



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

*Issued: August 2009*



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

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

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

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

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

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## **INTRODUCTION**

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

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

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



## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 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.**

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## 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	58.6	15	93.3
ALASKA AIRLINES S/	16	84.4	50	84.5
EXPRESSJET AIRLINES S/	22	81.3	97	82.0
PINNACLE AIRLINES S/V	16	80.5	123	80.7
CONTINENTAL AIRLINES S/	27	79.6	57	80.5
SKYWEST AIRLINES S/	19	80.1	140	80.4
SOUTHWEST AIRLINES S/	20	77.4	66	78.1
US AIRWAYS S/	29	77.3	73	78.0
DELTA AIR LINES S/	31	75.7	91	76.1
AIRTRAN AIRWAYS S/	25	74.3	62	75.3
NORTHWEST AIRLINES S/	30	74.7	84	75.3
AMERICAN EAGLE S/	18	74.8	117	74.4
MESA AIRLINE S/	17	75.5	107	74.2
ATLANTIC SOUTHEAST AIRLINES S/	10	73.9	110	73.2
UNITED AIRLINES S/	29	72.7	73	72.6
JETBLUE AIRWAYS S/	19	69.3	45	71.2
AMERICAN AIRLINES S/	29	69.4	76	69.2
FRONTIER AIRLINES S/	22	68.1	40	68.0
COMAIR S/	19	58.1	66	59.8
<b>TOTAL</b>		<b>75.1</b>		<b>76.1</b>

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

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## 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	3rd QUARTER		4th QUARTER		1st QUARTER		2nd QUARTER		APR - 09		MAY - 09		JUNE - 09		12 MONTHS ENDING JUNE 2009		DATABASE TO DATE SEPT 1987-JUNE 2009	
	07 - 09 2008		10 - 12 2008		01 - 03 2009		04 - 06 2009		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	78.6	9	77.0	10	77.4	12	76.4	13	78.3	10	75.6	17	75.3	10	77.4	10	(--)	(--)
ALASKA	81.9	7	74.9	17	72.6	17	84.9	2	84.3	4	85.7	4	84.5	2	78.8	8	75.7	8
AMERICAN	73.6	16	79.3	7	78.0	10	73.8	16	74.4	14	77.9	13	69.2	17	76.1	16	78.1	5
AMERICAN EAGLE	78.6	10	76.8	12	77.4	13	75.6	15	75.7	13	76.8	16	74.4	12	77.2	11	73.8	9
ATLANTIC SOUTHEAST	75.7	14	72.3	19	68.9	19	71.2	18	69.4	18	70.8	18	73.2	14	72.0	18	(--)	(--)
COMAIR	68.9	19	72.3	18	69.1	18	64.7	19	68.6	19	65.7	19	59.8	19	68.7	19	(--)	(--)
CONTINENTAL	77.0	11	75.1	15	76.4	16	78.7	10	72.0	17	83.5	6	80.5	5	76.8	13	78.2	3
DELTA	76.8	12	75.0	16	77.8	11	76.7	12	76.5	12	77.4	14	76.1	9	76.6	14	77.6	6
EXPRESSJET	75.9	13	76.5	13	76.9	15	79.0	8	72.8	15	81.6	9	82.0	3	77.0	12	(--)	(--)
FRONTIER	84.9	4	77.9	9	79.2	8	75.8	14	77.7	11	81.8	8	68.0	18	79.7	7	(--)	(--)
HAWAIIAN	90.1	1	86.2	1	91.2	1	91.6	1	91.1	1	90.3	1	93.3	1	89.8	1	(--)	(--)
JETBLUE	69.3	18	76.9	11	78.4	9	73.7	17	72.7	16	77.2	15	71.2	16	74.5	17	(--)	(--)
MESA	74.7	15	75.7	14	77.0	14	78.7	9	80.6	8	81.6	10	74.2	13	76.5	15	(--)	(--)
NORTHWEST	84.4	6	80.2	4	80.3	5	80.2	6	83.1	6	82.9	7	75.3	11	81.4	5	79.0	2
PINNACLE	88.6	2	79.4	6	83.2	3	84.6	3	86.2	2	86.8	3	80.7	4	83.9	2	(--)	(--)
SKYWEST	84.8	5	78.3	8	80.2	6	84.3	4	85.8	3	86.8	2	80.4	6	82.0	4	(--)	(--)
SOUTHWEST	85.4	3	81.4	2	85.1	2	82.0	5	84.1	5	83.7	5	78.1	7	83.5	3	82.0	1
UNITED	73.3	17	79.9	5	80.4	4	77.7	11	80.7	7	80.1	11	72.6	15	77.6	9	75.9	7
US AIRWAYS	81.0	8	80.5	3	79.6	7	79.1	7	79.9	9	79.2	12	78.0	8	80.1	6	78.2	4
<b>Total</b>	<b>79.4</b>		<b>78.2</b>		<b>79.2</b>		<b>78.6</b>		<b>79.1</b>		<b>80.5</b>		<b>76.1</b>		<b>78.9</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.

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER *	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	1292	78.3	112	60.7	28	75.0	65	86.2	92	82.6	193	77.7	H/		H/	
AA	581	67.8	1045	56.6	269	65.1	145	82.1	H/		879	65.0	535	59.1	13025	75.2
AS	H/		90	92.2	H/		H/		H/		90	86.7	209	73.7	89	70.8
B6	H/		1635	64.5	H/		204	66.2	H/		H/		90	76.7	H/	
CO	308	78.2	431	63.6	141	88.7	127	74.0	H/		258	82.9	307	70.7	294	78.6
DL	12205	78.9	1006	62.4	399	73.2	192	70.3	1082	84.7	539	67.2	327	72.8	337	78.6
EV	13226	73.2	H/		H/		24	54.2	687	87.0	H/		H/		2	50.0
F9	90	66.7	H/		H/		H/		H/		90	73.3	3830	70.2	176	64.2
FL	7084	77.9	654	57.3	1646	72.5	240	70.8	H/		233	76.4	158	67.7	328	71.6
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	56	69.6	824	55.0	116	70.7	249	77.1	434	78.6	878	71.0	H/		6632	74.9
NW	30	83.3	372	55.4	318	76.7	198	71.7	H/		555	76.8	323	57.3	244	74.6
OH	347	45.2	856	48.0	313	65.2	116	62.1	1973	71.9	664	65.7	H/		140	50.0
OO	431	80.0	H/		H/		H/		171	84.2	H/		4638	70.0	172	80.8
UA	90	72.2	779	64.7	420	75.7	115	74.8	26	57.7	447	72.0	5427	70.8	297	72.4
US	292	74.0	1613	68.7	395	77.5	6294	81.5	H/		1846	79.0	360	70.8	510	79.4
WN	H/		H/		4669	80.3	H/		H/		H/		3487	70.8	H/	
XE	188	84.0	35	65.7	188	71.3	316	77.8	254	79.9	143	67.1	21	85.7	97	90.7
YV	123	67.5	53	49.1	8	87.5	1671	80.8	H/		H/		1283	64.9	H/	
<b>TOTAL</b>	<b>36343</b>	<b>76.0</b>	<b>9505</b>	<b>61.1</b>	<b>8910</b>	<b>76.9</b>	<b>9956</b>	<b>79.8</b>	<b>4719</b>	<b>78.7</b>	<b>6815</b>	<b>73.1</b>	<b>20995</b>	<b>69.7</b>	<b>22343</b>	<b>75.1</b>

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

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## AIR TRAVEL CONSUMER REPORT

TABLE 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	4729	81.5	17	70.6	H/		143	76.9	82	89.0	H/		H/		H/	
AA	266	68.8	440	60.7	190	58.4	294	67.0	300	72.3	896	68.4	656	68.3	2335	68.0
AS	H/		60	80.0	H/		H/		H/		H/		273	92.3	536	85.8
B6	H/		321	58.3	975	72.1	520	68.8	H/		4312	68.8	278	71.9	54	64.8
CO	167	90.4	4109	69.8	378	82.5	H/		6489	89.2	H/		477	76.1	686	73.5
DL	376	83.8	322	59.0	545	76.3	225	74.2	87	83.9	1696	64.3	593	76.4	1014	76.6
EV	H/		9	55.6	H/		54	85.2	83	89.2	H/		H/		H/	
F9	90	61.1	H/		30	70.0	H/		91	58.2	H/		180	63.3	176	68.8
FL	180	67.2	146	55.5	437	71.2	147	65.3	H/		H/		180	80.6	253	66.8
HA	H/		H/		H/		H/		H/		H/		77	53.2	79	59.5
MQ	253	68.8	H/		H/		H/		60	76.7	710	62.7	H/		1034	91.1
NW	6009	79.3	278	52.9	286	69.6	31	93.5	29	89.7	171	67.3	334	65.3	586	58.4
OH	444	67.8	157	38.2	H/		119	63.9	30	40.0	2621	54.6	H/		H/	
OO	27	81.5	66	62.1	H/		H/		265	75.5	H/		264	87.9	3323	90.3
UA	34	76.5	390	57.2	H/		2109	81.0	209	71.3	379	77.6	984	77.0	2345	73.3
US	228	78.9	326	66.9	541	75.4	26	100.0	235	86.0	120	83.3	1857	81.4	661	71.4
WN	470	74.0	H/		1395	78.5	322	75.8	H/		H/		6836	79.7	3414	72.4
XE	140	66.4	3356	62.0	H/		522	81.8	7749	91.0	H/		H/		H/	
YV	133	64.7	86	55.8	H/		1450	68.6	74	77.0	75	48.0	31	90.3	55	74.5
<b>TOTAL</b>	<b>13546</b>	<b>78.8</b>	<b>10083</b>	<b>64.3</b>	<b>4777</b>	<b>74.9</b>	<b>5962</b>	<b>75.1</b>	<b>15783</b>	<b>88.8</b>	<b>10980</b>	<b>64.6</b>	<b>13020</b>	<b>78.4</b>	<b>16551</b>	<b>76.7</b>

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



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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	121	49.6	H/		1	0.0	H/		1706	83.6	34	76.5	H/		95	65.3
AA	1450	52.4	719	64.5	H/		3394	63.5	439	71.1	5083	71.6	152	71.1	436	66.3
AS	H/		60	98.3	H/		30	80.0	60	81.7	144	77.8	680	89.1	H/	
B6	240	48.8	1272	74.4	H/		H/		H/		178	72.5	90	76.7	H/	
CO	309	62.1	550	84.4	H/		263	76.4	130	81.5	433	74.8	199	75.9	145	71.7
DL	1129	59.0	998	79.3	150	78.0	413	74.3	409	77.0	224	69.2	202	75.7	342	68.7
EV	H/		H/		H/		H/		2	100.0	H/		H/		23	34.8
F9	60	46.7	30	83.3	148	75.7	H/		172	66.3	H/		120	75.0	30	43.3
FL	501	55.1	1666	78.7	437	74.1	90	76.7	299	83.6	H/		H/		283	58.3
HA	H/		H/		H/		H/		H/		H/		60	70.0	H/	
MQ	945	58.7	H/		H/		550	71.1	H/		6582	77.4	H/		60	65.0
NW	808	55.9	444	73.9	219	85.4	164	79.9	6273	80.1	541	77.6	207	83.1	302	60.3
OH	1064	46.3	H/		H/		30	76.7	122	57.4	234	54.7	H/		337	50.1
OO	H/		H/		H/		H/		138	80.4	2974	78.6	1144	87.2	108	54.6
UA	579	53.9	594	77.1	H/		14	71.4	476	70.4	6341	75.9	371	67.9	413	65.6
US	1090	71.4	721	75.6	H/		270	76.3	292	79.1	649	75.3	239	84.9	3662	69.9
WN	23	78.3	3204	82.3	6293	81.9	H/		318	67.6	H/		1160	80.4	1923	68.4
XE	132	62.9	15	93.3	H/		28	85.7	272	79.8	670	80.4	H/		51	64.7
YV	73	53.4	H/		H/		H/		H/		2820	72.9	H/		H/	
<b>TOTAL</b>	<b>8524</b>	<b>56.7</b>	<b>10273</b>	<b>78.3</b>	<b>7248</b>	<b>81.4</b>	<b>5246</b>	<b>67.5</b>	<b>11108</b>	<b>79.0</b>	<b>26907</b>	<b>75.3</b>	<b>4624</b>	<b>81.7</b>	<b>8210</b>	<b>67.0</b>

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

JUNE 2009

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *														
	PHX		SAN		SEA		SFO		SLC		STL		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		H/		H/		H/		H/		51	88.2	H/	
AA	405	72.8	479	60.3	469	73.3	952	60.0	209	65.1	1223	76.2	480	66.9
AS	239	86.2	300	83.0	3992	84.3	322	75.8	H/		H/		H/	
B6	52	78.8	180	84.4	186	80.1	210	66.7	120	78.3	H/		294	76.2
CO	304	79.3	329	79.0	440	78.0	434	66.1	60	95.0	3	100.0	363	86.8
DL	306	77.1	377	68.2	528	84.1	441	66.9	2629	78.6	88	79.5	424	81.6
EV	H/		H/		H/		H/		H/		83	78.3	H/	
F9	180	57.8	150	71.3	120	60.0	120	51.7	180	59.4	90	67.8	30	86.7
FL	76	77.6	90	84.4	185	82.7	157	65.6	H/		210	70.5	517	77.4
HA	30	40.0	30	36.7	73	80.8	30	33.3	H/		H/		H/	
MQ	H/		588	88.8	H/		146	69.2	H/		554	82.3	H/	
NW	274	61.3	204	59.3	492	72.4	377	56.5	147	60.5	281	76.5	389	75.6
OH	H/		H/		H/		H/		H/		87	74.7	93	66.7
OO	337	83.7	580	89.7	632	88.3	3634	70.5	6998	85.0	96	78.1	H/	
UA	393	69.7	648	67.3	667	71.8	3310	71.9	112	55.4	30	80.0	249	79.5
US	4888	82.9	419	72.6	359	79.9	592	62.8	120	84.2	86	93.0	537	75.0
WN	5274	76.5	2922	74.3	1236	78.3	1308	61.9	1341	74.9	2112	81.0	2288	82.2
XE	35	82.9	H/		H/		H/		26	84.6	295	80.0	16	87.5
YV	2632	87.1	H/		H/		H/		30	83.3	65	76.9	H/	
<b>TOTAL</b>	<b>15425</b>	<b>79.9</b>	<b>7296</b>	<b>75.0</b>	<b>9379</b>	<b>80.8</b>	<b>12033</b>	<b>67.7</b>	<b>11972</b>	<b>81.1</b>	<b>5354</b>	<b>79.1</b>	<b>5680</b>	<b>78.9</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	91.7	93.1	77.4	89.6	J/	85.7	90.8	88.6	71.4	82.6	100.0	78.8	96.2	83.4	65.6	94.2	90.9	89.1
700 - 759 AM	91.8	82.7	82.5	94.1	82.1	81.8	85.8	86.7	85.0	87.6	96.2	88.5	93.2	82.3	95.5	95.6	91.7	98.5
800 - 859 AM	81.8	77.6	93.0	84.0	91.0	85.0	90.3	84.5	86.3	88.8	96.1	86.7	95.8	82.8	90.8	88.8	80.6	98.0
900 - 959 AM	82.0	82.2	89.5	93.8	93.3	82.4	82.2	82.4	81.9	89.6	89.8	87.9	94.6	84.1	88.8	86.3	82.5	92.1
1000 - 1059 AM	87.7	71.3	87.8	82.5	82.5	77.7	72.5	81.8	80.8	84.7	87.4	85.0	92.5	87.0	82.4	83.5	75.0	89.0
1100 - 1159 AM	89.3	73.3	86.5	81.4	90.0	80.4	77.6	83.1	82.6	82.3	86.1	80.9	92.5	76.8	86.3	77.9	73.6	88.4
1200 - 1259 PM	84.4	72.1	88.1	89.2	80.7	79.8	78.9	80.4	83.2	77.1	82.2	83.9	92.8	76.2	83.4	82.2	71.3	86.2
100 - 159 PM	77.5	69.8	85.7	84.5	82.0	85.9	79.6	80.1	78.2	69.9	81.3	80.8	90.7	74.7	80.3	81.6	64.0	80.8
200 - 259 PM	80.4	67.1	82.6	87.8	88.3	77.6	78.2	77.8	80.6	57.7	77.8	82.8	92.1	68.8	78.2	77.0	56.0	81.2
300 - 359 PM	75.4	61.8	78.2	82.2	86.2	77.5	66.7	76.4	80.6	60.3	74.7	81.7	90.9	68.7	77.0	75.5	56.0	80.0
400 - 459 PM	72.8	58.7	76.3	76.9	74.6	76.3	65.3	72.9	79.3	53.7	67.4	71.6	88.8	67.5	73.7	72.7	50.7	78.2
500 - 559 PM	64.7	54.5	72.5	70.1	74.6	68.0	56.6	68.4	75.9	50.8	68.1	71.5	83.7	55.7	75.9	71.0	40.7	72.6
600 - 659 PM	68.5	42.0	66.6	72.7	74.3	66.7	52.4	67.2	73.0	48.7	67.9	73.8	82.6	47.0	71.3	73.7	45.7	73.7
700 - 759 PM	60.6	45.3	62.8	72.2	69.4	63.8	58.2	66.1	76.0	46.6	62.6	76.0	81.9	31.6	68.5	69.7	39.4	70.1
800 - 859 PM	62.2	44.6	65.2	74.7	64.2	64.3	53.2	63.5	76.2	49.6	70.0	64.1	82.2	35.0	71.0	67.6	35.0	64.4
900 - 959 PM	65.2	44.5	63.5	72.7	60.2	66.6	61.5	60.6	67.0	52.6	60.0	64.2	77.0	33.1	72.5	69.3	35.2	67.6
1000 - 1059 PM	67.2	49.9	61.1	63.5	70.4	55.7	60.7	61.5	61.8	55.3	72.3	47.2	64.9	51.0	68.1	61.5	42.5	69.8
1100 - 559 AM	71.2	60.1	70.1	69.4	68.0	56.2	65.5	70.1	75.0	67.5	64.0	69.8	82.5	77.3	62.5	73.9	48.9	62.7
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>76.0</b>	<b>61.1</b>	<b>76.9</b>	<b>79.8</b>	<b>78.7</b>	<b>73.1</b>	<b>69.7</b>	<b>75.1</b>	<b>78.8</b>	<b>64.3</b>	<b>74.9</b>	<b>75.1</b>	<b>88.8</b>	<b>64.6</b>	<b>78.4</b>	<b>76.7</b>	<b>56.7</b>	<b>78.3</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *														
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	93.5	66.7	86.1	87.2	96.4	88.8	92.1	J/	85.5	92.6	100.0	J/	J/	89.3
700 - 759 AM	91.2	75.7	81.8	85.6	93.2	83.3	92.4	93.3	90.0	94.4	97.0	91.4	100.0	89.0
800 - 859 AM	91.2	91.0	85.4	79.4	97.6	79.1	91.3	95.7	89.1	90.6	89.8	88.1	95.7	86.2
900 - 959 AM	93.9	86.5	88.9	80.0	95.9	79.2	81.1	87.8	91.7	77.3	91.4	86.6	91.9	85.2
1000 - 1059 AM	90.3	80.3	80.1	80.9	89.1	78.4	82.6	82.5	87.1	61.0	80.4	89.5	87.7	82.0
1100 - 1159 AM	90.5	83.2	89.5	82.3	88.5	74.0	88.0	78.4	84.2	60.6	85.9	81.9	84.2	82.4
1200 - 1259 PM	92.7	77.4	85.5	81.7	85.9	79.6	80.0	82.6	88.1	57.4	89.6	84.2	82.9	81.9
100 - 159 PM	84.8	77.6	79.5	78.9	86.4	72.8	82.0	77.3	83.2	61.1	79.6	86.4	81.4	79.3
200 - 259 PM	78.0	71.2	80.7	76.7	84.5	70.7	83.6	79.9	84.8	66.2	83.1	87.5	80.4	78.0
300 - 359 PM	81.1	61.7	81.3	75.7	81.8	67.5	76.9	79.2	79.6	67.0	81.1	78.9	82.5	75.5
400 - 459 PM	79.4	58.4	75.3	73.4	83.3	63.2	74.2	68.7	80.3	63.4	78.2	76.0	80.8	72.8
500 - 559 PM	82.4	59.4	81.1	69.1	80.2	55.3	78.1	68.9	78.4	69.9	72.9	80.4	80.3	68.3
600 - 659 PM	77.2	56.4	74.5	65.2	72.8	53.4	72.8	67.8	79.6	68.4	77.7	74.7	71.3	67.0
700 - 759 PM	72.8	47.1	73.0	66.4	72.9	53.2	75.5	66.7	74.3	66.5	68.6	68.6	75.2	65.1
800 - 859 PM	68.6	46.0	70.0	65.0	75.9	45.8	68.1	65.8	76.9	63.9	70.2	67.8	68.2	63.8
900 - 959 PM	67.7	49.8	66.8	57.9	67.2	60.2	71.3	61.0	73.2	60.3	75.2	62.3	63.8	62.1
1000 - 1059 PM	58.5	50.0	54.4	61.1	76.8	63.6	66.5	63.3	76.1	53.4	67.5	65.0	65.4	62.0
1100 - 559 AM	74.2	61.5	77.4	81.3	73.9	67.1	59.0	72.3	74.4	65.8	69.8	84.3	70.3	69.8
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>81.4</b>	<b>67.5</b>	<b>79.0</b>	<b>75.3</b>	<b>81.7</b>	<b>67.0</b>	<b>79.9</b>	<b>75.0</b>	<b>80.8</b>	<b>67.7</b>	<b>81.1</b>	<b>79.1</b>	<b>78.9</b>	<b>75.1</b>

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

JUNE 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	92.8	90.5	92.9	89.8	93.1	89.7	95.5	88.5	92.5	92.4	96.4	90.1	92.3	94.3	96.5	92.5	93.0	95.9
700 - 759 AM	90.3	89.9	91.9	91.1	89.5	86.0	92.3	85.7	88.7	89.9	96.0	93.4	94.2	93.0	90.5	92.4	89.6	95.6
800 - 859 AM	90.7	88.3	87.9	88.2	84.2	86.2	87.3	79.5	85.7	82.4	89.3	86.0	91.4	86.7	91.4	90.1	88.2	93.5
900 - 959 AM	83.8	86.8	86.3	88.8	88.7	84.3	88.6	75.1	85.0	85.1	91.4	85.3	94.2	87.5	86.5	81.1	82.6	89.6
1000 - 1059 AM	84.4	82.0	83.8	83.3	79.1	84.3	76.4	71.8	82.2	82.0	86.7	86.5	92.5	89.6	83.2	82.1	84.8	87.7
1100 - 1159 AM	85.2	75.7	75.7	84.2	80.1	83.4	72.8	70.5	82.8	84.5	80.2	87.3	88.9	86.0	82.9	80.0	79.0	83.0
1200 - 1259 PM	80.6	82.5	78.8	76.9	85.9	79.4	71.1	70.7	83.4	82.9	83.0	82.1	89.1	78.6	77.7	78.9	77.3	83.7
100 - 159 PM	81.1	72.4	71.4	83.3	69.4	82.5	67.2	67.5	81.3	74.1	73.1	67.9	88.7	75.1	73.7	79.0	76.0	78.2
200 - 259 PM	75.2	70.5	70.6	82.8	73.5	79.6	73.0	67.1	75.1	70.3	68.4	73.8	85.9	80.0	74.1	71.7	69.6	72.4
300 - 359 PM	74.0	69.1	74.4	67.2	76.2	74.2	68.6	63.9	71.7	60.9	67.7	87.5	86.0	72.3	58.3	77.4	67.7	73.0
400 - 459 PM	73.5	61.9	67.2	80.5	74.5	72.7	58.3	62.9	64.2	57.6	63.8	65.6	83.6	71.5	65.7	74.7	61.5	70.7
500 - 559 PM	67.0	52.4	61.5	68.3	84.3	77.2	54.8	60.5	72.6	53.6	63.6	65.7	81.5	67.7	61.6	75.3	57.1	64.3
600 - 659 PM	66.4	53.9	59.4	74.2	59.8	64.4	53.4	63.2	73.9	51.8	57.5	63.8	79.6	66.7	65.4	75.1	47.1	65.5
700 - 759 PM	61.6	47.8	55.6	66.8	63.6	66.2	51.5	57.8	72.0	53.2	57.4	57.9	82.4	59.1	64.2	72.8	49.2	60.3
800 - 859 PM	62.3	48.7	46.0	77.0	71.3	56.6	49.2	56.2	65.5	51.7	54.9	54.8	82.5	48.9	57.1	73.0	46.5	62.7
900 - 959 PM	64.9	39.1	63.6	46.7	J/	65.6	58.1	60.7	76.5	52.1	J/	60.8	90.4	44.2	72.5	78.1	41.8	51.5
1000 - 1059 PM	64.9	J/	J/	78.2	J/	J/	60.7	61.1	72.3	35.3	J/	65.0	85.7	53.6	79.3	84.1	J/	J/
1100 - 559 AM	71.5	89.3	96.4	J/	J/	100.0	90.6	88.2	95.5	86.7	98.3	92.3	93.5	90.0	85.2	75.9	92.6	79.7
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>76.1</b>	<b>72.9</b>	<b>74.5</b>	<b>80.5</b>	<b>77.6</b>	<b>78.4</b>	<b>68.9</b>	<b>68.7</b>	<b>78.5</b>	<b>71.7</b>	<b>76.2</b>	<b>75.9</b>	<b>87.7</b>	<b>74.2</b>	<b>75.9</b>	<b>80.7</b>	<b>71.3</b>	<b>78.4</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *														
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	93.5	93.6	92.0	90.0	98.2	91.7	96.1	94.6	96.0	92.1	97.1	91.4	98.2	92.9
700 - 759 AM	94.4	85.8	90.1	87.6	93.3	84.5	92.7	91.6	92.0	93.3	95.9	93.3	95.2	91.1
800 - 859 AM	83.1	88.7	89.3	84.6	93.0	85.7	87.6	91.4	90.3	90.7	93.7	86.7	92.6	88.0
900 - 959 AM	88.5	87.1	87.2	81.3	95.3	80.7	82.4	88.1	92.8	88.8	89.8	89.8	89.8	85.2
1000 - 1059 AM	82.5	75.4	87.6	77.6	89.0	82.1	85.1	84.8	87.6	76.3	87.4	81.0	84.6	82.6
1100 - 1159 AM	80.4	72.2	86.0	76.6	89.8	76.4	79.4	78.9	83.2	67.6	87.4	83.7	81.8	80.3
1200 - 1259 PM	80.7	69.6	82.9	77.1	85.8	77.4	80.4	79.3	85.5	63.1	87.2	80.9	79.5	78.5
100 - 159 PM	74.2	65.5	84.3	75.8	82.3	78.5	82.5	76.6	83.1	59.7	86.4	80.3	80.7	77.1
200 - 259 PM	64.1	56.1	78.8	68.5	83.3	68.5	77.3	73.6	83.0	61.2	67.8	77.5	76.5	73.7
300 - 359 PM	67.1	53.4	83.3	68.9	91.1	64.2	75.3	75.6	83.5	68.5	87.9	73.0	72.6	72.3
400 - 459 PM	58.1	45.9	70.0	67.2	76.4	69.2	71.6	79.1	80.4	67.0	77.6	64.4	70.0	69.3
500 - 559 PM	59.9	41.2	77.9	63.7	82.1	60.1	59.9	64.7	81.1	72.4	81.1	73.7	72.7	66.9
600 - 659 PM	65.3	43.9	76.2	63.8	73.9	63.0	75.1	67.4	81.1	71.7	47.1	69.3	67.9	65.2
700 - 759 PM	51.0	45.6	78.6	61.7	75.5	49.9	63.6	71.0	79.6	73.8	80.3	65.5	71.6	64.3
800 - 859 PM	46.5	43.8	77.5	65.7	67.5	66.9	69.8	68.6	79.5	75.3	65.8	70.3	57.8	61.8
900 - 959 PM	57.7	52.7	81.3	65.1	92.1	76.1	86.0	70.1	84.4	58.9	81.7	J/	100.0	68.3
1000 - 1059 PM	J/	38.2	81.1	65.3	88.6	J/	80.5	90.9	87.7	77.1	J/	J/	J/	73.4
1100 - 559 AM	100.0	83.3	96.3	91.3	90.4	93.6	84.4	100.0	87.4	72.3	80.0	96.5	100.0	83.5
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>72.8</b>	<b>62.4</b>	<b>82.8</b>	<b>73.7</b>	<b>87.4</b>	<b>73.3</b>	<b>79.9</b>	<b>80.6</b>	<b>86.2</b>	<b>75.0</b>	<b>85.0</b>	<b>79.5</b>	<b>79.9</b>	<b>76.6</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
9E	2330	MSP-FWA	2020	23	100.00	43	35
OH	6662	CLT-JFK	1645	30	96.67	86	61
OH	6655	IAD-JFK	1723	30	96.67	67	52
NW	1554	PBI-BOS	1510	27	96.30	70	70
B6	707	BOS-JFK	1901	16	93.75	85	69
B6	14	FLL-JFK	1659	30	93.33	66	46
NW	1266	BOS-TPA	1855	27	92.59	87	82
DL	1953	BOS-JFK	1930	27	92.59	62	47
OH	6542	OMA-LGA	1422	26	92.31	70	51
WN	128	SMF-SAN	2030	23	91.30	64	43
B6	160	MCO-JFK	1833	30	90.00	71	50
AA	1550	MIA-JFK	1920	20	90.00	59	45
OH	6614	ORD-JFK	1735	30	90.00	55	52
OH	6424	CHS-ATL	1355	20	90.00	35	20
DL	206	MIA-JFK	1655	27	88.89	77	58
WN	1042	DEN-SLC	1810	23	86.96	63	44
WN	2803	DEN-SAT	1920	23	86.96	60	53
WN	865	DEN-MDW	1910	23	86.96	59	38
OH	6405	AVL-LGA	1155	23	86.96	38	28
AA	1876	MIA-LGA	1820	30	86.67	76	49
OH	6313	MSP-JFK	1705	30	86.67	61	62
B6	84	FLL-JFK	1832	30	86.67	53	38
OH	6511	OMA-ATL	1650	30	86.67	34	32
FL	333	PHL-ATL	1758	29	86.21	84	51
DL	1816	MCO-JFK	1720	28	85.71	61	51

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

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**AIR TRAVEL CONSUMER REPORT**  
**TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS // ARRIVING LATE 80% OF THE TIME OR MORE**

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
B6	64	PBI-JFK	1630	27	85.19	75	50
DL	1234	DCA-JFK	1810	27	85.19	49	42
AA	1188	DFW-PIT	1855	20	85.00	72	55
AA	520	DFW-MIA	1700	20	85.00	38	28
DL	576	SJU-JFK	1337	26	84.62	57	41
OH	6652	MCI-LGA	1859	26	84.62	51	46
OH	6808	CVG-EWR	1415	26	84.62	49	41
MQ	4806	BOS-LGA	1855	26	84.62	44	45
OH	6469	BDL-JFK	1805	26	84.62	39	38
OH	6669	BTV-JFK	1836	19	84.21	58	56
OH	6717	ROC-JFK	1732	30	83.33	65	52
OH	6378	ATL-MYR	1506	30	83.33	59	46
OH	6676	DCA-JFK	1457	30	83.33	49	38
UA	303	BOS-ORD	1959	23	82.61	69	67
WN	1030	DEN-OMA	1945	23	82.61	68	44
YV	7305	IAD-JFK	1914	23	82.61	67	88
WN	1237	DEN-AUS	1850	23	82.61	62	52
WN	224	DEN-PDX	1925	23	82.61	50	51
WN	2634	LAS-SAN	2030	23	82.61	48	30
AA	928	MIA-JFK	1545	17	82.35	94	57
OH	6512	BWI-BOS	1715	27	81.48	68	62
OH	6478	CHS-BOS	1605	27	81.48	59	45
AA	566	SFO-DFW	1430	27	81.48	55	36
DL	1722	BWI-JFK	1835	27	81.48	50	36
FL	62	ATL-IAD	1858	27	81.48	48	29

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



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## AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
B6	616	JAX-JFK	1719	26	80.77	77	48
OH	6671	PWM-JFK	1847	26	80.77	52	50
OH	6375	LGA-MSN	1440	26	80.77	45	32
OH	6660	SAV-LGA	1845	26	80.77	33	30
FL	322	BWI-BOS	1630	30	80.00	80	51
B6	1080	CLT-JFK	1906	30	80.00	75	67
B6	1108	RDU-JFK	1910	30	80.00	70	44
OH	6704	PHL-JFK	1859	30	80.00	70	41
B6	1021	BOS-JFK	1945	30	80.00	68	53
AA	1408	DFW-FLL	2020	20	80.00	67	29
B6	136	RSW-JFK	1717	30	80.00	66	59
AA	546	DFW-MIA	1910	30	80.00	63	63
OH	6578	PIT-JFK	1835	30	80.00	60	43
AA	520	MIA-TPA	2205	20	80.00	58	46
NW	1770	DTW-PHL	1714	30	80.00	54	29
OH	6746	JAX-LGA	1432	30	80.00	51	26
OH	6313	JFK-MSP	1350	30	80.00	50	35
OH	6355	BUF-JFK	1756	30	80.00	47	40

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
COMAIR	494	53	10.7
JETBLUE	562	27	4.8
FRONTIER	256	9	3.5
AMERICAN	1,564	37	2.4
AIRTRAN	742	13	1.8
DELTA	1,224	19	1.6
AMERICAN EAGLE	1,268	18	1.4
NORTHWEST	956	11	1.2
MESA	714	8	1.1
UNITED	1,087	12	1.1
SOUTHWEST	3,342	23	0.7
PINNACLE	765	4	0.5
ATLANTIC SOUTHEAST	968	5	0.5
US AIRWAYS	1,193	6	0.5
EXPRESSJET	989	4	0.4
CONTINENTAL	779	1	0.1
SKYWEST	1,631	2	0.1
ALASKA	410	0	0.0
HAWAIIAN	196	0	0.0
<b>TOTAL</b>	<b>19,140</b>	<b>252</b>	<b>1.3</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	68.9	79.6	206	206
ADAK ISLAND AK (ADK)	75.0	100.0	8	8
AGUADILLA PR (BQN)	82.0	93.3	150	150
AKRON OH (CAK)	72.4	82.0	768	768
ALBANY GA (ABY)	79.1	89.5	86	86
ALBANY NY (ALB)	75.8	82.5	1,116	1,117
ALBUQUERQUE NM (ABQ)	78.4	82.5	3,094	3,095
ALEXANDRIA LA (AEX)	78.7	89.0	254	254
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	78.1	83.8	352	352
AMARILLO TX (AMA)	77.9	79.9	598	598
ANCHORAGE AK (ANC)	80.8	88.2	1,926	1,922
APPLETON WI (ATW)	73.9	83.8	445	444
ASHEVILLE NC (AVL)	72.9	71.6	398	398
ASPEN CO (ASE)	69.8	72.4	384	384
ATLANTA GA (ATL)	76.0	76.1	36,343	36,354
ATLANTIC CITY NJ (ACY)	36.7	71.4	49	49
AUGUSTA GA (AGS)	69.3	71.2	274	274
AUSTIN TX (AUS)	77.3	81.2	3,532	3,531
BAKERSFIELD CA (BFL)	82.7	87.9	289	289
BALTIMORE MD (BWI)	76.9	74.5	8,910	8,911
BANGOR ME (BGR)	64.1	72.6	270	270
BARROW AK (BRW)	68.3	60.0	60	60
BATON ROUGE LA (BTR)	79.3	85.1	799	800
BELLINGHAM WA (BLI)	100.0	100.0	3	3
BEMIDJI MN (BJI)	100.0	94.4	19	18
BEND/REDMOND OR (RDM)	88.1	93.7	270	270
BETHEL AK (BET)	91.9	88.4	86	86
BILLINGS MT (BIL)	77.9	86.1	421	418
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	78.6	82.1	56	56
BIRMINGHAM AL (BHM)	76.9	77.5	1,852	1,850
BISMARCK/MANDAN ND (BIS)	81.1	83.7	259	258
BLOOMINGTON IL (BMI)	77.6	82.9	451	449
BOISE ID (BOI)	78.8	84.0	1,125	1,124
BOSTON MA (BOS)	61.1	72.9	9,505	9,501
BOZEMAN MT (BZN)	81.4	86.8	365	365
BRANSON MO (BKG)	85.5	81.8	55	55
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	77.6	80.0	205	205
BROWNSVILLE TX (BRO)	82.0	89.5	211	210
BRUNSWICK GA (BQK)	75.3	80.2	81	81
BUFFALO NY (BUF)	75.4	81.1	2,112	2,112
BURBANK CA (BUR)	81.4	84.3	2,322	2,322
BURLINGTON VT (BTV)	70.8	79.1	593	593
BUTTE MT (BTM)	88.3	98.3	60	60

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	95.8	96.8	190	190
CASPER WY (CPR)	82.6	85.2	230	230
CEDAR CITY UT (CDC)	96.4	100.0	56	56
CEDAR RAPIDS/IOWA CITY IA (CID)	78.4	82.4	746	750
CHAMPAIGN/URBANA IL (CMI)	74.7	87.4	198	198
CHARLESTON SC (CHS)	72.6	73.1	1,224	1,225
CHARLESTON/DUNBAR WV (CRW)	72.7	77.2	286	285
CHARLOTTE AMALIE VI (STT)	71.5	83.3	228	228
CHARLOTTE NC (CLT)	79.8	80.5	9,956	9,955
CHARLOTTESVILLE VA (CHO)	80.1	84.2	146	146
CHATTANOOGA TN (CHA)	75.2	79.9	419	418
CHICAGO IL (MDW)	81.4	72.8	7,248	7,249
CHICAGO IL (ORD)	75.3	73.7	26,907	26,913
CHICO CA (CIC)	70.0	75.0	120	120
CHRISTIANSTED VI (STX)	58.8	64.7	34	34
CLEVELAND OH (CLE)	81.5	85.4	4,980	4,982
CODY WY (COD)	76.4	86.5	89	89
COLLEGE STATION/BRYAN TX (CLL)	72.2	81.1	90	90
COLORADO SPRINGS CO (COS)	74.0	79.5	1,194	1,193
COLUMBIA SC (CAE)	70.8	78.6	847	847
COLUMBUS GA (CSG)	71.4	81.5	119	119
COLUMBUS MS (GTR)	86.7	85.0	60	60
COLUMBUS OH (CMH)	76.4	81.6	2,557	2,559
CORDOVA AK (CDV)	67.7	66.1	62	62
CORPUS CHRISTI TX (CRP)	85.6	91.0	432	431
COVINGTON KY (CVG)	78.7	77.6	4,719	4,722
CRESCENT CITY CA (CEC)	72.2	63.3	90	90
DALLAS TX (DAL)	81.6	76.2	3,988	3,988
DALLAS/FT.WORTH TX (DFW)	75.1	68.7	22,343	22,338
DAYTON OH (DAY)	75.3	81.9	1,196	1,196
DAYTONA BEACH FL (DAB)	68.6	78.6	153	154
DEADHORSE AK (SCC)	78.3	78.3	60	60
DENVER CO (DEN)	69.7	68.9	20,995	20,998
DES MOINES IA (DSM)	77.2	81.2	1,313	1,314
DETROIT MI (DTW)	78.8	78.5	13,546	13,552
DILLINGHAM AK (DLG)	95.8	75.0	24	24
DOTHAN AL (DHN)	75.0	75.9	116	116
DUBUQUE IA (DBQ)	77.9	87.2	86	86
DULUTH MN (DLH)	81.3	89.2	203	203
DURANGO CO (DRO)	73.8	78.6	298	299
EL CENTRO CA (IPL)	91.1	92.9	56	56
EL PASO TX (ELP)	79.7	83.7	1,777	1,777
ELKO NV (EKO)	92.2	99.1	116	116

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ELMIRA/CORNING NY (ELM)	79.5	83.9	112	112
ERIE PA (ERI)	81.7	84.9	93	93
EUGENE OR (EUG)	84.3	84.2	460	461
EUREKA/ARCATA CA (ACV)	78.1	77.5	301	302
EVANSVILLE IN (EVV)	79.8	85.2	411	411
FAIRBANKS AK (FAI)	87.6	88.0	435	435
FARGO ND (FAR)	76.3	85.1	460	457
FAYETTEVILLE AR (XNA)	72.0	77.9	1,190	1,192
FAYETTEVILLE NC (FAY)	62.0	70.9	250	251
FLAGSTAFF AZ (FLG)	83.3	86.7	150	150
FLINT MI (FNT)	75.7	84.0	666	663
FLORENCE SC (FLO)	75.6	83.7	86	86
FORT LAUDERDALE FL (FLL)	74.9	76.2	4,777	4,774
FORT SMITH AR (FSM)	71.3	82.1	240	240
FORT WAYNE IN (FWA)	75.3	82.9	486	486
FRESNO CA (FAT)	84.0	83.3	1,032	1,032
FT. MYERS FL (RSW)	82.1	82.6	1,665	1,667
GAINESVILLE FL (GNV)	73.1	77.6	223	223
GILLETTE WY (GCC)	76.7	86.7	120	120
GRAND FORKS ND (GFK)	79.4	91.3	68	69
GRAND JUNCTION CO (GJT)	76.7	80.5	473	473
GRAND RAPIDS MI (GRR)	78.0	84.4	1,283	1,281
GREAT FALLS MT (GTF)	81.9	90.4	177	177
GREEN BAY/CLINTONVILLE WI (GRB)	78.7	87.3	517	518
GREENSBORO/HIGH POINT NC (GSO)	72.4	76.7	876	876
GREENVILLE/SPARTANBURG SC (GSP)	74.5	80.3	946	946
GULFPORT/BILOXI MS (GPT)	81.1	87.2	549	549
GUNNISON CO (GUC)	70.8	63.2	106	106
GUSTAVUS AK (GST)	82.4	70.6	17	17
HANCOCK/HOUGHTON MI (CMX)	84.8	87.9	33	33
HARLINGEN/SAN BENITO TX (HRL)	81.6	86.9	429	429
HARRISBURG PA (MDT)	74.6	82.2	680	678
HARTFORD CT (BDL)	72.6	80.9	2,073	2,072
HELENA MT (HLN)	83.6	88.1	201	201
HILO HI (ITO)	87.2	90.3	724	724
HONOLULU HI (HNL)	86.9	89.9	4,844	4,846
HOUSTON TX (HOU)	80.0	74.6	4,338	4,338
HOUSTON TX (IAH)	88.8	87.7	15,783	15,784
HUNTSVILLE AL (HSV)	75.5	80.3	936	936
IDAHO FALLS ID (IDA)	81.7	90.8	284	284
INDIANAPOLIS IN (IND)	78.7	80.9	3,374	3,373
INDIO/PALM SPRINGS CA (PSP)	82.2	87.0	754	753
INYOKERN CA (IYK)	93.8	95.0	80	80

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ISLIP NY (ISP)	74.0	81.0	738	738
ITHACA/CORTLAND NY (ITH)	66.7	75.0	3	4
JACKSON WY (JAC)	66.9	83.0	393	389
JACKSON/VICKSBURG MS (JAN)	74.4	80.3	1,080	1,081
JACKSONVILLE FL (JAX)	77.6	80.5	2,434	2,433
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	72.0	79.0	168	167
JUNEAU AK (JNU)	82.4	79.8	442	441
KAHULUI HI (OGG)	89.6	91.5	1,784	1,784
KALAMAZOO MI (AZO)	78.9	82.9	228	228
KALISPELL MT (FCA)	84.8	92.6	257	257
KANSAS CITY MO (MCI)	76.8	81.2	4,293	4,295
KETCHIKAN AK (KTN)	86.0	82.1	235	235
KEY WEST FL (EYW)	69.4	75.5	98	98
KILLEEN TX (GRK)	65.1	77.1	166	166
KING SALMON AK (AKN)	70.8	45.8	24	24
KLAMATH FALLS OR (LMT)	86.7	78.3	120	120
KNOXVILLE TN (TYS)	77.6	82.1	1,302	1,301
KODIAK AK (ADQ)	83.9	82.1	56	56
KONA HI (KOA)	88.5	90.8	1,103	1,103
KOTZEBUE AK (OTZ)	81.1	76.7	90	90
LA CROSSE WI (LSE)	69.1	80.1	175	176
LAFAYETTE LA (LFT)	80.3	85.6	417	417
LAKE CHARLES LA (LCH)	74.8	88.2	103	102
LANSING MI (LAN)	78.0	85.8	254	253
LAREDO TX (LRD)	80.5	85.9	220	220
LAS VEGAS NV (LAS)	78.4	75.9	13,020	13,022
LEWISBURG WV (LWB)	53.3	53.3	15	15
LEWISTON ID (LWS)	90.2	96.1	51	51
LEXINGTON KY (LEX)	74.8	79.7	701	700
LIHUE HI (LIH)	87.9	92.5	1,087	1,087
LINCOLN NE (LNK)	76.3	82.5	270	269
LITTLE ROCK AR (LIT)	72.6	75.9	1,410	1,410
LONG BEACH CA (LGB)	84.6	87.9	1,215	1,215
LONGVIEW/KILGOR/GLADWATR TX (GGG)	68.3	85.0	60	60
LOS ANGELES CA (LAX)	76.7	80.7	16,551	16,541
LOUISVILLE KY (SDF)	75.9	78.2	1,637	1,637
LUBBOCK TX (LBB)	75.0	81.7	756	755
LYNCHBURG VA (LYH)	71.9	83.1	89	89
MADISON WI (MSN)	78.2	83.8	1,100	1,101
MANCHESTER NH (MHT)	73.9	80.0	1,262	1,262
MARQUETTE MI (MQT)	78.0	88.0	50	50
MEDFORD OR (MFR)	79.9	83.0	389	389
MELBOURNE FL (MLB)	74.2	82.8	151	151

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MEMPHIS TN (MEM)	78.0	82.1	6,065	6,069
MERIDIAN MS (MEI)	73.2	87.5	56	56
MIAMI FL (MIA)	67.5	62.4	5,246	5,241
MIDLAND/ODESSA TX (MAF)	75.4	83.2	654	655
MILWAUKEE WI (MKE)	81.8	83.9	4,069	4,067
MINNEAPOLIS MN (MSP)	79.0	82.8	11,108	11,116
MINOT ND (MOT)	66.7	66.7	3	3
MISSION/MCALLEN/EDINBURG TX (MFE)	82.9	89.6	414	415
MISSOULA MT (MSO)	77.2	82.1	320	319
MOBILE AL (MOB)	78.8	83.7	584	584
MODESTO CA (MOD)	71.2	67.8	146	146
MOLINE IL (MLI)	74.0	82.1	700	702
MONROE LA (MLU)	71.9	77.8	203	203
MONTEREY CA (MRY)	82.1	83.7	502	503
MONTGOMERY AL (MGM)	76.4	75.4	360	358
MONTROSE/DELTA CO (MTJ)	73.2	78.2	239	239
MOSES LAKE WA (MWH)	96.3	94.3	54	53
MYRTLE BEACH SC (MYR)	73.5	79.0	486	486
NANTUCKET MA (ACK)	76.3	70.9	80	79
NASHVILLE TN (BNA)	77.8	79.0	4,821	4,822
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	74.1	82.4	108	108
NEW ORLEANS LA (MSY)	78.2	81.8	2,887	2,888
NEW YORK NY (JFK)	64.6	74.2	10,980	10,982
NEW YORK NY (LGA)	56.7	71.3	8,524	8,523
NEWARK NJ (EWR)	64.3	71.7	10,083	10,083
NEWBURGH/POUGHKEEPSIE NY (SWF)	70.5	80.1	176	176
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	70.0	77.3	534	534
NOME AK (OME)	80.0	77.8	90	90
NORFOLK VA (ORF)	73.8	79.2	1,409	1,410
NORTH BEND/COOS BAY OR (OTH)	85.0	75.2	120	121
OAKLAND CA (OAK)	79.0	79.6	4,252	4,252
OKLAHOMA CITY OK (OKC)	76.7	82.5	1,832	1,832
OMAHA NE (OMA)	71.0	80.1	2,248	2,245
ONTARIO/SAN BERNARDINO CA (ONT)	77.0	81.5	2,197	2,198
ORLANDO FL (MCO)	78.3	78.4	10,273	10,279
OXNARD/VENTURA CA (OXR)	94.3	95.3	106	106
PANAMA CITY FL (PFN)	78.9	82.9	304	304
PASCO/KENNEWICK/RICHLAND WA (PSC)	82.2	90.9	276	275
PELLSTON MI (PLN)	72.7	81.8	88	88
PENSACOLA FL (PNS)	80.0	84.3	863	862
PEORIA IL (PIA)	76.0	84.2	438	438
PETERSBURG AK (PSG)	76.7	55.0	60	60
PHILADELPHIA PA (PHL)	67.0	73.3	8,210	8,212

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PHOENIX AZ (PHX)	79.9	79.9	15,425	15,429
PITTSBURGH PA (PIT)	76.0	79.2	2,907	2,909
POCATELLO ID (PIH)	86.7	94.2	120	120
PONCE PR (PSE)	70.0	93.3	60	60
PORTLAND ME (PWM)	70.3	75.8	704	702
PORTLAND OR (PDX)	81.7	87.4	4,624	4,623
PROVIDENCE RI (PVD)	73.4	78.6	1,543	1,544
RALEIGH/DURHAM NC (RDU)	74.3	76.3	4,775	4,774
RAPID CITY SD (RAP)	75.1	78.2	370	371
REDDING CA (RDD)	72.5	75.8	120	120
RENO NV (RNO)	80.1	83.7	1,644	1,643
RICHMOND VA (RIC)	74.5	79.8	1,511	1,511
ROANOKE VA (ROA)	70.7	76.4	348	348
ROCHESTER MN (RST)	83.5	86.1	279	280
ROCHESTER NY (ROC)	73.2	79.3	1,185	1,186
ROCK SPRINGS WY (RKS)	81.5	89.7	146	146
ROSWELL NM (ROW)	68.6	83.7	86	86
SACRAMENTO CA (SMF)	77.4	81.9	3,927	3,927
SAGINAW/BAY CITY/MIDLAND MI (MBS)	77.2	84.9	285	285
SALT LAKE CITY UT (SLC)	81.1	85.0	11,972	11,984
SAN ANGELO TX (SJT)	76.7	75.0	60	60
SAN ANTONIO TX (SAT)	79.8	85.1	3,217	3,217
SAN DIEGO CA (SAN)	75.0	80.6	7,296	7,294
SAN FRANCISCO CA (SFO)	67.7	75.0	12,033	12,027
SAN JOSE CA (SJC)	80.6	84.1	4,213	4,212
SAN JUAN PR (SJU)	73.2	79.2	1,811	1,811
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	85.3	81.0	347	347
SANTA ANA CA (SNA)	76.5	80.2	4,024	4,024
SANTA BARBARA CA (SBA)	84.9	86.2	988	987
SANTA FE NM (SAF)	90.0	85.0	20	20
SANTA MARIA CA (SMX)	94.8	92.2	115	115
SARASOTA/BRADENTON FL (SRQ)	81.1	82.0	423	422
SAVANNAH GA (SAV)	75.3	76.0	1,060	1,060
SCRANTON/WILKES-BARRE PA (AVP)	78.2	89.8	206	206
SEATTLE WA (SEA)	80.8	86.2	9,379	9,379
SHREVEPORT LA (SHV)	75.5	86.0	387	387
SIOUX CITY IA (SUX)	92.6	86.8	54	53
SIOUX FALLS SD (FSD)	74.9	82.9	451	449
SITKA AK (SIT)	87.3	88.0	150	150
SOUTH BEND IN (SBN)	77.3	76.2	467	467
SPOKANE WA (GEG)	78.6	87.6	1,107	1,106
SPRINGFIELD IL (SPI)	76.8	82.6	138	138
SPRINGFIELD MO (SGF)	73.4	78.5	655	656

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ST. GEORGE UT (SGU)	90.9	97.2	254	254
ST. LOUIS MO (STL)	79.1	79.5	5,354	5,355
STATE COLLEGE PA (SCE)	89.0	94.0	82	83
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	71.3	78.2	87	87
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	83.3	89.1	221	221
SYRACUSE NY (SYR)	71.8	80.0	824	826
TALLAHASSEE FL (TLH)	72.6	76.1	460	460
TAMPA FL (TPA)	78.9	79.9	5,680	5,680
TEXARKANA AR (TXK)	71.7	81.7	120	120
TOLEDO OH (TOL)	81.6	88.2	152	152
TRAVERSE CITY MI (TVC)	78.3	83.7	498	496
TUCSON AZ (TUS)	77.4	85.4	1,810	1,811
TULSA OK (TUL)	74.5	82.8	1,815	1,811
TWIN FALLS ID (TWF)	84.2	99.2	120	120
TYLER TX (TYR)	59.2	69.2	120	120
VALDOSTA GA (VLD)	67.9	79.5	112	112
VALPARAISO FL (VPS)	76.2	82.6	627	626
WACO TX (ACT)	74.0	84.0	150	150
WASHINGTON DC (DCA)	73.1	78.4	6,815	6,810
WASHINGTON DC (IAD)	75.1	75.9	5,962	5,957
WATERLOO IA (ALO)	70.0	86.7	30	30
WAUSAU/MARSHFIELD WI (CWA)	78.6	85.0	266	266
WEST PALM BEACH/PALM BEACH FL (PBI)	75.8	76.4	1,794	1,795
WEST YELLOWSTONE MT (WYS)	93.5	98.4	62	62
WHITE PLAINS NY (HPN)	70.3	77.4	898	898
WICHITA FALLS TX (SPS)	70.0	80.0	10	10
WICHITA KS (ICT)	76.1	83.3	1,172	1,170
WILMINGTON NC (ILM)	76.3	77.5	384	383
WRANGELL AK (WRG)	63.3	76.7	60	60
YAKUTAT AK (YAK)	70.0	76.7	60	60
YUMA AZ (YUM)	85.2	86.9	237	237

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
COMAIR	19	9,749	528	5.4	68	14,085	752	5.3
AMERICAN EAGLE	18	20,667	630	3.0	117	36,732	1,126	3.1
AMERICAN	29	37,749	1,044	2.8	76	46,140	1,277	2.8
MESA	17	10,664	284	2.7	107	21,139	545	2.6
ATLANTIC SOUTHEAST	10	14,197	311	2.2	110	27,822	667	2.4
PINNACLE	16	8,762	196	2.2	123	22,381	528	2.4
UNITED	29	28,243	592	2.1	73	32,990	661	2.0
US AIRWAYS	29	29,225	332	1.1	73	34,774	373	1.1
EXPRESSJET	22	14,552	181	1.2	97	28,195	299	1.1
DELTA	31	29,615	324	1.1	91	35,467	355	1.0
JETBLUE	19	11,208	118	1.1	46	16,504	161	1.0
SKYWEST	19	26,006	202	0.8	140	47,396	428	0.9
NORTHWEST	30	20,885	173	0.8	84	27,513	220	0.8
AIRTRAN	25	16,201	121	0.7	62	22,161	163	0.7
FRONTIER	22	6,180	46	0.7	41	7,658	52	0.7
SOUTHWEST	20	49,995	289	0.6	66	96,195	576	0.6
HAWAIIAN	7	378	1	0.3	15	6,133	26	0.4
ALASKA	16	7,179	9	0.1	50	12,138	34	0.3
CONTINENTAL	27	18,133	35	0.2	57	22,171	39	0.2
<b>Total</b>		<b>359,588</b>	<b>5,416</b>	<b>1.5</b>	<b>Total</b>	<b>557,594</b>	<b>8,282</b>	<b>1.5</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.

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	22381	18072	80.75%	528	2.36%	92	0.41%	1303	5.82%	165	0.74%	1244	5.56%	12	0.05%	965	4.31%
AA	46140	31909	69.16%	1277	2.77%	305	0.66%	4091	8.87%	737	1.60%	4124	8.94%	6	0.01%	3690	8.00%
AS	12138	10261	84.54%	34	0.28%	15	0.12%	541	4.46%	31	0.26%	701	5.78%	8	0.07%	546	4.50%
B6	16504	11755	71.23%	161	0.98%	47	0.28%	999	6.05%	70	0.42%	2124	12.87%	1	0.01%	1346	8.16%
CO	22171	17840	80.47%	39	0.18%	91	0.41%	879	3.97%	154	0.69%	2260	10.19%	21	0.10%	887	4.00%
DL	35467	27003	76.14%	355	1.00%	142	0.40%	1933	5.45%	150	0.42%	3779	10.65%	4	0.01%	2102	5.93%
EV	27822	20358	73.17%	667	2.40%	112	0.40%	1906	6.85%	193	0.70%	1864	6.70%	2	0.01%	2719	9.77%
F9	7658	5205	67.97%	52	0.68%	25	0.33%	432	5.64%	57	0.74%	866	11.31%	0	0.00%	1021	13.34%
FL	22161	16697	75.34%	163	0.74%	101	0.46%	965	4.36%	35	0.16%	1794	8.09%	0	0.00%	2406	10.86%
HA	6133	5722	93.30%	26	0.42%	7	0.11%	317	5.17%	0	0.00%	2	0.03%	0	0.00%	59	0.96%
MQ	36732	27325	74.39%	1126	3.07%	146	0.40%	2275	6.19%	403	1.10%	2425	6.60%	6	0.02%	3026	8.24%
NW	27513	20710	75.27%	220	0.80%	69	0.25%	1975	7.18%	377	1.37%	2672	9.71%	13	0.05%	1477	5.37%
OH	14085	8426	59.82%	752	5.34%	57	0.40%	1178	8.36%	721	5.12%	2360	16.75%	3	0.02%	588	4.17%
OO	47396	38098	80.38%	428	0.90%	146	0.31%	1576	3.33%	126	0.27%	3046	6.43%	13	0.03%	3964	8.36%
UA	32990	23950	72.60%	661	2.00%	151	0.46%	1761	5.34%	209	0.63%	2966	8.99%	9	0.03%	3284	9.95%
US	34774	27117	77.98%	373	1.07%	87	0.25%	1562	4.49%	159	0.46%	3683	10.59%	18	0.05%	1774	5.10%
WN	96195	75173	78.15%	576	0.60%	249	0.26%	5085	5.29%	779	0.81%	3459	3.60%	85	0.09%	10790	11.22%
XE	28195	23118	81.99%	299	1.06%	98	0.35%	1072	3.80%	98	0.35%	2098	7.44%	20	0.07%	1392	4.94%
YV	21139	15675	74.15%	545	2.58%	72	0.34%	3253	15.39%	167	0.79%	1401	6.63%	15	0.07%	11	0.05%
TOTAL	557594	424414		8282		2012		33104		4630		42867		238		42047	
			76.12%		1.49%		0.36%		5.94%		0.83%		7.69%		0.04%		7.54%

**\*Causes of Delay:**

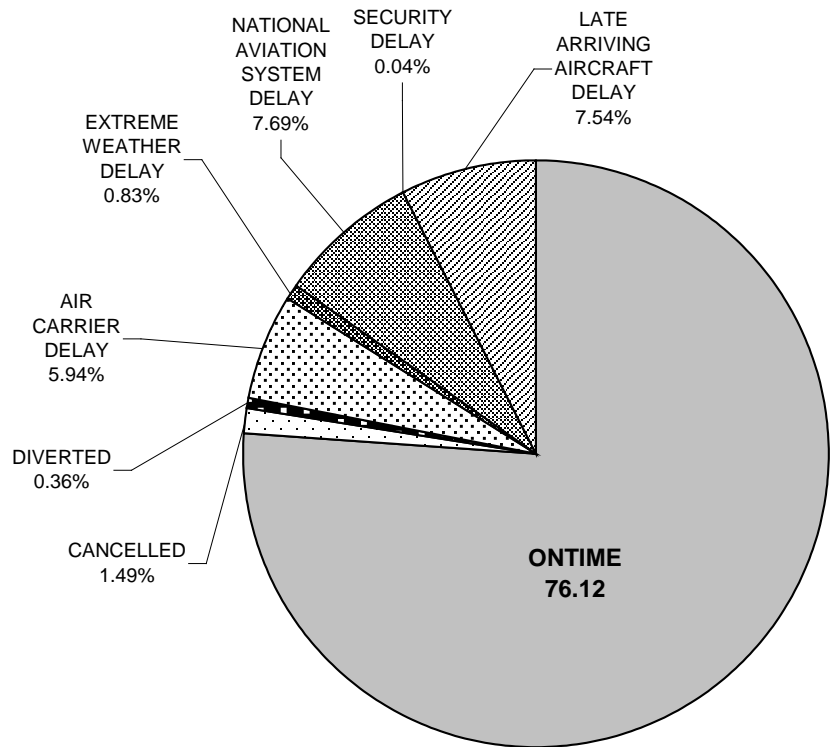
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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

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



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TABLE 10. OVERALL CAUSES OF DELAY\***



**\*Causes of Delay:**

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

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

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

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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
B6	12	JFK	SYR	6/26/2009	1510	328
XE	2173	LGA	CLE	6/30/2009	1300	310
YV	7323	GRR	ORD	6/19/2009	900	299
YV	7343	IAD	HSV	6/3/2009	1645	291
UA	140	IAD	LAS	6/3/2009	1725	290
DL	1825	JFK	MIA	6/28/2009	1302	285
NW	532	DTW	LGA	6/30/2009	1156	283
UA	777	IAD	LAS	6/10/2009	1742	276
UA	704	IAD	TPA	6/3/2009	1735	275
XE	5666	IAD	DAY	6/10/2009	1710	275
B6	9	JFK	MCO	6/26/2009	1730	272
OH	6605	JFK	DTW	6/30/2009	1400	271
B6	6	JFK	BUF	6/26/2009	1559	270
DL	709	JFK	LAX	6/30/2009	1300	270
DL	1253	DCA	SLC	6/3/2009	1720	269
UA	383	IAD	MSY	6/3/2009	1702	269
B6	1308	IAD	JFK	6/10/2009	1659	267
B6	1053	JFK	PIT	6/30/2009	1459	267
DL	1942	ATL	ORD	6/1/2009	1455	265
UA	715	IAD	MCO	6/3/2009	1735	263

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

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

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## AIR TRAVEL CONSUMER REPORT

TABLE 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
FL	436	BWI	ATL	6/3/2009	1758	261
DL	161	JFK	SFO	6/26/2009	1650	255
XE	2575	EWR	MSP	6/30/2009	1355	255
UA	919	IAD	RDU	6/3/2009	1735	254
FL	432	DTW	ATL	6/25/2009	1542	251
UA	23	JFK	LAX	6/9/2009	630	251
WN	261	IAD	MCO	6/3/2009	1735	249
YV	7279	IAD	CAE	6/3/2009	1736	249
CO	217	MSY	EWR	6/26/2009	1340	248
DL	1515	IAD	ATL	6/3/2009	1717	247
DL	141	JFK	CVG	6/26/2009	1640	247
B6	2	JFK	BUF	6/9/2009	605	246
UA	5	JFK	SFO	6/9/2009	600	246
DL	1015	PHL	ATL	6/9/2009	1256	245
AA	181	JFK	LAX	6/26/2009	1640	244
AA	1783	IAD	DFW	6/3/2009	1630	244
B6	595	HPN	MCO	6/26/2009	1530	244
AA	1219	DCA	MIA	6/9/2009	1625	243
UA	331	CMH	ORD	6/19/2009	800	242
DL	1187	JFK	SLC	6/9/2009	645	241
OH	6510	JFK	ROC	6/26/2009	1515	241
UA	937	IAD	DEN	6/3/2009	1730	241

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 3 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
OH	14,085	22	0.1562
UA	32,990	48	0.1455
B6	16,504	23	0.1394
DL	35,467	33	0.0930
AA	46,140	32	0.0694
US	34,774	24	0.0690
YV	21,139	13	0.0615
NW	27,513	15	0.0545
XE	28,195	14	0.0497
FL	22,161	10	0.0451
MQ	36,732	14	0.0381
CO	22,171	8	0.0361
9E	22,381	8	0.0357
WN	96,195	11	0.0114
OO	47,396	3	0.0063
AS	12,138	0	0.0000
HA	6,133	0	0.0000
F9	7,658	0	0.0000
EV	27,822	0	0.0000
TOTAL	557,594	278	0.0499

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

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

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

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

**APPENDIX**

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

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

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

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

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

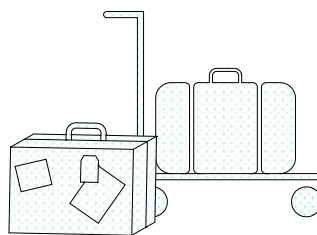
**Air Carriers Voluntarily Reporting  
Data to DOT and to CRS Vendors**

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

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	JUNE 2009			JUNE 2008		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	3,775	2,277,743	1.66	7,149	2,435,892	2.93
2	HAWAIIAN AIRLINES	1,381	718,871	1.92	2,618	702,221	3.73
3	JETBLUE AIRWAYS	4,860	1,780,415	2.73	6,222	1,852,088	3.36
4	CONTINENTAL AIRLINES	8,334	2,998,091	2.78	14,182	3,272,165	4.33
5	FRONTIER AIRLINES	2,533	907,515	2.79	4,327	982,395	4.40
6	NORTHWEST AIRLINES	9,157	3,268,056	2.80	14,951	3,753,292	3.98
7	US AIRWAYS	11,555	4,043,758	2.86	20,821	4,476,683	4.65
8	SOUTHWEST AIRLINES **	33,343	9,289,183	3.59	41,521	9,745,180	4.26
9	ALASKA AIRLINES	5,419	1,349,330	4.02	6,557	1,451,885	4.52
10	DELTA AIR LINES	22,039	5,110,399	4.31	25,546	5,481,654	4.66
11	EXPRESSJET AIRLINES	5,049	1,163,807	4.34	10,007	1,382,936	7.24
12	UNITED AIRLINES	22,844	4,423,143	5.16	29,690	5,068,394	5.86
13	AMERICAN AIRLINES	32,182	6,150,379	5.23	41,194	6,792,292	6.06
14	MESA AIRLINES	5,922	1,028,567	5.76	8,756	1,032,999	8.48
15	PINNACLE AIRLINES	5,905	1,007,759	5.86	6,273	908,363	6.91
16	SKYWEST AIRLINES	11,507	1,929,672	5.96	12,275	1,914,494	6.41
17	ATLANTIC SOUTHEAST AIRLINES	8,450	1,307,738	6.46	7,744	1,154,654	6.71
18	COMAIR	4,196	609,463	6.88	6,254	756,573	8.27
19	AMERICAN EAGLE AIRLINES	13,220	1,421,197	9.30	15,620	1,530,847	10.20
TOTALS		211,671	50,785,086	4.17	281,707	54,695,007	5.15

**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 June 2008. This table reflects the corrected numbers for that month.



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

RANK	AIRLINE	JANUARY - JUNE 2009			JANUARY - JUNE 2008		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	19,865	11,875,972	1.67	41,244	12,713,888	3.24
2	HAWAIIAN AIRLINES	7,947	4,138,090	1.92	12,342	3,926,680	3.14
3	JETBLUE AIRWAYS	25,259	10,237,139	2.47	36,795	10,887,103	3.38
4	NORTHWEST AIRLINES	42,555	16,800,877	2.53	84,995	20,871,800	4.07
5	FRONTIER AIRLINES	12,347	4,589,787	2.69	28,883	5,134,157	5.63
6	CONTINENTAL AIRLINES	45,525	16,367,683	2.78	83,871	18,759,136	4.47
7	US AIRWAYS	74,349	23,151,437	3.21	144,176	25,662,921	5.62
8	SOUTHWEST AIRLINES **	178,259	50,982,535	3.50	271,408	53,690,085	5.06
9	EXPRESSJET AIRLINES	22,225	5,577,543	3.98	56,597	7,800,545	7.26
10	ALASKA AIRLINES	28,652	7,033,624	4.07	38,354	7,702,793	4.98
11	UNITED AIRLINES	100,009	23,844,160	4.19	148,005	27,632,528	5.36
12	AMERICAN AIRLINES	158,245	34,301,212	4.61	253,277	37,949,348	6.67
13	MESA AIRLINES	26,546	5,585,514	4.75	51,981	5,821,407	8.93
14	DELTA AIR LINES	148,634	28,525,969	5.21	184,896	30,579,453	6.05
15	PINNACLE AIRLINES	28,451	5,279,337	5.39	45,258	5,073,123	8.92
16	COMAIR	19,002	3,223,120	5.90	35,523	4,344,443	8.18
17	SKYWEST AIRLINES	63,223	10,199,556	6.20	93,477	10,618,544	8.80
18	AMERICAN EAGLE AIRLINES	61,908	7,441,720	8.32	94,792	8,322,291	11.39
19	ATLANTIC SOUTHEAST AIRLINES	54,400	6,433,758	8.46	62,638	6,221,404	10.07
TOTALS		1,117,401	275,589,033	4.05	1,768,512	303,711,649	5.82

**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 January, February, March, April, May, and June 2008. This table reflects the corrected numbers for each of those months.

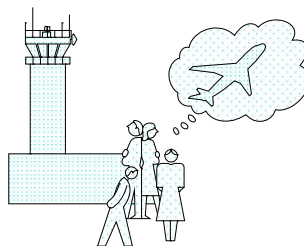
## OVERSALES

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.



**APRIL - JUNE**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE	APRIL - JUNE 2009				APRIL - JUNE 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>HAWAIIAN AIRLINES</b>	14	1	2,080,657	<b>0.00</b>	45	20	2,153,980	<b>0.09</b>
2	<b>JETBLUE AIRWAYS</b>	23	7	5,690,972	<b>0.01</b>	3	5	5,637,086	<b>0.01</b>
3	<b>AIRTRAN AIRWAYS</b>	6,899	189	6,208,390	<b>0.30</b>	6,877	139	6,533,427	<b>0.21</b>
4	<b>AMERICAN AIRLINES</b>	15,231	1,153	19,703,056	<b>0.59</b>	13,654	1,389	21,673,408	<b>0.64</b>
5	<b>NORTHWEST AIRLINES</b>	11,828	702	9,535,634	<b>0.74</b>	13,229	730	11,690,963	<b>0.62</b>
6	<b>SKYWEST AIRLINES</b>	9,927	517	5,242,638	<b>0.99</b>	10,029	490	3,645,605	<b>1.34</b>
7	<b>SOUTHWEST AIRLINES</b>	33,825	3,526	26,517,691	<b>1.33</b>	17,578	2,433	27,550,957	<b>0.88</b>
8	<b>PINNACLE AIRLINES</b>	7,330	375	2,710,661	<b>1.38</b>	306	76	228,366	<b>3.33</b>
9	<b>CONTINENTAL AIRLINES</b>	9,795	1,368	9,830,277	<b>1.39</b>	10,245	1,420	10,819,897	<b>1.31</b>
10	<b>DELTA AIR LINES **</b>	16,303	2,554	15,881,066	<b>1.61</b>	15,169	2,370	16,734,131	<b>1.42</b>
11	<b>ALASKA AIRLINES</b>	2,113	626	3,774,628	<b>1.66</b>	1,995	183	4,083,082	<b>0.45</b>
12	<b>MESA AIRLINES</b>	7,091	486	2,882,497	<b>1.69</b>	6,099	417	2,780,662	<b>1.50</b>
13	<b>UNITED AIRLINES</b>	26,845	2,282	13,336,497	<b>1.71</b>	29,157	1,535	15,576,992	<b>0.99</b>
14	<b>US AIRWAYS</b>	27,196	2,556	13,626,407	<b>1.88</b>	21,367	2,042	13,205,783	<b>1.55</b>
15	<b>EXPRESSJET AIRLINES</b>	5,730	738	3,225,197	<b>2.29</b>	2,966	332	1,905,479	<b>1.74</b>
16	<b>FRONTIER AIRLINES</b>	2,123	639	2,476,619	<b>2.58</b>	1,115	150	2,771,920	<b>0.54</b>
17	<b>ATLANTIC SOUTHEAST AIRLINES</b>	8,132	1,131	3,417,449	<b>3.31</b>	5,014	741	2,234,774	<b>3.32</b>
18	<b>AMERICAN EAGLE AIRLINES</b>	5,081	1,536	4,046,770	<b>3.80</b>	345	164	552,779	<b>2.97</b>
19	<b>COMAIR</b>	5,219	712	1,689,159	<b>4.22</b>	3,056	483	1,364,690	<b>3.54</b>
	<b>TOTALS</b>	200,705	21,098	151,876,265	<b>1.39</b>	158,249	15,119	151,143,981	<b>1.00</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.

\*\* This table was revised on July 23, 2010 to reflect data corrections by Delta to what was originally submitted for the 2<sup>nd</sup> quarter 2009.

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

RANK	AIRLINE	JANUARY-JUNE 2009				JANUARY-JUNE 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>	24	7	10,799,256	<b>0.01</b>	26	14	11,155,184	<b>0.01</b>
2	<b>HAWAIIAN AIRLINES</b>	96	15	4,075,990	<b>0.04</b>	198	36	3,886,976	<b>0.09</b>
3	<b>AIRTRAN AIRWAYS</b>	17,169	377	11,553,073	<b>0.33</b>	16,102	341	12,251,746	<b>0.28</b>
4	<b>AMERICAN AIRLINES</b>	28,141	1,935	37,802,066	<b>0.51</b>	35,546	3,371	41,905,037	<b>0.80</b>
5	<b>NORTHWEST AIRLINES</b>	23,917	1,271	17,900,652	<b>0.71</b>	29,084	1,963	22,404,805	<b>0.88</b>
6	<b>SKYWEST AIRLINES</b>	19,581	1,237	9,835,513	<b>1.26</b>	13,039	861	5,479,848	<b>1.57</b>
7	<b>SOUTHWEST AIRLINES</b>	56,585	6,854	49,884,588	<b>1.37</b>	43,009	6,743	52,259,497	<b>1.29</b>
8	<b>CONTINENTAL AIRLINES</b>	19,592	2,598	18,457,145	<b>1.41</b>	20,702	3,006	20,895,198	<b>1.44</b>
9	<b>MESA AIRLINES</b>	12,811	789	5,376,941	<b>1.47</b>	11,578	606	4,364,830	<b>1.39</b>
10	<b>PINNACLE AIRLINES</b>	13,856	751	5,066,599	<b>1.48</b>	455	121	323,839	<b>3.74</b>
11	<b>UNITED AIRLINES</b>	46,175	3,832	25,289,919	<b>1.52</b>	42,707	2,774	29,423,158	<b>0.94</b>
12	<b>DELTA AIR LINES**</b>	30,284	4,926	30,307,846	<b>1.63</b>	30,627	5,206	32,456,741	<b>1.60</b>
13	<b>US AIRWAYS</b>	50,134	4,449	26,206,994	<b>1.70</b>	47,520	4,602	25,961,761	<b>1.77</b>
14	<b>FRONTIER AIRLINES</b>	2,755	871	4,570,667	<b>1.91</b>	2,262	483	5,279,911	<b>0.91</b>
15	<b>ALASKA AIRLINES</b>	4,439	1,482	7,033,624	<b>2.11</b>	4,480	480	7,702,793	<b>0.62</b>
16	<b>EXPRESSJET AIRLINES</b>	10,921	1,353	5,795,095	<b>2.33</b>	*	*	*	*
17	<b>AMERICAN EAGLE AIRLINES</b>	8,927	2,596	7,420,169	<b>3.50</b>	690	318	1,105,558	<b>2.88</b>
18	<b>ATLANTIC SOUTHEAST AIRLINES</b>	17,106	2,274	6,315,960	<b>3.60</b>	7,821	1,293	3,292,545	<b>3.93</b>
19	<b>COMAIR</b>	8,584	1,149	3,066,961	<b>3.75</b>	4,482	728	1,911,391	<b>3.81</b>
	<b>TOTALS</b>	371,097	38,766	286,759,058	<b>1.35</b>	310,328	32,946	282,060,818	<b>1.17</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.

\*\* This table was revised on July 23, 2010 to reflect data corrections by Delta to what was originally submitted for the 2<sup>nd</sup> quarter 2009.

## **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

	JUNE 2009				JUNE 2008			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	652	59	5	81	765	76	3	119
FOREIGN AIRLINES	81	2	0	13	103	0	0	12
TRAVEL AGENTS	10	8	0	4	10	2	0	0
TOUR OPERATORS	1	0	0	0	0	0	0	0
MISCELLANEOUS	3	1	0	3	5	21	0	2
<b>INDUSTRY TOTALS</b>	<b>747</b>	<b>70</b>	<b>5</b>	<b>101</b>	<b>883</b>	<b>99</b>	<b>3</b>	<b>133</b>

TABLE 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JUNE 2009			JUNE 2008		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	185		1	264	
CANCELLATIONS			65			109
DELAYS			55			76
MISCONNECTI ONS			41			49
BAGGAGE	2	128		2	156	
RES/TKTG/BOARDING	3	115		3	138	
CUSTOMER SERVICE	4	98		4	126	
DISABILITY	5	54		9	29	
REFUNDS	6	50		5	55	
FARES	7	36		6	41	
OVERSALES	8	33		7	32	
OTHER	8	33		8	31	
FREQUENT FLYER			24			23
DISCRIMINATION	10	10		10	8	
ADVERTISING	11	4		11	3	
ANIMALS	12	1		12	0	
<b>COMPLAINT TOTAL</b>		<b>747</b>			<b>883</b>	

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

\*\* INCLUDES FIGURES FOR SUB- CATEGORIES.

TABLE 3

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

JUNE 2009

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	5	0	0	0	0	0	0	0	0	0	0	0	5
AIRTRAN AIRWAYS	6	1	2	1	1	2	12	3	0	0	0	0	28
ALASKA AIRLINES	0	1	1	0	2	3	0	0	0	0	0	0	7
ALLEGiant AIR	2	1	5	0	1	2	0	1	0	0	0	0	12
AMERICAN AIRLINES	21	3	5	2	5	18	14	6	1	1	0	4	80
AMERICAN EAGLE AIRLINES	5	0	1	0	0	5	1	0	0	0	0	1	13
ATLANTIC SOUTHEAST AIRLINES	6	2	1	0	0	0	1	0	0	0	0	0	10
COLGAN AIRWAYS	3	1	1	0	0	0	0	0	0	0	0	0	5
COMAIR	7	0	2	0	0	0	0	1	0	0	0	0	10
CONTINENTAL AIRLINES	9	3	9	3	1	6	9	6	0	1	1	1	49
DELTA AIR LINES	26	8	12	7	4	18	5	8	0	2	0	8	98
FRONTIER AIRLINES	3	0	3	0	0	0	0	0	0	0	0	0	6
JETBLUE AIRWAYS	3	0	3	0	4	2	4	1	0	0	0	0	17
LYNXAIR INTERNATIONAL	1	0	0	0	0	3	1	2	0	0	0	1	8
MESA AIRLINES	7	0	1	0	0	0	0	1	0	0	0	0	9
NORTHWEST AIRLINES	12	1	9	1	4	4	5	2	0	1	0	0	39
PINNACLE AIRLINES	6	0	1	0	0	1	1	1	0	0	0	0	10
SKYWEST AIRLINES	2	0	0	0	0	2	0	2	0	0	0	0	6
SOUTHWEST AIRLINES	3	1	4	1	1	3	3	1	0	0	0	0	17
SPIRIT AIRLINES	3	3	15	1	6	4	2	0	1	1	0	1	37
TRANS STATES AIRLINES	3	0	0	0	0	2	0	1	0	0	0	0	6
UNITED AIRLINES	8	1	11	7	5	13	14	6	1	3	0	5	74
UNITED EXPRESS	3	0	1	0	0	1	1	0	0	0	0	0	6
US AIRWAYS	15	4	8	2	3	8	12	6	0	0	0	4	62
OTHER U. S. AIRLINES	14	1	2	3	3	6	2	3	0	0	0	4	38
<b>TOTAL JUNE 2009</b>	<b>173</b>	<b>31</b>	<b>97</b>	<b>28</b>	<b>40</b>	<b>103</b>	<b>87</b>	<b>51</b>	<b>3</b>	<b>9</b>	<b>1</b>	<b>29</b>	<b>652</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>26.5</b>	<b>4.8</b>	<b>14.9</b>	<b>4.3</b>	<b>6.1</b>	<b>15.8</b>	<b>13.3</b>	<b>7.8</b>	<b>0.5</b>	<b>1.4</b>	<b>0.2</b>	<b>4.4</b>	
<b>TOTAL JUNE 2008</b>	<b>240</b>	<b>27</b>	<b>121</b>	<b>31</b>	<b>50</b>	<b>124</b>	<b>110</b>	<b>27</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>28</b>	<b>765</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>31.4</b>	<b>3.5</b>	<b>15.8</b>	<b>4.1</b>	<b>6.5</b>	<b>16.2</b>	<b>14.4</b>	<b>3.5</b>	<b>0.1</b>	<b>0.8</b>	<b>0</b>	<b>3.7</b>	

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

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



TABLE 4

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

JUNE 2009

U. S. AIRLINES*	COMPS RECD IN JUNE	INCI- DENTS IN JUNE	PERCENT	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	5	3	60.0	0	0.0	1	20.0	1	20.0
AIRTRAN AIRWAYS	28	10	35.7	5	17.9	5	17.9	8	28.6
ALASKA AIRLINES	7	3	42.9	0	0.0	3	42.9	1	14.3
ALLEGiant AIR	12	4	33.3	3	25.0	5	41.7	0	0.0
AMERICAN AIRLINES	80	29	36.2	14	17.5	23	28.8	14	17.5
AMERICAN EAGLE AIRLINES	13	7	53.8	2	15.4	4	30.8	0	0.0
ATLANTIC SOUTHEAST AIRLINES	10	6	60.0	3	30.0	0	0.0	1	10.0
COLGAN AIRWAYS CORPORATION	5	2	40.0	1	20.0	1	20.0	1	20.0
COMAIR	10	6	60.0	2	20.0	1	10.0	1	10.0
CONTINENTAL AIRLINES	49	16	32.7	10	20.4	13	26.5	10	20.4
DELTA AIR LINES	98	38	38.8	21	21.4	21	21.4	18	18.4
FRONTIER AIRLINES	6	1	16.7	1	16.7	3	50.0	1	16.7
JETBLUE AIRWAYS	17	5	29.4	3	17.6	5	29.4	4	23.5
LYNXAIR INTERNATIONAL	8	0	0.0	0	0.0	1	12.5	7	87.5
MESA AIRLINES	9	3	33.3	4	44.4	2	22.2	0	0.0
NORTHWEST AIRLINES	39	20	51.3	2	5.1	13	33.3	4	10.3
PINNACLE AIRLINES	10	5	50.0	0	0.0	3	30.0	2	20.0
SKYWEST AIRLINES	6	3	50.0	1	16.7	1	16.7	1	16.7
SOUTHWEST AIRLINES	17	5	29.4	4	23.5	4	23.5	4	23.5
SPIRIT AIRLINES	37	11	29.7	3	8.1	12	32.4	11	29.7
TRANS STATES AIRLINES	6	5	83.3	0	0.0	1	16.7	0	0.0
UNITED AIRLINES	74	33	44.6	15	20.3	18	24.3	8	10.8
UNITED EXPRESS	6	5	83.3	1	16.7	0	0.0	0	0.0
US AIRWAYS	62	37	59.7	12	19.4	9	14.5	4	6.5
OTHER U. S. AIRLINES	38	17	44.7	7	18.4	10	26.3	4	10.5
<b>TOTALS</b>	<b>652</b>	<b>274</b>	<b>42.0</b>	<b>114</b>	<b>17.5</b>	<b>159</b>	<b>24.4</b>	<b>105</b>	<b>16.1</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>765</b>	<b>353</b>	<b>46.1</b>	<b>110</b>	<b>14.4</b>	<b>212</b>	<b>27.7</b>	<b>90</b>	<b>11.8</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\*\*

JUNE 2009

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	1	0	2	1	0	2	1	0	0	0	0	1	8
BRITISH AIRWAYS	0	0	4	1	0	0	0	0	0	0	0	0	5
EMIRATES AIRLINES	0	1	1	0	0	1	2	1	0	0	0	0	6
LUFTHANSA	2	0	1	0	0	0	0	1	0	0	0	2	6
MEXICANA	1	0	2	1	2	3	0	0	0	0	0	0	9
OTHER FOREIGN AIRLINES	8	1	5	2	6	17	4	1	1	1	0	1	47
<b>TOTALS</b>	<b>12</b>	<b>2</b>	<b>15</b>	<b>5</b>	<b>8</b>	<b>23</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>81</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	3	2	2	1	2	0	0	0	0	0	10
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	1	0	0	0	0	0	1
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	0	1	0	1	1	0	0	0	0	0	3
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</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

JUNE

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

RANK	AIRLINE	JUNE 2009			JUNE 2008		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	17	9,012,300	0.19	16	9,465,108	0.17
2	<i>EXPRESSJET AIRLINES</i>	3	1,306,793	0.23	5	1,525,092	0.33
3	<i>SKYWEST AIRLINES</i>	6	1,913,678	0.31	5	1,850,532	0.27
4	<i>ALASKA AIRLINES</i>	7	1,403,947	0.50	6	1,538,020	0.39
5	<i>HAWAIIAN AIRLINES</i>	4	704,363	0.57	5	694,348	0.72
6	<i>FRONTIER AIRLINES</i>	6	903,628	0.66	9	1,008,034	0.89
7	<i>ATLANTIC SOUTHEAST AIRLINES</i>	10	1,296,967	0.77	4	1,175,680	0.34
8	<i>JETBLUE AIRWAYS</i>	17	1,903,019	0.89	12	1,890,147	0.63
9	<i>AMERICAN EAGLE AIRLINES</i>	13	1,450,062	0.90	6	1,554,614	0.39
10	<i>MESA AIRLINES</i>	9	991,066	0.91	10	993,834	1.01
11	<i>NORTHWEST AIRLINES</i>	39	3,898,805	1.00	33	4,562,684	0.72
12	<i>AMERICAN AIRLINES</i>	80	7,628,672	1.05	92	8,409,608	1.09
13	<i>PINNACLE AIRLINES</i>	10	826,554	1.21	6	917,577	0.65
14	<i>CONTINENTAL AIRLINES</i>	49	3,974,932	1.23	43	4,301,146	1.00
15	<i>AIRTRAN AIRWAYS</i>	28	2,204,255	1.27	17	2,337,521	0.73
16	<i>US AIRWAYS</i>	62	4,508,852	1.38	86	4,866,596	1.77
17	<i>UNITED AIRLINES</i>	74	5,157,955	1.43	105	5,914,009	1.78
18	<i>COMAIR</i>	10	625,493	1.60	10	771,255	1.30
19	<i>DELTA AIR LINES</i>	98	6,103,882	1.61	107	6,464,199	1.66
	<b>TOTAL</b>	<b>542</b>	<b>55,815,223</b>	<b>0.97</b>	<b>577</b>	<b>60,240,004</b>	<b>0.96</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 - JUNE 2009				JANUARY - JUNE 2008			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	3,663	249	12	504	5,225	583	26	739
FOREIGN AIRLINES	566	10	0	51	680	10	0	61
TRAVEL AGENTS	78	14	0	13	78	5	0	4
TOUR OPERATORS	2	0	0	0	3	0	0	0
MISCELLANEOUS	45	12	1	39	16	40	0	20
<b>INDUSTRY TOTALS</b>	<b>4,354</b>	<b>285</b>	<b>13</b>	<b>607</b>	<b>6,002</b>	<b>638</b>	<b>26</b>	<b>824</b>

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - TO JUNE 2009			JANUARY - JUNE 2008		
	RANKING	COMPLAINTS**	SUB CATEGORY	RANKING	COMPLAINTS**	SUB CATEGORY
FLIGHT PROBLEMS	1	1,039		1	1,862	
CANCELLATIONS			408			809
DELAYS			268			546
MISCONNECTIONS			237			300
BAGGAGE	2	796		2	1,236	
RES/TKTG/BOARDING	3	707		3	736	
CUSTOMER SERVICE	4	530		4	731	
REFUNDS	5	384		5	467	
DISABILITY	6	254		7	227	
FARES	7	219		8	201	
OVERSALES	8	196		6	282	
OTHER	9	150		9	181	
FREQUENT FLYER			117			139
DISCRIMINATION	10	55		10	55	
ADVERTISING	11	22		11	22	
ANIMALS	12	2		12	2	
<b>COMPLAINT TOTAL</b>		<b>4,354</b>			<b>6,002</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

COMPLAINTS AGAINST U. S. AIRLINES  
BY COMPLAINT CATEGORY\*

JANUARY – JUNE 2009

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	12	1	0	0	0	1	3	0	0	0	0	0	17
AIRTRAN AIRWAYS	32	10	12	5	4	24	26	8	0	2	0	1	124
ALASKA AIRLINES	13	2	11	2	5	5	5	2	0	0	0	0	45
ALLEGiant AIR	11	1	9	3	5	2	7	6	2	0	0	0	46
AMERICAN AIRLINES	104	10	60	24	34	116	67	23	2	8	0	14	462
AMERICAN EAGLE AIRLINES	24	0	5	0	1	19	8	2	0	0	0	2	61
ATLANTIC SOUTHEAST AIRLINES	27	6	2	0	0	3	5	2	0	0	0	1	46
CHAUTAUQUA AIRLINES	10	1	0	0	0	2	1	1	0	1	0	0	16
COLGAN AIRWAYS CORPORATION	10	3	1	0	0	2	2	2	0	0	0	0	20
COMAIR	16	2	3	0	0	1	5	3	0	0	0	0	30
CONTINENTAL AIRLINES	66	15	42	14	11	26	28	20	2	7	2	5	238
DELTA AIR LINES	104	26	123	31	48	143	63	36	1	6	0	46	627
EXECUTIVE AIRLINES	4	3	1	0	1	8	1	0	0	0	0	1	19
EXPRESSJET AIRLINES	13	1	2	1	0	1	2	1	0	0	0	2	23
FRONTIER AIRLINES	12	2	7	2	2	4	4	1	2	2	0	1	39
GO!	5	0	1	0	1	3	0	0	0	0	0	0	10
HAWAIIAN AIRLINES	3	0	7	9	4	7	6	5	0	0	0	1	42
JETBLUE AIRWAYS	26	1	18	4	13	8	20	8	0	1	0	2	101
LYNXAIR INTERNATIONAL	5	0	1	0	12	5	6	2	0	0	0	1	32
MESA AIRLINES	21	3	3	0	0	2	4	1	0	1	0	0	35
MESABA AVIATION	8	1	0	0	0	2	3	1	0	1	0	1	17
NORTHWEST AIRLINES	47	8	50	14	22	37	32	22	0	3	0	8	243
PIEDMONT AIRLINES	15	1	1	0	0	10	4	2	0	1	0	0	34
PINNACLE AIRLINES	29	2	2	0	0	8	3	6	0	0	0	0	50
PSA AIRLINES	9	0	0	0	0	1	1	0	0	0	0	0	11
REPUBLIC AIRWAYS	8	0	0	0	0	1	2	0	0	0	0	0	11
SKYWEST AIRLINES	25	1	4	0	0	8	2	7	0	0	0	0	47
SOUTHWEST AIRLINES	15	6	11	1	7	17	11	12	0	2	0	0	82
SPIRIT AIRLINES	36	15	78	11	39	30	28	4	4	1	0	7	253
TRANS STATES AIRLINES	16	0	0	0	0	4	0	1	0	0	0	0	21
UNITED AIRLINES	86	15	71	17	20	62	49	27	2	7	0	25	381
UNITED EXPRESS	7	2	5	0	0	6	4	1	0	0	0	0	25
US AIRWAYS	80	37	62	26	26	48	58	19	0	1	0	16	373
OTHER U. S. AIRLINES	36	5	6	4	3	14	10	2	0	0	0	2	82
<b>TOTAL JANUARY 2009</b>	<b>935</b>	<b>180</b>	<b>598</b>	<b>168</b>	<b>258</b>	<b>630</b>	<b>470</b>	<b>227</b>	<b>15</b>	<b>44</b>	<b>2</b>	<b>136</b>	<b>3663</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>25.5</b>	<b>4.9</b>	<b>16.3</b>	<b>4.6</b>	<b>7.0</b>	<b>17.2</b>	<b>12.8</b>	<b>6.2</b>	<b>0.4</b>	<b>1.2</b>	<b>0.1</b>	<b>3.7</b>	
<b>TOTAL JANUARY 2008</b>	<b>1,729</b>	<b>244</b>	<b>620</b>	<b>165</b>	<b>376</b>	<b>1,000</b>	<b>660</b>	<b>210</b>	<b>14</b>	<b>44</b>	<b>2</b>	<b>161</b>	<b>5,225</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>33.1</b>	<b>4.7</b>	<b>11.9</b>	<b>3.2</b>	<b>7.2</b>	<b>19.1</b>	<b>12.6</b>	<b>4.0</b>	<b>0.3</b>	<b>0.8</b>	<b>0</b>	<b>3.1</b>	

\* 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 - JUNE 2009

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXICO	3	1	3	4	6	3	0	0	0	0	0	0	20
AIR CANADA	4	1	4	0	2	4	2	0	0	0	0	0	17
AIR FRANCE	3	1	7	6	8	16	5	2	0	2	0	3	53
AIR INDIA	3	1	2	0	7	5	0	3	0	0	0	0	21
AIR JAMAICA	5	0	0	1	1	8	1	0	0	0	0	0	16
ALITALIA AIRLINES	11	0	5	0	5	18	5	1	0	0	0	0	45
BRITISH AIRWAYS	6	0	10	3	10	11	4	2	1	1	0	0	48
COPA AVIACION	0	1	3	1	2	3	0	0	0	0	0	0	10
EMIRATES AIRLINES	0	2	4	0	0	5	4	1	0	0	0	0	16
ETIHAD AIRWAYS	1	0	1	1	1	3	1	0	0	0	0	2	10
IBERIA AIRLINES	8	0	2	1	2	8	2	2	0	0	0	0	25
LUFTHANSA	6	0	4	2	2	9	8	1	0	0	0	3	35
MEXICANA	8	1	15	4	7	6	1	1	0	0	0	0	43
TACA INTERNATIONAL AIRLINES	1	1	2	0	3	2	2	0	0	0	0	0	11
VIRGIN ATLANTIC AIRWAYS	2	0	2	2	4	4	0	1	1	1	0	0	17
OTHER FOREIGN AIRLINES	26	6	19	14	27	52	13	12	3	5	0	2	179
<b>TOTALS</b>	<b>87</b>	<b>15</b>	<b>83</b>	<b>39</b>	<b>87</b>	<b>157</b>	<b>48</b>	<b>26</b>	<b>5</b>	<b>9</b>	<b>0</b>	<b>10</b>	<b>566</b>
<b><u>TRAVEL AGENTS</u></b>													
EXPEDIA.COM	1	0	5	2	4	0	1	0	0	0	0	0	13
ORBITZ.COM	0	0	4	2	2	0	1	0	1	0	0	0	10
OTHER TRAVEL AGENTS	9	0	13	4	20	5	3	0	0	0	0	1	55
<b>TOTALS</b>	<b>10</b>	<b>0</b>	<b>22</b>	<b>8</b>	<b>26</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>78</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	1	0	0	0	0	0	2
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	7	1	4	4	12	4	6	1	1	2	0	3	45
<b>TOTALS</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>12</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>45</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 – JUNE

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

RANK	AIRLINE	JANUARY - JUNE 2009			JANUARY - JUNE 2008		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	82	49,596,830	0.17	159	52,328,452	0.30
2	<i>EXPRESSJET AIRLINES</i>	23	6,289,671	0.37	39	8,618,385	0.45
3	<i>SKYWEST AIRLINES</i>	47	10,103,437	0.47	62	10,496,583	0.59
4	<i>ALASKA AIRLINES</i>	45	7,555,697	0.60	48	8,505,064	0.56
5	<i>MESA AIRLINES</i>	35	5,368,739	0.65	55	5,610,840	0.98
6	<i>ATLANTIC SOUTHEAST AIRLINES</i>	46	6,400,429	0.72	56	6,387,400	0.88
7	<i>AMERICAN EAGLE AIRLINES</i>	61	7,632,241	0.80	99	8,495,620	1.17
8	<i>FRONTIER AIRLINES</i>	39	4,673,102	0.83	56	5,301,637	1.06
9	<i>COMAIR</i>	30	3,300,213	0.91	52	4,425,155	1.18
10	<i>JETBLUE AIRWAYS</i>	101	10,944,859	0.92	75	11,117,674	0.67
11	<i>PINNACLE AIRLINES</i>	50	4,996,300	1.00	69	5,183,160	1.33
12	<i>HAWAIIAN AIRLINES</i>	42	4,075,990	1.03	29	3,886,759	0.75
13	<i>AIRTRAN AIRWAYS</i>	124	11,499,146	1.08	122	12,240,995	1.00
14	<i>AMERICAN AIRLINES</i>	462	42,428,096	1.09	739	47,328,979	1.56
15	<i>CONTINENTAL AIRLINES</i>	238	21,647,116	1.10	273	24,276,994	1.12
16	<i>NORTHWEST AIRLINES</i>	243	20,781,366	1.17	252	25,608,834	0.98
17	<i>UNITED AIRLINES</i>	381	27,742,425	1.37	677	32,243,608	2.10
18	<i>US AIRWAYS</i>	373	25,849,623	1.44	580	27,946,265	2.08
19	<i>DELTA AIR LINES</i>	627	33,096,908	1.89	690	35,374,296	1.95
	<b>TOTAL</b>	<b>3049</b>	<b>303,982,188</b>	<b>1.00</b>	<b>4132</b>	<b>335,376,700</b>	<b>1.23</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.



## **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.

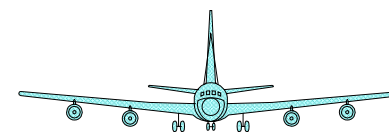
**Disability:** Civil rights complaints by air travelers with disabilities.

**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 June 2009 as provided by the Transportation Security Administration <sup>a</sup>

The Transportation Security Administration screened approximately 56.7 million airline passengers and their 51 million checked bags during June 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 June.

**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
341	.0006	112	.0002	55	.0001	690	.001

In addition, TSA also processes damage claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. While in most cases TSA screeners handle checked baggage for a very small amount of time relative to the airline personnel, liability is no longer clearly exclusive to the airlines. Consequently, the data 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
216	.0004	911	.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 June.

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.

## June 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="#">American</a>		1	
<a href="#">Continental</a>	2		
<a href="#">Delta</a>	1		
<a href="#">Northwest</a>	1		
<b>Total</b>	<b>4</b>	<b>1</b>	<b>0</b>