



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: November 2009*



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

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

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

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

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

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## **INTRODUCTION**

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

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

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



## FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	67.8	15	94.1
ALASKA AIRLINES S/	17	89.7	49	90.0
SOUTHWEST AIRLINES S/	21	89.2	67	89.1
FRONTIER AIRLINES S/	22	89.6	40	89.1
JETBLUE AIRWAYS S/	20	87.8	46	88.7
CONTINENTAL AIRLINES S/	26	88.1	57	88.4
US AIRWAYS S/	29	87.8	77	87.9
UNITED AIRLINES S/	28	87.9	70	87.9
SKYWEST AIRLINES S/	19	87.4	139	87.5
EXPRESSJET AIRLINES S/	21	84.9	95	87.3
MESA AIRLINE S/	18	87.1	109	87.0
PINNACLE AIRLINES S/V	12	84.6	108	86.6
AMERICAN AIRLINES S/	29	86.4	77	86.0
AMERICAN EAGLE AIRLINES S/	18	85.7	115	84.8
NORTHWEST AIRLINES S/	29	84.5	69	84.5
AIRTRAN AIRWAYS S/	25	82.5	62	83.4
DELTA AIR LINES S/	31	82.1	86	82.2
COMAIR S/	20	79.2	65	80.5
ATLANTIC SOUTHEAST AIRLINES S/	7	69.1	100	72.2
<b>TOTAL</b>		<b>85.8</b>		<b>86.2</b>

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

## SEPTEMBER 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	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		JUL - 09		AUG - 09		SEP - 09		12 MONTHS ENDING SEPTEMBER 2009		DATABASE TO DATE SEP 1987-SEP 2009	
	10 - 12 2008		01 - 03 2009		04 - 06 2009		07 - 09 2009		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	77.0	10	77.4	12	76.4	13	75.4	17	69.8	17	74.2	17	83.4	16	76.5	17	(--)	(--)
ALASKA	74.9	17	72.6	17	84.9	2	87.6	2	87.2	2	85.8	2	90.0	2	80.2	6	75.8	8
AMERICAN	79.3	7	78.0	10	73.8	16	78.2	15	72.2	16	77.2	14	86.0	13	77.3	14	78.0	5
AMERICAN EAGLE	76.8	12	77.4	13	75.6	15	80.6	12	77.7	11	79.6	10	84.8	14	77.6	13	73.9	9
ATLANTIC SOUTHEAST	72.3	19	68.9	19	71.2	18	69.8	18	68.3	18	69.5	18	72.2	19	70.5	18	(--)	(--)
COMAIR	72.3	18	69.1	18	64.7	19	69.1	19	63.6	19	65.9	19	80.5	18	68.7	19	(--)	(--)
CONTINENTAL	75.1	15	76.4	16	78.7	10	82.8	7	78.5	10	82.4	7	88.4	6	78.2	12	78.2	3
DELTA	75.0	16	77.8	11	76.7	12	78.7	14	75.5	13	78.6	13	82.2	17	77.0	15	77.6	6
EXPRESSJET	76.5	13	76.9	15	79.0	8	83.2	5	79.6	7	83.4	5	87.3	10	79.1	9	(--)	(--)
FRONTIER	77.9	9	79.2	8	75.8	14	82.1	9	74.2	14	83.8	4	89.1	4	78.8	10	(--)	(--)
HAWAIIAN	86.2	1	91.2	1	91.6	1	94.1	1	93.6	1	94.7	1	94.1	1	90.9	1	(--)	(--)
JETBLUE	76.9	11	78.4	9	73.7	17	78.7	13	73.1	15	76.0	15	88.7	5	76.9	16	(--)	(--)
MESA	75.7	14	77.0	14	78.7	9	81.5	10	78.6	8	79.2	11	87.0	11	78.3	11	(--)	(--)
NORTHWEST	80.2	4	80.3	5	80.2	6	78.0	16	76.4	12	74.4	16	84.5	15	79.7	8	79.0	2
PINNACLE	79.4	6	83.2	3	84.6	3	81.3	11	78.6	9	79.2	12	86.6	12	82.1	3	(--)	(--)
SKYWEST	78.3	8	80.2	6	84.3	4	85.1	3	83.6	3	84.4	3	87.5	9	82.1	4	(--)	(--)
SOUTHWEST	81.4	2	85.1	2	82.0	5	84.0	4	80.7	4	82.8	6	89.1	3	83.1	2	82.0	1
UNITED	79.9	5	80.4	4	77.7	11	82.3	8	79.6	6	80.1	9	87.9	8	80.1	7	75.9	7
US AIRWAYS	80.5	3	79.6	7	79.1	7	83.2	6	80.6	5	81.4	8	87.9	7	80.6	5	78.2	4
<b>Total</b>	<b>78.2</b>		<b>79.2</b>		<b>78.6</b>		<b>81.0</b>		<b>77.6</b>		<b>79.7</b>		<b>86.2</b>		<b>79.3</b>		<b>78.2</b>	

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	1210	72.1	87	85.1	H/		59	79.7	H/		131	93.9	H/		H/	
AA	540	83.0	1016	79.5	263	84.4	140	89.3	H/		799	83.5	498	87.8	12569	87.4
AS	H/		90	73.3	H/		H/		H/		90	81.1	142	85.9	87	69.0
B6	H/		1529	86.2	81	91.4	162	90.7	H/		H/		84	92.9	H/	
CO	184	71.7	427	85.5	128	84.4	125	91.2	H/		248	93.1	281	87.9	230	87.4
DL	12797	78.1	978	84.5	357	83.5	217	77.4	870	92.4	481	85.2	285	84.2	323	78.3
EV	11163	68.5	H/		H/		30	80.0	226	90.7	H/		H/		H/	
F9	89	71.9	H/		H/		H/		H/		89	94.4	3616	91.5	173	80.9
FL	6410	79.3	563	84.5	1310	87.8	176	72.7	H/		237	88.2	136	80.9	223	80.7
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	56	75.0	789	84.5	116	86.2	231	88.7	428	86.7	868	88.9	H/		6808	81.9
NW	32	59.4	315	75.9	345	87.5	170	78.8	H/		456	89.3	314	89.5	196	84.2
OH	329	59.3	424	85.8	60	88.3	90	81.1	1355	88.9	606	85.1	H/		111	79.3
OO	383	67.9	H/		H/		H/		486	95.3	H/		4325	86.6	288	77.8
UA	87	82.8	750	83.7	378	88.9	112	91.1	31	90.3	429	88.1	4595	89.8	227	86.8
US	342	76.0	1602	84.8	351	90.3	6026	87.5	H/		1691	92.3	379	80.5	515	83.3
WN	H/		280	80.4	4562	90.4	H/		H/		H/		3112	88.5	H/	
XE	271	79.3	44	90.9	180	93.3	288	89.2	235	79.6	173	94.2	H/		162	87.7
YV	124	64.5	26	53.8	1	100.0	1521	87.2	H/		H/		1134	82.4	H/	
<b>TOTAL</b>	<b>34017</b>	<b>74.6</b>	<b>8920</b>	<b>83.7</b>	<b>8132</b>	<b>89.2</b>	<b>9347</b>	<b>86.9</b>	<b>3631</b>	<b>89.9</b>	<b>6298</b>	<b>88.8</b>	<b>18901</b>	<b>88.3</b>	<b>21912</b>	<b>85.1</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	4428	87.8	H/		H/		113	91.2	157	83.4	H/		H/		H/	
AA	174	89.7	430	87.7	174	89.1	288	79.9	292	82.5	863	79.5	644	86.2	2214	89.0
AS	H/		60	83.3	H/		H/		8	100.0	H/		281	94.3	509	94.1
B6	H/		279	88.5	873	86.3	446	88.8	H/		3655	86.2	262	93.5	103	85.4
CO	132	91.7	3437	86.5	319	90.0	H/		5858	88.4	H/		504	90.9	552	89.1
DL	314	86.0	325	74.5	637	84.3	245	88.2	129	74.4	1450	80.2	565	86.4	920	87.6
EV	H/		H/		30	73.3	H/		H/		H/		H/		H/	
F9	85	70.6	H/		30	76.7	H/		90	84.4	H/		191	87.4	175	94.9
FL	161	80.7	142	81.0	392	82.9	114	78.9	H/		H/		187	88.2	193	83.4
HA	H/		H/		H/		H/		H/		H/		73	60.3	54	61.1
MQ	351	83.2	H/		H/		H/		60	90.0	690	85.5	H/		1275	94.4
NW	4779	86.0	115	76.5	169	82.2	H/		149	75.8	208	87.5	475	89.9	567	88.0
OH	582	76.5	49	69.4	28	78.6	30	80.0	125	76.8	1998	74.6	H/		H/	
OO	113	80.5	52	82.7	H/		H/		185	80.0	H/		262	92.4	3119	91.6
UA	31	77.4	347	84.4	H/		1917	87.4	230	88.3	373	81.5	909	91.4	2058	90.0
US	223	86.5	316	84.5	433	85.5	23	78.3	241	86.3	116	81.0	1602	91.7	590	91.0
WN	463	76.9	H/		1276	87.9	287	83.3	H/		H/		6434	91.7	3213	90.5
XE	162	92.0	3384	82.3	H/		61	91.8	6989	85.9	H/		H/		H/	
YV	116	87.9	138	86.2	H/		1592	85.9	20	85.0	75	85.3	157	96.8	82	91.5
<b>TOTAL</b>	<b>12114</b>	<b>85.7</b>	<b>9074</b>	<b>84.1</b>	<b>4361</b>	<b>86.1</b>	<b>5116</b>	<b>86.3</b>	<b>14533</b>	<b>86.5</b>	<b>9428</b>	<b>81.9</b>	<b>12546</b>	<b>90.9</b>	<b>15624</b>	<b>90.4</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	116	89.7	H/		90	82.2	H/		1419	83.2	H/		H/		85	82.4
AA	1296	84.7	657	82.2	H/		3150	82.1	438	77.9	4820	90.5	150	86.7	435	82.1
AS	H/		60	86.7	H/		30	60.0	60	78.3	125	71.2	727	93.5	H/	
B6	221	85.5	1076	91.4	H/		H/		H/		163	88.3	84	92.9	H/	
CO	288	91.0	416	88.5	H/		215	85.6	17	70.6	439	87.5	179	91.6	132	83.3
DL	999	84.5	923	88.2	115	80.9	435	83.2	352	80.7	246	82.9	212	88.7	343	82.2
EV	H/		H/		47	74.5	H/		H/		35	85.7	H/		H/	
F9	60	75.0	31	93.5	128	88.3	H/		154	74.7	H/		123	92.7	30	73.3
FL	462	79.2	1511	89.6	315	84.8	83	80.7	217	86.6	H/		H/		270	76.3
HA	H/		H/		H/		H/		H/		H/		60	68.3	H/	
MQ	955	83.5	H/		H/		560	85.2	H/		6761	87.2	H/		60	88.3
NW	749	83.6	336	81.5	198	92.4	120	86.7	5026	83.2	370	85.1	140	91.4	240	60.0
OH	807	79.1	H/		72	77.8	H/		162	69.8	150	74.7	H/		84	81.0
OO	H/		H/		H/		H/		108	67.6	3403	86.0	969	89.8	108	76.9
UA	545	82.2	430	86.0	H/		H/		468	76.3	6062	87.9	368	90.8	377	80.4
US	1044	87.9	592	86.0	H/		245	90.2	328	80.2	636	88.8	177	89.3	3476	83.1
WN	227	74.4	2587	92.0	6091	89.0	H/		315	75.6	H/		1077	92.7	1652	83.5
XE	57	87.7	1	100.0	H/		4	100.0	344	76.7	84	89.3	H/		29	79.3
YV	112	66.1	H/		H/		H/		11	90.9	2623	85.3	H/		H/	
<b>TOTAL</b>	<b>7938</b>	<b>83.5</b>	<b>8620</b>	<b>89.0</b>	<b>7056</b>	<b>88.4</b>	<b>4842</b>	<b>83.1</b>	<b>9419</b>	<b>81.4</b>	<b>25917</b>	<b>87.5</b>	<b>4266</b>	<b>91.0</b>	<b>7321</b>	<b>81.8</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/		117	97.4	H/	
AA	411	88.1	477	86.0	442	91.9	938	86.5	206	85.9	1208	89.3	473	83.9
AS	226	92.5	294	93.5	3688	90.2	296	86.5	H/		H/		H/	
B6	50	92.0	145	93.8	135	95.6	200	90.0	114	85.1	H/		244	90.2
CO	301	91.7	252	86.1	384	91.1	384	89.3	60	91.7	H/		286	91.6
DL	310	80.0	360	85.8	438	87.4	361	88.1	2086	89.9	119	84.9	478	86.2
EV	H/		H/		H/		H/		H/		109	75.2	H/	
F9	185	92.4	136	94.1	119	95.8	118	88.1	141	92.2	90	84.4	30	76.7
FL	45	86.7	37	64.9	113	96.5	101	88.1	H/		187	89.3	456	83.3
HA	26	61.5	30	56.7	72	88.9	30	63.3	H/		H/		H/	
MQ	H/		533	93.6	H/		52	71.2	H/		235	91.1	H/	
NW	279	80.3	125	86.4	330	89.1	310	87.4	170	86.5	196	81.6	362	84.8
OH	H/		H/		H/		H/		H/		60	85.0	2	100.0
OO	320	87.2	567	92.1	582	90.4	3531	81.0	6116	91.2	43	72.1	H/	
UA	358	86.3	607	89.6	597	90.1	3080	87.7	55	89.1	2	100.0	213	90.6
US	4689	92.5	380	88.4	355	86.5	544	84.2	115	91.3	107	91.6	440	85.7
WN	4870	89.3	2693	89.2	1159	94.2	1272	83.3	1189	90.4	2004	87.2	1916	89.9
XE	47	70.2	H/		H/		H/		17	82.4	204	90.2	12	100.0
YV	2380	94.0	H/		H/		H/		29	86.2	27	70.4	H/	
<b>TOTAL</b>	<b>14497</b>	<b>90.6</b>	<b>6636</b>	<b>89.3</b>	<b>8414</b>	<b>90.8</b>	<b>11217</b>	<b>84.8</b>	<b>10298</b>	<b>90.6</b>	<b>4708</b>	<b>87.6</b>	<b>4912</b>	<b>87.7</b>

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

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## AIR TRAVEL CONSUMER REPORT

TABLE 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	91.5	92.1	92.3	J/	100.0	88.6	87.5	90.7	82.1	J/	91.7	95.6	85.6	J/	92.6	100.0	98.1
700 - 759 AM	90.1	90.0	98.1	92.0	93.8	96.6	95.1	94.0	88.7	94.8	J/	90.5	86.4	92.6	94.3	96.3	93.8	96.6
800 - 859 AM	75.4	90.9	96.1	89.1	91.3	93.9	95.9	91.7	91.6	97.9	94.3	94.2	88.1	93.0	97.8	95.6	92.0	93.9
900 - 959 AM	76.9	93.3	97.4	90.8	90.7	91.9	92.5	89.3	88.5	93.2	97.6	96.6	90.6	93.5	95.9	94.6	87.8	95.2
1000 - 1059 AM	82.4	92.2	96.0	87.0	91.3	89.1	90.5	91.0	94.1	92.7	91.8	92.5	89.1	94.8	93.5	92.5	86.4	95.9
1100 - 1159 AM	84.3	91.9	91.8	90.6	89.3	91.1	92.1	89.8	87.7	88.2	92.8	93.1	86.4	89.7	94.2	93.5	85.9	94.8
1200 - 1259 PM	75.8	91.0	94.1	91.8	89.7	91.2	90.1	88.3	89.7	87.6	88.8	88.9	88.8	88.3	90.9	92.3	89.8	94.1
100 - 159 PM	74.6	89.7	92.0	91.7	91.6	91.9	90.9	88.0	88.2	85.4	86.0	89.7	87.8	84.9	90.4	87.8	85.6	92.1
200 - 259 PM	73.5	89.5	93.5	92.5	90.7	92.4	86.5	87.2	87.4	78.7	86.9	92.7	87.8	73.0	87.4	90.5	78.3	88.5
300 - 359 PM	69.7	85.5	90.9	86.1	93.6	88.8	86.8	84.7	81.7	79.1	89.5	87.9	89.3	73.4	89.6	90.4	83.8	91.7
400 - 459 PM	69.8	81.3	88.1	88.1	82.2	85.7	85.0	82.7	85.3	83.6	81.5	82.2	86.1	69.4	88.2	86.1	83.6	87.4
500 - 559 PM	67.7	79.5	83.6	82.3	80.2	87.2	83.7	81.0	79.3	83.0	80.1	84.0	80.8	80.5	89.3	88.1	83.0	84.8
600 - 659 PM	72.1	75.5	86.4	83.4	94.4	88.9	82.6	78.2	77.5	78.7	84.9	82.7	81.7	77.1	89.9	90.6	79.4	83.8
700 - 759 PM	63.3	75.0	84.8	81.4	89.2	86.4	83.1	76.0	86.7	77.6	81.4	86.4	83.9	74.5	87.6	89.1	76.5	89.4
800 - 859 PM	69.3	78.8	79.0	83.5	65.5	88.3	85.3	78.4	85.4	78.7	81.3	83.5	83.1	80.7	89.3	86.5	77.8	83.8
900 - 959 PM	73.0	73.5	84.8	80.9	80.2	85.0	90.1	78.3	76.5	82.3	78.4	79.9	81.7	84.4	90.3	88.4	77.8	83.2
1000 - 1059 PM	76.0	78.8	85.7	85.5	81.0	85.2	83.3	81.6	83.1	82.5	81.8	65.9	87.2	79.9	86.1	88.0	82.7	80.9
1100 - 559 AM	82.4	80.8	82.6	85.3	88.0	80.5	86.4	85.5	87.4	84.5	82.8	81.0	90.0	84.2	84.2	88.7	84.9	84.4
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>74.6</b>	<b>83.7</b>	<b>89.2</b>	<b>86.9</b>	<b>89.9</b>	<b>88.8</b>	<b>88.3</b>	<b>85.1</b>	<b>85.7</b>	<b>84.1</b>	<b>86.1</b>	<b>86.3</b>	<b>86.5</b>	<b>81.9</b>	<b>90.9</b>	<b>90.4</b>	<b>83.5</b>	<b>89.0</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	J/	88.3	85.2	91.0	84.9	89.4	95.4	J/	90.1	94.3	100.0	J/	J/	91.6
700 - 759 AM	96.7	88.3	91.4	90.1	95.9	89.4	94.5	84.7	98.0	96.2	94.7	97.8	100.0	92.5
800 - 859 AM	92.6	94.3	93.5	89.3	98.3	90.7	93.7	89.5	97.5	87.9	94.7	97.9	97.1	89.3
900 - 959 AM	91.1	94.8	91.6	89.8	96.6	89.8	91.9	92.3	96.6	79.0	90.0	95.5	94.2	90.5
1000 - 1059 AM	91.9	89.0	87.9	86.0	93.3	88.6	95.2	92.9	90.0	78.0	92.1	95.6	93.3	89.7
1100 - 1159 AM	94.6	87.8	83.8	90.0	92.0	88.9	94.4	92.3	93.3	78.9	92.7	93.5	94.6	90.0
1200 - 1259 PM	94.6	88.0	84.0	87.0	93.9	88.3	93.2	90.8	90.0	84.2	92.0	91.2	95.2	88.3
100 - 159 PM	92.0	84.5	78.3	89.0	89.8	83.2	88.6	91.3	92.0	79.5	90.6	89.5	93.2	86.7
200 - 259 PM	90.7	86.3	74.9	88.4	91.9	79.0	91.0	91.8	92.1	85.4	91.6	92.3	90.3	85.8
300 - 359 PM	87.0	82.4	83.8	88.0	90.0	81.0	92.5	87.8	90.2	84.9	90.3	85.5	87.5	85.0
400 - 459 PM	86.7	80.5	81.0	86.8	92.7	79.4	84.9	87.1	87.2	85.3	88.2	81.9	84.8	82.9
500 - 559 PM	85.6	76.1	69.4	86.1	92.9	70.3	89.9	85.6	90.3	85.8	87.6	85.7	82.1	81.6
600 - 659 PM	86.6	77.7	66.6	83.9	86.4	78.0	86.6	89.8	88.8	86.9	90.7	79.4	77.9	82.1
700 - 759 PM	78.2	70.0	80.3	84.7	92.6	75.8	87.7	87.3	91.7	87.5	86.0	81.6	82.0	81.1
800 - 859 PM	76.0	76.0	81.5	84.8	88.2	79.2	85.4	87.8	88.4	86.9	88.2	83.5	85.6	82.0
900 - 959 PM	84.5	78.6	78.3	85.9	86.6	82.8	87.8	85.3	92.5	85.6	88.8	82.4	81.5	82.8
1000 - 1059 PM	80.0	76.4	87.2	88.4	90.9	78.9	83.4	87.1	89.0	85.7	86.8	79.9	85.3	83.3
1100 - 559 AM	88.4	76.8	83.7	87.5	88.5	82.6	88.5	90.4	85.2	90.8	83.0	87.5	81.4	84.9
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>88.4</b>	<b>83.1</b>	<b>81.4</b>	<b>87.5</b>	<b>91.0</b>	<b>81.8</b>	<b>90.6</b>	<b>89.3</b>	<b>90.8</b>	<b>84.8</b>	<b>90.6</b>	<b>87.6</b>	<b>87.7</b>	<b>85.8</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	93.5	96.8	96.2	96.0	96.4	95.9	95.8	92.1	98.4	97.4	97.7	98.1	95.6	97.9	97.1	95.8	96.7	97.8
700 - 759 AM	94.3	95.7	95.8	93.2	91.2	93.5	96.9	89.5	94.1	94.7	95.0	95.2	95.8	96.3	96.4	92.9	96.0	96.0
800 - 859 AM	93.5	93.6	94.8	96.8	91.2	95.3	93.0	90.9	92.3	94.7	94.0	92.5	92.4	93.3	94.6	93.4	94.5	96.8
900 - 959 AM	85.3	93.2	91.8	93.9	91.9	94.3	90.2	86.1	92.9	94.7	91.1	93.6	93.3	94.2	94.1	91.8	92.7	94.8
1000 - 1059 AM	88.4	93.4	92.9	78.3	90.7	95.1	88.7	84.2	91.8	94.1	95.0	88.8	94.4	90.6	87.1	90.7	91.8	92.6
1100 - 1159 AM	87.8	90.2	87.6	91.8	92.2	92.1	88.4	85.9	90.4	91.8	90.4	91.9	92.5	94.4	91.7	91.2	89.7	91.7
1200 - 1259 PM	86.1	93.7	88.1	84.7	92.9	89.4	84.7	84.1	88.7	89.9	88.1	91.7	91.6	91.4	92.1	88.7	88.1	91.4
100 - 159 PM	84.0	87.8	78.8	91.1	92.0	93.1	84.4	81.7	89.0	88.0	86.3	86.3	94.0	89.4	84.7	88.0	90.3	86.6
200 - 259 PM	78.7	87.2	83.8	88.3	88.5	88.9	84.1	79.9	89.2	86.3	81.7	85.5	91.3	90.0	86.2	83.0	89.1	81.6
300 - 359 PM	78.3	89.4	83.0	85.8	86.4	91.5	84.8	79.8	84.7	83.4	85.8	94.0	91.1	84.1	81.5	86.6	85.8	83.9
400 - 459 PM	75.9	84.5	78.3	89.0	89.6	90.3	75.3	79.0	63.9	80.7	79.6	80.9	91.0	81.5	85.6	88.2	87.3	82.5
500 - 559 PM	78.6	82.4	83.1	87.5	86.2	86.8	81.6	80.4	82.4	82.9	73.1	85.3	89.7	79.9	85.1	88.3	85.1	81.6
600 - 659 PM	75.6	78.6	75.3	89.0	76.5	89.7	82.4	78.0	79.1	87.7	75.8	84.0	88.3	86.6	85.7	90.1	86.5	79.2
700 - 759 PM	73.8	80.7	79.3	86.1	88.1	89.9	79.8	74.9	83.5	85.6	76.9	78.2	87.2	85.3	84.7	90.0	84.3	82.4
800 - 859 PM	72.9	83.6	70.4	90.4	93.6	87.0	86.1	72.4	88.1	84.9	84.0	78.3	88.2	83.7	85.5	87.6	87.1	83.5
900 - 959 PM	73.5	90.9	78.3	84.4	100.0	91.2	88.1	74.7	92.2	82.5	J/	83.1	93.5	87.3	92.0	87.5	84.0	77.5
1000 - 1059 PM	74.1	J/	J/	90.9	J/	J/	81.0	78.0	90.7	J/	J/	87.1	91.8	91.5	96.7	93.4	J/	J/
1100 - 559 AM	91.4	99.1	95.8	93.8	J/	100.0	90.7	91.3	96.0	98.1	98.3	100.0	96.7	94.8	98.5	92.5	93.3	96.5
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>81.6</b>	<b>89.2</b>	<b>85.8</b>	<b>90.3</b>	<b>90.5</b>	<b>91.8</b>	<b>86.2</b>	<b>82.1</b>	<b>88.3</b>	<b>89.1</b>	<b>86.6</b>	<b>88.5</b>	<b>91.8</b>	<b>88.7</b>	<b>89.2</b>	<b>90.2</b>	<b>89.7</b>	<b>88.1</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	97.3	95.3	95.4	92.9	97.5	94.6	97.3	94.5	96.1	96.6	93.8	97.5	97.1	95.9
700 - 759 AM	95.9	92.3	94.4	90.2	97.9	94.6	94.5	93.1	93.6	93.9	96.4	95.7	96.2	94.2
800 - 859 AM	95.7	87.5	94.2	90.7	95.9	93.0	92.2	89.7	90.7	91.3	95.5	96.8	96.2	93.1
900 - 959 AM	89.8	89.3	93.5	88.8	97.2	90.7	89.1	88.8	93.2	86.6	91.9	94.5	95.5	90.6
1000 - 1059 AM	85.9	89.1	91.8	88.2	94.0	91.2	90.3	89.1	92.6	77.6	92.5	94.2	93.8	89.7
1100 - 1159 AM	82.3	86.5	90.0	88.4	88.3	87.6	90.2	91.9	88.4	77.6	94.9	89.5	92.1	89.5
1200 - 1259 PM	88.3	85.2	87.0	88.1	89.0	88.6	89.7	91.0	90.9	78.6	90.4	93.2	94.3	88.2
100 - 159 PM	82.5	79.9	86.0	87.3	90.4	84.3	92.5	90.7	90.1	81.7	92.3	85.0	91.4	87.1
200 - 259 PM	78.2	83.3	82.0	86.8	89.3	81.5	77.6	88.9	91.2	80.0	86.9	89.7	87.0	84.4
300 - 359 PM	77.6	79.5	85.2	85.2	92.2	83.0	85.5	85.4	87.9	84.1	92.0	88.5	84.5	84.7
400 - 459 PM	71.9	79.6	81.1	84.3	87.3	82.0	87.0	87.0	92.7	84.2	88.6	80.1	79.1	82.9
500 - 559 PM	75.7	71.9	80.5	83.1	93.2	78.0	80.4	86.7	93.1	88.0	89.9	85.6	81.7	83.2
600 - 659 PM	72.0	69.9	74.5	82.0	89.6	83.1	88.4	85.2	90.7	86.1	85.9	74.8	75.0	81.9
700 - 759 PM	74.0	68.7	88.9	84.0	90.7	75.0	78.8	84.7	91.9	87.9	92.0	75.6	77.1	82.6
800 - 859 PM	62.3	67.7	J/	85.7	87.1	88.4	86.3	87.1	91.1	87.8	91.6	79.5	83.9	82.4
900 - 959 PM	J/	81.8	92.7	86.4	96.9	93.7	100.0	90.2	96.9	87.2	94.2	J/	J/	84.2
1000 - 1059 PM	J/	75.6	85.2	79.1	95.9	100.0	91.4	98.5	91.0	91.5	J/	J/	J/	87.0
1100 - 559 AM	96.7	83.3	98.0	96.7	96.4	82.9	88.3	J/	91.7	91.8	85.8	100.0	100.0	93.7
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>82.3</b>	<b>81.0</b>	<b>88.2</b>	<b>86.9</b>	<b>93.3</b>	<b>86.6</b>	<b>88.7</b>	<b>89.7</b>	<b>91.7</b>	<b>85.8</b>	<b>92.3</b>	<b>88.7</b>	<b>88.6</b>	<b>87.4</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER*	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE	
						AVERAGE	MEDIAN
OO	4547	ATL-OKC	1555	25	88.00	61	46
FL	455	MSY-ATL	625	21	85.71	26	22
EV	5220	CAE-ATL	1248	25	84.00	40	28
EV	5349	CAE-ATL	740	30	83.33	44	35
EV	5228	AVL-ATL	740	30	83.33	37	32
FL	314	ATL-CLT	920	22	81.82	26	28
OH	6334	ORF-JFK	1325	30	80.00	44	31

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
COMAIR	383	6	1.6
ATLANTIC SOUTHEAST	815	7	0.9
AIRTRAN	655	3	0.5
NORTHWEST	771	2	0.3
SKYWEST	1,571	2	0.1
DELTA	1,226	1	0.1
SOUTHWEST	3,210	1	0.0
AMERICAN	1,514	0	0.0
AMERICAN EAGLE	1,268	0	0.0
US AIRWAYS	1,131	0	0.0
UNITED	1,028	0	0.0
EXPRESSJET	897	0	0.0
PINNACLE	735	0	0.0
CONTINENTAL	704	0	0.0
MESA	670	0	0.0
JETBLUE	508	0	0.0
ALASKA	384	0	0.0
FRONTIER	236	0	0.0
HAWAIIAN	192	0	0.0
<b>TOTAL</b>	<b>17,898</b>	<b>22</b>	<b>0.1</b>

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



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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)	73.2	84.4	205	205
ADAK ISLAND AK (ADK)	87.5	87.5	8	8
AGUADILLA PR (BQN)	92.8	94.9	97	99
AKRON OH (CAK)	83.5	88.2	696	696
ALBANY GA (ABY)	77.2	80.8	79	78
ALBANY NY (ALB)	83.9	89.5	1,000	999
ALBUQUERQUE NM (ABQ)	90.1	90.6	2,831	2,833
ALEXANDRIA LA (AEX)	74.2	79.2	279	279
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	82.4	86.2	312	312
AMARILLO TX (AMA)	86.5	90.4	481	481
ANCHORAGE AK (ANC)	89.1	92.0	1,506	1,509
APPLETON WI (ATW)	85.1	90.5	463	461
ASHEVILLE NC (AVL)	83.3	82.6	407	407
ASHLAND WV (HTS)	100.0	100.0	2	2
ASPEN CO (ASE)	73.5	75.9	291	291
ATLANTA GA (ATL)	74.6	81.6	34,017	34,011
ATLANTIC CITY NJ (ACY)	87.5	87.5	72	72
AUGUSTA GA (AGS)	78.9	80.7	270	270
AUSTIN TX (AUS)	87.1	90.7	3,293	3,292
BAKERSFIELD CA (BFL)	92.7	94.7	262	262
BALTIMORE MD (BWI)	89.2	85.8	8,132	8,129
BANGOR ME (BGR)	88.3	92.2	180	180
BARROW AK (BRW)	86.8	86.8	68	68
BATON ROUGE LA (BTR)	81.0	85.5	685	685
BELLINGHAM WA (BLI)	81.3	81.3	16	16
BEND/REDMOND OR (RDM)	92.4	93.6	264	264
BETHEL AK (BET)	87.1	90.6	85	85
BILLINGS MT (BIL)	92.3	93.5	274	276
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	83.6	98.2	55	55
BIRMINGHAM AL (BHM)	83.5	86.0	1,694	1,694
BISMARCK/MANDAN ND (BIS)	87.2	90.8	327	327
BLOOMINGTON IL (BMI)	82.4	84.7	404	404
BOISE ID (BOI)	91.8	92.1	1,091	1,090
BOSTON MA (BOS)	83.7	89.2	8,920	8,920
BOZEMAN MT (BZN)	90.4	92.8	292	292
BRANSON MO (BKG)	81.4	74.6	59	59
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	76.6	85.0	239	240
BROWNSVILLE TX (BRO)	81.0	91.2	226	226
BRUNSWICK GA (BQK)	77.3	85.3	75	75
BUFFALO NY (BUF)	87.0	89.0	1,983	1,982
BURBANK CA (BUR)	92.4	92.0	2,263	2,263
BURLINGTON VT (BTV)	90.3	90.1	493	497
BUTTE MT (BTM)	96.4	100.0	55	55

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	94.4	96.1	178	178
CASPER WY (CPR)	88.5	89.6	192	192
CEDAR CITY UT (CDC)	94.5	94.6	55	56
CEDAR RAPIDS/IOWA CITY IA (CID)	84.7	87.7	701	700
CHAMPAIGN/URBANA IL (CMI)	91.8	92.9	182	182
CHARLESTON SC (CHS)	84.5	88.7	972	973
CHARLESTON/DUNBAR WV (CRW)	80.6	84.3	294	293
CHARLOTTE AMALIE VI (STT)	68.9	88.7	106	106
CHARLOTTE NC (CLT)	86.9	90.3	9,347	9,347
CHARLOTTESVILLE VA (CHO)	83.5	83.5	115	115
CHATTANOOGA TN (CHA)	77.1	78.1	389	389
CHICAGO IL (MDW)	88.4	82.3	7,056	7,057
CHICAGO IL (ORD)	87.5	86.9	25,917	25,947
CHICO CA (CIC)	81.4	83.2	113	113
CHRISTIANSTED VI (STX)	83.9	83.9	31	31
CLEVELAND OH (CLE)	89.8	92.5	4,345	4,343
CODY WY (COD)	94.4	97.8	90	90
COLLEGE STATION/BRYAN TX (CLL)	80.0	86.7	90	90
COLORADO SPRINGS CO (COS)	83.6	89.1	1,042	1,042
COLUMBIA SC (CAE)	80.1	85.8	760	759
COLUMBUS GA (CSG)	76.7	84.4	90	90
COLUMBUS MS (GTR)	82.0	78.0	50	50
COLUMBUS OH (CMH)	86.1	90.0	2,469	2,467
CORDOVA AK (CDV)	76.7	75.0	60	60
CORPUS CHRISTI TX (CRP)	84.8	90.2	551	551
COVINGTON KY (CVG)	89.9	90.5	3,631	3,623
CRESCENT CITY CA (CEC)	76.7	68.6	86	86
DALLAS TX (DAL)	88.7	86.2	3,830	3,829
DALLAS/FT.WORTH TX (DFW)	85.1	82.1	21,912	21,912
DAYTON OH (DAY)	84.6	87.8	1,044	1,046
DAYTONA BEACH FL (DAB)	61.7	69.1	175	175
DEADHORSE AK (SCC)	88.3	90.0	60	60
DENVER CO (DEN)	88.3	86.2	18,901	18,876
DES MOINES IA (DSM)	85.6	87.4	1,123	1,123
DETROIT MI (DTW)	85.7	88.3	12,114	12,113
DOTHAN AL (DHN)	75.7	84.3	115	115
DUBUQUE IA (DBQ)	94.1	91.8	85	85
DULUTH MN (DLH)	88.0	89.1	175	174
DURANGO CO (DRO)	89.5	91.4	267	267
EAGLE CO (EGE)	72.9	79.9	140	139
EL CENTRO CA (IPL)	86.7	93.2	60	59
EL PASO TX (ELP)	87.1	90.2	1,764	1,763
ELKO NV (EKO)	89.7	96.6	116	116

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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.
ELMIRA/CORNING NY (ELM)	83.6	91.8	110	110
ERIE PA (ERI)	88.8	93.8	80	80
EUGENE OR (EUG)	90.0	91.1	429	429
EUREKA/ARCATA CA (ACV)	80.0	78.3	250	249
EVANSVILLE IN (EVV)	82.9	88.3	315	315
FAIRBANKS AK (FAI)	95.4	92.0	349	351
FARGO ND (FAR)	87.5	90.4	312	313
FAYETTEVILLE AR (XNA)	82.9	86.6	1,134	1,131
FAYETTEVILLE NC (FAY)	78.1	79.3	251	251
FLAGSTAFF AZ (FLG)	99.3	97.3	146	146
FLINT MI (FNT)	81.8	88.1	720	720
FLORENCE SC (FLO)	81.8	83.6	55	55
FORT LAUDERDALE FL (FLL)	86.1	86.6	4,361	4,361
FORT SMITH AR (FSM)	81.9	88.7	149	150
FORT WAYNE IN (FWA)	81.7	87.4	382	382
FRESNO CA (FAT)	90.1	90.2	1,024	1,024
FT. MYERS FL (RSW)	86.9	90.2	1,483	1,486
GAINESVILLE FL (GNV)	69.9	79.0	186	186
GILLETTE WY (GCC)	93.9	95.7	115	115
GRAND FORKS ND (GFK)	92.5	92.6	80	81
GRAND JUNCTION CO (GJT)	87.7	90.1	416	416
GRAND RAPIDS MI (GRR)	85.3	89.1	1,031	1,031
GREAT FALLS MT (GTF)	92.4	97.2	145	145
GREEN BAY/CLINTONVILLE WI (GRB)	89.0	88.2	534	534
GREENSBORO/HIGH POINT NC (GSO)	81.2	87.3	735	735
GREENVILLE/SPARTANBURG SC (GSP)	81.0	83.8	747	746
GULFPORT/BILOXI MS (GPT)	82.8	87.6	548	548
GUNNISON CO (GUC)	80.3	80.3	61	61
HARLINGEN/SAN BENITO TX (HRL)	86.5	90.8	423	423
HARRISBURG PA (MDT)	87.2	87.2	383	384
HARTFORD CT (BDL)	86.1	91.5	1,828	1,830
HELENA MT (HLN)	93.6	94.3	141	141
HILO HI (ITO)	95.1	96.0	656	656
HONOLULU HI (HNL)	93.0	94.7	4,426	4,422
HOUSTON TX (HOU)	85.9	81.7	4,270	4,270
HOUSTON TX (IAH)	86.5	91.8	14,533	14,535
HUNTSVILLE AL (HSV)	81.2	88.4	958	957
IDAHO FALLS ID (IDA)	88.7	95.6	204	204
INDIANAPOLIS IN (IND)	87.7	90.1	2,974	2,974
INDIO/PALM SPRINGS CA (PSP)	92.7	91.9	849	849
INYOKERN CA (IYK)	93.7	96.2	79	79
ISLIP NY (ISP)	88.0	91.4	643	643
ITHACA/CORTLAND NY (ITH)	80.0	85.5	55	55

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON WY (JAC)	86.9	90.0	297	300
JACKSON/VICKSBURG MS (JAN)	82.0	85.8	1,025	1,025
JACKSONVILLE FL (JAX)	85.5	90.1	2,246	2,243
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	75.4	75.6	118	119
JUNEAU AK (JNU)	87.0	82.8	355	355
KAHULUI HI (OGG)	95.1	95.6	1,590	1,590
KALAMAZOO MI (AZO)	88.9	93.7	252	252
KALISPELL MT (FCA)	92.6	94.3	175	175
KANSAS CITY MO (MCI)	86.6	90.0	3,947	3,947
KETCHIKAN AK (KTN)	88.6	82.7	185	185
KEY WEST FL (EYW)	78.0	73.3	59	60
KILLEEN TX (GRK)	79.9	81.9	144	144
KLAMATH FALLS OR (LMT)	79.2	70.8	120	120
KNOXVILLE TN (TYS)	81.7	86.4	1,101	1,104
KODIAK AK (ADQ)	75.0	57.1	56	56
KONA HI (KOA)	94.7	95.6	923	923
KOTZEBUE AK (OTZ)	86.5	75.3	89	89
LA CROSSE WI (LSE)	90.3	89.1	257	257
LAFAYETTE LA (LFT)	84.5	89.8	431	431
LAKE CHARLES LA (LCH)	83.6	86.7	128	128
LANSING MI (LAN)	91.8	91.8	282	282
LAREDO TX (LRD)	76.2	85.9	214	213
LAS VEGAS NV (LAS)	90.9	89.2	12,546	12,546
LAWTON/FORT SILL OK (LAW)	83.3	76.7	30	30
LEWISTON ID (LWS)	97.8	97.8	45	45
LEXINGTON KY (LEX)	80.1	85.9	609	609
LIHUE HI (LIH)	94.1	94.9	967	967
LINCOLN NE (LNK)	81.8	88.7	231	231
LITTLE ROCK AR (LIT)	80.1	83.9	1,611	1,610
LONG BEACH CA (LGB)	92.3	93.6	1,159	1,157
LONGVIEW/KILGOR/GLADWATR TX (GGG)	65.0	81.7	60	60
LOS ANGELES CA (LAX)	90.4	90.2	15,624	15,624
LOUISVILLE KY (SDF)	83.1	87.1	1,561	1,562
LUBBOCK TX (LBB)	85.0	87.0	639	640
LYNCHBURG VA (LYH)	69.3	74.7	75	75
MADISON WI (MSN)	87.9	90.5	1,121	1,121
MANCHESTER NH (MHT)	87.4	90.0	1,145	1,144
MANHATTAN/FT. RILEY KS (MHK)	83.3	83.3	60	60
MARQUETTE MI (MQT)	92.8	91.9	111	111
MEDFORD OR (MFR)	88.7	90.5	326	328
MELBOURNE FL (MLB)	73.9	77.5	119	120
MEMPHIS TN (MEM)	87.0	91.1	5,515	5,513
MERIDIAN MS (MEI)	83.6	89.1	55	55

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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.
MIAMI FL (MIA)	83.1	81.0	4,842	4,842
MIDLAND/ODESSA TX (MAF)	83.7	92.7	504	504
MILWAUKEE WI (MKE)	88.0	89.5	3,703	3,702
MINNEAPOLIS MN (MSP)	81.4	88.2	9,419	9,411
MISSION/MCALLEN/EDINBURG TX (MFE)	87.6	93.8	340	340
MISSOULA MT (MSO)	90.8	91.6	261	263
MOBILE AL (MOB)	82.8	86.8	600	600
MODESTO CA (MOD)	79.0	79.7	138	138
MOLINE IL (MLI)	82.0	86.0	628	628
MONROE LA (MLU)	73.0	86.2	189	189
MONTEREY CA (MRY)	84.3	86.1	484	483
MONTGOMERY AL (MGM)	84.1	84.6	370	370
MONTROSE/DELTA CO (MTJ)	83.9	86.1	180	180
MOSES LAKE WA (MWH)	96.7	100.0	60	60
MYRTLE BEACH SC (MYR)	84.2	89.9	310	308
NANTUCKET MA (ACK)	95.8	95.8	24	24
NASHVILLE TN (BNA)	85.2	85.5	4,425	4,426
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	90.6	91.8	85	85
NEW ORLEANS LA (MSY)	86.0	89.0	2,709	2,708
NEW YORK NY (JFK)	81.9	88.7	9,428	9,425
NEW YORK NY (LGA)	83.5	89.7	7,938	7,937
NEWARK NJ (EWR)	84.1	89.1	9,074	9,074
NEWBURGH/POUGHKEEPSIE NY (SWF)	90.9	90.9	175	175
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	77.1	84.9	458	458
NOME AK (OME)	80.9	82.0	89	89
NORFOLK VA (ORF)	84.8	89.0	1,323	1,322
NORTH BEND/COOS BAY OR (OTH)	80.8	72.5	120	120
OAKLAND CA (OAK)	92.6	91.8	3,983	3,982
OKLAHOMA CITY OK (OKC)	83.8	89.2	1,896	1,896
OMAHA NE (OMA)	85.6	88.8	2,032	2,035
ONTARIO/SAN BERNARDINO CA (ONT)	90.3	92.0	2,057	2,058
ORLANDO FL (MCO)	89.0	88.1	8,620	8,622
OXNARD/VENTURA CA (OXR)	88.1	84.5	84	84
PANAMA CITY FL (PFN)	82.0	79.7	311	311
PASCO/KENNEWICK/RICHLAND WA (PSC)	91.1	93.1	259	259
PELLSTON MI (PLN)	100.0	100.0	1	1
PENSACOLA FL (PNS)	81.3	85.3	768	769
PEORIA IL (PIA)	85.8	91.3	345	346
PETERSBURG AK (PSG)	81.7	75.0	60	60
PHILADELPHIA PA (PHL)	81.8	86.6	7,321	7,324
PHOENIX AZ (PHX)	90.6	88.7	14,497	14,500
PITTSBURGH PA (PIT)	86.5	88.9	2,701	2,701
POCATELLO ID (PIH)	90.8	96.7	120	120

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PONCE PR (PSE)	95.7	93.6	46	47
PORTLAND ME (PWM)	87.2	89.6	586	587
PORTLAND OR (PDX)	91.0	93.3	4,266	4,263
PROVIDENCE RI (PVD)	86.3	88.7	1,443	1,445
RALEIGH/DURHAM NC (RDU)	87.3	90.2	4,289	4,289
RAPID CITY SD (RAP)	87.5	90.7	311	311
REDDING CA (RDD)	76.3	79.7	118	118
RENO NV (RNO)	91.1	90.2	1,524	1,524
RICHMOND VA (RIC)	86.6	90.1	1,388	1,391
ROANOKE VA (ROA)	75.4	80.2	289	288
ROCHESTER MN (RST)	85.2	88.3	196	197
ROCHESTER NY (ROC)	86.7	91.4	1,110	1,111
ROCK SPRINGS WY (RKS)	94.5	94.5	145	145
ROSWELL NM (ROW)	73.8	89.3	103	103
SACRAMENTO CA (SMF)	90.3	90.8	3,740	3,741
SAGINAW/BAY CITY/MIDLAND MI (MBS)	87.9	89.9	306	307
SALT LAKE CITY UT (SLC)	90.6	92.3	10,298	10,300
SAN ANGELO TX (SJT)	86.7	83.3	60	60
SAN ANTONIO TX (SAT)	86.0	89.5	3,038	3,036
SAN DIEGO CA (SAN)	89.3	89.7	6,636	6,637
SAN FRANCISCO CA (SFO)	84.8	85.8	11,217	11,219
SAN JOSE CA (SJC)	91.5	92.3	3,833	3,832
SAN JUAN PR (SJU)	83.0	88.9	1,409	1,409
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	86.9	86.0	335	336
SANTA ANA CA (SNA)	90.2	91.1	3,735	3,735
SANTA BARBARA CA (SBA)	90.2	90.7	968	969
SANTA FE NM (SAF)	76.7	76.7	30	30
SANTA MARIA CA (SMX)	89.1	91.7	110	108
SARASOTA/BRADENTON FL (SRQ)	85.8	85.8	324	324
SAVANNAH GA (SAV)	81.5	83.1	823	823
SCRANTON/WILKES-BARRE PA (AVP)	88.2	94.8	152	153
SEATTLE WA (SEA)	90.8	91.7	8,414	8,421
SHREVEPORT LA (SHV)	81.0	88.1	353	353
SIOUX FALLS SD (FSD)	83.4	88.4	380	380
SITKA AK (SIT)	85.5	89.1	110	110
SOUTH BEND IN (SBN)	83.2	83.6	297	298
SPOKANE WA (GEG)	91.6	91.6	1,050	1,049
SPRINGFIELD IL (SPI)	86.5	90.4	156	156
SPRINGFIELD MO (SGF)	79.5	84.3	658	657
ST. GEORGE UT (SGU)	90.7	93.8	193	194
ST. LOUIS MO (STL)	87.6	88.7	4,708	4,709
STATE COLLEGE PA (SCE)	90.9	92.7	55	55
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	77.0	90.2	61	61

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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.
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	93.1	94.5	217	217
SYRACUSE NY (SYR)	85.3	89.6	733	734
TALLAHASSEE FL (TLH)	80.6	82.6	505	506
TAMPA FL (TPA)	87.7	88.6	4,912	4,909
TEXARKANA AR (TXK)	78.2	85.7	119	119
TOLEDO OH (TOL)	93.0	95.3	86	86
TRAVERSE CITY MI (TVC)	89.5	91.1	448	447
TUCSON AZ (TUS)	88.3	92.7	1,722	1,722
TULSA OK (TUL)	84.1	88.7	1,667	1,667
TWIN FALLS ID (TWF)	94.2	99.2	120	120
TYLER TX (TYR)	72.5	83.3	120	120
VALDOSTA GA (VLD)	78.8	85.9	85	85
VALPARAISO FL (VPS)	80.5	84.5	620	620
WASHINGTON DC (DCA)	88.8	91.8	6,298	6,297
WASHINGTON DC (IAD)	86.3	88.5	5,116	5,108
WATERLOO IA (ALO)	73.3	89.7	30	29
WAUSAU/MARSHFIELD WI (CWA)	92.0	92.9	226	226
WEST PALM BEACH/PALM BEACH FL (PBI)	82.3	86.6	1,529	1,530
WEST YELLOWSTONE MT (WYS)	92.6	98.5	68	68
WHITE PLAINS NY (HPN)	85.1	87.2	772	773
WICHITA FALLS TX (SPS)	81.8	81.8	55	55
WICHITA KS (ICT)	85.4	87.8	1,088	1,088
WILMINGTON NC (ILM)	80.3	82.9	300	299
WRANGELL AK (WRG)	81.7	81.7	60	60
YAKUTAT AK (YAK)	81.7	71.7	60	60
YUMA AZ (YUM)	95.4	95.8	285	286

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 31 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	18	20,828	229	1.1	115	36,786	439	1.2
ATLANTIC SOUTHEAST	8	11,644	110	0.9	102	22,775	235	1.0
MESA	18	10,168	82	0.8	108	19,770	185	0.9
UNITED	28	25,638	226	0.9	70	29,860	255	0.9
PINNACLE	12	8,011	67	0.8	111	20,825	173	0.8
SKYWEST	19	24,957	114	0.5	139	45,146	305	0.7
DELTA	31	28,671	164	0.6	87	34,688	201	0.6
AMERICAN	29	36,004	200	0.6	77	44,135	244	0.6
US AIRWAYS	29	27,578	156	0.6	77	32,529	176	0.5
COMAIR	20	7,121	30	0.4	65	10,682	47	0.4
EXPRESSJET	21	12,739	57	0.4	95	24,396	96	0.4
ALASKA	17	6,771	4	0.1	49	11,258	44	0.4
SOUTHWEST	21	46,679	166	0.4	67	89,769	341	0.4
AIRTRAN	25	14,038	49	0.3	62	19,423	69	0.4
NORTHWEST	29	17,237	42	0.2	73	21,940	64	0.3
FRONTIER	22	5,884	11	0.2	40	7,233	12	0.2
HAWAIIAN	7	350	2	0.6	15	5,904	8	0.1
CONTINENTAL	26	15,782	17	0.1	57	19,237	23	0.1
JETBLUE	20	9,899	9	0.1	46	14,496	17	0.1
<b>Total</b>		<b>329,999</b>	<b>1,735</b>	<b>0.5</b>	<b>Total</b>	<b>510,852</b>	<b>2,934</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.

**SEPTEMBER 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	20825	18041	86.63%	173	0.83%	43	0.21%	741	3.56%	84	0.40%	1166	5.60%	2	0.01%	576	2.76%
AA	44135	37941	85.97%	244	0.55%	133	0.30%	2143	4.85%	281	0.64%	1902	4.31%	4	0.01%	1488	3.37%
AS	11258	10129	89.97%	44	0.39%	17	0.15%	352	3.13%	22	0.19%	443	3.94%	3	0.03%	248	2.20%
B6	14496	12851	88.65%	17	0.12%	15	0.10%	869	6.00%	5	0.03%	652	4.50%	1	0.01%	86	0.59%
CO	19237	17003	88.39%	23	0.12%	34	0.18%	587	3.05%	29	0.15%	1285	6.68%	15	0.08%	260	1.35%
DL	34688	28500	82.16%	201	0.58%	76	0.22%	1371	3.95%	187	0.54%	3035	8.75%	3	0.01%	1315	3.79%
EV	22775	16435	72.16%	235	1.03%	53	0.23%	1323	5.81%	141	0.62%	2519	11.06%	2	0.01%	2067	9.08%
F9	7233	6441	89.05%	12	0.17%	3	0.04%	194	2.68%	4	0.05%	276	3.82%	0	0.00%	303	4.19%
FL	19423	16206	83.44%	69	0.36%	41	0.21%	574	2.96%	16	0.08%	1255	6.46%	0	0.00%	1261	6.49%
HA	5904	5556	94.11%	8	0.14%	2	0.03%	264	4.47%	0	0.00%	3	0.05%	2	0.03%	69	1.17%
MQ	36786	31196	84.80%	439	1.19%	99	0.27%	1634	4.44%	200	0.54%	1420	3.86%	5	0.01%	1792	4.87%
NW	21940	18547	84.54%	64	0.29%	20	0.09%	1013	4.62%	76	0.35%	1630	7.43%	6	0.03%	584	2.66%
OH	10682	8595	80.46%	47	0.44%	14	0.13%	591	5.53%	125	1.17%	1132	10.60%	1	0.01%	177	1.66%
OO	45146	39489	87.47%	305	0.68%	95	0.21%	1181	2.62%	80	0.18%	1636	3.62%	10	0.02%	2349	5.20%
UA	29860	26238	87.87%	255	0.85%	48	0.16%	943	3.16%	45	0.15%	1048	3.51%	0	0.00%	1284	4.30%
US	32529	28591	87.89%	176	0.54%	40	0.12%	988	3.04%	23	0.07%	1952	6.00%	11	0.03%	749	2.30%
WN	89769	79962	89.08%	341	0.38%	91	0.10%	3068	3.42%	225	0.25%	1481	1.65%	21	0.02%	4580	5.10%
XE	24396	21298	87.30%	96	0.39%	66	0.27%	538	2.20%	65	0.27%	1722	7.06%	6	0.02%	605	2.48%
YV	19770	17196	86.98%	185	0.94%	51	0.26%	1474	7.46%	290	1.47%	554	2.80%	11	0.06%	9	0.05%
TOTAL	510852	440215		2934		941		19848		1897		25112		103		19802	
			86.17%		0.57%		0.18%		3.89%		0.37%		4.92%		0.02%		3.88%

**\*Causes of Delay:**

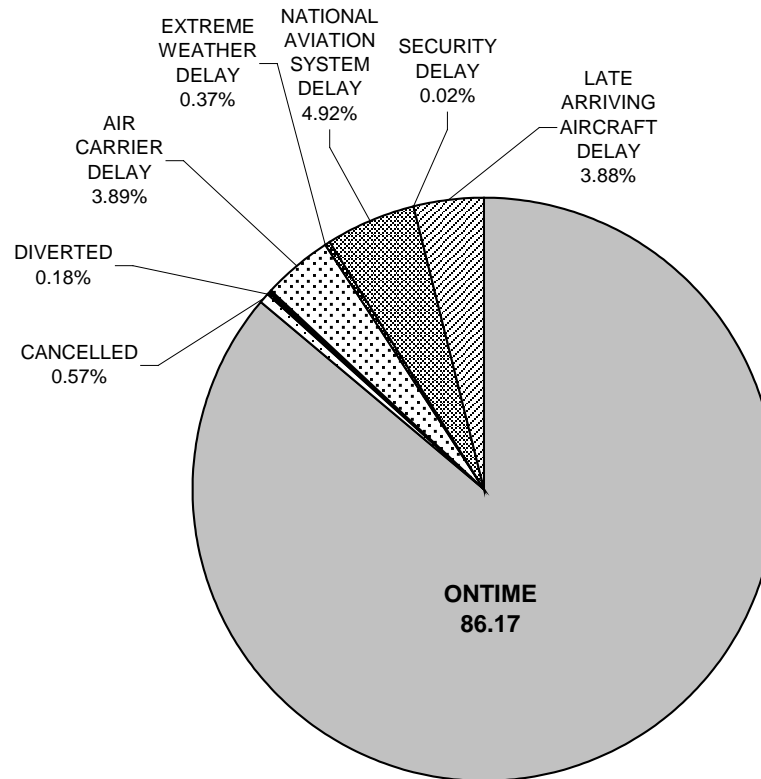
- Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the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

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

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

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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>

SEPTEMBER 2009

## AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Scheduled Departure Time	Minutes of Tarmac Delay
DL	1015	PHL	ATL	9/21/2009	1252	275

**NOTE: American Airlines flight 1672 appeared in this table when it was originally posted on November 9. That flight has been removed due to a reporting error made by the carrier in its September data submission to DOT.**

\* 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.



SEPTEMBER 2009  
AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 3 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
DL	34,688	3	0.009
AA	44,135	2	0.005
NW	21,940	1	0.005
9E	20,825	0	0.000
AS	11,258	0	0.000
B6	14,496	0	0.000
CO	19,237	0	0.000
EV	22,775	0	0.000
F9	7,233	0	0.000
FL	19,423	0	0.000
HA	5,904	0	0.000
MQ	36,786	0	0.000
OH	10,682	0	0.000
OO	45,146	0	0.000
UA	29,860	0	0.000
US	32,529	0	0.000
WN	89,769	0	0.000
XE	24,396	0	0.000
YV	19,770	0	0.000
TOTAL	510,852	6	0.001

**NOTE: American Airlines' "Numbers" and "Percentage" in this table have been revised since originally posted on November 9 due to a reporting error made by the carrier in its September data submission to DOT.**

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

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

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

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

**APPENDIX**

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

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

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

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

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

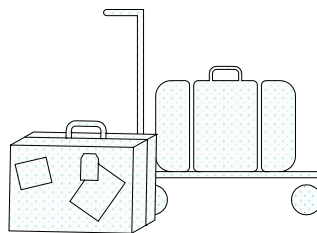
**Air Carriers Voluntarily Reporting  
Data to DOT and to CRS Vendors**

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

## **MISHANDLED BAGGAGE**

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



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

RANK	AIRLINE	SEPTEMBER 2009			SEPTEMBER 2008		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	2,482	1,828,939	1.36	3,335	1,723,197	1.94
2	FRONTIER AIRLINES	1,401	804,559	1.74	2,158	802,266	2.69
3	HAWAIIAN AIRLINES	1,313	691,608	1.90	1,428	603,908	2.36
4	CONTINENTAL AIRLINES	4,963	2,467,062	2.01	6,156	2,328,649	2.64
5	US AIRWAYS	7,522	3,518,037	2.14	11,822	3,821,353	3.09
6	NORTHWEST AIRLINES	5,340	2,451,093	2.18	5,660	2,814,089	2.01
7	JETBLUE AIRWAYS	3,400	1,506,912	2.26	4,390	1,405,514	3.12
8	EXPRESSJET AIRLINES	2,327	931,877	2.50	3,553	781,158	4.55
9	SOUTHWEST AIRLINES **	22,545	8,163,969	2.76	27,938	7,598,989	3.68
10	UNITED AIRLINES	11,270	3,755,891	3.00	17,551	4,168,949	4.21
11	AMERICAN AIRLINES	16,166	5,319,249	3.04	19,470	5,461,505	3.56
12	ALASKA AIRLINES	3,911	1,205,451	3.24	4,505	1,250,133	3.60
13	MESA AIRLINES	3,043	905,130	3.36	5,442	897,943	6.06
14	SKYWEST AIRLINES	7,055	1,807,524	3.90	8,963	1,665,638	5.38
15	DELTA AIR LINES	18,868	4,600,704	4.10	21,679	4,804,776	4.51
16	PINNACLE AIRLINES	4,367	917,889	4.76	3,260	796,622	4.09
17	COMAIR	2,287	472,027	4.85	5,906	630,098	9.37
18	AMERICAN EAGLE AIRLINES	7,052	1,285,218	5.49	8,729	1,235,949	7.06
19	ATLANTIC SOUTHEAST AIRLINES	6,314	1,030,944	6.12	6,637	894,509	7.42
TOTALS		131,626	43,664,083	3.01	168,582	43,685,245	3.86

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2009			JANUARY - SEPTEMBER 2008		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	30,867	18,532,719	1.67	60,795	19,549,797	3.11
2	HAWAIIAN AIRLINES	12,437	6,373,023	1.95	18,682	6,001,590	3.11
3	FRONTIER AIRLINES	18,189	7,313,334	2.49	39,151	8,022,987	4.88
4	JETBLUE AIRWAYS	40,740	15,744,238	2.59	58,179	16,336,730	3.56
5	NORTHWEST AIRLINES	68,280	26,046,812	2.62	112,928	31,086,920	3.63
6	CONTINENTAL AIRLINES	69,335	25,079,577	2.76	116,460	27,765,195	4.19
7	US AIRWAYS	105,112	34,892,617	3.01	193,569	38,525,184	5.02
8	SOUTHWEST AIRLINES **	268,680	78,179,519	3.44	376,502	80,243,742	4.69
9	EXPRESSJET AIRLINES	35,186	8,902,331	3.95	75,587	11,344,880	6.66
10	UNITED AIRLINES	149,184	36,747,947	4.06	224,987	41,981,290	5.36
11	ALASKA AIRLINES	45,512	11,165,509	4.08	56,314	12,033,542	4.68
12	AMERICAN AIRLINES	232,707	52,313,155	4.45	344,535	57,113,682	6.03
13	MESA AIRLINES	38,819	8,594,069	4.52	73,289	8,803,128	8.33
14	DELTA AIR LINES	217,823	43,910,148	4.96	268,226	46,625,118	5.75
15	PINNACLE AIRLINES	45,727	8,312,118	5.50	59,185	7,656,173	7.73
16	SKYWEST AIRLINES	90,894	16,043,818	5.67	128,068	16,103,406	7.95
17	COMAIR	30,419	4,907,936	6.20	55,923	6,522,162	8.57
18	AMERICAN EAGLE AIRLINES	91,417	11,586,321	7.89	128,554	12,559,642	10.24
19	ATLANTIC SOUTHEAST AIRLINES	80,777	10,089,546	8.01	89,032	9,412,178	9.46
TOTALS		1,672,105	424,734,737	3.94	2,479,966	457,687,346	5.42

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

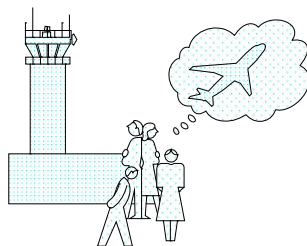
## OVERSALES

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

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

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

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



**JULY - SEPTEMBER**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE	JULY - SEPTEMBER 2009				JULY - SEPTEMBER 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>	4	0	6,011,251	<b>0.00</b>	25	3	5,637,086	<b>0.01</b>
1	<b>HAWAIIAN AIRLINES</b>	36	0	2,202,143	<b>0.00</b>	42	11	2,049,060	<b>0.05</b>
3	<b>AIRTRAN AIRWAYS</b>	7,699	55	6,533,184	<b>0.08</b>	14,827	321	6,612,928	<b>0.49</b>
4	<b>NORTHWEST AIRLINES</b>	11,998	427	9,787,432	<b>0.44</b>	11,540	536	11,008,983	<b>0.49</b>
5	<b>AMERICAN AIRLINES</b>	14,645	969	19,794,039	<b>0.49</b>	10,960	1,101	21,237,007	<b>0.52</b>
6	<b>SKYWEST AIRLINES</b>	10,818	423	5,644,301	<b>0.75</b>	12,280	672	5,338,081	<b>1.26</b>
7	<b>UNITED AIRLINES</b>	20,574	1,091	13,750,493	<b>0.79</b>	29,613	2,586	15,278,008	<b>1.69</b>
8	<b>DELTA AIR LINES</b>	16,313	1,473	16,549,227	<b>0.89</b>	18,629	2,838	17,188,020	<b>1.65</b>
9	<b>PINNACLE AIRLINES</b>	6,369	264	2,869,462	<b>0.92</b>	353	39	268,585	<b>1.45</b>
10	<b>US AIRWAYS</b>	14,840	1,441	13,259,011	<b>1.09</b>	18,559	1,252	14,263,574	<b>0.88</b>
11	<b>SOUTHWEST AIRLINES**</b>	29,147	2,978	26,434,803	<b>1.13</b>	14,145	1,585	25,694,071	<b>0.62</b>
12	<b>EXPRESSJET AIRLINES</b>	4,747	426	3,448,058	<b>1.24</b>	4,798	582	3,457,303	<b>1.68</b>
13	<b>CONTINENTAL AIRLINES</b>	9,743	1,339	9,873,769	<b>1.36</b>	9,036	1,348	10,171,175	<b>1.33</b>
14	<b>MESA AIRLINES</b>	5,353	400	2,909,167	<b>1.37</b>	6,718	412	2,883,119	<b>1.43</b>
15	<b>ATLANTIC SOUTHEAST AIRLINES</b>	8,633	587	3,565,266	<b>1.65</b>	7,432	1,219	3,132,410	<b>3.89</b>
16	<b>ALASKA AIRLINES</b>	2,311	862	4,131,885	<b>2.09</b>	1,877	210	4,330,749	<b>0.48</b>
17	<b>FRONTIER AIRLINES</b>	2,708	601	2,646,678	<b>2.27</b>	1,053	173	2,869,297	<b>0.60</b>
18	<b>COMAIR</b>	5,588	405	1,645,034	<b>2.46</b>	5,058	721	2,078,403	<b>3.47</b>
19	<b>AMERICAN EAGLE AIRLINES</b>	4,170	1,410	4,130,995	<b>3.41</b>	2,588	692	4,191,353	<b>1.65</b>
	<b>TOTALS</b>	175,696	15,151	155,186,198	<b>0.98</b>	169,533	16,301	157,689,212	<b>1.03</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.

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



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

RANK	AIRLINE	JANUARY - SEPTEMBER 2009				JANUARY - SEPTEMBER 2008			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	28	7	16,810,507	<b>0.00</b>	51	17	16,792,270	<b>0.01</b>
2	<b>HAWAIIAN AIRLINES</b>	132	15	6,278,133	<b>0.02</b>	240	47	5,936,036	<b>0.08</b>
3	<b>AIRTRAN AIRWAYS</b>	24,868	432	18,086,257	<b>0.24</b>	30,929	662	18,864,674	<b>0.35</b>
4	<b>AMERICAN AIRLINES</b>	42,786	2,904	57,596,105	<b>0.50</b>	46,506	4,472	63,142,044	<b>0.71</b>
5	<b>NORTHWEST AIRLINES</b>	35,915	1,698	27,688,084	<b>0.61</b>	40,624	2,499	33,413,788	<b>0.75</b>
6	<b>SKYWEST AIRLINES</b>	30,399	1,660	15,479,814	<b>1.07</b>	25,319	1,533	10,817,929	<b>1.42</b>
7	<b>UNITED AIRLINES</b>	66,749	4,923	39,040,412	<b>1.26</b>	72,320	5,360	44,701,166	<b>1.20</b>
8	<b>PINNACLE AIRLINES</b>	20,225	1,015	7,936,061	<b>1.28</b>	808	160	592,424	<b>2.70</b>
9	<b>SOUTHWEST AIRLINES**</b>	85,732	9,832	76,319,391	<b>1.29</b>	57,154	8,328	77,953,568	<b>1.07</b>
10	<b>DELTA AIR LINES***</b>	46,597	6,399	46,857,073	<b>1.37</b>	49,256	8,044	49,644,761	<b>1.62</b>
11	<b>CONTINENTAL AIRLINES</b>	29,335	3,937	28,330,914	<b>1.39</b>	29,738	4,354	31,066,373	<b>1.40</b>
12	<b>MESA AIRLINES</b>	18,164	1,189	8,286,108	<b>1.43</b>	18,296	1,018	7,247,949	<b>1.40</b>
13	<b>US AIRWAYS</b>	64,974	5,890	39,466,005	<b>1.49</b>	66,079	5,854	40,225,335	<b>1.46</b>
14	<b>EXPRESSJET AIRLINES</b>	15,668	1,779	9,243,153	<b>1.92</b>	*	*	*	*
15	<b>FRONTIER AIRLINES</b>	5,463	1,472	7,217,345	<b>2.04</b>	3,315	656	8,149,208	<b>0.80</b>
16	<b>ALASKA AIRLINES</b>	6,750	2,344	11,165,509	<b>2.10</b>	6,357	690	12,033,542	<b>0.57</b>
17	<b>ATLANTIC SOUTHEAST AIRLINES</b>	25,739	2,861	9,881,226	<b>2.90</b>	15,253	2,512	6,424,955	<b>3.91</b>
18	<b>COMAIR</b>	14,172	1,554	4,711,995	<b>3.30</b>	9,540	1,449	3,989,794	<b>3.63</b>
19	<b>AMERICAN EAGLE AIRLINES</b>	13,097	4,006	11,551,164	<b>3.47</b>	3,278	1,010	5,296,911	<b>1.91</b>
	<b>TOTALS</b>	546,793	53,917	441,945,256	<b>1.22</b>	475,063	48,665	436,292,727	<b>1.12</b>

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

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

\*\* Southwest Airlines submitted corrections to its originally-filed "Involuntary" Denied Boardings for each of the first three quarters of 2008. This table reflects the corrected numbers for each quarter.

\*\*\* 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

	SEPTEMBER 2009				SEPTEMBER 2008			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	505	27	0	80	581	57	1	71
FOREIGN AIRLINES	89	1	0	11	90	3	0	8
TRAVEL AGENTS	10	0	0	0	9	0	0	0
TOUR OPERATORS	0	0	0	0	1	0	0	0
MISCELLANEOUS	0	5	0	5	2	7	0	5
<b>INDUSTRY TOTALS</b>	<b>604</b>	<b>33</b>	<b>0</b>	<b>96</b>	<b>683</b>	<b>67</b>	<b>1</b>	<b>84</b>

TABLE 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	SEPTEMBER 2009			SEPTEMBER 2008		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	137		1	163	
CANCELLATIONS			49			64
DELAYS			39			44
MISCONNECTI ONS			35			33
BAGGAGE	2	116		2	146	
RES/TKTG/BOARDING	3	95		3	103	
CUSTOMER SERVICE	4	87		4	98	
REFUNDS	5	43		5	62	
FARES	6	39		7	22	
DISABILITY	7	28		6	40	
OVERSALES	8	22		8	17	
OTHER	8	22		9	17	
FREQUENT FLYER			16			12
DISCRIMINATION	10	11		10	10	
ADVERTISING	11	4		11	3	
ANIMALS	12	0		12	2	
<b>COMPLAINT TOTAL</b>		<b>604</b>			<b>683</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\*

SEPTEMBER 2009

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	2	0	1	0	0	0	1	1	0	0	0	0	5
AIRTRAN AIRWAYS	7	1	1	0	0	3	2	0	0	2	0	1	17
ALLEGiant AIR	1	0	0	0	1	1	3	0	0	0	0	0	6
AMERICAN AIRLINES	11	1	8	4	7	15	7	3	0	0	0	1	57
AMERICAN EAGLE AIRLINES	5	0	0	0	0	5	2	0	0	0	0	0	12
ATLANTIC SOUTHEAST AIRLINES	5	0	1	0	0	0	1	0	0	0	0	0	7
CONTINENTAL AIRLINES	5	1	5	4	1	5	5	4	0	1	0	0	31
DELTA AIR LINES	21	5	20	11	4	14	13	5	0	1	0	7	101
FRONTIER AIRLINES	2	0	1	0	1	0	2	0	0	0	0	0	6
JETBLUE AIRWAYS	5	1	1	2	0	2	0	1	0	1	0	0	13
LYNXAIR INTERNATIONAL	2	0	2	0	1	0	0	0	0	0	0	0	5
MESA AIRLINES	6	0	0	0	0	0	1	0	0	0	0	0	7
NORTHWEST AIRLINES	4	3	2	1	1	15	9	1	0	0	0	2	38
PIEDMONT AIRLINES	2	0	2	0	0	0	2	0	0	0	0	0	6
SKYWEST AIRLINES	6	1	1	0	0	1	1	0	0	0	0	0	10
SOUTHWEST AIRLINES	2	1	2	1	1	3	2	0	0	2	0	2	16
SPIRIT AIRLINES	6	2	7	1	2	4	4	2	1	0	0	2	31
TRANS STATES AIRLINES	2	0	1	0	0	1	1	1	0	0	0	0	6
UNITED AIRLINES	10	1	7	5	3	13	8	3	1	0	0	6	57
US AIRWAYS	6	1	6	2	1	7	9	1	1	0	0	0	34
OTHER U. S. AIRLINES	15	1	2	1	5	8	3	3	0	2	0	0	40
<b>TOTAL SEPTEMBER 2009</b>	<b>125</b>	<b>19</b>	<b>70</b>	<b>32</b>	<b>28</b>	<b>97</b>	<b>76</b>	<b>25</b>	<b>3</b>	<b>9</b>	<b>0</b>	<b>21</b>	<b>505</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>24.8</b>	<b>3.8</b>	<b>13.9</b>	<b>6.3</b>	<b>5.5</b>	<b>19.2</b>	<b>15.0</b>	<b>5</b>	<b>0.6</b>	<b>1.8</b>	<b>0</b>	<b>4.2</b>	
<b>TOTAL SEPTEMBER 2008</b>	<b>146</b>	<b>17</b>	<b>80</b>	<b>16</b>	<b>47</b>	<b>122</b>	<b>87</b>	<b>38</b>	<b>2</b>	<b>9</b>	<b>2</b>	<b>15</b>	<b>581</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>25.1</b>	<b>2.9</b>	<b>13.8</b>	<b>2.8</b>	<b>8.1</b>	<b>21.0</b>	<b>15.0</b>	<b>6.5</b>	<b>0.3</b>	<b>1.5</b>	<b>0.3</b>	<b>2.6</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

SEPTEMBER 2009

U. S. AIRLINES*	COMPS RECD IN SEP	INCI- DENTS IN SEP	PERCENT	INCI- DENTS IN AUG	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	5	1	20.0	4	80.0	0	0.0	0	0.0
AIRTRAN AIRWAYS	17	5	29.4	6	35.3	4	23.5	2	11.8
ALLEGIAN AIR	6	3	50.0	1	16.7	2	33.3	0	0.0
AMERICAN AIRLINES	57	12	21.1	16	28.1	18	31.6	11	19.3
AMERICAN EAGLE AIRLINES	12	7	58.3	0	0.0	2	16.7	3	25.0
ATLANTIC SOUTHEAST AIRLINES	7	4	57.1	1	14.3	1	14.3	1	14.3
CONTINENTAL AIRLINES	31	7	22.6	12	38.7	8	25.8	4	12.9
DELTA AIR LINES	101	24	23.8	28	27.7	36	35.6	13	12.9
FRONTIER AIRLINES	6	1	16.7	1	16.7	2	33.3	2	33.3
JETBLUE AIRWAYS	13	4	30.8	5	38.5	0	0.0	4	30.8
LYNXAIR INTERNATIONAL	5	0	0.0	0	0.0	1	20.0	4	80.0
MESA AIRLINES	7	4	57.1	1	14.3	1	14.3	1	14.3
NORTHWEST AIRLINES	38	11	28.9	10	26.3	14	36.8	3	7.9
PIEDMONT AIRLINES	6	5	83.3	1	16.7	0	0.0	0	0.0
SKYWEST AIRLINES	10	4	40.0	4	40.0	1	10.0	1	10.0
SOUTHWEST AIRLINES	16	7	43.8	3	18.8	4	25.0	2	12.5
SPIRIT AIRLINES	31	12	38.7	5	16.1	7	22.6	7	22.6
TRANS STATES AIRLINES	6	2	33.3	3	50.0	1	16.7	0	0.0
UNITED AIRLINES	57	20	35.1	15	26.3	14	24.6	8	14.0
US AIRWAYS	34	15	44.1	6	17.6	8	23.5	5	14.7
OTHER U. S. AIRLINES	40	12	30.0	10	25.0	10	25.0	8	20.0
<b>TOTALS</b>	<b>505</b>	<b>160</b>	<b>31.7</b>	<b>132</b>	<b>26.1</b>	<b>134</b>	<b>26.5</b>	<b>79</b>	<b>15.6</b>
<b>PREVIOUS YEAR' S TOTALS</b>	<b>581</b>	<b>184</b>	<b>31.7</b>	<b>154</b>	<b>26.5</b>	<b>175</b>	<b>30.1</b>	<b>68</b>	<b>11.7</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\*\*

SEPTEMBER 2009

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	1	1	2	1	1	1	2	1	0	0	0	0	10
ALITALIA AIRLINES	0	0	0	0	3	0	2	0	0	0	0	0	5
BRITISH AIRWAYS	0	0	4	0	1	4	2	0	0	0	0	0	11
JET AIRWAYS	2	0	3	1	2	3	0	0	0	0	0	0	11
MEXICANA	0	0	1	0	2	3	0	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	8	2	9	5	3	8	5	2	1	2	0	1	46
<b>TOTALS</b>	<b>11</b>	<b>3</b>	<b>19</b>	<b>7</b>	<b>12</b>	<b>19</b>	<b>11</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>89</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	1	0	6	0	3	0	0	0	0	0	0	0	10
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	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	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>

\* 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

SEPTEMBER

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

RANK	AIRLINE	SEPTEMBER 2009			SEPTEMBER 2008		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	16	7,959,638	0.20	13	7,360,517	0.18
2	<i>PINNACLE AIRLINES</i>	2	894,479	0.22	3	779,664	0.38
3	<i>HAWAIIAN AIRLINES</i>	2	684,040	0.29	4	595,070	0.67
4	<i>ALASKA AIRLINES</i>	4	1,234,596	0.32	5	1,295,170	0.39
5	<i>EXPRESSJET AIRLINES</i>	4	1,041,551	0.38	0	874,462	0.00
6	<i>SKYWEST AIRLINES</i>	10	1,797,694	0.56	7	1,648,993	0.42
7	<i>ATLANTIC SOUTHEAST AIRLINES</i>	7	1,031,861	0.68	4	899,015	0.44
8	<i>FRONTIER AIRLINES</i>	6	792,434	0.76	2	805,996	0.25
9	<i>MESA AIRLINES</i>	7	875,593	0.80	3	870,795	0.34
10	<i>JETBLUE AIRWAYS</i>	13	1,622,290	0.80	24	1,441,949	1.66
11	<i>COMAIR</i>	4	481,390	0.83	10	630,098	1.59
12	<i>AMERICAN AIRLINES</i>	57	6,515,433	0.87	82	6,764,726	1.21
13	<i>US AIRWAYS</i>	34	3,847,660	0.88	78	4,110,234	1.90
14	<i>AMERICAN EAGLE AIRLINES</i>	12	1,342,176	0.89	7	1,262,089	0.55
15	<i>AIRTRAN AIRWAYS</i>	17	1,788,820	0.95	16	1,666,248	0.96
16	<i>CONTINENTAL AIRLINES</i>	31	3,196,674	0.97	31	3,038,377	1.02
17	<i>NORTHWEST AIRLINES</i>	38	3,036,577	1.25	29	3,602,409	0.81
18	<i>UNITED AIRLINES</i>	57	4,424,932	1.29	76	4,852,452	1.57
19	<i>DELTA AIR LINES</i>	101	5,379,922	1.88	83	5,551,745	1.50
	<b>TOTAL</b>	<b>422</b>	<b>47,947,760</b>	<b>0.88</b>	<b>477</b>	<b>48,050,009</b>	<b>0.99</b>

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

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



TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS

	JANUARY - SEPTEMBER 2009				JANUARY - SEPTEMBER 2008			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	5,643	408	16	794	7,649	775	31	1,029
FOREIGN AIRLINES	905	53	2	92	1,019	20	0	88
TRAVEL AGENTS	71	3	0	4	79	3	0	2
TOUR OPERATORS	2	0	0	0	5	0	0	0
MISCELLANEOUS	54	31	1	57	32	60	0	36
<b>INDUSTRY TOTALS</b>	<b>6,675</b>	<b>495</b>	<b>19</b>	<b>947</b>	<b>8,784</b>	<b>858</b>	<b>31</b>	<b>1,155</b>

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - SEPTEMBER 2009			JANUARY - SEPTEMBER 2008		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	1,630		1	2760	
CANCELLATIONS			630			1191
DELAYS			443			810
MISCONNECTI ONS			359			456
BAGGAGE	2	1,189		2	1735	
RES/TKTG/BOARDING	3	1,065		3	1115	
CUSTOMER SERVICE	4	863		4	1093	
REFUNDS	5	534		5	642	
DISABILITY	6	386		6	373	
FARES	7	341		8	307	
OVERSALES	8	302		7	365	
OTHER	9	230		9	269	
FREQUENT FLYER			174			195
DISCRIMINATION	10	100		10	91	
ADVERTISING	11	32		11	30	
ANIMALS	12	3		12	4	
<b>COMPLAINT TOTAL</b>		<b>6,675</b>			<b>8,784</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

 COMPLAINTS AGAINST U. S. AIRLINES/ BY COMPLAINT CATEGORY\*  
 JANUARY - SEPTEMBER 2009

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	20	2	1	0	0	1	5	1	0	0	0	1	31
AIRTRAN AIRWAYS	53	16	19	7	6	36	34	10	0	5	0	2	188
ALASKA AIRLINES	21	2	12	4	5	11	10	3	0	0	0	0	68
ALLEGiant AIR	17	1	11	5	7	7	13	7	3	0	0	0	71
AMERICAN AIRLINES	169	19	94	38	47	178	103	36	2	10	0	21	717
AMERICAN EAGLE AIRLINES	38	0	8	0	2	27	12	3	0	1	0	3	94
ATLANTIC SOUTHEAST AIRLINES	45	6	3	0	0	5	9	2	0	0	0	1	71
CHAUTAUQUA AIRLINES	13	2	0	0	0	4	1	2	0	1	0	0	23
COLGAN AIRWAYS	18	3	1	0	0	3	3	2	0	0	0	0	30
COMAIR	35	4	6	0	0	3	8	3	0	0	0	0	59
CONTINENTAL AIRLINES	86	22	65	22	15	45	46	29	2	11	2	6	351
DELTA AIR LINES	183	51	193	61	70	205	122	50	3	12	1	70	1,021
EXECUTIVE AIRLINES	14	3	1	0	1	10	1	0	0	0	0	1	31
EXPRESSJET AIRLINES	19	1	3	1	1	1	3	1	0	0	0	2	32
FREEDOM AIRLINES	6	3	1	0	0	1	0	0	0	0	0	0	11
FRONTIER AIRLINES	21	4	12	4	5	7	12	4	2	2	0	1	74
GO!	9	1	1	0	1	6	0	0	1	0	0	0	19
HAWAIIAN AIRLINES	4	0	8	9	6	8	6	7	0	0	0	1	49
HORIZON AIRLINES	4	1	0	0	0	3	3	1	0	0	0	0	12
JETBLUE AIRWAYS	46	4	22	8	14	12	25	14	0	3	0	3	151
LYNXAIR INTERNATIONAL	10	0	6	0	15	6	9	2	0	0	0	1	49
MESA AIRLINES	33	3	3	0	0	3	9	2	0	1	0	0	54
MESABA AVIATION	12	3	2	0	0	3	6	2	0	3	0	2	33
MIDWEST AIRLINES	5	1	2	0	1	2	0	0	0	0	0	2	13
NORTHWEST AIRLINES	89	12	64	20	31	64	53	31	0	5	0	11	380
PIEDMONT AIRLINES	23	4	3	0	0	11	7	4	0	1	0	0	53
PINNACLE AIRLINES	38	5	5	0	0	8	3	7	0	0	0	0	66
PSA AIRLINES	11	1	0	0	0	1	2	0	0	0	0	0	15
REPUBLIC AIRWAYS	15	1	1	0	0	1	3	0	0	1	0	0	22
SHUTTLE AMERICA	8	0	0	0	0	4	1	1	0	0	0	0	14
SKYWEST AIRLINES	39	3	10	0	0	11	4	10	0	0	0	1	78
SOUTHWEST AIRLINES	24	8	15	3	14	28	26	25	0	9	0	4	156
SPIRIT AIRLINES	63	21	104	16	50	41	42	9	5	2	0	10	363
TRANS STATES AIRLINES	19	0	1	0	0	5	2	3	0	0	0	0	30
UNITED AIRLINES	123	21	100	26	31	108	83	37	4	10	0	38	581
UNITED EXPRESS	12	2	5	0	0	10	5	1	0	0	0	0	35
US AIRWAYS	107	41	89	36	34	69	83	31	1	2	0	20	513
US AIRWAYS EXPRESS	1	0	0	1	0	2	4	1	0	1	0	0	10
USA3000	6	0	1	0	1	0	1	1	0	0	0	0	10
VIRGIN AMERICA	0	0	1	4	0	2	3	0	0	0	0	1	11
OTHER U. S. AIRLINES	25	1	6	2	6	5	5	3	0	0	0	1	54
<b>TOTAL JAN- SEP 2009</b>	<b>1,484</b>	<b>272</b>	<b>879</b>	<b>267</b>	<b>363</b>	<b>957</b>	<b>767</b>	<b>345</b>	<b>23</b>	<b>80</b>	<b>3</b>	<b>203</b>	<b>5,643</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>26.3</b>	<b>4.8</b>	<b>15.6</b>	<b>4.7</b>	<b>6.4</b>	<b>17</b>	<b>13.6</b>	<b>6.1</b>	<b>0.4</b>	<b>1.4</b>	<b>0.1</b>	<b>3.6</b>	
<b>TOTAL JAN- SEP 2008</b>	<b>2,572</b>	<b>316</b>	<b>925</b>	<b>260</b>	<b>508</b>	<b>1,400</b>	<b>987</b>	<b>343</b>	<b>21</b>	<b>77</b>	<b>4</b>	<b>236</b>	<b>7,649</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>33.6</b>	<b>4.1</b>	<b>12.1</b>	<b>3.4</b>	<b>6.6</b>	<b>18.3</b>	<b>12.9</b>	<b>4.5</b>	<b>0.3</b>	<b>1</b>	<b>0.1</b>	<b>3.1</b>	

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

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

TABLE 4 (YTD)

COMPANIES OTHER THAN U. S. AIRLINES\*  
BY COMPLAINT CATEGORY\*\*  
JANUARY - SEPTEMBER 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>													
AER LINGUS	3	0	2	1	1	2	1	1	0	1	0	0	12
AEROMEXICO	5	2	5	4	7	4	1	0	0	0	0	0	28
AIR CANADA	5	1	5	0	2	8	2	1	0	0	0	0	24
AIR FRANCE	7	2	17	8	12	21	8	4	0	3	0	6	88
AIR INDIA	3	1	2	1	7	9	1	4	0	0	0	0	28
AIR JAMAICA	5	2	0	2	3	9	1	0	0	0	0	0	22
ALITALIA AIRLINES	12	0	6	0	9	21	7	1	0	0	0	1	57
BRITISH AIRWAYS	8	0	17	3	12	16	6	5	1	2	0	1	71
COPA	0	2	3	1	4	5	0	1	0	1	0	0	17
EMIRATES AIRLINES	0	3	4	0	0	9	8	1	0	1	0	0	26
ETIHAD AIRWAYS	1	0	2	1	1	4	1	0	0	0	0	2	12
IBERIA AIRLINES	9	2	2	1	2	10	2	2	0	1	0	0	31
JET AIRWAYS	18	0	12	5	18	11	2	0	0	0	0	1	67
KLM	2	1	1	1	1	4	4	1	0	0	0	1	16
KOREAN AIR LINES	2	0	3	1	1	1	1	1	0	0	0	0	10
LUFTHANSA	6	1	6	2	3	14	8	2	0	1	0	3	46
MEXICANA	9	3	18	5	12	12	2	2	0	1	0	0	64
QATAR AIRWAYS	0	0	1	0	1	3	2	1	0	0	0	2	10
ROYAL AIR MAROC	3	1	1	0	1	3	2	0	0	0	0	1	12
TACA INTERNATIONAL AIRLINES	1	1	5	0	5	2	2	0	0	0	0	0	16
VIRGIN ATLANTIC AIRWAYS	3	0	4	4	7	4	1	3	1	1	0	0	28
OTHER FOREIGN AIRLINES	31	7	34	19	29	55	20	9	4	6	0	6	220
<b>TOTALS</b>	<b>133</b>	<b>29</b>	<b>150</b>	<b>59</b>	<b>138</b>	<b>227</b>	<b>82</b>	<b>39</b>	<b>6</b>	<b>18</b>	<b>0</b>	<b>24</b>	<b>905</b>
<b><u>TRAVEL AGENTS</u></b>													
EXPEDIA.COM	2	0	7	4	6	0	1	0	0	0	0	0	20
ORBITZ.COM	1	0	5	2	4	0	1	0	1	0	0	0	14
TRAVELOCITY.COM	0	0	7	1	3	0	1	0	1	0	0	0	13
OTHER TRAVEL AGENTS	2	0	12	3	7	0	0	0	0	0	0	0	24
<b>TOTALS</b>	<b>5</b>	<b>0</b>	<b>31</b>	<b>10</b>	<b>20</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>71</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	1	0	0	0	0	0	2
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	8	1	5	5	12	5	10	2	1	2	0	3	54
<b>TOTALS</b>	<b>8</b>	<b>1</b>	<b>5</b>	<b>5</b>	<b>12</b>	<b>5</b>	<b>10</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>54</b>

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

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

TABLE 5 (YTD)

JANUARY – SEPTEMBER

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2009			JANUARY - SEPTEMBER 2008		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	156	76,011,111	0.21	210	78,041,758	0.27
2	<i>EXPRESSJET AIRLINES</i>	32	10,030,296	0.32	55	12,519,865	0.44
3	<i>SKYWEST AIRLINES</i>	78	15,923,802	0.49	85	15,956,718	0.53
4	<i>ALASKA AIRLINES</i>	68	11,795,875	0.58	65	13,037,476	0.50
5	<i>MESA AIRLINES</i>	54	8,269,554	0.65	73	8,490,053	0.86
6	<i>ATLANTIC SOUTHEAST AIRLINES</i>	71	10,051,067	0.71	94	9,623,047	0.98
7	<i>HAWAIIAN AIRLINES</i>	49	6,278,344	0.78	53	5,935,819	0.89
8	<i>AMERICAN EAGLE AIRLINES</i>	94	11,908,770	0.79	144	12,804,153	1.12
9	<i>PINNACLE AIRLINES</i>	66	7,949,154	0.83	78	7,767,746	1.00
10	<i>JETBLUE AIRWAYS</i>	151	16,673,643	0.91	177	16,756,312	1.06
11	<i>FRONTIER AIRLINES</i>	74	7,364,213	1.00	67	8,201,483	0.82
12	<i>AIRTRAN AIRWAYS</i>	188	18,137,388	1.04	225	18,841,410	1.19
13	<i>CONTINENTAL AIRLINES</i>	351	33,371,555	1.05	426	36,337,388	1.17
14	<i>AMERICAN AIRLINES</i>	717	64,829,288	1.11	1,041	71,337,623	1.46
15	<i>COMAIR</i>	59	5,028,103	1.17	91	6,641,603	1.37
16	<i>NORTHWEST AIRLINES</i>	380	32,027,219	1.19	340	38,311,796	0.89
17	<i>US AIRWAYS</i>	513	38,898,628	1.32	888	42,013,833	2.11
18	<i>UNITED AIRLINES</i>	581	42,921,364	1.35	976	49,001,719	1.99
19	<i>DELTA AIR LINES</i>	1,021	51,420,123	1.99	1,030	54,277,349	1.90
	<b>TOTAL</b>	<b>4,703</b>	<b>468,889,497</b>	<b>1.00</b>	<b>6,118</b>	<b>505,897,151</b>	<b>1.21</b>

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

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

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

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

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

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

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

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



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

The Transportation Security Administration screened approximately 48.7 million airline passengers and their 43.8 million checked bags during September 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 September.

**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
304	.0006	103	.0002	69	.0001	498	.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
84	.0002	806	.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 September.

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.

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

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">American</a>	1		
<a href="#">Continental</a>	1		
<a href="#">Northwest</a>	2		
<b><i>Total</i></b>	<b>4</b>	<b>0</b>	<b>0</b>