009	486	86	295	68	126	342	224	98	6	13	1	64	1,809
% OF TOTAL COMPLAINTS	26.9	4.8	16.3	3.8	7.0	18.9	12.4	5.4	0.3	0.7	0.1	3.5	
TOTAL JANUARY-MARCH 2008	971	123	280	76	168	528	342	115	7	20	2	70	2,702
% OF TOTAL COMPLAINTS	35.9	4.6	10.4	2.8	6.2	19.5	12.7	4.3	0.3	0.7	0.1	2.6	

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

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

TABLE 4 (YTD)

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

JANUARY-MARCH 2009

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANI MALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR CANADA	1	1	1	0	1	4	1	1	0	0	0	0	10
AIR FRANCE	1	0	1	1	7	9	3	1	0	0	0	2	25
AIR INDIA	3	0	0	0	5	2	0	1	0	0	0	0	11
ALITALIA AIRLINES	6	0	3	0	2	17	0	1	0	0	0	0	29
BRITISH AIRWAYS	5	0	4	1	7	7	1	2	1	0	0	0	28
IBERIA AIRLINES	6	0	2	1	2	5	2	2	0	0	0	0	20
LUFTHANSA	2	0	1	0	2	6	5	0	0	0	0	1	17
MEXICANA	3	1	2	1	1	2	0	1	0	0	0	0	11
VIRGIN ATLANTIC AIRWAYS	1	0	0	2	3	3	0	1	1	0	0	0	11
OTHER FOREIGN AIRLINES	17	7	16	10	25	41	5	5	1	2	0	2	131
<b>TOTALS</b>	<b>45</b>	<b>9</b>	<b>30</b>	<b>16</b>	<b>55</b>	<b>96</b>	<b>17</b>	<b>15</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>293</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	6	0	9	4	13	2	3	0	1	0	0	0	38
<b>TOTALS</b>	<b>6</b>	<b>0</b>	<b>9</b>	<b>4</b>	<b>13</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>38</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	2	0	1	1	7	1	3	0	1	0	0	2	18
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>18</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	2	0	1	1	1	0	1	0	0	0	0	0	6
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</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>6</b>

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

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

TABLE 5 (YTD)

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

RANK	AIRLINE	JANUARY - MARCH 2009			JANUARY - MARCH 2008		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	36	23,069,344	0.16	82	24,736,915	0.33
2	<i>EXPRESSJET AIRLINES</i>	12	2,823,045	0.43	20	4,131,209	0.48
3	<i>SKYWEST AIRLINES</i>	26	4,726,501	0.55	45	5,093,197	0.88
4	<i>MESA AIRLINES</i>	14	2,490,580	0.56	34	2,658,904	1.28
5	<i>AMERICAN EAGLE AIRLINES</i>	23	3,469,726	0.66	66	3,995,095	1.65
6	<i>ALASKA AIRLINES</i>	25	3,573,343	0.70	23	4,079,763	0.56
7	<i>ATLANTIC SOUTHEAST AIRLINES</i>	21	2,902,828	0.72	34	3,019,939	1.13
8	<i>COMAIR</i>	12	1,474,244	0.81	27	2,118,148	1.27
9	<i>JETBLUE AIRWAYS</i>	45	5,268,691	0.85	38	5,498,886	0.69
10	<i>HAWAIIAN AIRLINES</i>	19	1,995,333	0.95	15	1,732,779	0.87
11	<i>AIRTRAN AIRWAYS</i>	51	5,308,384	0.96	57	5,715,378	1.00
12	<i>FRONTIER AIRLINES</i>	21	2,155,458	0.97	30	2,474,104	1.21
13	<i>AMERICAN AIRLINES</i>	207	20,332,969	1.02	384	23,050,529	1.67
14	<i>CONTINENTAL AIRLINES</i>	112	10,155,093	1.10	143	11,706,249	1.22
15	<i>NORTHWEST AIRLINES</i>	135	9,847,018	1.37	136	12,324,805	1.10
16	<i>UNITED AIRLINES</i>	182	13,134,441	1.39	343	15,250,167	2.25
17	<i>PINNACLE AIRLINES</i>	35	2,405,870	1.45	47	2,463,437	1.91
18	<i>US AIRWAYS</i>	191	12,409,271	1.54	294	13,535,935	2.17
19	<i>DELTA AIR LINES</i>	309	15,686,369	1.97	331	17,050,299	1.94
	<b>TOTAL</b>	<b>1,476</b>	<b>143,228,508</b>	<b>1.03</b>	<b>2,149</b>	<b>160,635,738</b>	<b>1.34</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 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-March 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 March 2009 as provided by the Transportation Security Administration <sup>a</sup>

The Transportation Security Administration screened approximately 53.7 million airline passengers and their 48.3 million checked bags during March 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 March.

**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
281	.0005	58	.0001	38	.00007	468	.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
259	.0005	987	.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 March.

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.

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

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">Alaska</a>		<b>1</b>	
<a href="#">American</a>	<b>1</b>		
<b><i>Total</i></b>	<b>1</b>	<b>1</b>	<b>0</b>