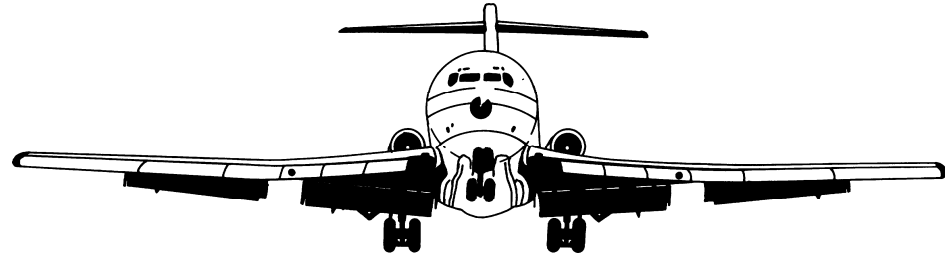




U.S. Department  
of Transportation



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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: July 2009*



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



## FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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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	75.8	15	90.3
SKYWEST AIRLINES S/	19	86.6	138	86.8
PINNACLE AIRLINES S/V	15	86.0	115	86.8
ALASKA AIRLINES S/	16	85.2	46	85.7
SOUTHWEST AIRLINES S/	19	83.5	65	83.7
CONTINENTAL AIRLINES S/	26	82.4	56	83.5
NORTHWEST AIRLINES S/	30	82.7	77	82.9
FRONTIER AIRLINES S/	22	82.2	40	81.8
EXPRESSJET AIRLINES S/	19	80.0	94	81.6
MESA AIRLINE S/	18	81.9	112	81.6
UNITED AIRLINES S/	29	80.1	74	80.1
US AIRWAYS S/	29	78.9	77	79.2
AMERICAN AIRLINES S/	29	77.7	73	77.9
DELTA AIR LINES S/	31	76.7	85	77.4
JETBLUE AIRWAYS S/	18	75.7	44	77.2
AMERICAN EAGLE S/	18	77.4	112	76.8
AIRTRAN AIRWAYS S/	25	74.5	57	75.6
ATLANTIC SOUTHEAST AIRLINES S/	7	66.8	106	70.8
COMAIR S/	20	65.7	62	65.7
<b>TOTAL</b>		<b>79.5</b>		<b>80.5</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.

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

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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	2nd QUARTER		3rd QUARTER		4th QUARTER		1st QUARTER		MAR - 09		APR - 09		MAY - 09		12 MONTHS ENDING MAY 2009		DATABASE TO DATE SEP 1987-MAY 2009	
	04 - 06 2008		07 - 09 2008		10 - 12 2008		01 - 03 2009		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	80.1	6	78.6	9	77.0	10	77.4	12	74.0	15	78.3	10	75.6	17	77.3	9	(--)	(--)
ALASKA	79.9	7	81.9	7	74.9	17	72.6	17	70.2	18	84.3	4	85.7	4	78.2	8	75.7	8
AMERICAN	63.8	19	73.6	16	79.3	7	78.0	10	77.5	11	74.4	14	77.9	13	75.2	16	78.1	5
AMERICAN EAGLE	72.1	17	78.6	10	76.8	12	77.4	13	78.4	9	75.7	13	76.8	16	76.3	11	73.8	9
ATLANTIC SOUTHEAST	79.3	8	75.7	14	72.3	19	68.9	19	60.9	19	69.4	18	70.8	18	72.4	18	(--)	(--)
COMAIR	72.4	16	68.9	19	72.3	18	69.1	18	74.4	13	68.6	19	65.7	19	68.9	19	(--)	(--)
CONTINENTAL	73.1	14	77.0	11	75.1	15	76.4	16	74.2	14	72.0	17	83.5	6	75.6	15	78.2	3
DELTA	77.8	9	76.8	12	75.0	16	77.8	11	73.9	16	76.5	12	77.4	14	76.3	10	77.6	6
EXPRESSJET	73.6	13	75.9	13	76.5	13	76.9	15	71.7	17	72.8	15	81.6	9	75.6	14	(--)	(--)
FRONTIER	77.5	10	84.9	4	77.9	9	79.2	8	78.4	10	77.7	11	81.8	8	80.1	6	(--)	(--)
HAWAIIAN	90.6	1	90.1	1	86.2	1	91.2	1	91.5	1	91.1	1	90.3	1	89.6	1	(--)	(--)
JETBLUE	73.7	12	69.3	18	76.9	11	78.4	9	79.2	8	72.7	16	77.2	15	74.0	17	(--)	(--)
MESA	72.4	15	74.7	15	75.7	14	77.0	14	76.1	12	80.6	8	81.6	10	75.9	13	(--)	(--)
NORTHWEST	74.1	11	84.4	6	80.2	4	80.3	5	82.7	4	83.1	6	82.9	7	80.5	5	79.0	2
PINNACLE	82.4	2	88.6	2	79.4	6	83.2	3	85.1	2	86.2	2	86.8	3	83.9	2	(--)	(--)
SKYWEST	82.1	3	84.8	5	78.3	8	80.2	6	82.4	5	85.8	3	86.8	2	81.7	4	(--)	(--)
SOUTHWEST	80.2	5	85.4	3	81.4	2	85.1	2	83.9	3	84.1	5	83.7	5	83.3	3	82.0	1
UNITED	68.1	18	73.3	17	79.9	5	80.4	4	80.5	6	80.7	7	80.1	11	76.2	12	75.9	7
US AIRWAYS	80.4	4	81.0	8	80.5	3	79.6	7	79.6	7	79.9	9	79.2	12	79.9	7	78.2	4
<b>Total</b>	<b>75.8</b>		<b>79.4</b>		<b>78.2</b>		<b>79.2</b>		<b>78.4</b>		<b>79.1</b>		<b>80.5</b>		<b>78.4</b>		<b>78.2</b>	

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

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

MAY 2009

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	1321	73.2	106	81.1	H/		15	80.0	94	89.4	208	79.3	H/		1	0.0
AA	600	69.7	1046	78.5	274	79.6	143	79.0	H/		893	79.3	547	77.7	13004	81.6
AS	H/		78	87.2	H/		H/		H/		93	86.0	180	83.9	92	85.9
B6	H/		1517	81.9	H/		188	62.2	H/		H/		84	73.8	H/	
CO	319	75.5	445	82.9	142	92.3	125	74.4	H/		259	91.5	283	85.2	288	86.1
DL	12214	72.5	1104	79.0	375	81.6	211	64.5	1077	87.3	496	77.8	352	82.4	322	82.3
EV	11857	65.3	H/		H/		H/		726	87.6	H/		H/		36	72.2
F9	93	78.5	H/		H/		H/		H/		93	82.8	3854	84.7	173	81.5
FL	6928	73.1	611	74.0	1556	80.7	235	64.7	H/		220	77.3	141	70.9	309	74.8
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	57	56.1	782	76.1	119	80.7	238	78.6	443	81.5	889	75.6	H/		6813	72.2
NW	62	66.1	323	81.4	298	85.6	191	79.6	H/		564	87.6	268	83.2	145	80.0
OH	444	47.7	831	72.3	312	70.8	123	53.7	2104	81.5	628	73.4	H/		107	60.7
OO	537	69.1	H/		H/		H/		193	91.2	H/		4020	87.7	143	83.9
UA	91	68.1	768	81.0	408	82.1	91	82.4	31	77.4	431	82.6	5003	84.4	263	80.2
US	283	62.5	1633	78.1	381	77.2	6428	78.4	H/		1967	87.1	362	73.2	521	82.7
WN	H/		H/		4752	86.0	H/		H/		H/		3459	82.0	H/	
XE	187	75.9	30	76.7	229	78.6	325	76.9	226	74.8	158	81.6	H/		108	84.3
YV	142	76.8	36	83.3	1	100.0	1664	74.4	H/		H/		1208	85.6	2	50.0
<b>TOTAL</b>	<b>35135</b>	<b>69.8</b>	<b>9310</b>	<b>78.6</b>	<b>8847</b>	<b>83.4</b>	<b>9977</b>	<b>76.5</b>	<b>4894</b>	<b>83.9</b>	<b>6899</b>	<b>81.9</b>	<b>19761</b>	<b>84.2</b>	<b>22327</b>	<b>78.6</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	4447	89.8	24	62.5	H/		158	84.2	33	87.9	H/		H/		H/	
AA	272	81.6	442	66.5	217	74.2	294	73.1	310	81.9	920	70.2	675	78.7	2371	81.9
AS	H/		62	80.6	H/		H/		H/		H/		288	89.2	514	88.7
B6	H/		313	58.8	981	75.2	493	78.7	H/		4280	73.3	294	81.6	H/	
CO	161	89.4	4083	70.7	386	82.9	H/		6418	89.8	H/		510	84.5	604	87.6
DL	395	84.3	314	60.8	567	74.3	209	76.1	93	82.8	1587	73.5	604	91.7	980	90.3
EV	H/		H/		H/		31	61.3	62	90.3	H/		H/		H/	
F9	88	81.8	H/		31	67.7	H/		93	79.6	H/		185	81.6	172	82.6
FL	184	79.9	148	46.6	429	69.7	147	68.0	H/		H/		186	85.5	201	81.1
HA	H/		H/		H/		H/		H/		H/		79	88.6	62	74.2
MQ	242	81.8	H/		H/		H/		62	71.0	713	63.7	H/		1065	90.8
NW	5746	86.1	219	61.2	291	67.0	32	81.2	57	78.9	139	66.2	395	84.3	582	86.8
OH	443	76.5	171	51.5	6	83.3	118	66.1	31	54.8	2729	57.9	H/		H/	
OO	12	66.7	83	60.2	H/		H/		325	77.5	H/		232	87.9	3248	92.5
UA	63	81.0	383	62.4	H/		2104	84.0	214	83.6	386	79.3	907	83.8	2207	82.6
US	246	72.0	336	62.8	596	68.8	21	85.7	216	87.5	139	64.7	1928	88.2	691	85.5
WN	479	82.5	H/		1476	78.5	329	81.2	H/		H/		7006	86.8	3476	84.0
XE	149	64.4	3519	61.0	H/		61	54.1	7204	90.7	H/		H/		H/	
YV	66	78.8	119	53.8	H/		1647	78.2	69	68.1	71	49.3	56	89.3	31	77.4
<b>TOTAL</b>	<b>12993</b>	<b>86.0</b>	<b>10216</b>	<b>64.8</b>	<b>4980</b>	<b>74.9</b>	<b>5644</b>	<b>79.6</b>	<b>15187</b>	<b>89.3</b>	<b>10964</b>	<b>68.4</b>	<b>13345</b>	<b>86.3</b>	<b>16204</b>	<b>86.4</b>

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



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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	62	69.4	H/		H/		H/		1718	90.1	41	78.0	H/		131	58.8
AA	1455	57.0	744	69.1	H/		3503	70.5	451	82.9	5171	82.1	149	73.8	436	69.0
AS	H/		62	87.1	H/		31	67.7	62	93.5	121	77.7	765	86.3	H/	
B6	238	56.3	1231	79.5	H/		H/		H/		173	78.0	84	81.0	H/	
CO	296	61.8	532	83.1	H/		273	79.5	127	89.0	431	83.1	176	75.6	141	75.2
DL	1232	66.3	1078	77.7	147	66.7	442	72.6	368	76.9	191	74.3	176	69.3	316	70.3
EV	H/		H/		H/		H/		31	87.1	H/		H/		H/	
F9	62	50.0	32	78.1	154	81.2	H/		166	83.7	H/		114	77.2	31	71.0
FL	486	53.9	1718	80.6	455	78.0	97	71.1	265	81.9	H/		H/		302	62.9
HA	H/		H/		H/		H/		H/		H/		62	79.0	H/	
MQ	930	62.3	H/		H/		552	73.2	H/		6674	83.7	H/		62	71.0
NW	738	59.2	390	77.7	208	91.3	117	69.2	5658	86.2	470	81.7	178	77.0	298	74.5
OH	1124	51.6	H/		H/		31	80.6	102	51.0	292	65.4	H/		338	62.4
OO	H/		H/		H/		H/		173	89.0	3333	86.4	1019	85.0	108	66.7
UA	543	56.7	553	74.1	H/		160	76.9	442	82.4	6269	83.0	371	68.2	403	70.0
US	1130	73.4	770	71.9	H/		279	62.0	285	74.7	686	75.4	209	82.3	3610	70.6
WN	H/		3388	84.0	6358	85.9	H/		250	86.4	H/		1175	84.7	1953	70.3
XE	118	48.3	H/		H/		25	80.0	249	78.7	152	85.5	H/		27	51.9
YV	75	61.3	H/		H/		H/		H/		2505	83.8	H/		H/	
<b>TOTAL</b>	<b>8489</b>	<b>60.5</b>	<b>10498</b>	<b>79.5</b>	<b>7322</b>	<b>85.0</b>	<b>5510</b>	<b>71.2</b>	<b>10347</b>	<b>85.4</b>	<b>26509</b>	<b>83.0</b>	<b>4478</b>	<b>81.6</b>	<b>8156</b>	<b>69.7</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 *														
CARRIER*	PHX		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		H/		H/		H/		H/		259	87.3	H/	
AA	464	85.1	490	76.7	460	74.1	980	65.8	212	77.8	1243	84.2	496	71.0
AS	261	84.3	305	88.5	3877	85.9	351	67.2	H/		H/		H/	
B6	51	80.4	181	93.4	186	81.2	217	71.4	124	89.5	H/		287	76.7
CO	322	86.0	286	87.8	392	76.3	412	71.8	62	93.5	H/		396	90.7
DL	310	89.7	324	92.0	442	73.1	421	71.0	2314	89.7	81	76.5	576	78.6
EV	H/		H/		H/		H/		H/		31	71.0	H/	
F9	184	81.5	145	85.5	124	71.0	123	50.4	182	80.8	94	80.9	31	74.2
FL	91	89.0	42	90.5	101	74.3	110	76.4	H/		146	77.4	528	80.1
HA	31	48.4	31	51.6	76	88.2	31	61.3	H/		H/		H/	
MQ	H/		605	89.1	H/		150	63.3	H/		578	80.3	H/	
NW	279	86.4	196	89.8	374	75.1	326	67.8	137	59.1	71	87.3	327	80.4
OH	H/		H/		H/		H/		H/		94	75.5	118	77.1
OO	265	90.6	601	94.5	487	91.2	3239	67.2	6266	94.6	83	80.7	H/	
UA	434	79.7	616	79.7	602	69.9	3240	72.8	118	78.8	32	96.9	285	82.5
US	5002	87.8	392	85.5	333	72.7	605	65.0	122	90.2	87	89.7	579	70.6
WN	5376	84.0	2964	83.3	1243	86.0	1286	65.4	1363	84.9	2141	83.4	2382	83.2
XE	48	100.0	H/		H/		H/		25	72.0	304	78.0	H/	
YV	2598	89.2	H/		H/		H/		31	80.6	86	73.3	H/	
<b>TOTAL</b>	<b>15716</b>	<b>86.3</b>	<b>7178</b>	<b>85.3</b>	<b>8697</b>	<b>82.0</b>	<b>11491</b>	<b>68.6</b>	<b>10956</b>	<b>91.0</b>	<b>5330</b>	<b>82.6</b>	<b>6005</b>	<b>80.1</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	92.4	87.3	84.8	79.4	J/	J/	83.6	85.2	J/	81.4	88.24	78.8	96.6	87.8	90.3	96.4	100.0	93.1
700 - 759 AM	88.1	89.3	93.5	93.2	91.6	91.4	94.2	87.4	87.2	92.0	100.0	92.5	91.1	84.8	96.3	96.3	84.7	92.9
800 - 859 AM	68.2	91.9	97.8	85.7	91.7	94.7	95.7	83.6	92.0	95.7	98.6	91.1	93.6	91.5	95.1	94.1	79.7	95.4
900 - 959 AM	74.1	90.9	94.8	88.5	95.2	93.8	89.8	83.6	88.6	94.6	89.2	96.0	93.2	91.7	93.4	93.3	69.3	91.7
1000 - 1059 AM	75.2	88.1	93.7	81.0	87.9	84.3	86.5	81.5	89.5	86.9	89.0	90.8	90.2	93.4	90.0	91.8	68.1	90.8
1100 - 1159 AM	79.8	90.2	94.7	80.1	93.3	85.5	90.3	83.6	90.5	89.8	82.6	89.1	93.7	85.4	92.1	90.5	69.6	88.7
1200 - 1259 PM	75.9	85.7	89.0	83.5	82.7	87.2	88.5	79.1	90.3	73.6	77.3	87.7	87.5	82.9	89.4	90.2	64.2	88.6
100 - 159 PM	68.6	86.9	87.7	83.6	85.1	87.7	90.3	81.0	88.0	60.9	76.0	80.0	88.6	76.9	84.5	88.8	64.3	83.6
200 - 259 PM	65.7	81.6	88.9	85.1	89.1	85.3	86.6	80.0	83.6	50.5	72.4	87.6	89.9	65.0	85.3	85.7	60.2	80.6
300 - 359 PM	66.0	78.4	84.4	72.4	90.1	81.3	86.3	75.7	89.0	54.3	73.8	79.0	92.8	61.2	86.0	84.2	65.1	78.7
400 - 459 PM	63.7	76.3	81.0	73.9	82.8	82.4	81.0	76.4	85.8	49.6	67.3	70.2	88.6	59.0	83.2	84.6	59.4	76.0
500 - 559 PM	65.3	75.4	77.8	67.1	55.1	75.2	77.1	74.8	84.7	53.4	67.8	74.5	85.8	61.7	84.4	81.7	51.8	73.2
600 - 659 PM	68.4	68.5	75.6	64.3	80.9	75.5	73.1	72.6	79.8	51.2	66.6	81.6	86.1	45.7	81.5	81.7	50.3	71.5
700 - 759 PM	59.0	69.6	75.5	63.8	75.6	76.4	75.6	71.4	85.1	51.4	69.9	77.0	87.2	44.9	81.5	81.9	49.3	67.5
800 - 859 PM	60.9	69.4	72.6	75.4	81.3	75.8	77.3	75.7	87.6	51.5	72.9	74.1	86.7	45.6	80.5	79.5	49.5	71.7
900 - 959 PM	68.3	65.4	72.7	70.6	71.1	79.6	74.8	76.0	75.8	57.3	63.1	73.9	80.9	47.8	83.2	80.7	46.1	72.7
1000 - 1059 PM	67.9	69.8	73.0	72.3	73.4	75.8	78.8	73.0	77.2	58.4	71.8	82.1	76.4	53.5	77.0	78.4	53.7	72.5
1100 - 559 AM	77.5	76.5	76.3	69.5	76.8	66.8	78.3	83.7	80.7	72.7	70.3	74.8	89.0	79.6	79.3	86.0	64.3	72.7
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>69.8</b>	<b>78.6</b>	<b>83.4</b>	<b>76.5</b>	<b>83.9</b>	<b>81.9</b>	<b>84.2</b>	<b>78.6</b>	<b>86.0</b>	<b>64.8</b>	<b>74.9</b>	<b>79.6</b>	<b>89.3</b>	<b>68.4</b>	<b>86.3</b>	<b>86.4</b>	<b>60.5</b>	<b>79.5</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	100.0	80.6	90.2	93.9	100.0	88.3	97.3	J/	88.9	92.5	100.0	100.0	J/	90.6
700 - 759 AM	97.3	87.1	88.7	92.2	98.2	94.7	94.6	94.4	97.8	94.0	99.1	88.9	100.0	91.3
800 - 859 AM	94.1	88.2	91.7	91.0	98.0	77.7	93.2	95.1	90.4	93.7	95.5	89.9	93.7	87.0
900 - 959 AM	94.0	86.8	92.7	89.8	93.9	68.4	88.6	94.9	91.4	79.5	96.8	91.4	90.1	88.4
1000 - 1059 AM	93.6	85.4	88.6	88.5	90.1	74.0	91.7	91.5	85.8	62.1	91.4	87.2	88.9	85.4
1100 - 1159 AM	90.5	80.1	87.7	88.4	86.3	78.0	92.8	86.3	84.6	57.7	87.0	84.3	88.3	85.9
1200 - 1259 PM	92.7	72.9	89.9	88.5	88.6	76.7	87.2	88.5	86.9	56.3	94.1	87.3	87.5	83.5
100 - 159 PM	89.7	73.3	88.4	86.2	86.0	71.7	86.8	87.4	86.3	56.2	91.1	89.8	89.9	81.4
200 - 259 PM	86.3	73.5	87.4	84.0	85.9	73.0	86.3	84.6	84.9	60.4	94.1	89.7	83.9	79.8
300 - 359 PM	86.1	70.7	85.7	82.7	76.1	70.2	84.2	86.5	85.6	65.7	92.7	87.1	86.5	78.5
400 - 459 PM	81.8	61.5	80.8	80.4	85.1	64.7	83.5	82.7	80.3	70.1	91.1	79.9	75.1	76.0
500 - 559 PM	81.6	53.5	84.0	75.0	79.4	64.6	85.2	77.6	78.9	74.9	88.0	82.1	75.4	74.6
600 - 659 PM	81.0	65.7	80.3	75.7	75.0	60.4	77.4	85.0	77.5	71.8	87.3	79.8	72.3	73.5
700 - 759 PM	76.4	60.0	80.8	72.0	75.8	61.6	80.7	78.1	75.1	67.9	85.3	67.6	74.7	71.6
800 - 859 PM	73.6	62.0	79.9	73.6	73.1	63.6	81.2	80.3	74.9	70.0	86.3	75.2	71.1	73.3
900 - 959 PM	73.6	56.5	74.4	70.3	68.7	65.4	78.2	77.1	77.3	61.3	85.1	71.1	66.3	70.0
1000 - 1059 PM	69.4	61.2	73.1	69.3	74.4	68.3	80.8	79.7	79.2	60.0	85.0	69.9	68.6	71.2
1100 - 559 AM	76.3	65.1	87.5	85.0	76.0	71.9	61.9	84.2	80.1	79.1	78.8	85.1	70.6	77.5
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>85.0</b>	<b>71.2</b>	<b>85.4</b>	<b>83.0</b>	<b>81.6</b>	<b>69.7</b>	<b>86.3</b>	<b>85.3</b>	<b>82.0</b>	<b>68.6</b>	<b>91.0</b>	<b>82.6</b>	<b>80.1</b>	<b>79.5</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	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	93.9	95.1	95.8	91.7	93.7	94.8	96.1	89.1	95.1	94.6	97.8	94.8	95.7	97.0	97.0	95.4	93.4	96.5
700 - 759 AM	93.1	93.8	95.2	91.0	90.7	95.6	96.0	88.1	94.9	93.4	95.6	94.4	95.5	94.3	93.1	94.8	93.6	95.1
800 - 859 AM	91.4	92.8	92.0	91.1	86.6	95.1	92.3	85.0	91.9	92.8	95.7	91.2	91.3	93.9	91.8	94.9	89.6	95.6
900 - 959 AM	82.4	92.4	90.7	91.3	94.0	95.5	90.2	81.5	91.0	90.0	88.0	93.8	94.4	93.3	91.6	87.1	84.7	90.2
1000 - 1059 AM	85.6	91.3	86.6	87.0	83.1	92.2	85.8	76.3	90.7	92.5	88.2	87.5	93.0	93.8	87.6	87.2	82.9	89.9
1100 - 1159 AM	84.3	89.0	87.4	85.9	87.1	87.3	85.9	76.5	92.0	90.0	80.4	89.7	91.0	94.3	88.3	89.1	76.2	87.7
1200 - 1259 PM	80.8	91.0	82.0	74.7	80.8	84.7	85.2	75.0	88.0	84.3	77.3	86.4	90.6	86.4	85.8	86.6	81.8	84.9
100 - 159 PM	78.5	83.9	76.0	81.2	85.7	92.4	82.3	72.8	89.1	79.4	70.5	79.6	91.2	83.6	80.8	88.2	73.3	83.0
200 - 259 PM	71.3	84.4	80.9	82.2	78.9	85.2	81.3	73.6	85.3	68.0	71.6	75.2	89.0	81.6	81.3	82.5	69.3	76.3
300 - 359 PM	70.3	79.4	78.4	58.7	75.6	86.0	81.8	71.7	89.1	58.3	67.9	92.2	89.0	69.6	74.1	84.1	69.3	74.6
400 - 459 PM	69.6	77.6	75.6	79.0	83.1	78.1	79.3	70.9	66.7	59.4	67.9	72.2	91.4	68.7	76.3	82.7	66.7	71.4
500 - 559 PM	70.9	73.5	72.8	65.0	84.3	82.0	70.9	70.8	87.5	57.2	55.9	69.5	87.6	74.3	74.0	83.4	69.1	69.2
600 - 659 PM	74.7	71.4	63.5	70.6	66.0	73.3	72.5	73.3	80.6	59.2	58.5	72.8	84.2	71.6	77.7	82.6	55.4	60.3
700 - 759 PM	71.5	69.9	63.3	71.4	75.5	78.5	72.1	71.3	83.8	59.9	61.2	73.2	90.0	62.6	75.9	78.7	62.5	63.8
800 - 859 PM	71.1	66.2	58.9	74.2	80.5	76.2	68.3	71.9	64.2	57.9	62.1	63.1	92.2	57.3	67.7	80.6	62.2	57.0
900 - 959 PM	72.9	J/	67.1	57.6	J/	77.3	79.1	74.7	89.4	53.1	J/	72.5	93.8	48.1	80.1	77.6	55.2	66.7
1000 - 1059 PM	78.8	J/	J/	81.1	J/	J/	80.0	73.8	87.4	J/	J/	83.5	92.3	57.4	91.2	94.3	J/	J/
1100 - 559 AM	73.6	95.0	96.5	J/	J/	96.2	98.6	92.4	87.5	92.5	100.0	100.0	91.3	88.7	94.4	93.0	90.3	81.8
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>78.1</b>	<b>84.3</b>	<b>80.6</b>	<b>80.8</b>	<b>83.6</b>	<b>86.7</b>	<b>82.4</b>	<b>76.1</b>	<b>88.5</b>	<b>75.4</b>	<b>76.3</b>	<b>82.2</b>	<b>91.0</b>	<b>78.7</b>	<b>83.6</b>	<b>87.6</b>	<b>75.2</b>	<b>80.1</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	95.1	92.5	94.9	91.8	97.1	92.7	96.1	97.0	96.9	96.6	98.2	96.9	98.6	95.0
700 - 759 AM	96.4	89.8	92.4	91.7	93.9	92.8	91.9	94.9	93.2	92.8	96.8	90.7	96.1	93.4
800 - 859 AM	91.1	88.8	93.9	90.3	93.7	87.6	89.5	90.3	92.5	92.2	96.9	87.8	95.5	91.6
900 - 959 AM	93.7	79.4	92.8	87.7	90.8	78.8	86.5	94.2	85.9	89.0	95.2	88.2	89.7	88.5
1000 - 1059 AM	90.7	76.3	92.1	87.1	91.8	77.7	86.0	87.7	90.9	80.6	93.2	79.9	88.9	87.1
1100 - 1159 AM	82.9	76.2	89.7	84.6	89.3	77.5	87.4	85.1	85.3	68.6	93.0	82.7	84.7	85.4
1200 - 1259 PM	86.6	71.3	89.1	84.9	90.4	78.9	85.7	84.1	83.8	65.0	86.9	87.3	85.8	83.0
100 - 159 PM	82.8	66.0	88.5	83.7	85.0	74.7	83.9	87.5	85.0	61.6	92.7	81.2	87.3	81.6
200 - 259 PM	77.1	69.0	83.8	78.0	92.1	72.9	83.2	83.1	83.6	57.1	81.3	86.4	80.9	78.2
300 - 359 PM	72.2	65.2	86.0	79.4	88.4	72.9	78.8	84.2	88.6	65.3	94.2	80.9	79.1	78.1
400 - 459 PM	74.6	62.2	80.6	76.6	76.3	74.5	78.1	86.6	83.9	72.5	91.8	70.6	72.2	75.6
500 - 559 PM	69.1	69.4	84.1	74.0	84.6	63.8	76.1	79.6	86.1	73.8	91.6	78.3	67.9	75.0
600 - 659 PM	68.7	50.2	86.9	73.6	85.3	69.1	80.1	79.6	89.8	79.6	71.4	76.8	65.6	73.3
700 - 759 PM	62.7	61.5	88.1	70.6	75.2	56.3	72.0	78.4	80.7	77.4	91.3	65.4	73.3	73.7
800 - 859 PM	54.0	60.7	89.5	72.9	84.1	71.1	77.4	75.7	79.3	72.7	91.8	71.1	56.5	71.0
900 - 959 PM	62.0	68.0	91.7	75.4	82.3	69.2	86.5	82.6	86.4	67.7	94.0	J/	100.0	78.4
1000 - 1059 PM	J/	71.0	90.0	84.6	79.1	J/	93.1	95.3	89.7	77.6	J/	J/	J/	82.3
1100 - 559 AM	90	93.5	95.1	95.3	94.3	97.5	90.7	J/	86.9	89.3	90.4	96.3	90.9	91.4
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>80.0</b>	<b>71.0</b>	<b>88.9</b>	<b>81.5</b>	<b>89.3</b>	<b>76.8</b>	<b>84.0</b>	<b>87.0</b>	<b>88.0</b>	<b>76.9</b>	<b>93.1</b>	<b>82.7</b>	<b>82.0</b>	<b>82.2</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
OH	6313	JFK-MSP	1400	31	96.77	55	40
OH	6652	MCI-LGA	1830	25	92.00	66	51
B6	348	SRQ-JFK	1800	20	90.00	44	41
B6	1080	CLT-JFK	1900	18	88.89	74	70
EV	5518	BTR-ATL	625	26	88.46	50	31
NW	1435	LGA-FLL	1845	16	87.50	54	35
OH	6680	PIT-JFK	1515	31	87.10	67	43
EV	5165	AGS-ATL	750	31	87.10	28	28
OH	6469	BDL-JFK	1755	25	84.00	69	45
OH	6773	LGA-JAX	2015	25	84.00	49	36
OH	6655	IAD-JFK	1715	31	83.87	63	44
HA	21	SEA-HNL	920	31	83.87	51	28
HA	11	SFO-HNL	915	31	83.87	37	28
WN	773	HOU-ABQ	1945	18	83.33	37	20
OH	6322	AUS-ATL	1045	18	83.33	34	30
EV	4979	GSP-ATL	745	24	83.33	28	29
US	976	SMF-PHL	900	22	81.82	32	24
YV	2610	CLT-EWR	1256	26	80.77	79	55
NW	1432	FLL-LGA	1500	31	80.65	60	34
HA	25	PDX-HNL	845	31	80.65	35	22
B6	1019	BOS-JFK	1850	25	80.00	70	67
XE	2685	MKE-EWR	1638	25	80.00	51	39
OH	6542	OMA-LGA	1420	25	80.00	48	40
OH	6410	CHS-LGA	1853	25	80.00	47	44
OH	6702	RDU-LGA	1600	25	80.00	42	24
OH	6717	ROC-JFK	1705	25	80.00	39	30

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

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## AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS // 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	510	33	6.5
HAWAIIAN	204	5	2.5
JETBLUE	549	9	1.6
ATLANTIC SOUTHEAST	868	12	1.4
EXPRESSJET	890	7	0.8
NORTHWEST	850	5	0.6
DELTA	1,214	7	0.6
AIRTRAN	694	3	0.4
MESA	694	3	0.4
FRONTIER	254	1	0.4
US AIRWAYS	1,205	4	0.3
SOUTHWEST	2,880	9	0.3
UNITED	1,065	2	0.2
AMERICAN EAGLE	1,260	2	0.2
PINNACLE	732	1	0.1
CONTINENTAL	765	1	0.1
AMERICAN	1,544	2	0.1
SKYWEST	1,544	1	0.1
ALASKA	427	0	0.0
<b>TOTAL</b>	<b>18,149</b>	<b>107</b>	<b>0.6</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)	73.1	78.3	212	212
ADAK ISLAND AK (ADK)	88.9	88.9	9	9
AGUADILLA PR (BQN)	79.3	95.6	135	135
AKRON OH (CAK)	76.3	85.2	761	762
ALBANY GA (ABY)	62.8	69.8	86	86
ALBANY NY (ALB)	78.9	87.9	1,029	1,029
ALBUQUERQUE NM (ABQ)	86.3	87.7	3,101	3,101
ALEXANDRIA LA (AEX)	77.1	84.5	227	226
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	84.7	90.2	327	326
AMARILLO TX (AMA)	75.7	79.7	600	600
ANCHORAGE AK (ANC)	83.3	90.9	1,506	1,503
APPLETON WI (ATW)	86.5	90.7	430	430
ASHEVILLE NC (AVL)	77.0	74.7	387	388
ASPEN CO (ASE)	82.8	87.8	221	221
ATLANTA GA (ATL)	69.8	78.1	35,135	35,131
AUGUSTA GA (AGS)	77.3	74.0	277	277
AUSTIN TX (AUS)	82.3	86.6	3,547	3,547
BAKERSFIELD CA (BFL)	80.2	88.9	288	288
BALTIMORE MD (BWI)	83.4	80.6	8,847	8,845
BANGOR ME (BGR)	68.0	76.7	266	266
BARROW AK (BRW)	83.9	74.2	62	62
BATON ROUGE LA (BTR)	79.5	81.3	796	796
BEND/REDMOND OR (RDM)	83.8	84.2	265	265
BETHEL AK (BET)	94.2	90.7	86	86
BILLINGS MT (BIL)	90.4	94.5	292	292
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	91.1	92.9	56	56
BIRMINGHAM AL (BHM)	79.6	82.2	1,781	1,782
BISMARCK/MANDAN ND (BIS)	93.7	95.3	190	190
BLOOMINGTON IL (BMI)	73.8	80.7	409	409
BOISE ID (BOI)	87.4	89.5	1,128	1,129
BOSTON MA (BOS)	78.6	84.3	9,310	9,314
BOZEMAN MT (BZN)	95.5	97.4	266	266
BRANSON MO (BKG)	92.9	90.5	42	42
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	81.7	84.3	229	229
BROWNSVILLE TX (BRO)	91.4	94.0	116	116
BRUNSWICK GA (BQK)	73.5	85.5	83	83
BUFFALO NY (BUF)	79.5	83.5	2,166	2,166
BURBANK CA (BUR)	87.6	88.4	2,339	2,338
BURLINGTON VT (BTV)	76.4	84.7	571	570
BUTTE MT (BTM)	96.4	98.2	56	56
CARLSBAD CA (CLD)	92.2	93.3	180	180
CASPER WY (CPR)	94.1	94.1	170	170
CEDAR CITY UT (CDC)	94.7	96.5	57	57

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR RAPIDS/IOWA CITY IA (CID)	82.2	86.9	802	802
CHAMPAIGN/URBANA IL (CMI)	78.7	87.1	202	202
CHARLESTON SC (CHS)	77.4	78.5	1,257	1,256
CHARLESTON/DUNBAR WV (CRW)	77.2	82.1	254	257
CHARLOTTE AMALIE VI (STT)	65.5	88.1	235	235
CHARLOTTE NC (CLT)	76.5	80.8	9,977	9,978
CHARLOTTESVILLE VA (CHO)	78.9	83.6	147	146
CHATTANOOGA TN (CHA)	80.7	79.9	399	399
CHICAGO IL (MDW)	85.0	80.0	7,322	7,322
CHICAGO IL (ORD)	83.0	81.5	26,509	26,510
CHICO CA (CIC)	70.5	73.2	112	112
CHRISTIANSTED VI (STX)	68.4	78.9	38	38
CLEVELAND OH (CLE)	84.1	87.5	4,847	4,845
CODY WY (COD)	90.4	94.0	83	83
COLLEGE STATION/BRYAN TX (CLL)	80.6	86.0	93	93
COLORADO SPRINGS CO (COS)	85.3	89.0	1,098	1,098
COLUMBIA SC (CAE)	75.2	78.9	868	869
COLUMBUS GA (CSG)	74.0	79.7	123	123
COLUMBUS MS (GTR)	71.4	71.9	56	57
COLUMBUS OH (CMH)	81.1	86.6	2,634	2,636
CORDOVA AK (CDV)	89.6	79.4	67	63
CORPUS CHRISTI TX (CRP)	84.6	89.5	428	428
COVINGTON KY (CVG)	83.9	83.6	4,894	4,891
CRESCENT CITY CA (CEC)	74.1	62.4	85	85
DALLAS TX (DAL)	83.8	79.6	4,122	4,123
DALLAS/FT.WORTH TX (DFW)	78.6	76.1	22,327	22,324
DAYTON OH (DAY)	78.5	84.8	1,235	1,236
DAYTONA BEACH FL (DAB)	70.7	82.4	188	188
DEADHORSE AK (SCC)	88.3	86.7	60	60
DENVER CO (DEN)	84.2	82.4	19,761	19,768
DES MOINES IA (DSM)	81.0	84.5	1,327	1,328
DETROIT MI (DTW)	86.0	88.5	12,993	12,996
DOTHAN AL (DHN)	77.8	79.5	117	117
DUBUQUE IA (DBQ)	88.6	92.0	88	88
DULUTH MN (DLH)	90.0	90.6	170	170
DURANGO CO (DRO)	89.4	89.7	274	273
EL CENTRO CA (IPL)	94.6	94.6	56	56
EL PASO TX (ELP)	87.1	89.7	1,636	1,636
ELKO NV (EKO)	96.6	95.7	116	116
ELMIRA/CORNING NY (ELM)	93.5	94.4	107	107
ERIE PA (ERI)	93.2	94.1	118	118
EUGENE OR (EUG)	85.0	85.0	401	401
EUREKA/ARCATA CA (ACV)	77.1	78.8	297	297

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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.
EVANSVILLE IN (EVV)	84.7	86.1	431	431
FAIRBANKS AK (FAI)	89.9	93.7	368	366
FARGO ND (FAR)	88.3	91.6	333	333
FAYETTEVILLE AR (XNA)	77.5	79.5	1,185	1,185
FAYETTEVILLE NC (FAY)	78.0	80.1	287	287
FLAGSTAFF AZ (FLG)	84.2	82.7	133	133
FLINT MI (FNT)	78.8	85.3	572	573
FLORENCE SC (FLO)	72.4	82.8	87	87
FORT LAUDERDALE FL (FLL)	74.9	76.3	4,980	4,984
FORT SMITH AR (FSM)	77.2	82.4	267	267
FORT WAYNE IN (FWA)	82.5	88.2	439	439
FRESNO CA (FAT)	86.4	85.4	985	985
FT. MYERS FL (RSW)	83.6	84.7	1,864	1,868
GAINESVILLE FL (GNV)	77.7	79.5	224	224
GILLETTE WY (GCC)	93.4	93.4	122	122
GRAND FORKS ND (GFK)	87.1	96.0	124	124
GRAND JUNCTION CO (GJT)	90.7	91.3	484	484
GRAND RAPIDS MI (GRR)	82.9	87.4	1,153	1,156
GREAT FALLS MT (GTF)	91.1	96.6	146	146
GREEN BAY/CLINTONVILLE WI (GRB)	85.7	88.8	544	543
GREENSBORO/HIGH POINT NC (GSO)	74.3	79.0	881	882
GREENVILLE/SPARTANBURG SC (GSP)	78.0	82.9	897	897
GULFPORT/BILOXI MS (GPT)	80.9	85.8	514	514
GUNNISON CO (GUC)	87.5	85.7	56	56
HANCOCK/HOUGHTON MI (CMX)	88.7	91.9	62	62
HARLINGEN/SAN BENITO TX (HRL)	80.4	86.6	388	387
HARRISBURG PA (MDT)	83.0	89.3	560	560
HARTFORD CT (BDL)	82.9	88.1	2,170	2,169
HELENA MT (HLN)	94.3	96.0	174	174
HILO HI (ITO)	90.7	93.2	734	734
HONOLULU HI (HNL)	81.9	91.1	4,810	4,811
HOUSTON TX (HOU)	82.9	78.0	4,416	4,416
HOUSTON TX (IAH)	89.3	91.0	15,187	15,192
HUNTSVILLE AL (HSV)	80.7	86.3	854	854
IDAHO FALLS ID (IDA)	91.5	97.0	234	234
INDIANAPOLIS IN (IND)	82.2	84.5	3,254	3,252
INDIO/PALM SPRINGS CA (PSP)	89.6	92.0	930	930
INYOKERN CA (IYK)	100.0	98.6	73	73
ISLIP NY (ISP)	81.4	87.3	775	774
ITHACA/CORTLAND NY (ITH)	96.8	93.5	31	31
JACKSON WY (JAC)	86.2	92.0	174	175
JACKSON/VICKSBURG MS (JAN)	76.3	81.0	1,040	1,038
JACKSONVILLE FL (JAX)	76.0	81.1	2,455	2,457

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	74.8	75.6	135	135
JUNEAU AK (JNU)	84.3	82.3	369	368
KAHULUI HI (OGG)	87.2	92.1	1,736	1,736
KALAMAZOO MI (AZO)	84.7	88.5	235	234
KALISPELL MT (FCA)	89.3	96.0	149	149
KANSAS CITY MO (MCI)	81.1	84.3	4,291	4,289
KETCHIKAN AK (KTN)	87.1	86.6	201	201
KEY WEST FL (EYW)	69.6	69.3	102	101
KILLEEN TX (GRK)	66.7	78.0	177	177
KLAMATH FALLS OR (LMT)	74.2	63.7	124	124
KNOXVILLE TN (TYS)	82.4	84.4	1,165	1,166
KODIAK AK (ADQ)	90.4	84.6	52	52
KONA HI (KOA)	89.8	93.2	1,078	1,078
KOTZEBUE AK (OTZ)	76.3	72.0	93	93
LA CROSSE WI (LSE)	84.8	90.1	204	203
LAFAYETTE LA (LFT)	84.1	88.5	408	408
LAKE CHARLES LA (LCH)	87.1	100.0	62	62
LANSING MI (LAN)	89.3	91.9	234	234
LAREDO TX (LRD)	81.7	84.9	219	219
LAS VEGAS NV (LAS)	86.3	83.6	13,345	13,348
LEWISBURG WV (LWB)	71.4	85.7	14	14
LEWISTON ID (LWS)	94.2	96.2	52	52
LEXINGTON KY (LEX)	82.5	82.8	756	756
LIHUE HI (LIH)	86.9	92.5	1,047	1,047
LINCOLN NE (LNK)	89.5	88.0	248	249
LITTLE ROCK AR (LIT)	77.4	82.0	1,281	1,281
LONG BEACH CA (LGB)	91.0	91.7	1,261	1,261
LONGVIEW/KILGOR/GLADWATR TX (GGG)	62.9	80.6	62	62
LOS ANGELES CA (LAX)	86.4	87.6	16,204	16,199
LOUISVILLE KY (SDF)	80.0	83.4	1,626	1,627
LUBBOCK TX (LBB)	75.5	81.9	750	750
LYNCHBURG VA (LYH)	69.9	79.5	83	83
MADISON WI (MSN)	84.5	87.5	1,135	1,136
MANCHESTER NH (MHT)	81.1	82.6	1,331	1,332
MARQUETTE MI (MQT)	74.2	100.0	31	31
MEDFORD OR (MFR)	79.4	81.8	384	384
MELBOURNE FL (MLB)	76.7	86.6	172	172
MEMPHIS TN (MEM)	82.7	86.9	5,958	5,957
MERIDIAN MS (MEI)	89.3	91.1	56	56
MIAMI FL (MIA)	71.2	71.0	5,510	5,510
MIDLAND/ODESSA TX (MAF)	76.6	84.8	628	627
MILWAUKEE WI (MKE)	83.6	85.9	3,763	3,758
MINNEAPOLIS MN (MSP)	85.4	88.9	10,347	10,352

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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.
MINOT ND (MOT)	90.6	93.9	32	33
MISSION/MCALLEN/EDINBURG TX (MFE)	87.7	93.2	382	382
MISSOULA MT (MSO)	90.6	97.0	235	235
MOBILE AL (MOB)	81.0	84.5	537	537
MODESTO CA (MOD)	70.6	59.6	136	136
MOLINE IL (MLI)	80.2	87.0	798	798
MONROE LA (MLU)	72.0	81.5	211	211
MONTEREY CA (MRY)	83.3	84.0	527	526
MONTGOMERY AL (MGM)	76.7	78.9	322	322
MONTROSE/DELTA CO (MTJ)	89.9	90.7	129	129
MYRTLE BEACH SC (MYR)	74.4	79.7	429	429
NANTUCKET MA (ACK)	100.0	90.0	10	10
NASHVILLE TN (BNA)	81.0	82.4	4,699	4,693
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	83.7	85.9	92	92
NEW ORLEANS LA (MSY)	82.7	86.1	3,092	3,094
NEW YORK NY (JFK)	68.4	78.7	10,964	10,969
NEW YORK NY (LGA)	60.5	75.2	8,489	8,496
NEWARK NJ (EWR)	64.8	75.4	10,216	10,210
NEWBURGH/POUGHKEEPSIE NY (SWF)	80.6	91.7	180	180
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	76.0	79.2	520	519
NOME AK (OME)	73.1	75.3	93	93
NORFOLK VA (ORF)	76.4	82.5	1,274	1,273
NORTH BEND/COOS BAY OR (OTH)	77.4	71.0	124	124
OAKLAND CA (OAK)	84.7	87.1	4,285	4,286
OKLAHOMA CITY OK (OKC)	82.1	87.8	1,795	1,796
OMAHA NE (OMA)	79.9	84.7	2,344	2,345
ONTARIO/SAN BERNARDINO CA (ONT)	87.3	88.3	2,206	2,202
ORLANDO FL (MCO)	79.5	80.1	10,498	10,498
OXNARD/VENTURA CA (OXR)	89.2	88.2	102	102
PANAMA CITY FL (PFN)	81.7	77.4	327	327
PASCO/KENNEWICK/RICHLAND WA (PSC)	90.3	94.3	176	176
PELLSTON MI (PLN)	86.9	95.1	61	61
PENSACOLA FL (PNS)	76.4	78.4	798	797
PEORIA IL (PIA)	82.7	88.4	450	449
PETERSBURG AK (PSG)	77.4	77.4	62	62
PHILADELPHIA PA (PHL)	69.7	76.8	8,156	8,151
PHOENIX AZ (PHX)	86.3	84.0	15,716	15,715
PITTSBURGH PA (PIT)	77.5	81.2	3,007	3,005
POCATELLO ID (PIH)	97.5	100.0	119	119
PONCE PR (PSE)	67.7	98.4	62	62
PORTLAND ME (PWM)	75.9	80.4	565	566
PORTLAND OR (PDX)	81.6	89.3	4,478	4,477
PROVIDENCE RI (PVD)	79.6	82.6	1,571	1,571

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
RALEIGH/DURHAM NC (RDU)	77.8	79.6	4,573	4,573
RAPID CITY SD (RAP)	88.7	91.1	417	415
REDDING CA (RDD)	76.9	73.5	117	117
RENO NV (RNO)	85.8	88.8	1,596	1,598
RICHMOND VA (RIC)	76.7	82.9	1,406	1,406
ROANOKE VA (ROA)	79.2	84.3	318	318
ROCHESTER MN (RST)	89.6	93.1	231	232
ROCHESTER NY (ROC)	75.4	82.6	1,141	1,141
ROCK SPRINGS WY (RKS)	95.9	98.0	148	148
ROSWELL NM (ROW)	73.9	81.8	88	88
SACRAMENTO CA (SMF)	84.2	86.9	3,872	3,873
SAGINAW/BAY CITY/MIDLAND MI (MBS)	87.3	91.7	252	252
SALT LAKE CITY UT (SLC)	91.0	93.1	10,956	10,955
SAN ANGELO TX (SJT)	76.4	72.7	55	55
SAN ANTONIO TX (SAT)	83.5	87.8	3,295	3,294
SAN DIEGO CA (SAN)	85.3	87.0	7,178	7,177
SAN FRANCISCO CA (SFO)	68.6	76.9	11,491	11,484
SAN JOSE CA (SJC)	86.2	89.0	4,244	4,245
SAN JUAN PR (SJU)	75.3	83.6	1,776	1,775
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	85.6	81.8	319	319
SANTA ANA CA (SNA)	86.1	87.3	3,998	3,999
SANTA BARBARA CA (SBA)	85.6	84.0	922	923
SANTA MARIA CA (SMX)	88.4	89.3	112	112
SARASOTA/BRADENTON FL (SRQ)	79.5	78.6	443	444
SAVANNAH GA (SAV)	75.1	75.6	1,095	1,096
SCRANTON/WILKES-BARRE PA (AVP)	89.8	91.2	205	205
SEATTLE WA (SEA)	82.0	88.0	8,697	8,703
SHREVEPORT LA (SHV)	80.4	85.9	404	404
SIOUX FALLS SD (FSD)	88.5	91.8	427	426
SITKA AK (SIT)	86.3	87.8	139	139
SOUTH BEND IN (SBN)	84.6	86.5	428	429
SPOKANE WA (GEG)	91.2	93.5	1,023	1,023
SPRINGFIELD IL (SPI)	88.2	89.1	119	119
SPRINGFIELD MO (SGF)	77.9	80.6	670	670
ST. GEORGE UT (SGU)	94.4	94.8	252	252
ST. LOUIS MO (STL)	82.6	82.7	5,330	5,329
STATE COLLEGE PA (SCE)	93.5	95.2	62	62
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	87.1	95.2	62	62
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	92.4	95.9	197	197
SYRACUSE NY (SYR)	78.8	82.5	871	871
TALLAHASSEE FL (TLH)	73.4	73.0	477	477
TAMPA FL (TPA)	80.1	82.0	6,005	6,006
TEXARKANA AR (TXK)	66.7	74.8	123	123

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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.
TOLEDO OH (TOL)	88.4	89.4	198	198
TRAVERSE CITY MI (TVC)	89.2	93.5	279	279
TUCSON AZ (TUS)	88.2	92.1	1,913	1,912
TULSA OK (TUL)	80.9	86.7	1,668	1,671
TWIN FALLS ID (TWF)	93.5	98.4	123	123
TYLER TX (TYR)	62.9	75.0	124	124
VALDOSTA GA (VLD)	82.8	87.4	87	87
VALPARAISO FL (VPS)	69.3	71.2	564	565
WACO TX (ACT)	75.7	78.4	148	148
WASHINGTON DC (DCA)	81.9	86.7	6,899	6,899
WASHINGTON DC (IAD)	79.6	82.2	5,644	5,641
WATERLOO IA (ALO)	93.5	96.8	31	31
WAUSAU/MARSHFIELD WI (CWA)	85.8	91.7	267	266
WEST PALM BEACH/PALM BEACH FL (PBI)	76.8	78.7	2,005	2,006
WHITE PLAINS NY (HPN)	79.6	85.3	887	886
WICHITA FALLS TX (SPS)	71.0	64.5	31	31
WICHITA KS (ICT)	83.4	86.6	1,098	1,098
WILMINGTON NC (ILM)	72.8	78.7	254	254
WRANGELL AK (WRG)	77.4	82.3	62	62
YAKUTAT AK (YAK)	85.5	83.9	62	62
YUMA AZ (YUM)	91.9	93.9	246	246

MAY 2009

## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	18	20,976	429	2.0	112	37,408	819	2.2
COMAIR	20	10,142	214	2.1	66	14,495	309	2.1
AMERICAN	29	38,262	538	1.4	73	46,622	642	1.4
UNITED	29	27,416	365	1.3	74	31,798	400	1.3
MESA	18	10,405	105	1.0	112	20,714	241	1.2
US AIRWAYS	29	29,839	290	1.0	77	35,594	338	0.9
EXPRESSJET	19	13,145	140	1.1	94	25,292	218	0.9
PINNACLE	15	8,622	53	0.6	115	22,023	185	0.8
ATLANTIC SOUTHEAST	7	12,778	77	0.6	106	25,124	196	0.8
SKYWEST	19	24,367	138	0.6	138	44,689	338	0.8
FRONTIER	22	6,225	43	0.7	40	7,711	51	0.7
AIRTRAN	25	15,633	98	0.6	57	21,264	126	0.6
SOUTHWEST	19	50,856	301	0.6	65	97,696	570	0.6
DELTA	31	29,316	154	0.5	85	35,230	166	0.5
JETBLUE	18	10,923	41	0.4	44	16,218	62	0.4
HAWAIIAN	7	372	1	0.3	15	6,122	16	0.3
NORTHWEST	30	19,085	48	0.3	77	25,086	58	0.2
ALASKA	16	7,149	3	0.0	46	11,796	24	0.2
CONTINENTAL	26	17,863	29	0.2	56	21,950	33	0.2
<b>Total</b>		<b>353,374</b>	<b>3,067</b>	<b>0.9</b>	<b>Total</b>	<b>546,832</b>	<b>4,792</b>	<b>0.9</b>

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

**MAY 2009  
AIR TRAVEL CONSUMER REPORT**

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	22023	19119	86.81%	185	0.84%	62	0.28%	764	3.47%	114	0.52%	1201	5.45%	5	0.02%	573	2.60%
AA	46622	36297	77.85%	642	1.38%	193	0.41%	2709	5.81%	381	0.82%	3816	8.18%	5	0.01%	2578	5.53%
AS	11796	10114	85.74%	24	0.20%	35	0.30%	466	3.95%	18	0.16%	665	5.64%	7	0.06%	467	3.95%
B6	16218	12528	77.25%	62	0.38%	53	0.33%	793	4.89%	31	0.19%	1728	10.65%	5	0.03%	1018	6.28%
CO	21950	18336	83.54%	33	0.15%	35	0.16%	743	3.38%	90	0.41%	2119	9.65%	9	0.04%	585	2.67%
DL	35230	27269	77.40%	166	0.47%	80	0.23%	1387	3.94%	137	0.39%	4264	12.10%	0	0.00%	1928	5.47%
EV	25124	17798	70.84%	196	0.78%	51	0.20%	1455	5.79%	169	0.67%	2808	11.17%	3	0.01%	2645	10.53%
F9	7711	6307	81.79%	51	0.66%	10	0.13%	292	3.79%	26	0.34%	504	6.53%	0	0.00%	521	6.76%
FL	21264	16085	75.64%	126	0.59%	52	0.24%	770	3.62%	24	0.11%	1899	8.93%	0	0.00%	2308	10.86%
HA	6122	5526	90.26%	16	0.26%	5	0.08%	438	7.15%	1	0.01%	8	0.14%	1	0.02%	127	2.07%
MQ	37408	28715	76.76%	819	2.19%	99	0.26%	2067	5.52%	348	0.93%	2403	6.42%	3	0.01%	2954	7.90%
NW	25086	20791	82.88%	58	0.23%	35	0.14%	1260	5.02%	212	0.85%	2024	8.07%	11	0.04%	695	2.77%
OH	14495	9519	65.67%	309	2.13%	21	0.14%	960	6.62%	781	5.39%	2487	17.16%	3	0.02%	415	2.86%
OO	44689	38806	86.84%	338	0.76%	68	0.15%	1061	2.37%	82	0.18%	1990	4.45%	8	0.02%	2337	5.23%
UA	31798	25459	80.06%	400	1.26%	68	0.21%	1340	4.21%	167	0.53%	2237	7.03%	4	0.01%	2124	6.68%
US	35594	28204	79.24%	338	0.95%	59	0.17%	1495	4.20%	118	0.33%	3720	10.45%	15	0.04%	1644	4.62%
WN	97696	81735	83.66%	570	0.58%	174	0.18%	4227	4.33%	424	0.43%	2752	2.82%	67	0.07%	7747	7.93%
XE	25292	20650	81.65%	218	0.86%	53	0.21%	852	3.37%	68	0.27%	2193	8.67%	8	0.03%	1250	4.94%
YV	20714	16893	81.55%	241	1.16%	48	0.23%	1850	8.93%	212	1.02%	1450	7.00%	15	0.07%	5	0.02%
TOTAL	546832	440151		4792		1201		24928		3402		40266		170		31922	
			80.49%		0.88%		0.22%		4.56%		0.62%		7.36%		0.03%		5.84%

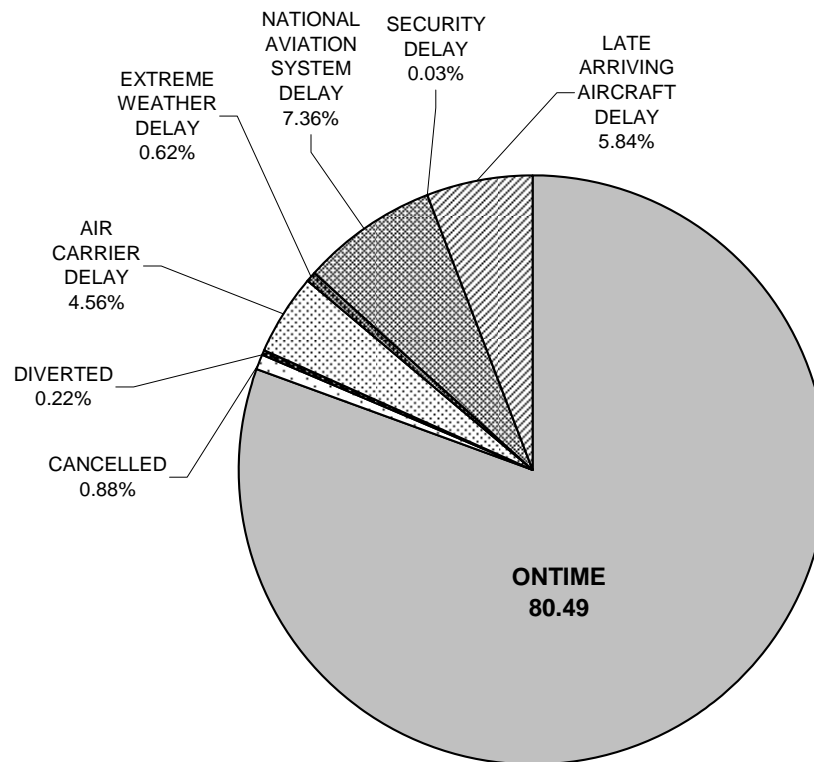
**\*Causes of Delay:**

- 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.

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



**Causes of Delay:**

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	ORIGIN AIRPORT	DESTINATION AIRPORT	DATE OF FLIGHT	SCHEDULED DEPARTURE TIME	MINUTES OF TARMAC DELAY
YV	7262	IAD	ROC	5/29/2009	1245	311
DL	141	JFK	CVG	5/16/2009	1629	294
YV	7296	IAD	SYR	5/29/2009	1227	271
YV	7346	IAD	EWR	5/29/2009	1222	268
MQ	4451	JFK	CLE	5/16/2009	1705	267
US	2179	LGA	DCA	5/29/2009	1500	252
WN	2622	BWI	BNA	5/29/2009	1445	251
B6	647	JFK	SFO	5/16/2009	1759	248

\*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
YV	20,714	8	0.0386
DL	35,230	6	0.0170
OH	14,495	2	0.0138
B6	16,218	2	0.0123
US	35,594	4	0.0112
MQ	37,408	4	0.0107
AA	46,622	4	0.0086
UA	31,798	2	0.0063
9E	22,023	1	0.0045
WN	97,696	2	0.0020
CO	21,950	0	0.0000
OO	44,689	0	0.0000
FL	21,264	0	0.0000
AS	11,796	0	0.0000
NW	25,086	0	0.0000
HA	6,122	0	0.0000
F9	7,711	0	0.0000
EV	25,124	0	0.0000
XE	25,292	0	0.0000
TOTAL	546,832	35	0.0064

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

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

**Note:** Following release of the June *Air Travel Consumer Report*, Atlantic Southeast (EV) revised its filing for April to 3 tarmac delays of 3 hours or longer, a percentage of 0.0121.

**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

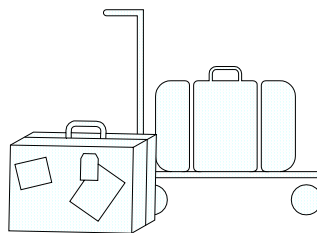
**Air Carriers Voluntarily Reporting  
Data to DOT and to CRS Vendors**

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.



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

RANK	AIRLINE	MAY 2009			MAY 2008		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	3,298	2,063,510	1.60	6,383	2,299,023	2.78
2	HAWAIIAN AIRLINES	1,251	705,438	1.77	2,696	747,604	3.61
3	NORTHWEST AIRLINES	6,100	2,891,598	2.11	10,898	3,670,792	2.97
4	JETBLUE AIRWAYS	3,867	1,713,876	2.26	5,686	1,760,897	3.23
5	CONTINENTAL AIRLINES	6,590	2,842,646	2.32	12,196	3,226,818	3.78
6	FRONTIER AIRLINES	1,996	841,367	2.37	4,726	917,290	5.15
7	EXPRESSJET AIRLINES	2,901	1,013,346	2.86	7,602	1,378,394	5.52
8	US AIRWAYS	11,621	3,988,245	2.91	16,914	4,377,597	3.86
9	SOUTHWEST AIRLINES **	29,447	8,936,149	3.30	42,278	9,547,940	4.43
10	ALASKA AIRLINES	4,447	1,247,666	3.56	5,890	1,362,143	4.32
11	UNITED AIRLINES	15,083	4,107,447	3.67	23,217	4,874,174	4.76
12	MESA AIRLINES	4,271	987,756	4.32	7,933	1,042,883	7.61
13	AMERICAN AIRLINES	25,586	5,916,064	4.32	39,213	6,739,343	5.82
14	DELTA AIR LINES	21,186	4,896,177	4.33	19,371	5,089,336	3.81
15	PINNACLE AIRLINES	4,165	920,266	4.53	4,450	913,311	4.87
16	COMAIR	2,852	615,915	4.63	4,448	758,440	5.86
17	SKYWEST AIRLINES	8,791	1,785,863	4.92	10,500	1,822,271	5.76
18	ATLANTIC SOUTHEAST AIRLINES	7,238	1,159,839	6.24	6,326	1,089,540	5.81
19	AMERICAN EAGLE AIRLINES	10,279	1,381,736	7.44	13,522	1,491,983	9.06
TOTALS		170,969	48,014,904	3.56	244,249	53,109,779	4.60

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

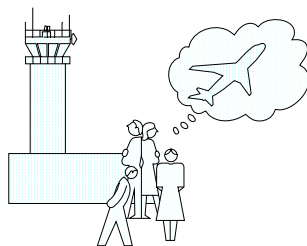
## OVERSALES

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

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

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

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



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

RANK	AIRLINE	JANUARY - MARCH 2009				JANUARY - MARCH 2008			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	1	0	5,108,284	<b>0.00</b>	23	9	5,518,098	<b>0.02</b>
2	<b>HAWAIIAN AIRLINES</b>	82	14	1,995,333	<b>0.07</b>	153	16	1,732,996	<b>0.09</b>
3	<b>AIRTRAN AIRWAYS</b>	10,270	188	5,344,683	<b>0.35</b>	9,225	202	5,718,319	<b>0.35</b>
4	<b>AMERICAN AIRLINES</b>	12,910	782	18,099,010	<b>0.43</b>	21,892	1,982	20,231,629	<b>0.98</b>
5	<b>NORTHWEST AIRLINES</b>	12,089	569	8,365,018	<b>0.68</b>	15,855	1,233	10,713,842	<b>1.15</b>
6	<b>FRONTIER AIRLINES</b>	632	232	2,094,048	<b>1.11</b>	1,147	333	2,507,991	<b>1.33</b>
7	<b>MESA AIRLINES</b>	5,720	303	2,494,444	<b>1.21</b>	5,479	189	1,584,168	<b>1.19</b>
8	<b>UNITED AIRLINES</b>	19,330	1,550	11,953,422	<b>1.30</b>	13,550	1,239	13,846,166	<b>0.89</b>
9	<b>SOUTHWEST AIRLINES**</b>	22,760	3,328	23,366,897	<b>1.42</b>	25,431	4,310	24,708,540	<b>1.74</b>
10	<b>CONTINENTAL AIRLINES***</b>	9,797	1,230	8,626,868	<b>1.42</b>	10,457	1,586	10,075,301	<b>1.57</b>
11	<b>US AIRWAYS</b>	22,938	1,893	12,580,587	<b>1.50</b>	26,153	2,560	12,755,978	<b>2.01</b>
12	<b>SKYWEST AIRLINES</b>	9,654	720	4,592,875	<b>1.57</b>	3,010	371	1,834,243	<b>2.02</b>
13	<b>PINNACLE AIRLINES</b>	6,526	376	2,355,938	<b>1.60</b>	149	45	95,473	<b>4.71</b>
14	<b>DELTA AIR LINES</b>	13,981	2,372	14,426,780	<b>1.64</b>	15,458	2,836	15,722,610	<b>1.80</b>
15	<b>EXPRESSJET AIRLINES***</b>	5,191	615	2,569,898	<b>2.39</b>	*	*	*	*
16	<b>ALASKA AIRLINES</b>	2,326	856	3,258,996	<b>2.63</b>	2,485	297	3,619,711	<b>0.82</b>
17	<b>AMERICAN EAGLE AIRLINES</b>	3,846	1,060	3,373,399	<b>3.14</b>	345	154	552,779	<b>2.79</b>
18	<b>COMAIR</b>	3,365	437	1,377,802	<b>3.17</b>	1,426	245	546,701	<b>4.48</b>
19	<b>ATLANTIC SOUTHEAST AIRLINES</b>	8,974	1,143	2,898,511	<b>3.94</b>	2,807	552	1,057,771	<b>5.22</b>
	<b>TOTALS</b>	170,392	17,668	134,882,793	<b>1.31</b>	155,045	18,159	132,822,316	<b>1.37</b>

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

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

\*\* Southwest Airlines submitted a correction to its originally-filed "Involuntary" Denied Boardings for January-March 2008. This table reflects the corrected numbers for that quarter.

\*\*\* Continental Airlines and ExpressJet Airlines submitted corrections to their originally filed "Voluntary" and "Involuntary" Denied Boardings for January-March 2009. This table reflects the corrected numbers for that quarter.

## **CONSUMER COMPLAINTS**

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints (which are handled by the Federal Aviation Administration) or security complaints (which are handled by the Transportation Security Administration). An explanation of each section of the report appears below:

**Summary** - Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

**Complaint Categories** - Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

**U.S. Airlines** - Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

**Incident Date** - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods (Incident Date data is not included in YTD section).

**Companies Other Than U.S. Airlines** - Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

**Airline Rankings** - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.



Table 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	MAY 2009				MAY 2008			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	551	38	1	82	784	259	5	103
FOREIGN AIRLINES	86	1	0	9	82	4	0	9
TRAVEL AGENTS	15	1	0	3	14	1	0	0
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	4	2	0	8	5	13	0	10
<b>INDUSTRY TOTALS</b>	<b>656</b>	<b>42</b>	<b>1</b>	<b>102</b>	<b>885</b>	<b>277</b>	<b>5</b>	<b>122</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	MAY 2009			MAY 2008		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
RES/TKTG/BOARDING	1	130		3	116	
FLIGHT PROBLEMS	2	124		1	219	
CANCELLATIONS			51			96
MISCONNECTIONS			36			38
DELAYS			21			64
BAGGAGE	3	95		2	198	
CUSTOMER SERVICE	4	91		4	105	
REFUNDS	5	60		5	84	
FARES	6	46		8	34	
DISABILITY	7	39		6	39	
OTHER	8	27		9	34	
FREQUENT FLYER			23			27
OVERSALES	9	26		7	39	
DISCRIMINATION	10	13		10	13	
ADVERTISING	11	5		11	4	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>656</b>			<b>885</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\*

MAY 2009

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	7	1	1	0	0	5	5	0	0	0	0	1	20
ALASKA AIRLINES	0	0	3	0	1	0	0	1	0	0	0	0	5
AMERICAN AIRLINES	13	2	13	10	4	16	14	6	1	4	0	2	85
AMERICAN EAGLE AIRLINES	4	0	0	0	0	4	1	1	0	0	0	0	10
ATLANTIC SOUTHEAST AIRLINES	2	1	0	0	0	0	2	0	0	0	0	1	6
COMAIR	3	1	0	0	0	0	2	0	0	0	0	0	6
CONTINENTAL AIRLINES	10	1	8	3	5	3	5	1	1	1	0	0	38
DELTA AIRLINES	13	5	28	8	6	16	11	7	0	1	0	10	105
HAWAIIAN AIRLINES	0	0	1	1	1	0	1	4	0	0	0	0	8
JETBLUE AIRWAYS	5	0	2	1	3	0	3	3	0	0	0	0	17
LYNXAIR INTERNATIONAL	3	0	0	0	1	0	2	0	0	0	0	0	6
MESA AIRLINES	3	1	0	0	0	1	0	0	0	1	0	0	6
NORTHWEST AIRLINES	3	1	6	2	6	4	4	4	0	0	0	1	31
SKYWEST AIRLINES	5	1	2	0	0	1	0	1	0	0	0	0	10
SOUTHWEST AIRLINES	1	0	0	0	1	4	3	2	0	0	0	0	11
SPIRIT AIRLINES	5	0	10	2	5	4	4	0	1	0	0	0	31
UNITED AIRLINES	9	3	13	1	1	9	6	6	0	2	0	5	55
US AIRWAYS	10	7	12	5	4	9	6	1	0	0	0	5	59
OTHER U. S. AIRLINES	18	1	4	3	2	5	7	0	1	1	0	0	42
<b>TOTAL MAY 2009</b>	<b>114</b>	<b>25</b>	<b>103</b>	<b>36</b>	<b>40</b>	<b>81</b>	<b>76</b>	<b>37</b>	<b>4</b>	<b>10</b>	<b>0</b>	<b>25</b>	<b>551</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>20.7</b>	<b>4.5</b>	<b>18.7</b>	<b>6.5</b>	<b>7.3</b>	<b>14.7</b>	<b>13.8</b>	<b>6.7</b>	<b>0.7</b>	<b>1.8</b>	<b>0</b>	<b>4.5</b>	
<b>TOTAL MAY 2008</b>	<b>205</b>	<b>34</b>	<b>103</b>	<b>30</b>	<b>65</b>	<b>170</b>	<b>96</b>	<b>36</b>	<b>2</b>	<b>11</b>	<b>0</b>	<b>32</b>	<b>784</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>26.1</b>	<b>4.3</b>	<b>13.1</b>	<b>3.8</b>	<b>8.3</b>	<b>21.7</b>	<b>12.2</b>	<b>4.6</b>	<b>0.3</b>	<b>1.4</b>	<b>0</b>	<b>4.1</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

MAY 2009

U. S. AIRLINES*	COMPS RECD IN MAY	INCI - DENTS IN MAY	PERCENT	INCI - DENTS IN APRI L	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	20	16	80.0	1	5.0	2	10.0	1	5.0
ALASKA AIRLINES	5	3	60.0	0	0.0	1	20.0	1	20.0
AMERICAN AIRLINES	85	31	36.5	15	17.6	27	31.8	12	14.1
AMERICAN EAGLE AIRLINES	10	5	50.0	1	10.0	3	30.0	1	10.0
ATLANTIC SOUTHEAST AIRLINES	6	1	16.7	4	66.7	0	0.0	1	16.7
COMAIR	6	4	66.7	2	33.3	0	0.0	0	0.0
CONTINENTAL AIRLINES	38	10	26.3	12	31.6	12	31.6	4	10.5
DELTA AIRLINES	105	29	27.6	18	17.1	32	30.5	26	24.8
HAWAIIAN AIRLINES	8	1	12.5	5	62.5	2	25.0	0	0.0
JETBLUE AIRWAYS	17	6	35.3	4	23.5	5	29.4	2	11.8
LYNXAIR INTERNATIONAL	6	3	50.0	0	0.0	1	16.7	2	33.3
MESA AIRLINES	6	5	83.3	0	0.0	1	16.7	0	0.0
NORTHWEST AIRLINES	31	16	51.6	3	9.7	7	22.6	5	16.1
SKYWEST AIRLINES	10	7	70.0	1	10.0	1	10.0	1	10.0
SOUTHWEST AIRLINES	11	4	36.4	2	18.2	1	9.1	4	36.4
SPIRIT AIRLINES	31	7	22.6	3	9.7	19	61.3	2	6.5
UNITED AIRLINES	55	23	41.8	9	16.4	15	27.3	8	14.5
US AIRWAYS	59	23	39.0	11	18.6	18	30.5	7	11.9
OTHER U. S. AIRLINES	42	25	59.5	5	11.9	7	16.7	5	11.9
<b>TOTALS</b>	<b>551</b>	<b>219</b>	<b>39.7</b>	<b>96</b>	<b>17.4</b>	<b>154</b>	<b>27.9</b>	<b>82</b>	<b>14.9</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>784</b>	<b>308</b>	<b>39.3</b>	<b>146</b>	<b>18.6</b>	<b>228</b>	<b>29.1</b>	<b>102</b>	<b>13.0</b>

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

Table 5

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

MAY 2009

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXICO	2	0	2	2	5	1	0	0	0	0	0	0	12
AIR FRANCE	0	0	2	1	1	1	1	0	0	1	0	0	7
AIR INDIA	0	0	2	0	2	2	0	0	0	0	0	0	6
BRITISH AIRWAYS	1	0	1	1	1	2	2	0	0	1	0	0	9
LUFTHANSA	0	0	1	2	0	1	2	0	0	0	0	0	6
MEXICANA	4	0	6	1	2	0	0	0	0	0	0	0	13
OTHER FOREIGN AIRLINES	1	1	7	2	3	5	9	2	1	1	0	1	33
<b>TOTALS</b>	<b>8</b>	<b>1</b>	<b>21</b>	<b>9</b>	<b>14</b>	<b>12</b>	<b>14</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>86</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	2	0	6	1	4	1	0	0	0	0	0	1	15
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>15</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	0	0	2	1	1	0	0	0	0	0	4
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</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

MAY

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

RANK	AIRLINE	MAY 2009			MAY 2008		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	11	8,691,390	0.13	30	9,320,052	0.32
2	<i>PINNACLE AIRLINES</i>	3	898,428	0.33	9	926,785	0.97
3	<i>EXPRESSJET AIRLINES</i>	4	1,100,881	0.36	6	1,497,942	0.40
4	<i>ALASKA AIRLINES</i>	5	1,298,235	0.39	9	1,472,037	0.61
5	<i>FRONTIER AIRLINES</i>	4	840,215	0.48	11	946,109	1.16
6	<i>ATLANTIC SOUTHEAST AIRLINES</i>	6	1,157,456	0.52	3	1,110,928	0.27
7	<i>SKYWEST AIRLINES</i>	10	1,761,718	0.57	5	1,806,777	0.28
8	<i>MESA AIRLINES</i>	6	951,975	0.63	6	1,008,422	0.60
9	<i>AMERICAN EAGLE AIRLINES</i>	10	1,404,153	0.71	6	1,522,769	0.39
10	<i>NORTHWEST AIRLINES</i>	31	3,513,833	0.88	42	4,473,062	0.94
11	<i>JETBLUE AIRWAYS</i>	17	1,825,662	0.93	10	1,796,681	0.56
12	<i>COMAIR</i>	6	625,350	0.96	7	772,869	0.91
13	<i>AIRTRAN AIRWAYS</i>	20	1,998,834	1.00	29	2,201,107	1.32
14	<i>CONTINENTAL AIRLINES</i>	38	3,686,649	1.03	43	4,178,723	1.03
15	<i>HAWAIIAN AIRLINES</i>	8	694,543	1.15	4	740,865	0.54
16	<i>UNITED AIRLINES</i>	55	4,743,710	1.16	91	5,661,120	1.61
17	<i>AMERICAN AIRLINES</i>	85	7,224,468	1.18	108	8,322,739	1.30
18	<i>US AIRWAYS</i>	59	4,417,957	1.34	93	4,792,098	1.94
19	<i>DELTA AIR LINES</i>	105	5,668,161	1.85	125	5,942,201	2.10
	<b>TOTAL</b>	<b>483</b>	<b>52,503,618</b>	<b>0.92</b>	<b>637</b>	<b>58,493,286</b>	<b>1.09</b>

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

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

## **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.

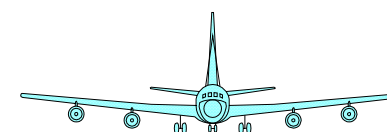
**Disability:** Civil rights complaints by air travelers with disabilities.

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

The Transportation Security Administration screened approximately 53.3 million airline passengers and their 48 million checked bags during May 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 May.

**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
262	.0005	137	.00025	46	.00009	550	.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
198	.0004	773	.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 May.

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.



### May 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>	<b>1</b>		
<a href="#">American Eagle</a>			<b>1</b>
<a href="#">Trans States</a>	<b>1</b>		
<b><i>Total</i></b>	<b>2</b>	<b>0</b>	<b>1</b>