



U.S. Department  
of Transportation



---

---

# ***Air Travel Consumer Report***

---

---

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

*Issued: September 2009*



<b>Flight Delays<sup>1</sup></b>	July 2009 12 Months Ending July 2009
<b>Mishandled Baggage<sup>1</sup></b>	July 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)	July 2009
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	July 2009
<b>Airline Animal Incident Reports<sup>4</sup></b>	July 2009

---

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

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

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

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

## TABLE OF CONTENTS

<b>Section</b>	<b>Page</b>	<b>Section</b>	<b>Page</b>
<i>Introduction</i>	.....2	<i>Flight Delays (continued)</i>	
<i>Flight Delays</i>		<b>Table 11</b>	.....23
<b>Explanation</b>	.....3	List of Regularly Scheduled Flights with Tarmac	
<b>Table 1</b>	.....4	Delays of 4 Hours or More, By Carrier	
Overall Percentage of Reported Flight		<b>Table 12</b>	.....24
Operations Arriving On Time, by Carrier		Number and Percentage of Regularly Scheduled Flights	
<b>Table 1A</b>	.....5	With Tarmac Delays of 3 Hours or More, By Carrier	
Overall Percentage of Reported Flight		<b>Footnotes</b>	.....25
Operations Arriving On Time and Carrier Rank,		<b>Appendix</b>	.....26
by Month, Quarter, and Data Base to Date			
<b>Table 2</b>	.....6	<i>Mishandled Baggage</i>	
Number of Reported Flight Arrivals and Percentage		<b>Explanation</b>	.....27
Arriving On Time, by Carrier and Airport		<b>Ranking--Month</b>	.....28
<b>Table 3</b>	.....10		
Percentage of All Carriers' Reported Flight Operations		<i>Oversales</i>	
Arriving On Time, by Airport and Time of Day		<b>Explanation</b>	.....29
<b>Table 4</b>	.....12	<b>Ranking—2nd Quarter 2009</b>	.....30
Percentage of All Carriers' Reported Flight Operations		<b>Ranking—January-June 2009</b>	.....31
Departing On Time, by Airport and Time of Day			
<b>Table 5</b>	.....14	<i>Consumer Complaints</i>	
List of Regularly Scheduled Flights		<b>Explanation</b>	.....32
Arriving Late 80% of the Time or More		<b>Complaint Tables 1-5</b>	.....33
<b>Table 6</b>	.....15	Summary, Complaint Categories, U.S. Airlines,	
Number and Percentage of Regularly		Incident Date, and Companies Other Than	
Scheduled Flights Arriving Late 70% of the		U.S. Airlines	
Time or More		<b>Rankings, Table 6 (Month)</b>	.....38
<b>Table 7</b>	.....16	<b>Complaint Categories</b>	.....39
On-Time Arrival and Departure			
Percentage, by Airport		<i>Customer Service Reports to the</i>	
<b>Table 8</b>	.....20	<i>Department of Homeland Security</i>	..... 40
Overall Number and Percentage of Flight			
Cancellations, by Carrier		<i>Airline Reports to DOT of Incidents Involving</i>	
<b>Table 9</b>	.....21	<i>the Loss, Injury, or Death of Animals</i>	
Flight Causation Data, By Airline and Category		<i>During Air Transportation</i>	..... 41
<b>Table 10</b>	.....22		
Flight Causation Data, Graphic Representation			

## **INTRODUCTION**

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

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

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

JULY 2009

## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	82.4	15	93.6
ALASKA AIRLINES S/	16	87.9	50	87.2
SKYWEST AIRLINES S/	20	84.2	138	83.6
SOUTHWEST AIRLINES S/	20	80.8	66	80.7
US AIRWAYS S/	29	80.3	73	80.6
UNITED AIRLINES S/	28	79.9	71	79.6
EXPRESSJET AIRLINES S/	22	78.5	97	79.6
MESA AIRLINE S/	17	80.8	100	78.6
PINNACLE AIRLINES S/V	14	78.9	113	78.6
CONTINENTAL AIRLINES S/	27	78.0	63	78.5
AMERICAN EAGLE S/	18	78.9	114	77.7
NORTHWEST AIRLINES S/	30	76.5	78	76.4
DELTA AIR LINES S/	31	75.5	90	75.5
FRONTIER AIRLINES S/	22	74.7	40	74.2
JETBLUE AIRWAYS S/	19	71.9	45	73.1
AMERICAN AIRLINES S/	29	73.0	76	72.2
AIRTRAN AIRWAYS S/	25	69.2	62	69.8
ATLANTIC SOUTHEAST AIRLINES S/	8	68.0	110	68.3
COMAIR S/	20	63.0	70	63.6
<b>TOTAL</b>		<b>77.3</b>		<b>77.6</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.

\* 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.

## JULY 2009

## AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME AND CARRIER RANK, BY MONTH, QUARTER, AND DATABASE TO DATE

CARRIER	3rd QUARTER		4th QUARTER		1st QUARTER		2nd QUARTER		MAY - 09		JUNE - 09		JULY - 09		12 MONTHS ENDING JULY 2009		DATABASE TO DATE SEP 1987-JULY 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	75.6	17	75.3	10	69.8	17	77.3	12	(--)	(--)
ALASKA	81.9	7	74.9	17	72.6	17	84.9	2	85.7	4	84.5	2	87.2	2	79.4	7	75.7	8
AMERICAN	73.6	16	79.3	7	78.0	10	73.8	16	77.9	13	69.2	17	72.2	16	76.4	16	78.0	5
AMERICAN EAGLE	78.6	10	76.8	12	77.4	13	75.6	15	76.8	16	74.4	12	77.7	11	77.4	10	73.9	9
ATLANTIC SOUTHEAST	75.7	14	72.3	19	68.9	19	71.2	18	70.8	18	73.2	14	68.3	18	71.8	18	(--)	(--)
COMAIR	68.9	19	72.3	18	69.1	18	64.7	19	65.7	19	59.8	19	63.6	19	68.9	19	(--)	(--)
CONTINENTAL	77.0	11	75.1	15	76.4	16	78.7	10	83.5	6	80.5	5	78.5	10	77.0	15	78.2	3
DELTA	76.8	12	75.0	16	77.8	11	76.7	12	77.4	14	76.1	9	75.5	13	77.1	14	77.6	6
EXPRESSJET	75.9	13	76.5	13	76.9	15	79.0	8	81.6	9	82.0	3	79.6	7	77.4	11	(--)	(--)
FRONTIER	84.9	4	77.9	9	79.2	8	75.8	14	81.8	8	68.0	18	74.2	14	79.0	8	(--)	(--)
HAWAIIAN	90.1	1	86.2	1	91.2	1	91.6	1	90.3	1	93.3	1	93.6	1	90.6	1	(--)	(--)
JETBLUE	69.3	18	76.9	11	78.4	9	73.7	17	77.2	15	71.2	16	73.1	15	75.3	17	(--)	(--)
MESA	74.7	15	75.7	14	77.0	14	78.7	9	81.6	10	74.2	13	78.6	8	77.3	13	(--)	(--)
NORTHWEST	84.4	6	80.2	4	80.3	5	80.2	6	82.9	7	75.3	11	76.4	12	81.1	5	79.0	2
PINNACLE	88.6	2	79.4	6	83.2	3	84.6	3	86.8	3	80.7	4	78.6	9	83.3	2	(--)	(--)
SKYWEST	84.8	5	78.3	8	80.2	6	84.3	4	86.8	2	80.4	6	83.6	3	82.2	4	(--)	(--)
SOUTHWEST	85.4	3	81.4	2	85.1	2	82.0	5	83.7	5	78.1	7	80.7	4	83.3	3	82.0	1
UNITED	73.3	17	79.9	5	80.4	4	77.7	11	80.1	11	72.6	15	79.6	6	78.8	9	75.9	7
US AIRWAYS	81.0	8	80.5	3	79.6	7	79.1	7	79.2	12	78.0	8	80.6	5	80.3	6	78.2	4
<b>Total</b>	<b>79.4</b>		<b>78.2</b>		<b>79.2</b>		<b>78.6</b>		<b>80.5</b>		<b>76.1</b>		<b>77.6</b>		<b>79.1</b>		<b>78.2</b>	

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

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

JULY 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	1375	68.2	116	77.6	H/		36	80.6	124	71.8	195	88.2	H/		H/	
AA	593	67.6	1080	65.6	275	69.8	150	80.7	H/		902	71.7	548	63.5	13519	75.6
AS	H/		93	80.6	H/		H/		H/		93	90.3	217	86.2	93	91.4
B6	H/		1765	69.7	H/		209	67.0	H/		H/		93	73.1	H/	
CO	306	71.6	481	71.1	146	83.6	121	69.4	H/		264	79.5	331	62.5	294	72.4
DL	12786	76.0	1028	68.9	384	73.4	170	68.2	1226	87.2	560	71.1	339	70.8	351	80.3
EV	14088	67.2	H/		H/		31	64.5	509	88.6	H/		H/		H/	
F9	93	65.6	H/		H/		H/		H/		93	65.6	3965	77.8	182	73.6
FL	7360	70.6	672	60.3	1728	69.8	247	64.8	H/		252	75.0	154	61.7	362	59.7
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	58	79.3	877	68.5	120	80.0	266	83.5	446	84.8	903	75.3	H/		6919	72.8
NW	31	96.8	448	61.8	363	79.6	146	65.8	H/		533	81.2	339	70.2	262	71.4
OH	463	49.9	816	58.6	315	63.8	119	62.2	1996	74.1	682	73.8	H/		147	57.1
OO	388	76.5	H/		H/		H/		347	85.3	H/		4796	77.1	181	90.6
UA	91	67.0	795	71.3	424	83.0	118	84.7	28	67.9	451	76.3	5546	80.0	301	78.7
US	301	69.4	1645	74.1	375	77.6	6507	82.2	H/		1875	83.2	402	75.6	526	81.0
WN	H/		H/		4853	82.9	H/		H/		H/		3492	76.5	H/	
XE	200	75.5	38	78.9	180	76.7	329	74.5	261	80.8	135	77.0	34	88.2	104	79.8
YV	108	75.0	56	53.6	8	75.0	1723	80.0	H/		H/		1371	76.1	H/	
<b>TOTAL</b>	<b>38241</b>	<b>70.9</b>	<b>9910</b>	<b>68.2</b>	<b>9171</b>	<b>78.5</b>	<b>10172</b>	<b>80.0</b>	<b>4937</b>	<b>80.9</b>	<b>6938</b>	<b>77.6</b>	<b>21627</b>	<b>77.0</b>	<b>23241</b>	<b>74.7</b>

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

JULY 2009

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	5183	79.9	15	73.3	H/		131	77.1	93	80.6	H/		H/		H/	
AA	271	69.0	454	67.6	185	70.3	303	66.0	308	75.0	922	74.2	669	69.8	2409	71.4
AS	H/		62	77.4	H/		H/		H/		H/		293	92.2	553	92.4
B6	H/		332	63.6	1023	70.1	555	73.2	H/		4581	72.0	275	72.0	120	63.3
CO	148	78.4	4270	72.6	401	79.3	H/		6796	84.4	H/		493	74.4	752	78.2
DL	369	83.7	332	59.0	700	71.9	240	71.2	114	67.5	1713	67.0	607	80.7	1116	77.0
EV	H/		26	50.0	H/		17	82.4	62	75.8	H/		H/		H/	
F9	93	65.6	H/		31	87.1	H/		93	68.8	H/		186	64.5	182	74.2
FL	186	71.5	151	60.3	495	65.1	148	64.9	H/		H/		183	71.0	276	67.4
HA	H/		H/		H/		H/		H/		H/		81	87.7	93	83.9
MQ	270	73.0	H/		H/		H/		62	75.8	744	67.7	H/		1069	91.0
NW	5948	80.7	237	48.9	186	74.7	32	93.8	99	75.8	182	65.4	459	72.8	725	65.5
OH	352	74.1	32	28.1	35	51.4	143	68.5	61	52.5	2684	58.7	H/		H/	
OO	31	80.6	53	60.4	H/		H/		212	78.3	H/		271	85.6	3381	90.7
UA	33	75.8	397	66.5	H/		2189	84.2	214	76.2	386	77.7	994	80.0	2539	84.3
US	236	78.8	335	64.2	555	77.1	27	85.2	243	77.8	124	71.0	1829	83.0	679	80.1
WN	485	69.7	H/		1457	83.0	332	78.6	H/		H/		7007	82.2	3511	79.1
XE	168	66.1	3374	65.1	H/		585	92.0	8319	82.2	H/		H/		H/	
YV	124	83.1	87	52.9	H/		1468	79.6	77	76.6	74	66.2	31	93.5	58	79.3
<b>TOTAL</b>	<b>13897</b>	<b>79.1</b>	<b>10157</b>	<b>67.5</b>	<b>5068</b>	<b>75.2</b>	<b>6170</b>	<b>80.2</b>	<b>16753</b>	<b>82.4</b>	<b>11410</b>	<b>68.1</b>	<b>13378</b>	<b>80.6</b>	<b>17463</b>	<b>81.2</b>

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



JULY 2009

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	LGA		MCO		MDW		MIA		MSP		ORD		PDX		PHL	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	135	66.7	H/		H/		H/		1676	86.2	30	80.0	H/		90	66.7
AA	1493	66.2	741	69.0	H/		3502	66.2	450	77.8	5224	80.1	179	56.4	449	70.6
AS	H/		62	95.2	H/		31	80.6	62	87.1	155	92.3	722	90.6	H/	
B6	248	63.3	1358	76.4	H/		H/		H/		182	70.9	93	75.3	H/	
CO	307	72.3	599	81.0	H/		274	75.5	127	77.2	409	80.7	217	67.3	153	73.9
DL	1098	64.2	1024	77.7	151	83.4	422	73.5	418	77.0	275	78.5	213	71.8	357	72.3
EV	H/		H/		H/		13	92.3	H/		H/		H/		H/	
F9	62	56.5	31	90.3	151	76.8	H/		178	71.3	H/		124	63.7	31	41.9
FL	523	62.1	1758	74.1	452	68.6	93	64.5	308	73.4	H/		H/		270	62.2
HA	H/		H/		H/		H/		H/		H/		62	75.8	H/	
MQ	972	71.6	H/		H/		578	79.1	H/		6808	85.7	H/		62	75.8
NW	916	64.7	466	70.4	233	88.4	177	76.3	6915	81.7	585	79.1	217	70.5	300	68.7
OH	1103	56.9	H/		H/		49	61.2	149	57.7	263	57.4	H/		297	55.2
OO	27	48.1	H/		H/		H/		113	85.8	2954	85.8	1198	90.7	111	75.7
UA	590	63.9	624	77.6	H/		H/		487	74.3	6401	82.3	381	73.8	421	76.7
US	1107	75.9	742	78.3	H/		278	79.5	297	78.1	670	83.6	217	79.7	3815	77.4
WN	236	69.9	3222	82.7	6567	84.5	H/		328	74.4	H/		1193	80.1	1946	74.5
XE	113	74.3	22	81.8	H/		31	93.5	295	80.0	795	90.3	H/		45	84.4
YV	75	70.7	H/		H/		H/		H/		2816	82.5	H/		H/	
<b>TOTAL</b>	<b>9005</b>	<b>66.3</b>	<b>10649</b>	<b>77.9</b>	<b>7554</b>	<b>83.5</b>	<b>5448</b>	<b>69.8</b>	<b>11803</b>	<b>80.8</b>	<b>27567</b>	<b>83.0</b>	<b>4816</b>	<b>81.0</b>	<b>8347</b>	<b>74.2</b>

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

JULY 2009

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *														
CARRIER*	PHX		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		H/		H/		H/		H/		63	68.3	H/	
AA	395	75.2	493	65.5	492	74.2	975	66.3	215	67.4	1259	79.1	493	69.6
AS	248	82.7	308	89.0	4158	87.3	341	82.1	H/		H/		H/	
B6	62	71.0	186	80.6	200	82.5	216	68.5	124	79.8	H/		310	75.5
CO	308	76.0	362	79.6	485	69.9	473	71.2	61	75.4	1	100.0	373	85.8
DL	354	76.3	397	77.8	574	74.0	498	70.5	2812	81.7	96	80.2	485	80.2
EV	H/		H/		H/		H/		H/		87	71.3	H/	
F9	186	73.1	155	80.0	124	55.6	124	59.7	186	70.4	93	75.3	31	93.5
FL	62	69.4	93	87.1	198	64.6	171	65.5	H/		216	64.4	533	69.2
HA	31	83.9	31	87.1	75	81.3	31	74.2	H/		H/		H/	
MQ	H/		607	89.0	H/		150	75.3	H/		562	83.8	H/	
NW	312	64.4	212	65.1	523	63.3	399	62.7	127	58.3	310	83.5	416	65.4
OH	H/		H/		H/		H/		H/		95	67.4	31	74.2
OO	320	86.9	607	90.8	656	90.1	3693	73.4	7494	89.1	120	84.2	H/	
UA	416	76.7	664	81.0	692	79.9	3490	79.6	102	67.6	31	90.3	253	80.6
US	5087	85.4	435	78.2	372	80.1	609	70.0	124	91.1	89	87.6	551	77.7
WN	5401	81.4	3003	79.5	1268	81.0	1346	68.9	1334	79.6	2178	80.5	2346	84.3
XE	29	93.1	H/		H/		H/		32	78.1	301	74.4	13	76.9
YV	2768	84.9	H/		H/		H/		31	64.5	70	78.6	H/	
<b>TOTAL</b>	<b>15979</b>	<b>82.4</b>	<b>7553</b>	<b>80.4</b>	<b>9817</b>	<b>81.3</b>	<b>12516</b>	<b>73.3</b>	<b>12642</b>	<b>85.1</b>	<b>5571</b>	<b>79.4</b>	<b>5835</b>	<b>78.8</b>

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

JULY 2009

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	93.1	86.6	73.8	88.2	J/	100.0	94.5	87.5	87.0	74.5	90.3	88.5	96.4	79.5	96.3	94.1	100.0	84.8
700 - 759 AM	91.5	82.7	92.9	91.9	84.8	89.8	91.0	86.9	86.3	93.1	97.1	92.8	87.1	78.3	96.6	96.0	91.7	94.8
800 - 859 AM	79.0	78.6	93.7	87.3	92.8	93.1	94.5	83.4	82.3	91.3	91.5	86.2	89.3	82.2	94.4	93.0	86.4	94.4
900 - 959 AM	79.7	82.9	92.2	91.3	88.0	91.4	88.3	81.7	83.1	94.3	91.5	95.1	88.9	90.7	89.3	90.3	87.6	93.2
1000 - 1059 AM	83.7	77.5	92.1	82.6	84.0	82.2	82.7	80.2	83.9	91.2	88.3	85.3	87.8	87.9	85.3	86.7	77.6	89.4
1100 - 1159 AM	83.5	83.0	88.5	82.9	82.0	84.3	84.6	82.5	84.6	86.3	89.3	91.8	89.2	81.1	87.3	83.2	79.9	88.7
1200 - 1259 PM	77.8	81.1	90.3	89.1	85.3	84.4	86.0	79.0	80.3	85.1	81.9	89.3	86.8	76.3	88.6	89.1	80.1	86.7
100 - 159 PM	71.5	76.1	86.7	84.8	82.8	83.5	82.3	79.2	75.6	77.0	76.4	84.5	83.9	78.1	81.8	82.5	73.8	83.1
200 - 259 PM	71.3	72.7	84.8	80.3	93.1	83.3	84.0	75.1	80.5	61.9	70.8	85.1	80.7	67.8	79.2	83.3	68.3	81.7
300 - 359 PM	66.1	71.4	78.6	77.3	85.3	79.2	75.2	75.0	79.0	61.9	74.6	82.5	80.4	67.2	75.8	80.4	64.2	80.0
400 - 459 PM	67.7	63.9	76.5	79.1	78.9	78.3	73.8	74.1	82.0	55.1	78.4	77.4	78.5	62.4	74.5	81.1	62.7	74.9
500 - 559 PM	60.1	61.9	71.3	70.7	76.4	68.2	64.3	70.7	78.0	53.2	67.4	74.4	76.2	56.6	75.4	74.7	55.9	71.0
600 - 659 PM	61.5	51.2	65.2	76.2	77.8	66.1	61.5	67.9	74.5	52.9	70.1	75.6	77.8	54.6	75.5	81.3	56.7	76.5
700 - 759 PM	53.5	57.9	65.2	73.9	73.3	74.2	68.6	65.5	76.0	49.4	66.3	75.2	73.6	45.0	73.5	74.0	50.0	70.3
800 - 859 PM	55.5	53.2	61.7	75.7	59.4	71.6	61.2	63.4	75.5	52.8	65.6	76.7	75.3	51.8	72.7	74.2	48.6	60.6
900 - 959 PM	60.2	54.6	67.5	71.8	70.9	70.2	67.7	61.2	64.9	53.9	58.9	72.5	74.5	49.5	70.0	72.9	50.1	65.2
1000 - 1059 PM	63.1	56.6	68.9	62.9	68.9	64.9	59.3	59.7	62.1	55.9	67.7	53.6	63.8	61.2	75.0	65.7	49.3	66.2
1100 - 559 AM	71.9	71.1	70.8	68.6	77.4	64.9	71.8	72.9	76.4	67.0	64.8	71.5	82.8	74.7	68.0	74.5	60.1	64.1
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>70.9</b>	<b>68.2</b>	<b>78.5</b>	<b>80.0</b>	<b>80.9</b>	<b>77.6</b>	<b>77.0</b>	<b>74.7</b>	<b>79.1</b>	<b>67.5</b>	<b>75.2</b>	<b>80.2</b>	<b>82.4</b>	<b>68.1</b>	<b>80.6</b>	<b>81.2</b>	<b>66.3</b>	<b>77.9</b>

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

JULY 2009

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *														
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	98.6	61.3	90.4	92.8	97.6	86.7	93.6	J/	92.0	92.2	100.0	J/	J/	90.5
700 - 759 AM	94.1	77.4	88.6	89.8	91.9	92.3	93.7	98.4	93.7	93.4	95.7	93.5	95.7	90.0
800 - 859 AM	93.3	88.1	84.7	86.6	97.8	83.1	90.0	92.9	93.3	90.1	89.1	90.7	92.0	86.9
900 - 959 AM	93.0	90.3	90.5	87.0	93.6	83.9	86.5	89.9	91.3	71.9	89.9	86.0	93.2	87.2
1000 - 1059 AM	89.9	78.2	83.1	86.1	83.7	83.6	86.9	86.3	84.2	61.5	84.6	87.0	86.7	83.9
1100 - 1159 AM	92.9	81.5	86.7	87.7	84.0	85.1	89.8	84.2	83.5	66.6	80.0	88.1	89.6	84.6
1200 - 1259 PM	88.7	80.1	86.7	87.8	81.3	88.5	86.6	85.1	81.3	68.2	93.2	87.9	85.6	83.9
100 - 159 PM	86.1	75.4	81.2	84.8	81.6	80.4	81.5	83.1	83.1	73.0	81.7	82.3	84.3	80.1
200 - 259 PM	88.0	74.5	83.6	85.6	85.0	77.7	84.9	85.4	84.7	81.1	87.2	86.5	84.6	79.8
300 - 359 PM	85.5	67.5	78.4	83.6	84.3	76.8	81.7	83.3	82.7	73.3	86.5	81.5	84.4	76.7
400 - 459 PM	85.4	56.1	76.4	81.7	89.8	71.2	77.4	80.2	81.9	73.8	84.6	77.9	78.6	75.0
500 - 559 PM	84.2	68.2	80.9	78.2	78.7	66.0	80.6	73.2	80.4	77.8	78.5	81.7	78.8	70.9
600 - 659 PM	78.1	59.4	78.1	76.2	87.1	63.8	74.0	76.2	81.9	76.0	84.6	69.8	65.9	70.6
700 - 759 PM	72.0	50.6	80.7	75.6	73.0	63.4	72.9	72.2	81.0	73.2	79.7	67.7	77.6	67.8
800 - 859 PM	68.1	59.9	72.4	76.5	72.8	61.5	71.9	71.5	79.8	69.2	81.1	69.1	70.3	67.3
900 - 959 PM	69.2	49.5	66.8	70.4	72.8	65.7	74.8	72.0	73.3	68.7	72.9	60.5	62.8	65.5
1000 - 1059 PM	66.3	52.2	58.3	70.8	70.4	66.1	73.9	68.2	71.7	53.6	72.6	60.6	65.2	64.2
1100 - 559 AM	79.7	59.9	78.4	84.1	72.1	69.6	68.7	78.2	73.9	73.3	69.8	75.9	61.9	71.8
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>83.5</b>	<b>69.8</b>	<b>80.8</b>	<b>83.0</b>	<b>81.0</b>	<b>74.2</b>	<b>82.4</b>	<b>80.4</b>	<b>81.3</b>	<b>73.3</b>	<b>85.1</b>	<b>79.4</b>	<b>78.8</b>	<b>77.3</b>

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

JULY 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	94.9	91.3	91.9	90.5	92.2	91.9	95.8	87.7	91.2	89.4	96.8	94.5	94.0	92.1	96.8	95.5	91.1	97.6
700 - 759 AM	92.2	87.2	93.1	90.0	83.1	92.4	93.9	85.9	92.5	91.4	95.0	88.7	90.7	88.0	92.0	93.1	89.8	95.8
800 - 859 AM	91.9	89.7	86.3	88.0	87.0	92.7	88.8	80.2	88.1	85.4	92.8	91.1	87.4	85.2	89.5	91.1	86.6	93.7
900 - 959 AM	83.9	84.9	88.0	90.5	91.3	91.7	85.6	75.6	84.3	86.7	91.3	89.6	89.0	84.8	85.5	83.1	84.0	90.5
1000 - 1059 AM	85.0	84.3	82.9	73.9	90.6	90.0	81.0	72.3	81.6	87.9	86.1	87.1	89.1	89.9	80.7	84.0	87.2	87.2
1100 - 1159 AM	85.4	77.3	79.9	85.8	82.8	86.5	80.4	68.9	79.0	88.2	81.4	85.3	86.1	84.8	83.4	82.0	83.1	86.1
1200 - 1259 PM	77.6	82.6	81.9	67.9	78.3	83.8	77.4	68.8	80.3	85.6	79.1	89.0	84.3	74.7	81.1	80.3	81.0	82.0
100 - 159 PM	76.7	75.9	76.3	84.9	96.3	83.2	75.0	64.7	77.0	80.7	72.4	86.4	83.9	76.2	79.4	84.3	79.8	80.3
200 - 259 PM	69.7	73.0	71.5	79.4	75.6	78.3	77.3	66.1	71.8	72.3	62.1	80.3	80.2	73.8	75.2	76.7	73.2	67.7
300 - 359 PM	64.9	72.0	73.0	58.7	77.3	79.4	74.3	62.7	74.8	62.8	63.6	84.3	80.4	69.5	56.0	81.0	71.4	66.8
400 - 459 PM	67.5	63.2	64.2	75.3	76.9	79.3	63.6	62.5	72.0	58.1	67.9	75.4	73.2	66.6	64.0	78.8	65.7	68.9
500 - 559 PM	64.4	59.1	64.0	70.9	83.6	76.1	54.9	63.3	77.1	56.3	71.8	76.2	74.4	69.2	63.3	79.0	63.3	64.0
600 - 659 PM	62.2	57.1	59.9	70.7	61.0	69.8	57.1	63.1	75.4	55.1	57.5	71.7	72.7	63.4	69.4	78.7	55.1	65.1
700 - 759 PM	60.9	55.4	55.3	72.8	81.2	69.8	58.2	61.2	72.2	53.1	52.9	60.4	74.2	58.1	62.2	78.7	54.8	60.6
800 - 859 PM	60.7	57.7	47.8	74.8	72.6	75.6	58.6	58.1	61.6	51.4	53.1	74.5	73.4	55.2	64.1	76.6	55.5	54.5
900 - 959 PM	62.5	42.3	54.8	50.0	J/	74.2	67.3	58.8	75.8	55.2	J/	74.0	80.8	53.5	65.6	75.2	51.2	49.4
1000 - 1059 PM	62.1	J/	J/	75.9	J/	J/	68.4	57.4	78.3	57.7	J/	79.3	76.4	57.6	74.2	87.1	J/	100.0
1100 - 559 AM	57.7	92.3	97.6	J/	J/	96.3	82.6	94.3	95.7	95.7	100.0	95.7	93.8	79.0	85.0	73.8	96.2	81.6
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>73.5</b>	<b>75.2</b>	<b>75.1</b>	<b>79.8</b>	<b>80.0</b>	<b>83.0</b>	<b>73.8</b>	<b>68.6</b>	<b>78.8</b>	<b>73.9</b>	<b>76.1</b>	<b>82.6</b>	<b>82.1</b>	<b>73.2</b>	<b>76.3</b>	<b>83.1</b>	<b>74.9</b>	<b>77.6</b>

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

JULY 2009

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *														
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	95.7	93.2	91.9	89.7	95.1	93.3	93.8	95.5	94.5	95.9	96.5	96.5	92.8	93.2
700 - 759 AM	96.2	92.6	92.1	88.7	95.0	90.4	91.4	93.0	93.3	92.7	96.1	93.0	91.9	91.5
800 - 859 AM	89.6	85.7	92.4	87.5	92.7	89.7	85.6	90.5	91.3	91.4	93.2	90.1	89.9	89.0
900 - 959 AM	87.4	87.5	86.0	85.9	93.7	84.6	82.3	85.6	90.6	83.4	91.7	86.2	87.0	85.4
1000 - 1059 AM	86.8	77.3	90.9	85.3	91.6	84.9	82.8	90.0	87.3	70.7	91.2	85.9	88.1	84.2
1100 - 1159 AM	80.1	76.2	84.3	80.1	80.6	82.5	80.7	84.5	78.6	69.7	88.2	82.2	84.3	81.7
1200 - 1259 PM	81.0	75.0	80.3	83.1	89.5	84.1	83.3	81.4	83.1	69.6	84.2	78.7	83.2	79.4
100 - 159 PM	66.9	65.1	81.6	81.5	82.0	83.4	80.8	82.0	82.0	69.8	88.8	80.9	82.1	78.4
200 - 259 PM	67.2	57.3	76.5	77.7	84.3	75.3	73.7	81.1	81.7	74.7	76.6	78.9	77.9	74.0
300 - 359 PM	70.9	56.9	80.0	80.0	86.0	73.2	75.4	74.9	79.0	77.2	85.3	68.7	76.7	72.8
400 - 459 PM	61.6	53.5	71.7	71.9	79.0	72.2	72.7	78.3	85.1	78.5	83.6	75.8	76.4	70.5
500 - 559 PM	61.3	42.9	76.4	72.2	92.5	63.6	63.9	73.8	83.0	76.1	79.1	73.4	67.5	69.1
600 - 659 PM	57.4	48.1	75.3	73.4	80.8	66.3	72.6	75.3	82.1	81.4	61.1	66.1	63.5	66.4
700 - 759 PM	46.4	52.6	79.3	71.3	84.2	60.6	57.6	73.4	80.2	78.4	85.0	60.1	66.0	66.3
800 - 859 PM	43.1	43.2	74.4	75.5	63.2	72.0	70.4	68.5	83.9	76.1	77.0	69.9	55.9	64.2
900 - 959 PM	39.8	62.3	76.2	81.2	89.7	74.2	84.3	75.4	87.4	69.6	85.7	J/	100.0	70.5
1000 - 1059 PM	J/	41.9	90.2	88.5	79.6	33.3	71.2	88.2	85.0	80.1	J/	J/	J/	73.8
1100 - 559 AM	93.3	100.0	96.5	94.7	89.4	95.1	84.8	J/	84.2	79.4	78.5	93.1	J/	81.5
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>72.5</b>	<b>66.0</b>	<b>82.3</b>	<b>80.5</b>	<b>87.2</b>	<b>78.3</b>	<b>79.0</b>	<b>83.4</b>	<b>85.6</b>	<b>78.9</b>	<b>87.1</b>	<b>80.0</b>	<b>79.7</b>	<b>77.7</b>

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

JULY 2009

## 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
NW	1266	BOS-TPA	1855	31	96.77	67	52
NW	1554	PBI-BOS	1510	31	96.77	56	45
9E	896	TYS-ATL	730	29	93.10	41	40
OH	6511	OMA-ATL	1635	19	89.47	43	44
9E	2923	DTW-LSE	910	28	85.71	31	24
WN	3499	HOU-SAT	2025	27	85.19	55	38
OH	6542	OMA-LGA	1416	27	85.19	48	33
WN	3507	PHX-SEA	1955	27	85.19	38	32
OH	6424	CHS-ATL	1355	19	84.21	43	25
9E	865	GSP-ATL	745	25	84.00	31	31
DL	147	EWR-ATL	1805	31	83.87	80	54
OH	6662	CLT-JFK	1645	31	83.87	78	49
OH	6306	CVG-EWR	1635	18	83.33	72	50
DL	576	SJU-JFK	1337	30	83.33	57	49
EV	5269	CHA-ATL	755	23	82.61	33	29
WN	3412	PIT-PHL	1530	27	81.48	43	29
WN	2970	LAS-RNO	2150	27	81.48	37	37
FL	397	ATL-LGA	1841	31	80.65	70	46
AA	546	DFW-MIA	1910	31	80.65	55	40
OH	6655	IAD-JFK	1723	31	80.65	42	32
NW	1555	BOS-PBI	1120	31	80.65	35	28
FL	62	ATL-IAD	1858	25	80.00	66	33
FL	495	BWI-BOS	2059	25	80.00	50	56
OH	6313	MSP-JFK	1705	25	80.00	33	27

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

JULY 2009

## 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	496	23	4.6
ATLANTIC SOUTHEAST	974	19	2.0
AIRTRAN	758	13	1.7
DELTA	1,243	11	0.9
SOUTHWEST	3,346	26	0.8
AMERICAN	1,574	10	0.6
NORTHWEST	978	6	0.6
HAWAIIAN	208	1	0.5
FRONTIER	258	1	0.4
PINNACLE	789	3	0.4
MESA	711	2	0.3
EXPRESSJET	1,021	2	0.2
SKYWEST	1,639	3	0.2
JETBLUE	574	1	0.2
AMERICAN EAGLE	1,272	2	0.2
CONTINENTAL	790	1	0.1
US AIRWAYS	1,190	0	0.0
UNITED	1,089	0	0.0
ALASKA	412	0	0.0
<b>TOTAL</b>	<b>19,322</b>	<b>124</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.



JULY 2009

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	66.2	82.2	213	213
ADAK ISLAND AK (ADK)	77.8	77.8	9	9
AGUADILLA PR (BQN)	74.8	86.5	155	155
AKRON OH (CAK)	71.4	80.7	789	789
ALBANY GA (ABY)	65.2	76.4	89	89
ALBANY NY (ALB)	76.3	82.0	1,158	1,158
ALBUQUERQUE NM (ABQ)	80.8	82.7	3,175	3,175
ALEXANDRIA LA (AEX)	72.2	81.1	270	270
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	78.4	83.9	379	379
AMARILLO TX (AMA)	73.9	77.7	618	618
ANCHORAGE AK (ANC)	80.8	88.9	2,055	2,055
APPLETON WI (ATW)	75.5	84.1	485	485
ASHEVILLE NC (AVL)	70.2	70.5	420	420
ASPEN CO (ASE)	76.7	78.2	403	403
ATLANTA GA (ATL)	70.9	73.5	38,241	38,259
ATLANTIC CITY NJ (ACY)	53.3	63.5	75	74
AUGUSTA GA (AGS)	65.6	69.7	288	290
AUSTIN TX (AUS)	79.7	83.5	3,644	3,645
BAKERSFIELD CA (BFL)	81.6	88.8	294	294
BALTIMORE MD (BWI)	78.5	75.1	9,171	9,171
BANGOR ME (BGR)	69.4	73.2	271	272
BARROW AK (BRW)	78.9	73.2	71	71
BATON ROUGE LA (BTR)	76.3	81.0	823	822
BELLINGHAM WA (BLI)	92.9	92.9	14	14
BEMIDJI MN (BJI)	91.7	100.0	24	24
BEND/REDMOND OR (RDM)	88.7	92.7	275	275
BETHEL AK (BET)	94.3	90.8	87	87
BILLINGS MT (BIL)	85.3	92.3	457	457
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	77.2	84.5	57	58
BIRMINGHAM AL (BHM)	74.5	79.5	1,902	1,901
BISMARCK/MANDAN ND (BIS)	81.3	88.3	273	273
BLOOMINGTON IL (BMI)	75.6	79.7	468	468
BOISE ID (BOI)	81.4	88.3	1,126	1,126
BOSTON MA (BOS)	68.2	75.2	9,910	9,903
BOZEMAN MT (BZN)	80.6	87.8	392	392
BRANSON MO (BKG)	70.5	68.9	61	61
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	71.8	74.1	294	293
BROWNSVILLE TX (BRO)	80.8	85.6	265	264
BRUNSWICK GA (BQK)	69.4	80.0	85	85
BUFFALO NY (BUF)	75.2	81.6	2,226	2,226
BURBANK CA (BUR)	82.1	85.8	2,420	2,420
BURLINGTON VT (BTV)	71.7	80.1	625	624
BUTTE MT (BTM)	83.6	96.7	61	61

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	91.1	91.1	191	191
CASPER WY (CPR)	87.9	90.0	240	240
CEDAR CITY UT (CDC)	89.7	91.4	58	58
CEDAR RAPIDS/IOWA CITY IA (CID)	80.9	84.4	820	819
CHAMPAIGN/URBANA IL (CMI)	84.2	95.6	202	203
CHARLESTON SC (CHS)	73.8	78.3	1,279	1,279
CHARLESTON/DUNBAR WV (CRW)	69.2	76.8	315	314
CHARLOTTE AMALIE VI (STT)	73.0	83.1	267	266
CHARLOTTE NC (CLT)	80.0	79.8	10,172	10,170
CHARLOTTESVILLE VA (CHO)	71.3	83.3	150	150
CHATTANOOGA TN (CHA)	78.0	81.7	355	355
CHICAGO IL (MDW)	83.5	72.5	7,554	7,553
CHICAGO IL (ORD)	83.0	80.5	27,567	27,568
CHICO CA (CIC)	69.2	77.5	120	120
CHRISTIANSTED VI (STX)	74.3	74.3	35	35
CLEVELAND OH (CLE)	83.2	86.7	5,177	5,180
CODY WY (COD)	87.1	97.8	93	93
COLLEGE STATION/BRYAN TX (CLL)	79.6	84.9	93	93
COLORADO SPRINGS CO (COS)	76.4	80.2	1,245	1,245
COLUMBIA SC (CAE)	70.6	78.6	855	854
COLUMBUS GA (CSG)	67.5	77.2	123	123
COLUMBUS MS (GTR)	67.7	66.1	62	62
COLUMBUS OH (CMH)	77.6	83.4	2,752	2,752
CORDOVA AK (CDV)	72.6	74.2	62	62
CORPUS CHRISTI TX (CRP)	83.5	87.5	480	480
COVINGTON KY (CVG)	80.9	80.0	4,937	4,934
CRESCENT CITY CA (CEC)	65.6	56.2	90	89
DALLAS TX (DAL)	83.0	76.9	4,130	4,129
DALLAS/FT.WORTH TX (DFW)	74.7	68.6	23,241	23,241
DAYTON OH (DAY)	76.1	82.4	1,240	1,242
DAYTONA BEACH FL (DAB)	68.3	74.1	249	247
DEADHORSE AK (SCC)	79.0	79.0	62	62
DENVER CO (DEN)	77.0	73.8	21,627	21,626
DES MOINES IA (DSM)	76.3	82.7	1,315	1,316
DETROIT MI (DTW)	79.1	78.8	13,897	13,907
DILLINGHAM AK (DLG)	90.3	32.3	31	31
DOTHAN AL (DHN)	63.9	69.7	119	119
DUBUQUE IA (DBQ)	90.9	89.8	88	88
DULUTH MN (DLH)	82.9	89.5	181	181
DURANGO CO (DRO)	76.6	78.2	304	303
EL CENTRO CA (IPL)	91.2	93.0	57	57
EL PASO TX (ELP)	79.4	85.7	1,876	1,876
ELKO NV (EKO)	95.8	98.3	119	119

JULY 2009

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ELMIRA/CORNING NY (ELM)	75.4	81.7	114	115
ERIE PA (ERI)	69.5	82.2	118	118
EUGENE OR (EUG)	86.6	85.5	477	477
EUREKA/ARCATA CA (ACV)	74.2	72.6	298	299
EVANSVILLE IN (EVV)	80.4	85.7	418	419
FAIRBANKS AK (FAI)	87.6	90.2	450	450
FARGO ND (FAR)	82.6	89.0	505	507
FAYETTEVILLE AR (XNA)	73.7	80.0	1,230	1,230
FAYETTEVILLE NC (FAY)	60.1	67.8	258	258
FLAGSTAFF AZ (FLG)	81.3	87.1	155	155
FLINT MI (FNT)	71.5	80.9	751	750
FLORENCE SC (FLO)	68.5	73.0	89	89
FORT LAUDERDALE FL (FLL)	75.2	76.1	5,068	5,066
FORT SMITH AR (FSM)	70.7	79.5	215	215
FORT WAYNE IN (FWA)	78.5	85.3	455	456
FRESNO CA (FAT)	80.4	83.7	1,074	1,074
FT. MYERS FL (RSW)	77.7	82.9	1,793	1,793
GAINESVILLE FL (GNV)	72.1	79.9	229	229
GILLETTE WY (GCC)	78.9	92.7	123	123
GRAND FORKS ND (GFK)	94.5	98.9	91	90
GRAND JUNCTION CO (GJT)	78.8	83.7	510	510
GRAND RAPIDS MI (GRR)	77.1	84.6	1,234	1,236
GREAT FALLS MT (GTF)	79.3	87.0	184	184
GREEN BAY/CLINTONVILLE WI (GRB)	83.1	92.8	532	531
GREENSBORO/HIGH POINT NC (GSO)	68.2	75.8	881	881
GREENVILLE/SPARTANBURG SC (GSP)	76.9	82.0	1,009	1,009
GULFPORT/BILOXI MS (GPT)	74.3	81.1	572	572
GUNNISON CO (GUC)	81.3	79.5	112	112
GUSTAVUS AK (GST)	80.6	83.9	31	31
HANCOCK/HOUGHTON MI (CMX)	82.1	89.3	28	28
HARLINGEN/SAN BENITO TX (HRL)	80.3	87.0	462	462
HARRISBURG PA (MDT)	75.4	82.2	736	735
HARTFORD CT (BDL)	71.9	83.8	2,111	2,111
HELENA MT (HLN)	84.4	88.4	180	181
HILO HI (ITO)	89.3	92.9	757	757
HONOLULU HI (HNL)	84.6	91.2	5,230	5,230
HOUSTON TX (HOU)	79.3	71.5	4,513	4,514
HOUSTON TX (IAH)	82.4	82.1	16,753	16,751
HUNTSVILLE AL (HSV)	73.3	81.5	998	996
IDAHO FALLS ID (IDA)	79.9	89.5	304	304
INDIANAPOLIS IN (IND)	79.5	82.3	3,422	3,425
INDIO/PALM SPRINGS CA (PSP)	80.5	86.5	748	748
INYOKERN CA (IYK)	97.6	97.6	83	83

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ISLIP NY (ISP)	78.0	81.4	758	758
JACKSON WY (JAC)	74.8	89.0	445	444
JACKSON/VICKSBURG MS (JAN)	69.1	72.0	1,097	1,097
JACKSONVILLE FL (JAX)	74.7	80.4	2,627	2,626
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	67.0	75.6	176	176
JUNEAU AK (JNU)	83.0	80.8	495	495
KAHULUI HI (OGG)	88.4	92.6	1,947	1,947
KALAMAZOO MI (AZO)	74.1	86.3	352	351
KALISPELL MT (FCA)	79.1	92.4	368	367
KANSAS CITY MO (MCI)	76.9	82.1	4,493	4,492
KETCHIKAN AK (KTN)	85.1	81.9	248	248
KEY WEST FL (EYW)	70.0	73.0	100	100
KILLEEN TX (GRK)	66.7	74.4	180	180
KING SALMON AK (AKN)	93.5	38.7	31	31
KLAMATH FALLS OR (LMT)	84.7	77.4	124	124
KNOXVILLE TN (TYS)	80.2	83.8	1,369	1,371
KODIAK AK (ADQ)	79.3	70.7	58	58
KONA HI (KOA)	89.3	92.9	1,224	1,224
KOTZEBUE AK (OTZ)	96.7	91.1	90	90
LA CROSSE WI (LSE)	77.2	93.2	237	236
LAFAYETTE LA (LFT)	73.9	80.2	429	430
LAKE CHARLES LA (LCH)	72.7	82.0	128	128
LANSING MI (LAN)	78.2	89.5	294	294
LAREDO TX (LRD)	72.6	80.4	230	230
LAS VEGAS NV (LAS)	80.6	76.3	13,378	13,378
LEWISBURG WV (LWB)	73.7	55.0	19	20
LEWISTON ID (LWS)	96.3	96.3	54	54
LEXINGTON KY (LEX)	73.4	82.1	685	686
LIHUE HI (LIH)	88.1	91.9	1,168	1,168
LINCOLN NE (LNK)	82.5	88.7	274	274
LITTLE ROCK AR (LIT)	73.0	75.6	1,499	1,499
LONG BEACH CA (LGB)	86.4	88.4	1,255	1,255
LONGVIEW/KILGOR/GLADWATR TX (GGG)	74.2	91.9	62	62
LOS ANGELES CA (LAX)	81.2	83.1	17,463	17,457
LOUISVILLE KY (SDF)	75.9	80.4	1,678	1,678
LUBBOCK TX (LBB)	73.8	81.0	780	780
LYNCHBURG VA (LYH)	65.2	76.1	92	92
MADISON WI (MSN)	81.5	87.7	1,118	1,118
MANCHESTER NH (MHT)	77.9	84.1	1,296	1,296
MARQUETTE MI (MQT)	82.3	96.8	62	62
MEDFORD OR (MFR)	82.5	89.0	399	399
MELBOURNE FL (MLB)	61.7	76.6	154	154
MEMPHIS TN (MEM)	76.4	81.2	6,304	6,304

JULY 2009

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MERIDIAN MS (MEI)	65.5	81.0	58	58
MIAMI FL (MIA)	69.8	66.0	5,448	5,449
MIDLAND/ODESSA TX (MAF)	74.0	81.7	689	689
MILWAUKEE WI (MKE)	81.7	84.3	4,119	4,118
MINNEAPOLIS MN (MSP)	80.8	82.3	11,803	11,802
MISSION/MCALLEN/EDINBURG TX (MFE)	77.5	85.4	444	444
MISSOULA MT (MSO)	78.0	85.2	337	337
MOBILE AL (MOB)	70.6	75.7	642	641
MODESTO CA (MOD)	66.0	62.6	147	147
MOLINE IL (MLI)	73.9	81.3	637	637
MONROE LA (MLU)	65.2	76.7	210	210
MONTEREY CA (MRY)	80.8	83.5	516	516
MONTGOMERY AL (MGM)	75.1	77.9	389	389
MONTROSE/DELTA CO (MTJ)	76.0	82.3	271	271
MOSES LAKE WA (MWH)	87.1	98.4	62	62
MYRTLE BEACH SC (MYR)	72.7	78.8	499	499
NANTUCKET MA (ACK)	75.2	70.3	101	101
NASHVILLE TN (BNA)	78.8	81.3	4,993	4,993
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	68.7	73.9	115	115
NEW ORLEANS LA (MSY)	77.7	82.4	3,031	3,030
NEW YORK NY (JFK)	68.1	73.2	11,410	11,415
NEW YORK NY (LGA)	66.3	74.9	9,005	9,005
NEWARK NJ (EWR)	67.5	73.9	10,157	10,159
NEWBURGH/POUGHKEEPSIE NY (SWF)	73.1	82.4	182	182
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	67.3	70.7	542	542
NOME AK (OME)	91.3	89.1	92	92
NORFOLK VA (ORF)	74.6	80.0	1,471	1,470
NORTH BEND/COOS BAY OR (OTH)	73.4	71.0	124	124
OAKLAND CA (OAK)	81.0	81.6	4,406	4,406
OKLAHOMA CITY OK (OKC)	75.5	80.9	1,917	1,917
OMAHA NE (OMA)	74.1	82.9	2,302	2,302
ONTARIO/SAN BERNARDINO CA (ONT)	80.5	84.5	2,297	2,296
ORLANDO FL (MCO)	77.9	77.6	10,649	10,644
OXNARD/VENTURA CA (OXR)	94.5	96.3	109	109
PANAMA CITY FL (PFN)	77.2	77.2	342	342
PASCO/KENNEWICK/RICHLAND WA (PSC)	87.7	91.7	325	325
PELLSTON MI (PLN)	80.6	81.7	93	93
PENSACOLA FL (PNS)	74.0	77.5	891	890
PEORIA IL (PIA)	80.2	86.6	449	449
PETERSBURG AK (PSG)	72.6	72.6	62	62
PHILADELPHIA PA (PHL)	74.2	78.3	8,347	8,343
PHOENIX AZ (PHX)	82.4	79.0	15,979	15,985
PITTSBURGH PA (PIT)	77.6	81.5	2,940	2,937

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
POCATELLO ID (PIH)	95.1	96.7	123	123
PONCE PR (PSE)	66.1	85.5	62	62
PORTLAND ME (PWM)	76.1	78.9	806	806
PORTLAND OR (PDX)	81.0	87.2	4,816	4,818
PROVIDENCE RI (PVD)	75.1	78.0	1,620	1,619
RALEIGH/DURHAM NC (RDU)	75.8	79.9	4,932	4,933
RAPID CITY SD (RAP)	75.7	81.0	379	378
REDDING CA (RDD)	76.4	83.7	123	123
RENO NV (RNO)	80.5	81.9	1,716	1,717
RICHMOND VA (RIC)	72.8	76.9	1,490	1,492
ROANOKE VA (ROA)	71.1	82.9	357	357
ROCHESTER MN (RST)	87.1	93.9	294	294
ROCHESTER NY (ROC)	73.3	80.8	1,239	1,239
ROCK SPRINGS WY (RKS)	84.7	92.7	150	150
ROSWELL NM (ROW)	58.4	79.8	89	89
SACRAMENTO CA (SMF)	79.8	83.6	4,076	4,076
SAGINAW/BAY CITY/MIDLAND MI (MBS)	76.8	84.8	357	356
SALT LAKE CITY UT (SLC)	85.1	87.1	12,642	12,643
SAN ANGELO TX (SJT)	70.5	75.4	61	61
SAN ANTONIO TX (SAT)	78.7	85.8	3,310	3,310
SAN DIEGO CA (SAN)	80.4	83.4	7,553	7,558
SAN FRANCISCO CA (SFO)	73.3	78.9	12,516	12,509
SAN JOSE CA (SJC)	81.0	85.0	4,354	4,354
SAN JUAN PR (SJU)	70.5	76.2	1,961	1,957
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	83.5	85.4	357	357
SANTA ANA CA (SNA)	81.7	84.5	4,133	4,134
SANTA BARBARA CA (SBA)	82.4	86.6	1,012	1,012
SANTA FE NM (SAF)	83.9	83.9	31	31
SANTA MARIA CA (SMX)	94.0	89.7	117	117
SARASOTA/BRADENTON FL (SRQ)	71.5	72.0	432	432
SAVANNAH GA (SAV)	73.8	79.8	1,106	1,105
SCRANTON/WILKES-BARRE PA (AVP)	72.3	88.3	213	213
SEATTLE WA (SEA)	81.3	85.6	9,817	9,822
SHREVEPORT LA (SHV)	68.3	77.2	391	391
SIOUX FALLS SD (FSD)	79.3	83.2	531	531
SITKA AK (SIT)	78.1	82.6	155	155
SOUTH BEND IN (SBN)	78.6	78.8	453	453
SPOKANE WA (GEG)	81.2	85.5	1,176	1,176
SPRINGFIELD IL (SPI)	90.5	89.1	137	137
SPRINGFIELD MO (SGF)	74.7	81.5	693	693
ST. GEORGE UT (SGU)	91.9	97.7	258	258
ST. LOUIS MO (STL)	79.4	80.0	5,571	5,572
STATE COLLEGE PA (SCE)	73.0	84.3	89	89

JULY 2009

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	63.4	81.7	93	93
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	89.0	95.1	246	246
SYRACUSE NY (SYR)	74.5	82.0	833	832
TALLAHASSEE FL (TLH)	74.1	75.3	478	478
TAMPA FL (TPA)	78.8	79.7	5,835	5,836
TEXARKANA AR (TXK)	69.1	81.5	123	124
TOLEDO OH (TOL)	81.6	86.4	87	88
TRAVERSE CITY MI (TVC)	80.7	86.9	605	603
TUCSON AZ (TUS)	79.4	87.3	1,877	1,877
TULSA OK (TUL)	76.4	85.3	1,861	1,863
TWIN FALLS ID (TWF)	93.5	99.2	124	124
TYLER TX (TYR)	68.5	74.2	124	124
VALDOSTA GA (VLD)	70.7	83.7	92	92
VALPARAISO FL (VPS)	66.5	75.5	623	624
WACO TX (ACT)	70.8	76.0	154	154
WASHINGTON DC (DCA)	77.6	83.0	6,938	6,939
WASHINGTON DC (IAD)	80.2	82.6	6,170	6,159
WATERLOO IA (ALO)	77.4	87.1	31	31
WAUSAU/MARSHFIELD WI (CWA)	80.1	88.2	271	271
WEST PALM BEACH/PALM BEACH FL (PBI)	72.3	77.1	1,871	1,870
WEST YELLOWSTONE MT (WYS)	94.3	100.0	70	70
WHITE PLAINS NY (HPN)	78.1	84.0	869	869
WICHITA KS (ICT)	74.7	83.8	1,228	1,228
WILMINGTON NC (ILM)	72.0	77.2	378	378
WRANGELL AK (WRG)	79.0	80.6	62	62
YAKUTAT AK (YAK)	75.8	77.4	62	62
YUMA AZ (YUM)	82.5	87.9	240	240

JULY 2009

## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
COMAIR	20	9,829	522	5.3	70	14,373	783	5.4
AMERICAN EAGLE	18	21,471	465	2.2	114	38,097	827	2.2
ATLANTIC SOUTHEAST	8	14,839	276	1.9	110	29,197	587	2.0
PINNACLE	14	9,261	153	1.7	118	23,889	469	2.0
JETBLUE	19	11,936	234	2.0	45	17,480	327	1.9
MESA	17	10,947	170	1.6	100	21,792	349	1.6
UNITED	29	29,059	497	1.7	72	33,948	533	1.6
AMERICAN	29	38,949	520	1.3	76	47,674	631	1.3
EXPRESSJET	22	15,394	215	1.4	97	29,711	362	1.2
US AIRWAYS	29	30,053	334	1.1	73	35,730	376	1.1
DELTA	31	31,213	264	0.8	90	37,145	284	0.8
FRONTIER	22	6,394	47	0.7	40	7,928	58	0.7
SKYWEST	20	26,953	157	0.6	139	48,953	351	0.7
AIRTRAN	25	16,892	99	0.6	62	23,195	142	0.6
NORTHWEST	30	22,100	124	0.6	79	29,328	150	0.5
SOUTHWEST	20	51,505	184	0.4	66	99,070	466	0.5
CONTINENTAL	27	18,952	73	0.4	63	23,193	93	0.4
ALASKA	16	7,492	5	0.1	50	12,786	46	0.4
HAWAIIAN	7	403	1	0.2	15	6,645	4	0.1
Total		373,642	4,340	1.2	Total	580,134	6,838	1.2

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.

**JULY 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	23889	18780	78.61%	469	1.96%	59	0.25%	1406	5.89%	167	0.70%	1624	6.80%	4	0.02%	1379	5.77%
AA	47674	34419	72.20%	631	1.32%	208	0.44%	4224	8.86%	638	1.34%	3822	8.02%	8	0.02%	3724	7.81%
AS	12786	11150	87.20%	46	0.36%	21	0.16%	565	4.42%	26	0.21%	491	3.84%	8	0.06%	478	3.74%
B6	17480	12775	73.08%	327	1.87%	57	0.33%	1121	6.41%	56	0.32%	1848	10.57%	9	0.05%	1287	7.36%
CO	23193	18206	78.50%	93	0.40%	132	0.57%	1198	5.17%	222	0.96%	2176	9.38%	33	0.14%	1133	4.88%
DL	37145	28048	75.51%	284	0.76%	132	0.36%	2111	5.68%	182	0.49%	3902	10.51%	4	0.01%	2481	6.68%
EV	29197	19948	68.32%	587	2.01%	113	0.39%	1778	6.09%	245	0.84%	2890	9.90%	3	0.01%	3633	12.44%
F9	7928	5882	74.19%	58	0.73%	7	0.09%	435	5.49%	36	0.45%	645	8.13%	0	0.00%	865	10.91%
FL	23195	16184	69.77%	142	0.61%	78	0.34%	1334	5.75%	21	0.09%	2139	9.22%	0	0.00%	3298	14.22%
HA	6645	6222	93.63%	4	0.06%	4	0.06%	306	4.60%	2	0.03%	2	0.03%	1	0.02%	104	1.57%
MQ	38097	29585	77.66%	827	2.17%	81	0.21%	2210	5.80%	300	0.79%	1998	5.25%	1	0.00%	3095	8.12%
NW	29328	22393	76.35%	150	0.51%	75	0.26%	2175	7.41%	310	1.06%	2579	8.80%	11	0.04%	1634	5.57%
OH	14373	9147	63.64%	783	5.45%	50	0.35%	1224	8.51%	604	4.20%	2021	14.06%	2	0.01%	542	3.77%
OO	48953	40933	83.62%	351	0.72%	102	0.21%	1714	3.50%	123	0.25%	2248	4.59%	14	0.03%	3468	7.08%
UA	33948	27023	79.60%	533	1.57%	84	0.25%	1532	4.51%	145	0.43%	1967	5.80%	0	0.00%	2662	7.84%
US	35730	28782	80.55%	376	1.05%	96	0.27%	1649	4.62%	173	0.48%	3062	8.57%	22	0.06%	1570	4.39%
WN	99070	79944	80.69%	466	0.47%	179	0.18%	5495	5.55%	625	0.63%	2826	2.85%	57	0.06%	9478	9.57%
XE	29711	23644	79.58%	362	1.22%	125	0.42%	1155	3.89%	255	0.86%	2487	8.37%	13	0.04%	1671	5.62%
YV	21792	17138	78.64%	349	1.60%	61	0.28%	2766	12.69%	189	0.87%	1253	5.75%	22	0.10%	14	0.07%
TOTAL	580134	450203		6838		1664		34398		4321		39982		212		42516	
			77.60%		1.18%		0.29%		5.93%		0.74%		6.89%		0.04%		7.33%

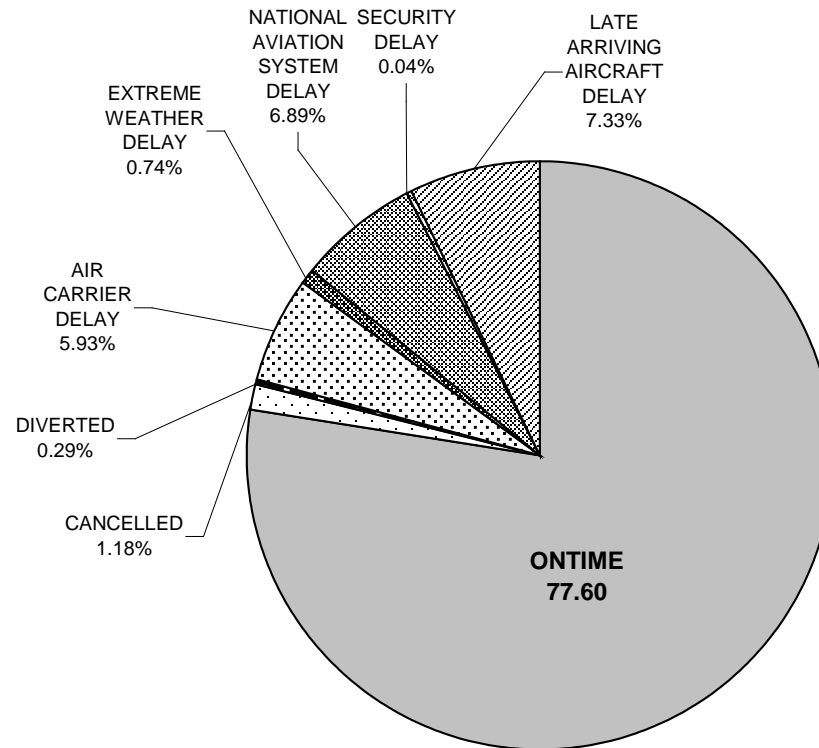
**\*Causes of Delay:**

- 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.

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



**Causes of Delay:**

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

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

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

JULY 2009

## AIR TRAVEL CONSUMER REPORT

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

Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Scheduled Departure Time	Minutes of Tarmac Delay
DL	745	JFK	PDX	7/26/2009	1910	392
CO	432	IAH	LGA	7/29/2009	1040	310
CO	1176	ORD	EWR	7/29/2009	955	299
US	17	JFK	PHX	7/26/2009	1559	276
B6	34	JFK	ROC	7/26/2009	1725	268
DL	163	JFK	LAS	7/29/2009	1645	265
CO	40	IAH	EWR	7/29/2009	1030	263
US	1717	PHL	PBI	7/26/2009	1805	260
DL	1793	LGA	ATL	7/12/2009	1755	259
B6	527	EWR	MCO	7/26/2009	1825	258
UA	680	ORD	LGA	7/29/2009	1200	257
US	1069	PHL	RSW	7/26/2009	1820	257
US	2131	BOS	LGA	7/31/2009	1400	255
US	789	PHL	FLL	7/26/2009	1825	253
DL	747	JFK	PHX	7/26/2009	1830	252
DL	79	JFK	LAX	7/26/2009	1650	249
US	301	PHL	PDX	7/26/2009	1750	249
DL	169	JFK	SLC	7/26/2009	1930	247
WN	196	PHL	MCO	7/26/2009	1815	247
AA	745	LGA	DFW	7/29/2009	1315	246
US	1847	PHL	MSP	7/26/2009	1810	246
B6	179	JFK	PHX	7/26/2009	2010	244
B6	188	JFK	BOS	7/26/2009	1721	243
US	715	PHL	TPA	7/26/2009	1815	243
CO	1134	DFW	EWR	7/29/2009	1015	242
DL	63	ATL	LAX	7/12/2009	1745	241
DL	137	JFK	LAX	7/26/2009	1830	241
UA	25	JFK	LAX	7/26/2009	1755	241
US	1135	PHL	MSY	7/26/2009	1929	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.



JULY 2009

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 3 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
B6	17,480	24	0.137
US	35,730	34	0.095
DL	37,145	26	0.070
CO	23,193	16	0.069
AA	47,674	20	0.042
UA	33,948	14	0.041
OH	14,373	4	0.028
NW	29,328	6	0.020
YV	21,792	3	0.014
MQ	38,097	4	0.010
XE	29,711	3	0.010
WN	99,070	9	0.009
OO	48,953	1	0.002
9E	23,889	0	0.000
FL	23,195	0	0.000
AS	12,786	0	0.000
HA	6,645	0	0.000
F9	7,928	0	0.000
EV	29,197	0	0.000
Total	580,134	164	0.028

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

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

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

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

**APPENDIX**

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

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

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

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

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

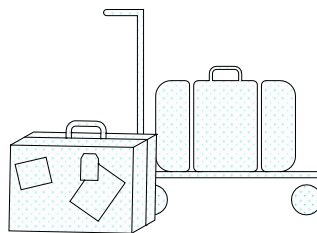
**Air Carriers Voluntarily Reporting  
Data to DOT and to CRS Vendors**

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

\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #18, issued October 3, 2008, effective January 1, 2009.

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	JULY 2009			JULY 2008		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	4,432	2,483,734	1.78	8,734	2,623,923	3.33
2	HAWAIIAN AIRLINES	1,573	784,873	2.00	2,791	736,335	3.79
3	FRONTIER AIRLINES	2,352	988,316	2.38	4,321	1,086,266	3.98
4	US AIRWAYS	11,503	4,180,322	2.75	19,436	4,605,731	4.22
5	NORTHWEST AIRLINES	10,253	3,557,757	2.88	11,955	3,863,837	3.09
6	JETBLUE AIRWAYS	6,236	2,002,579	3.11	8,204	2,029,825	4.04
7	CONTINENTAL AIRLINES	10,027	3,195,481	3.14	12,664	3,363,433	3.77
8	SOUTHWEST AIRLINES **	35,149	9,861,517	3.56	38,641	9,681,881	3.99
9	UNITED AIRLINES	19,259	4,627,521	4.16	26,604	5,117,094	5.20
10	MESA AIRLINES	4,611	1,083,301	4.26	8,024	1,068,364	7.51
11	DELTA AIR LINES	23,749	5,492,115	4.32	32,669	5,777,147	5.65
12	ALASKA AIRLINES	6,530	1,466,916	4.45	6,817	1,538,139	4.43
13	EXPRESSJET AIRLINES	5,574	1,234,985	4.51	7,277	1,407,558	5.17
14	AMERICAN AIRLINES	30,853	6,527,610	4.73	37,075	7,029,728	5.27
15	SKYWEST AIRLINES	10,161	2,046,866	4.96	12,854	1,908,170	6.74
16	PINNACLE AIRLINES	6,455	1,083,023	5.96	5,757	913,980	6.30
17	COMAIR	4,460	643,237	6.93	7,160	794,172	9.02
18	ATLANTIC SOUTHEAST AIRLINES	10,474	1,368,688	7.65	10,102	1,179,581	8.56
19	AMERICAN EAGLE AIRLINES	11,625	1,472,255	7.90	12,885	1,562,891	8.24
TOTALS		215,276	54,101,096	3.98	273,970	56,288,055	4.87

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 July 2008. This table reflects the corrected numbers for that month.

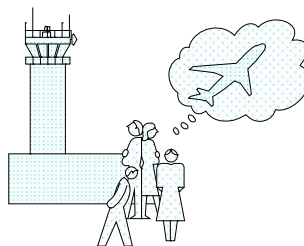
## OVERSALES

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.



**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

	JULY 2009				JULY 2008			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	697	75	2	121	969	64	4	106
FOREIGN AIRLINES	101	3	0	7	103	3	0	7
TRAVEL AGENTS	23	25	0	2	10	0	0	0
TOUR OPERATORS	0	0	0	0	0	0	0	0
MISCELLANEOUS	6	7	0	6	11	3	0	4
<b>INDUSTRY TOTALS</b>	<b>827</b>	<b>110</b>	<b>2</b>	<b>136</b>	<b>1,093</b>	<b>70</b>	<b>4</b>	<b>117</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JULY 2009			JULY 2008		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	200		1	377	
CANCELLATIONS			71			170
DELAYS			63			110
MISCONNECTIONS			41			66
BAGGAGE	2	132		2	179	
RES/TKTG/BOARDING	2	132		3	158	
CUSTOMER SERVICE	4	131		4	130	
REFUNDS	5	57		5	70	
DISABILITY	6	53		6	65	
FARES	7	45		8	32	
OVERSALES	8	31		9	29	
OTHER	9	26		7	42	
FREQUENT FLYER			18			26
DISCRIMINATION	10	17		10	9	
ADVERTISING	11	2		11	2	
ANIMALS	12	1		12	0	
<b>COMPLAINT TOTAL</b>		<b>827</b>			<b>1,093</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\*

JULY 2009

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	6	1	3	2	0	4	1	1	0	0	0	0	18
ALASKA AIRLINES	5	0	1	2	0	3	2	0	0	0	0	0	13
ALLEGIAN AIR	2	0	1	0	1	2	2	1	1	0	0	0	10
AMERICAN AIRLINES	27	5	16	5	2	27	16	6	0	0	0	3	107
AMERICAN EAGLE AIRLINES	6	0	2	0	1	1	0	1	0	1	0	0	12
ATLANTIC SOUTHEAST AIRLINES	7	0	0	0	0	0	1	0	0	0	0	0	8
COMAIR	12	1	1	0	0	1	1	0	0	0	0	0	16
CONTINENTAL AIRLINES	6	3	8	2	3	5	10	1	0	2	0	1	41
DELTA AIR LINES	24	7	21	11	10	22	22	4	0	4	1	4	130
EXECUTIVE AIRLINES	5	0	0	0	0	1	0	0	0	0	0	0	6
FRONTIER AIRLINES	4	0	1	2	0	1	2	2	0	0	0	0	12
HAWAIIAN AIRLINES	0	0	1	0	1	1	0	2	0	0	0	0	5
JETBLUE AIRWAYS	6	1	1	1	1	0	2	4	0	1	0	1	18
MESA AIRLINES	2	0	0	0	0	1	3	1	0	0	0	0	7
NORTHWEST AIRLINES	14	0	3	2	5	4	8	4	0	0	0	1	41
PIEDMONT AIRLINES	3	1	0	0	0	1	1	1	0	0	0	0	7
PINNACLE AIRLINES	2	2	1	0	0	0	0	0	0	0	0	0	5
SKYWEST AIRLINES	5	0	3	0	0	1	1	1	0	0	0	1	12
SOUTHWEST AIRLINES	3	0	0	0	2	2	11	5	0	3	0	1	27
SPIRIT AIRLINES	7	2	13	1	5	5	6	1	0	1	0	1	42
UNITED AIRLINES	8	2	12	2	4	12	12	2	0	1	0	3	58
US AIRWAYS	13	0	15	3	1	5	10	5	0	0	0	3	55
OTHER U. S. AIRLINES	21	3	1	1	1	7	5	4	0	1	0	3	47
<b>TOTAL JULY 2009</b>	<b>188</b>	<b>28</b>	<b>104</b>	<b>34</b>	<b>37</b>	<b>106</b>	<b>116</b>	<b>46</b>	<b>1</b>	<b>14</b>	<b>1</b>	<b>22</b>	<b>697</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>27.0</b>	<b>4.0</b>	<b>14.9</b>	<b>4.9</b>	<b>5.3</b>	<b>15.2</b>	<b>16.6</b>	<b>6.6</b>	<b>0.1</b>	<b>2.0</b>	<b>0.1</b>	<b>3.2</b>	
<b>TOTAL JULY 2008</b>	<b>363</b>	<b>24</b>	<b>130</b>	<b>30</b>	<b>53</b>	<b>141</b>	<b>121</b>	<b>62</b>	<b>2</b>	<b>8</b>	<b>0</b>	<b>35</b>	<b>969</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>37.5</b>	<b>2.5</b>	<b>13.4</b>	<b>3.1</b>	<b>5.5</b>	<b>14.6</b>	<b>12.5</b>	<b>6.4</b>	<b>0.2</b>	<b>0.8</b>	<b>0</b>	<b>3.6</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

JULY 2009

U. S. AIRLINES*	COMPS RECD IN JULY	INCI- DENTS IN JULY	PERCENT	INCI- DENTS IN JUNE	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	18	12	66.7	2	11.1	1	5.6	3	16.7
ALASKA AIRLINES	13	5	38.5	1	7.7	4	30.8	3	23.1
ALLEGiant AIR	10	5	50.0	2	20.0	2	20.0	1	10.0
AMERICAN AIRLINES	107	37	34.6	29	27.1	24	22.4	17	15.9
AMERICAN EAGLE AIRLINES	12	7	58.3	3	25.0	1	8.3	1	8.3
ATLANTIC SOUTHEAST AIRLINES	8	5	62.5	1	12.5	1	12.5	1	12.5
COMAIR	16	11	68.8	4	25.0	1	6.2	0	0.0
CONTINENTAL AIRLINES	41	16	39.0	10	24.4	8	19.5	7	17.1
DELTA AIR LINES	130	55	42.3	30	23.1	29	22.3	16	12.3
EXECUTIVE AIRLINES	6	3	50.0	3	50.0	0	0.0	0	0.0
FRONTIER AIRLINES	12	5	41.7	2	16.7	5	41.7	0	0.0
HAWAIIAN AIRLINES	5	2	40.0	1	20.0	2	40.0	0	0.0
JETBLUE AIRWAYS	18	11	61.1	1	5.6	6	33.3	0	0.0
MESA AIRLINES	7	2	28.6	3	42.9	1	14.3	1	14.3
NORTHWEST AIRLINES	41	16	39.0	9	22.0	9	22.0	7	17.1
PIEDMONT AIRLINES	7	4	57.1	3	42.9	0	0.0	0	0.0
PINNACLE AIRLINES	5	1	20.0	3	60.0	0	0.0	1	20.0
SKYWEST AIRLINES	12	6	50.0	3	25.0	2	16.7	1	8.3
SOUTHWEST AIRLINES	27	18	66.7	4	14.8	4	14.8	1	3.7
SPIRIT AIRLINES	42	20	47.6	5	11.9	8	19.0	9	21.4
UNITED AIRLINES	58	24	41.4	18	31.0	12	20.7	4	6.9
US AIRWAYS	55	28	50.9	12	21.8	8	14.5	7	12.7
OTHER U. S. AIRLINES	47	28	59.6	12	25.5	2	4.3	5	10.6
<b>TOTALS</b>	<b>697</b>	<b>321</b>	<b>46.1</b>	<b>161</b>	<b>23.1</b>	<b>130</b>	<b>18.7</b>	<b>85</b>	<b>12.2</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>969</b>	<b>396</b>	<b>40.9</b>	<b>221</b>	<b>22.8</b>	<b>222</b>	<b>22.9</b>	<b>130</b>	<b>13.4</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\*\*

JULY 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	0	1	2	0	0	1	1	0	0	0	0	0	5
AIR FRANCE	1	0	4	1	2	1	0	1	0	0	0	1	11
BRITISH AIRWAYS	1	0	1	0	1	1	0	1	0	1	0	0	6
LUFTHANSA	0	1	1	0	1	4	0	1	0	0	0	0	8
MEXICANA	1	0	1	1	0	3	1	1	0	0	0	0	8
VIRGIN ATLANTIC AIRWAYS	1	0	1	2	1	0	0	2	0	0	0	0	7
OTHER FOREIGN AIRLINES	5	1	11	2	9	14	9	1	0	2	0	2	56
<b>TOTALS</b>	<b>9</b>	<b>3</b>	<b>21</b>	<b>6</b>	<b>14</b>	<b>24</b>	<b>11</b>	<b>7</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>101</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	3	0	7	4	6	1	0	0	1	0	0	1	23
<b>TOTALS</b>	<b>3</b>	<b>0</b>	<b>7</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>23</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 GENERAL COMPLAINTS	0	0	0	1	0	1	4	0	0	0	0	0	6
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>

\* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 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

JULY

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

RANK	AIRLINE	JULY 2009			JULY 2008		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>EXPRESSJET AIRLINES</i>	2	1,394,584	0.14	10	1,551,176	0.64
2	<i>SOUTHWEST AIRLINES</i>	27	9,562,215	0.28	18	9,372,998	0.19
3	<i>PINNACLE AIRLINES</i>	5	1,054,938	0.47	1	922,099	0.11
4	<i>ATLANTIC SOUTHEAST AIRLINES</i>	8	1,364,939	0.59	20	1,197,046	1.67
5	<i>SKYWEST AIRLINES</i>	12	2,034,875	0.59	8	1,926,382	0.42
6	<i>HAWAIIAN AIRLINES</i>	5	771,668	0.65	7	728,718	0.96
7	<i>MESA AIRLINES</i>	7	1,042,201	0.67	6	1,027,607	0.58
8	<i>AIRTRAN AIRWAYS</i>	18	2,430,850	0.74	54	2,523,358	2.14
9	<i>AMERICAN EAGLE AIRLINES</i>	12	1,506,549	0.80	19	1,582,781	1.20
10	<i>JETBLUE AIRWAYS</i>	18	2,183,928	0.82	32	2,095,922	1.53
11	<i>ALASKA AIRLINES</i>	13	1,507,495	0.86	7	1,617,839	0.43
12	<i>CONTINENTAL AIRLINES</i>	41	4,336,286	0.95	73	4,538,283	1.61
13	<i>NORTHWEST AIRLINES</i>	41	4,257,685	0.96	27	4,709,148	0.57
14	<i>UNITED AIRLINES</i>	58	5,423,930	1.07	114	5,982,041	1.91
15	<i>US AIRWAYS</i>	55	4,670,119	1.18	109	5,056,572	2.16
16	<i>FRONTIER AIRLINES</i>	12	969,942	1.24	1	1,075,605	0.09
17	<i>AMERICAN AIRLINES</i>	107	8,162,355	1.31	117	8,804,633	1.33
18	<i>DELTA AIR LINES</i>	130	6,613,609	1.97	141	6,864,945	2.05
19	<i>COMAIR</i>	16	658,153	2.43	13	812,337	1.60
	<b>TOTAL</b>	<b>587</b>	<b>59,946,321</b>	<b>0.98</b>	<b>777</b>	<b>62,389,490</b>	<b>1.25</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.

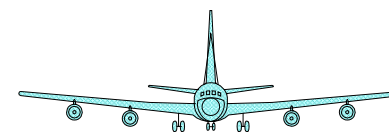
**Disability:** Civil rights complaints by air travelers with disabilities.

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

The Transportation Security Administration screened approximately 60 million airline passengers and their 54 million checked bags during July 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 July.

**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
330	.0005	104	.0002	59	.0001	678	.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
255	.0004	986	.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 July.

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.

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

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">Alaska</a>		2	
<a href="#">American</a>	1		
<a href="#">American Eagle</a>	1		
<a href="#">Continental</a>	1		
<a href="#">Hawaiian</a>			1
<i>Total</i>	3	2	1