



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: October 2010*



<b>Flight Delays<sup>1</sup></b>	August 2010 12 Months Ending August 2010
<b>Mishandled Baggage<sup>1</sup></b>	August 2010
<b>Oversales<sup>1</sup></b>	2nd Quarter 2010 January – June 2010
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	August 2010
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	August 2010
<b>Airline Animal Incident Reports<sup>4</sup></b>	August 2010

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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 sixteen (16\*) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the two (2\*\*) carriers that currently report flight delay data voluntarily.

The rule requires carriers to currently report on operations to and from the 29 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 18 reporting air carriers, 12 carriers (AirTran, American Eagle, Atlantic Southeast, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, 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 29 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 29 "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 regularly scheduled flights with more than 50% delayed arrivals of more than 30 minutes for two or more consecutive months. 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 8A displays the number and percentage of regularly scheduled flights canceled 5% or more of the time.

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 more than 3 hours, and Table 12 displays the number and percentage of regularly scheduled flights with tarmac delays of 2 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.

**\* Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as DL or Delta Air Lines data in the flight delay tables.**

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

AUGUST 2010

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 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	85.6	15	95.6
ALASKA AIRLINES S/	18	91.1	52	88.7
CONTINENTAL AIRLINES S/	26	86.7	54	87.1
UNITED AIRLINES S/	27	85.2	72	85.1
US AIRWAYS S/	28	85.2	78	84.9
FRONTIER AIRLINES S/	22	84.6	43	83.8
MESA AIRLINES S/	17	85.6	84	83.7
EXPRESSJET AIRLINES S/V/	19	83.3	114	83.1
SOUTHWEST AIRLINES S/	20	82.7	69	82.3
PINNACLE AIRLINES S/V/	17	80.4	131	81.7
AIRTRAN AIRWAYS S/	23	80.8	66	81.1
AMERICAN AIRLINES S/	28	81.0	77	80.7
ATLANTIC SOUTHEAST AIRLINES S/	12	79.1	112	80.4
SKYWEST AIRLINES S/	16	80.7	148	80.3
AMERICAN EAGLE S/	19	79.6	131	79.5
DELTA AIR LINES S/	29	77.5	116	77.4
JETBLUE AIRWAYS S/	20	77.1	47	77.1
COMAIR S/	19	73.7	86	76.4
<b>TOTAL</b>		<b>81.7</b>		<b>81.7</b>

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

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

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta Air Lines data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons

## AUGUST 2010

## AIR TRAVEL CONSUMER REPORT

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

Carrier	3rd Quarter 07-09 2009		4th Quarter 10-12 2009		1st Quarter 01-03 2010		2nd Quarter 04-06 2010		Jun-10		Jul-10		Aug-10		12 Months Ending Aug 2010		Database To Date 09 1987-08 2010	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	75.4	17	74.1	19	76.7	11	83.9	6	79.6	7	79.7	6	81.1	11	79.1	11	(--)	(--)
ALASKA	87.6	2	86.0	2	86.4	2	90.4	2	88.9	2	88.7	2	88.7	2	88.1	2	76.1	6
AMERICAN	78.2	15	78.8	10	76.5	12	77.8	14	73.8	14	76.7	10	80.7	12	78.6	12	78.0	4
AMERICAN EAGLE	80.6	12	75.2	17	74.6	14	74.4	17	67.9	17	70.2	15	79.5	15	75.6	17	73.9	8
ATLANTIC SOUTHEAST	69.8	18	75.2	16	76.2	13	82.3	9	79.2	9	78.5	8	80.4	13	77.9	14	(--)	(--)
COMAIR	69.1	19	74.3	18	71.4	18	71.4	18	64.9	18	69.1	17	76.4	18	73.0	18	(--)	(--)
CONTINENTAL	82.8	7	77.2	13	78.4	9	83.1	8	80.8	5	76.1	13	87.1	3	80.6	7	78.2	2
DELTA	78.7	14	81.0	6	78.9	7	76.6	16	70.2	15	69.9	16	77.4	16	77.7	15	77.5	5
EXPRESSJET	83.2	5	75.3	15	73.3	16	76.7	15	69.7	16	68.6	18	83.1	8	76.1	16	(--)	(--)
FRONTIER	82.1	9	75.8	14	80.3	5	80.7	12	77.1	12	76.4	11	83.8	6	80.0	9	(--)	(--)
HAWAIIAN	94.1	1	91.2	1	88.4	1	93.8	1	93.6	1	94.7	1	95.6	1	92.1	1	(--)	(--)
JETBLUE	78.7	13	79.2	8	71.6	17	83.2	7	81.3	4	75.2	14	77.1	17	78.4	13	(--)	(--)
MESA	81.5	10	79.1	9	80.4	4	84.1	5	80.6	6	80.5	5	83.7	7	81.7	5	(--)	(--)
NORTHWEST	78.0	16	78.1	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
PINNACLE	81.3	11	81.1	5	74.1	15	79.7	13	75.5	13	76.4	12	81.7	10	79.1	10	(--)	(--)
SKYWEST	85.1	3	78.7	11	78.2	10	81.2	10	77.6	11	79.5	7	80.3	14	80.1	8	(--)	(--)
SOUTHWEST	84.0	4	80.9	7	80.1	6	81.1	11	78.4	10	78.4	9	82.3	9	81.3	6	81.9	1
UNITED	82.3	8	83.7	3	82.5	3	84.2	4	79.5	8	83.0	3	85.1	4	83.9	3	76.0	7
US AIRWAYS	83.2	6	81.7	4	78.7	8	85.7	3	83.4	3	82.1	4	84.9	5	82.8	4	78.2	3
Total	81.0		79.2		77.9		80.5		76.4		76.7		81.7		79.8		78.2	

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily (ExpressJet and Pinnacle). Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

AUGUST 2010

## 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*																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	965	73.6	68	79.4	82	78.0	84	71.4	30	90.0	H/		35	97.1	5035	82.6
AA	426	73.5	958	72.4	275	73.5	147	79.6	902	76.2	535	77.8	13410	86.2	204	75.5
AS	31	93.5	93	88.2	H/		H/		93	83.9	176	88.1	93	82.8	H/	
B6	H/		2256	76.6	151	76.2	217	73.3	H/		93	60.2	H/		H/	
CO	92	82.6	411	79.3	139	85.6	123	87.0	236	80.9	325	87.1	203	80.8	106	82.1
DL	15159	75.8	1305	74.3	720	75.8	444	71.4	1041	76.0	702	77.9	445	78.4	5556	79.5
EV	10996	79.0	39	82.1	H/		50	68.0	H/		H/		H/		515	82.7
F9	93	77.4	27	55.6	H/		H/		93	87.1	3511	87.4	142	74.6	80	82.5
FL	6393	80.5	621	75.2	1785	84.4	182	76.9	337	80.4	169	84.0	371	84.1	198	76.8
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	482	73.2	731	79.6	177	79.1	299	70.2	906	80.5	78	87.2	6934	81.5	333	76.6
OH	339	59.3	508	78.1	124	82.3	78	84.6	571	77.1	31	71.0	181	75.1	1086	76.0
OO	80	60.0	H/		H/		H/		H/		6728	84.7	185	80.0	130	73.8
UA	32	68.8	721	81.3	426	86.2	59	76.3	416	83.9	4603	88.1	225	85.3	26	84.6
US	450	79.8	1633	82.3	382	79.6	7164	85.2	1848	82.7	403	84.4	646	87.2	245	78.4
WN	H/		694	77.8	5216	81.4	H/		H/		4102	85.4	H/		488	74.8
XE	441	71.7	88	88.6	186	76.3	353	74.2	164	84.1	17	76.5	238	85.3	236	81.4
YV	149	77.2	20	60.0	4	100.0	1833	84.9	H/		H/		H/		29	86.2
<b>TOTAL</b>	<b>36128</b>	<b>77.3</b>	<b>10173</b>	<b>77.7</b>	<b>9667</b>	<b>81.3</b>	<b>11033</b>	<b>83.2</b>	<b>6637</b>	<b>80.0</b>	<b>21473</b>	<b>85.5</b>	<b>23108</b>	<b>84.4</b>	<b>14267</b>	<b>80.1</b>

\* See Appendix at end of this section for list of airport and carrier codes. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

AUGUST 2010

## 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*	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
	# 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	40	82.5	H/		53	83.0	155	85.8	240	72.9	H/		H/		231	76.6
AA	424	77.8	186	72.0	346	78.0	274	78.1	1042	81.4	708	83.8	2455	81.7	1411	75.6
AS	62	91.9	H/		H/		31	77.4	H/		331	94.9	571	93.3	H/	
B6	341	72.1	1034	75.2	510	76.1	H/		4052	79.6	303	77.2	182	67.6	279	68.1
CO	3733	83.7	383	85.1	H/		6097	89.4	H/		483	91.3	755	85.2	291	78.0
DL	573	74.5	923	76.4	268	75.0	133	79.7	1649	75.1	1112	79.5	1767	77.0	2224	76.6
EV	H/		27	63.0	1178	81.2	17	70.6	117	76.1	H/		H/		95	73.7
F9	H/		33	90.9	H/		93	71.0	H/		243	81.5	221	81.4	111	73.0
FL	H/		434	79.3	124	71.0	H/		H/		186	86.0	248	80.2	606	72.8
HA	H/		H/		H/		H/		H/		79	91.1	93	87.1	H/	
MQ	120	70.0	H/		H/		124	67.7	837	78.9	H/		1197	86.4	1285	75.6
OH	102	79.4	H/		172	72.7	84	76.2	1341	73.8	H/		H/		346	73.7
OO	H/		H/		91	81.3	120	76.7	H/		503	68.0	3939	84.3	H/	
UA	315	80.6	H/		2241	85.4	312	80.8	394	94.4	841	86.3	2362	88.1	565	77.9
US	339	78.2	490	82.0	31	80.6	310	86.5	155	89.0	732	88.4	496	85.1	1138	82.9
WN	H/		1338	82.4	282	83.7	H/		H/		6723	85.8	3394	81.1	243	73.3
XE	3867	77.5	H/		754	85.7	8256	86.8	H/		H/		H/		71	73.2
YV	68	70.6	H/		985	82.2	8	87.5	H/		343	85.7	148	85.8	54	81.5
<b>TOTAL</b>	<b>9984</b>	<b>79.6</b>	<b>4848</b>	<b>79.2</b>	<b>7035</b>	<b>82.1</b>	<b>16014</b>	<b>87.0</b>	<b>9827</b>	<b>78.7</b>	<b>12587</b>	<b>84.8</b>	<b>17828</b>	<b>83.4</b>	<b>8950</b>	<b>76.4</b>

\* See Appendix at end of this section for list of airport and carrier codes. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.



AUGUST 2010

## 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*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		140	75.7	16	81.2	2121	79.6	65	64.6	H/		30	90.0	H/	
AA	735	72.8	H/		3583	75.4	326	79.8	4799	80.0	154	82.5	397	79.6	434	83.6
AS	62	91.9	H/		31	93.5	62	100.0	186	91.4	801	94.4	H/		213	89.7
B6	1377	79.2	H/		H/		H/		217	70.5	124	78.2	H/		31	64.5
CO	511	88.8	H/		264	88.6	29	93.1	428	83.4	217	93.1	150	78.7	289	89.3
DL	1536	75.7	177	66.1	647	77.0	5995	81.3	437	70.5	472	75.0	621	77.0	722	80.5
EV	H/		3	100.0	H/		54	75.9	343	77.0	H/		H/		H/	
F9	88	79.5	151	88.7	H/		115	86.1	H/		151	84.8	31	80.6	180	86.7
FL	1863	84.9	367	76.6	80	73.8	212	76.4	H/		H/		270	81.1	57	86.0
HA	H/		H/		H/		H/		H/		62	96.8	H/		31	90.3
MQ	H/		H/		864	71.3	120	78.3	6989	79.4	H/		146	68.5	H/	
OH	1	0.0	41	73.2	4	100.0	549	67.9	206	66.5	H/		158	72.8	H/	
OO	H/		H/		H/		782	83.0	3505	81.1	1163	86.1	H/		304	76.6
UA	520	85.8	H/		1	100.0	318	79.6	5868	86.0	376	85.1	362	87.6	320	83.8
US	699	80.1	H/		279	78.5	258	84.9	614	82.4	217	86.6	3962	84.6	4974	91.5
WN	2970	83.8	6494	84.4	H/		460	80.0	H/		1182	82.4	1632	82.0	5209	83.4
XE	12	83.3	H/		15	100.0	379	79.2	3235	83.8	H/		37	75.7	30	100.0
YV	H/		H/		H/		H/		930	81.5	H/		12	91.7	2470	90.8
<b>TOTAL</b>	<b>10374</b>	<b>81.5</b>	<b>7373</b>	<b>83.5</b>	<b>5784</b>	<b>75.9</b>	<b>11780</b>	<b>80.4</b>	<b>27822</b>	<b>81.5</b>	<b>4919</b>	<b>85.5</b>	<b>7808</b>	<b>82.5</b>	<b>15264</b>	<b>87.2</b>

\* See Appendix at end of this section for list of airport and carrier codes. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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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*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER*	# 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/	
AA	433	84.3	471	79.2	993	72.6	151	74.8	495	77.6
AS	300	94.3	4075	91.1	295	78.3	H/		H/	
B6	124	79.0	217	75.6	333	70.0	95	85.3	310	83.9
CO	326	93.9	466	88.4	445	79.6	55	92.7	347	90.2
DL	628	80.3	943	82.5	940	73.0	2871	82.3	862	76.3
EV	H/		H/		H/		H/		H/	
F9	185	84.3	156	84.0	151	68.2	88	77.3	31	71.0
FL	62	80.6	212	82.5	186	80.6	H/		523	80.5
HA	54	85.2	75	73.3	31	71.0	H/		H/	
MQ	387	89.1	H/		H/		93	68.8	H/	
OH	H/		H/		H/		H/		H/	
OO	644	83.1	692	83.4	3954	59.5	6607	86.8	H/	
UA	623	86.7	597	84.9	3340	80.5	31	61.3	249	83.1
US	341	88.6	338	85.5	465	77.2	151	94.0	561	78.1
WN	2866	84.4	1231	82.0	1300	63.9	1192	79.0	2181	82.3
XE	H/		H/		H/		33	90.9	H/	
YV	18	94.4	H/		124	68.5	4	100.0	H/	
<b>TOTAL</b>	<b>6991</b>	<b>85.4</b>	<b>9473</b>	<b>86.4</b>	<b>12557</b>	<b>70.2</b>	<b>11371</b>	<b>84.5</b>	<b>5559</b>	<b>80.9</b>

\* See Appendix at end of this section for list of airport and carrier codes. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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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	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	90.3	88.1	87.5	88.9	95.5	100.0	88.0	89.7	88.8	80.6	90.6	93.3	82.2	90.7	93.9	100.0	82.6	90.0
700 - 759 AM	93.5	87.7	90.6	95.7	93.3	96.7	92.7	91.5	92.1	62.3	90.0	96.0	90.2	94.4	94.8	92.4	91.2	85.5
800 - 859 AM	86.8	90.8	94.6	89.1	87.6	94.6	92.4	87.4	93.1	95.4	92.4	95.4	88.9	96.2	95.1	87.3	94.5	88.1
900 - 959 AM	84.5	88.0	90.7	88.5	87.9	94.5	89.7	85.3	92.4	92.3	89.6	95.2	87.0	93.1	91.1	88.6	95.1	88.0
1000 - 1059 AM	83.0	85.3	86.5	88.5	88.9	90.9	91.3	86.7	90.7	90.9	89.2	92.4	85.2	92.0	90.1	85.1	89.9	90.0
1100 - 1159 AM	89.8	83.5	90.1	90.6	88.2	91.8	90.4	84.4	86.7	89.6	89.4	91.4	88.5	90.6	85.8	82.7	85.0	90.5
1200 - 1259 PM	87.7	82.9	86.3	89.5	87.1	89.1	89.8	85.9	83.0	87.3	77.0	91.9	85.9	85.9	89.9	81.8	86.3	89.5
100 - 159 PM	81.6	82.6	88.4	88.6	83.7	88.6	89.6	84.8	80.5	86.3	89.6	89.3	85.3	89.6	82.4	79.5	87.1	93.3
200 - 259 PM	77.7	83.8	85.0	85.0	81.9	88.3	88.2	78.8	74.6	85.0	87.1	89.0	77.5	84.3	85.5	78.0	87.5	88.1
300 - 359 PM	78.1	82.1	85.0	86.8	79.1	82.6	84.3	80.7	77.6	80.3	81.7	84.2	76.8	81.2	85.1	78.2	80.7	86.2
400 - 459 PM	74.6	78.1	80.2	77.9	81.4	84.9	81.3	78.0	76.9	76.0	78.8	80.7	80.0	82.4	82.9	73.4	82.5	82.3
500 - 559 PM	71.0	74.0	73.7	80.0	76.3	78.7	77.5	80.4	73.3	77.6	77.3	77.3	62.6	80.3	80.1	67.5	74.9	78.6
600 - 659 PM	63.7	71.6	76.7	77.8	75.4	75.3	75.1	70.0	72.2	74.8	78.8	79.8	70.2	79.4	81.8	70.9	74.9	77.4
700 - 759 PM	62.0	64.7	74.4	81.8	73.4	75.2	76.5	70.1	74.1	64.2	75.1	82.3	71.4	77.5	77.6	69.2	79.0	78.8
800 - 859 PM	62.3	71.0	68.6	74.4	71.9	76.0	74.8	77.5	70.7	72.3	76.2	77.7	70.0	80.0	75.5	69.2	71.1	73.3
900 - 959 PM	69.1	66.4	72.9	72.2	76.6	76.4	78.9	74.3	73.1	68.5	78.4	79.6	69.5	76.2	70.8	66.5	72.7	65.9
1000 - 1059 PM	66.6	68.3	71.1	65.5	67.8	83.8	78.1	68.8	74.6	72.0	66.5	76.7	76.3	76.3	73.0	66.1	68.0	77.1
1100 - 559 AM	72.5	73.6	74.3	64.0	68.5	77.2	79.6	72.8	82.7	67.9	74.7	84.1	76.8	77.2	80.5	73.8	73.9	77.7
TOTAL, ALL ARRIVALS, BY AIRPORT	77.3	77.7	81.3	83.2	80.0	85.5	84.4	80.1	79.6	79.2	82.1	87.0	78.7	84.8	83.4	76.4	81.5	83.5

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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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	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	69.4	88.0	90.5	95.8	92.6	96.0	91.3	91.6	95.0	J/	J/	90.6
700 - 759 AM	78.8	84.5	83.4	97.2	94.3	95.1	92.3	77.6	95.2	93.4	83.0	91.5
800 - 859 AM	92.8	83.2	81.0	95.7	88.1	95.0	96.0	95.0	87.8	93.9	96.9	90.0
900 - 959 AM	87.5	86.3	82.6	93.4	93.9	90.7	94.5	93.0	71.4	93.8	94.6	89.2
1000 - 1059 AM	85.4	81.3	80.6	91.8	92.0	90.7	92.7	90.1	48.3	90.9	93.4	86.9
1100 - 1159 AM	85.1	80.5	85.1	94.0	91.5	92.1	92.1	88.2	59.3	89.1	87.5	87.1
1200 - 1259 PM	82.6	85.4	83.8	88.6	83.4	91.8	87.3	89.5	51.5	89.1	81.9	85.8
100 - 159 PM	78.4	82.0	83.6	86.4	87.2	89.4	89.8	84.7	74.3	84.2	85.2	85.4
200 - 259 PM	81.5	84.1	85.2	82.1	89.0	86.2	85.4	87.7	70.6	83.7	84.6	83.4
300 - 359 PM	76.7	79.8	81.7	91.6	87.4	86.3	85.6	84.4	66.8	85.3	85.4	81.6
400 - 459 PM	74.0	77.7	82.7	81.6	81.6	86.9	82.8	85.7	71.4	77.1	79.5	79.7
500 - 559 PM	69.7	80.8	79.3	80.3	78.0	83.9	81.5	87.8	74.7	75.3	76.4	77.0
600 - 659 PM	66.1	74.2	80.9	83.1	74.2	77.7	84.5	84.5	68.3	79.0	76.2	74.8
700 - 759 PM	61.2	80.4	79.4	81.0	76.5	84.2	77.6	84.4	75.2	77.3	73.4	75.3
800 - 859 PM	65.0	76.1	72.7	84.2	71.8	80.1	79.7	82.1	74.1	82.4	71.7	73.8
900 - 959 PM	58.1	70.3	72.5	80.0	74.1	76.5	75.4	84.4	71.3	71.4	72.5	72.8
1000 - 1059 PM	70.3	72.4	74.7	78.3	76.0	74.6	77.1	83.1	66.4	77.3	72.4	73.2
1100 - 559 AM	71.8	74.3	84.6	77.9	74.6	83.0	79.4	83.2	76.5	70.8	70.8	76.8
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>75.9</b>	<b>80.4</b>	<b>81.5</b>	<b>85.5</b>	<b>82.5</b>	<b>87.2</b>	<b>85.4</b>	<b>86.4</b>	<b>70.2</b>	<b>84.5</b>	<b>80.9</b>	<b>81.7</b>

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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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	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	91.9	94.7	93.9	91.8	92.6	95.6	91.8	96.8	93.5	94.5	92.5	94.0	92.8	96.7	94.7	93.3	94.5	93.2
700 - 759 AM	90.0	89.9	91.0	90.0	92.9	94.0	90.6	88.4	91.8	95.3	91.5	94.7	88.2	94.9	91.9	90.7	96.1	91.1
800 - 859 AM	89.8	88.9	86.9	83.9	88.1	92.3	89.9	87.5	89.4	93.0	90.3	92.9	90.0	89.9	89.8	91.3	93.2	80.4
900 - 959 AM	87.2	87.4	81.1	90.9	86.5	91.1	86.7	86.7	90.3	89.9	86.7	93.2	90.1	86.3	85.9	87.4	92.9	83.6
1000 - 1059 AM	83.2	88.6	85.8	88.1	89.6	86.7	84.7	84.3	91.4	93.1	91.2	93.0	82.7	79.9	84.8	88.2	90.9	81.9
1100 - 1159 AM	82.3	85.5	72.3	87.1	88.4	85.6	84.9	86.9	85.3	88.8	91.4	91.0	83.9	87.3	81.4	87.7	85.2	79.8
1200 - 1259 PM	83.5	81.0	79.8	81.7	87.5	82.2	81.9	81.4	87.2	87.9	87.0	89.8	82.5	83.4	83.1	83.4	81.1	73.2
100 - 159 PM	83.4	81.2	75.9	87.1	88.2	80.7	80.2	79.5	78.7	81.8	81.1	87.4	84.9	81.5	85.8	83.1	82.2	76.4
200 - 259 PM	74.8	75.3	71.8	84.5	85.1	79.3	77.8	79.7	79.0	74.9	80.6	85.5	77.7	80.8	76.7	82.6	77.3	76.0
300 - 359 PM	75.7	75.9	72.0	77.2	78.6	76.3	77.7	75.0	72.8	78.0	77.7	86.4	69.6	74.7	81.4	81.3	77.0	78.5
400 - 459 PM	75.2	76.9	65.1	81.6	73.9	72.4	75.9	75.6	70.7	72.9	77.0	81.4	63.6	69.6	83.1	74.5	68.9	72.8
500 - 559 PM	68.7	72.1	64.6	76.6	77.1	73.2	73.0	73.6	73.7	70.9	76.6	74.9	61.1	71.9	74.8	73.5	72.2	69.4
600 - 659 PM	69.7	68.7	65.9	76.4	70.7	74.1	70.5	74.5	72.4	68.7	69.4	74.4	63.0	70.9	78.9	71.7	65.7	59.4
700 - 759 PM	66.6	69.0	61.7	75.6	74.8	72.3	70.5	72.2	71.8	58.6	75.6	78.5	61.3	65.1	76.2	69.2	66.9	54.3
800 - 859 PM	67.1	65.7	64.2	76.8	67.4	58.8	71.3	72.9	71.0	60.6	79.7	76.3	61.6	70.5	73.1	75.8	67.8	50.4
900 - 959 PM	65.0	53.8	63.5	57.6	79.7	78.8	72.2	80.6	67.4	J/	78.7	87.1	61.4	71.3	73.0	69.8	76.4	44.7
1000 - 1059 PM	69.0	J/	J/	77.8	J/	76.9	79.5	85.0	64.1	54.5	79.8	90.2	66.8	85.6	80.7	J/	40.0	J/
1100 - 559 AM	70.7	88.3	97.7	96.8	93.5	83.7	90.7	100.0	98.5	100.0	100.0	83.7	85.5	88.4	75.9	100.0	71.9	J/
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>77.4</b>	<b>81.2</b>	<b>75.8</b>	<b>83.2</b>	<b>83.3</b>	<b>81.0</b>	<b>79.9</b>	<b>80.1</b>	<b>81.0</b>	<b>81.5</b>	<b>83.0</b>	<b>86.4</b>	<b>74.9</b>	<b>80.7</b>	<b>83.1</b>	<b>82.2</b>	<b>80.9</b>	<b>74.2</b>

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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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	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	88.9	90.4	89.8	95.1	93.0	96.9	96.8	95.5	93.4	94.9	96.4	93.8
700 - 759 AM	91.2	87.1	87.1	94.0	91.0	92.1	90.7	92.4	91.7	94.2	94.5	91.4
800 - 859 AM	87.3	87.9	84.6	96.0	86.0	91.9	93.2	91.2	90.7	91.6	92.2	89.6
900 - 959 AM	86.1	84.7	79.8	92.3	88.5	86.9	93.3	89.4	81.3	91.5	95.6	87.1
1000 - 1059 AM	80.4	84.0	81.1	86.5	89.7	87.2	84.6	87.1	66.1	85.9	92.0	85.1
1100 - 1159 AM	81.9	79.6	80.0	88.5	87.9	84.9	89.2	83.4	60.5	87.8	92.3	84.2
1200 - 1259 PM	74.1	83.3	82.8	90.1	80.4	86.1	85.3	87.3	59.1	88.0	83.1	82.3
100 - 159 PM	68.7	81.8	81.9	89.8	80.3	86.4	87.7	85.8	63.7	81.9	79.6	81.8
200 - 259 PM	69.5	75.0	79.7	77.7	79.3	81.8	85.3	82.6	68.9	69.8	79.7	78.4
300 - 359 PM	68.4	77.4	81.4	86.2	78.1	83.3	79.3	81.7	64.5	85.1	82.4	77.7
400 - 459 PM	66.8	72.3	79.5	85.7	76.0	78.3	78.0	85.1	68.6	83.2	70.2	75.5
500 - 559 PM	64.4	75.0	76.7	81.9	75.3	76.6	83.0	87.9	71.9	77.6	70.3	73.7
600 - 659 PM	55.6	77.6	76.1	76.1	79.8	78.3	78.2	83.5	71.4	54.0	67.2	72.2
700 - 759 PM	63.7	76.0	76.8	81.0	67.5	69.9	76.9	83.9	77.4	80.8	63.7	71.4
800 - 859 PM	58.1	66.0	78.4	79.1	80.9	80.6	72.3	87.9	70.9	82.3	64.8	71.1
900 - 959 PM	60.6	73.5	77.2	83.8	79.3	84.2	73.4	92.4	73.2	88.4	67.9	74.5
1000 - 1059 PM	60.0	J/	77.5	92.5	82.8	93.3	93.3	93.9	78.5	87.5	J/	78.0
1100 - 559 AM	77.4	86.4	95.7	90.5	90.5	87.1	96.7	90.7	77.0	87.1	96.3	84.7
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>71.7</b>	<b>79.7</b>	<b>80.7</b>	<b>88.1</b>	<b>83.0</b>	<b>84.8</b>	<b>86.2</b>	<b>87.9</b>	<b>74.0</b>	<b>85.2</b>	<b>82.5</b>	<b>80.9</b>

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

AUGUST 2010

## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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## CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

SKYWEST	6909	Aug	OTH-SFO	1325	31	24	77.4	102
SKYWEST	6909	Jul	OTH-SFO	1325	30	20	66.7	112
SKYWEST	6905	Jun	OTH-SFO	1322	30	16	53.3	108
SKYWEST	6504	Aug	OTH-SFO	0855	31	21	67.7	97
SKYWEST	6504	Jul	OTH-SFO	0855	31	23	74.2	101
SKYWEST	6504	Jun	OTH-SFO	0855	30	16	53.3	101
EXPRESSJET	3062	Aug	ATL-EWR	1900	14	8	57.1	95
EXPRESSJET	3062	Jul	ATL-EWR	1900	25	14	56.0	105
EXPRESSJET	3062	Jun	ATL-EWR	1915	26	14	53.9	93
COMAIR	6494	Aug	OKC-ATL	1740	11	6	54.6	66
COMAIR	6494	Jul	OKC-ATL	1740	22	13	59.1	95
COMAIR	6494	Jun	OKC-ATL	1740	15	12	80.0	77

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

\*\*\* For flights late more than 30 minutes only. Excludes canceled and diverted flights

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through JULY, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

Chronically Delayed Flights for individual months can be found on the [BTS website](#)

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## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

ALASKA	308	Jul	SEA-SFO	0810	31	19	61.3	77
ALASKA	308	Aug	SEA-SFO	0810	21	19	90.5	75
ALASKA	303	Jul	SFO-SEA	1105	31	18	58.1	84
ALASKA	303	Aug	SFO-SEA	1105	21	19	90.5	77
COMAIR	6326	Jul	MCI-LGA	1849	25	14	56.0	67
COMAIR	6326	Aug	MCI-LGA	1849	13	7	53.9	74
COMAIR	6335	Jul	MEM-OKC	1920	30	21	70.0	90
COMAIR	6335	Aug	MEM-OKC	1920	15	10	66.7	53
COMAIR	6494	Jul	OKC-ATL	1740	22	13	59.1	95
COMAIR	6494	Aug	OKC-ATL	1740	11	6	54.6	66
DELTA	2357	Jul	ATL-SDF	1854	30	20	66.7	89
DELTA	2357	Aug	ATL-SDF	1854	16	13	81.3	108
EXPRESSJET	3062	Jul	ATL-EWR	1900	25	14	56.0	105
EXPRESSJET	3062	Aug	ATL-EWR	1900	14	8	57.1	95
SKYWEST	6099	Jul	ACV-SFO	0848	28	24	85.7	112
SKYWEST	6099	Aug	ACV-SFO	0848	31	24	77.4	101
SKYWEST	6951	Jul	ACV-SFO	1053	28	16	57.1	67
SKYWEST	6951	Aug	ACV-SFO	1053	31	19	61.3	89
SKYWEST	6058	Jul	ACV-SFO	1249	28	15	53.6	87
SKYWEST	6058	Aug	ACV-SFO	1249	31	23	74.2	95



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## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

SKYWEST	6255	Jul	BUR-SFO	0856	31	18	58.1	84
SKYWEST	6255	Aug	BUR-SFO	0856	31	17	54.8	73
SKYWEST	6181	Jul	CEC-SFO	0918	31	21	67.7	108
SKYWEST	6181	Aug	CEC-SFO	0918	31	20	64.5	101
SKYWEST	6192	Jul	CIC-SFO	1013	30	18	60.0	66
SKYWEST	6192	Aug	CIC-SFO	1013	31	20	64.5	95
SKYWEST	6400	Jul	EUG-SFO	0836	29	18	62.1	63
SKYWEST	6400	Aug	EUG-SFO	0836	30	19	63.3	62
SKYWEST	6256	Jul	FAT-SFO	1147	29	17	58.6	72
SKYWEST	6256	Aug	FAT-SFO	1147	31	24	77.4	85
SKYWEST	6505	Jul	LMT-SFO	0838	31	21	67.7	87
SKYWEST	6505	Aug	LMT-SFO	0838	31	25	80.7	79
SKYWEST	6575	Jul	MFR-SFO	1025	30	17	56.7	62
SKYWEST	6575	Aug	MFR-SFO	1025	31	18	58.1	103
SKYWEST	6652	Jul	MOD-SFO	1039	31	16	51.6	68
SKYWEST	6652	Aug	MOD-SFO	1039	31	21	67.7	85
SKYWEST	6673	Jul	MRY-SFO	0929	30	16	53.3	80
SKYWEST	6673	Aug	MRY-SFO	0929	31	23	74.2	101
SKYWEST	6687	Jul	MRY-SFO	1145	30	17	56.7	99
SKYWEST	6687	Aug	MRY-SFO	1145	31	22	71.0	88

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## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

SKYWEST	6134	Jul	ONT-SFO	1000	30	18	60.0	65
SKYWEST	6134	Aug	ONT-SFO	1000	31	20	64.5	74
SKYWEST	6504	Jul	OTH-SFO	0855	31	23	74.2	101
SKYWEST	6504	Aug	OTH-SFO	0855	31	21	67.7	97
SKYWEST	6909	Jul	OTH-SFO	1325	30	20	66.7	112
SKYWEST	6909	Aug	OTH-SFO	1325	31	24	77.4	102
SKYWEST	6336	Jul	RNO-SFO	0930	31	18	58.1	82
SKYWEST	6336	Aug	RNO-SFO	0930	28	21	75.0	97
SKYWEST	6836	Jul	SBA-SFO	0843	29	19	65.5	77
SKYWEST	6836	Aug	SBA-SFO	0843	31	22	71.0	84
SKYWEST	6840	Jul	SBA-SFO	1036	26	16	61.5	81
SKYWEST	6840	Aug	SBA-SFO	1036	28	20	71.4	77
SKYWEST	6841	Jul	SBA-SFO	1237	31	20	64.5	66
SKYWEST	6841	Aug	SBA-SFO	1237	31	20	64.5	87
SKYWEST	6034	Jul	SBP-SFO	0953	30	18	60.0	67
SKYWEST	6829	Aug	SBP-SFO	0953	31	22	71.0	78
SKYWEST	4781	Jul	SDF-ATL	1915	25	14	56.0	94
SKYWEST	4781	Aug	SDF-ATL	1915	13	7	53.9	103
SKYWEST	6058	Jul	SFO-ACV	1058	28	16	57.1	96
SKYWEST	6058	Aug	SFO-ACV	1058	31	20	64.5	105

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## AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

SKYWEST	6256	Jul	SFO-FAT	1022	30	19	63.3	76
SKYWEST	6256	Aug	SFO-FAT	1022	31	25	80.7	84
SKYWEST	6264	Jul	SFO-FAT	1254	31	16	51.6	88
SKYWEST	6264	Aug	SFO-FAT	1254	31	21	67.7	92
SKYWEST	6350	Jul	SFO-ONT	1213	31	16	51.6	62
SKYWEST	6350	Aug	SFO-ONT	1213	31	17	54.8	81
SKYWEST	6909	Jul	SFO-OTH	1114	31	20	64.5	103
SKYWEST	6909	Aug	SFO-OTH	1114	31	23	74.2	100
SKYWEST	6824	Jul	SFO-RDD	1536	27	16	59.3	103
SKYWEST	6824	Aug	SFO-RDD	1536	20	18	90.0	94
SKYWEST	6841	Jul	SFO-SBA	1040	30	20	66.7	80
SKYWEST	6841	Aug	SFO-SBA	1040	31	20	64.5	77
SKYWEST	6846	Jul	SMF-SFO	1152	31	17	54.8	63
SKYWEST	6846	Aug	SMF-SFO	1152	31	23	74.2	97
SOUTHWEST	3572	Jul	DAL-BHM	1915	29	15	51.7	81
SOUTHWEST	3572	Aug	DAL-BHM	1915	13	8	61.5	69
SOUTHWEST	1505	Jul	DEN-SFO	0900	26	16	61.5	72
SOUTHWEST	1505	Aug	DEN-SFO	0900	26	19	73.1	70
SOUTHWEST	846	Jul	SAN-SFO	0940	26	14	53.9	60
SOUTHWEST	846	Aug	SAN-SFO	0940	29	19	65.5	74
SOUTHWEST	1281	Jul	SFO-LAS	1115	31	17	54.8	68
SOUTHWEST	1281	Aug	SFO-LAS	1115	16	10	62.5	69

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
SKYWEST	1,763	48	2.7
COMAIR	340	3	0.9
ALASKA	427	3	0.7
MESA	440	1	0.2
SOUTHWEST	2,459	5	0.2
DELTA	2,508	4	0.2
CONTINENTAL	695	1	0.1
PINNACLE	787	1	0.1
AMERICAN	1,530	0	0.0
AMERICAN EAGLE	1,246	0	0.0
US AIRWAYS	1,223	0	0.0
EXPRESSJET	1,195	0	0.0
UNITED	1,004	0	0.0
ATLANTIC SOUTHEAST	951	0	0.0
AIRTRAN	770	0	0.0
JETBLUE	578	0	0.0
FRONTIER	246	0	0.0
HAWAIIAN	203	0	0.0
<b>TOTAL</b>	<b>18,365</b>	<b>66</b>	<b>0.4</b>

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

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	74.6	86.4	213	213
ADAK ISLAND AK (ADK)	44.4	33.3	9	9
AGUADILLA PR (BQN)	80.7	89.0	145	146
AKRON OH (CAK)	80.3	85.0	791	792
ALBANY GA (ABY)	89.9	89.9	89	89
ALBANY NY (ALB)	80.6	86.2	1,016	1,017
ALBUQUERQUE NM (ABQ)	82.8	84.9	2,924	2,922
ALEXANDRIA LA (AEX)	83.0	86.6	306	306
ALLEN TOWN/BETHLEHEM/EASTON PA (ABE)	80.1	83.6	397	396
AMARILLO TX (AMA)	81.0	84.8	672	672
ANCHORAGE AK (ANC)	76.8	88.0	2,094	2,097
APPLETON WI (ATW)	75.7	84.0	432	432
ASHEVILLE NC (AVL)	79.5	84.7	550	550
ASHLAND WV (HTS)	87.0	86.4	23	22
ASPEN CO (ASE)	83.2	86.7	328	330
ATLANTA GA (ATL)	77.3	77.4	36,128	36,115
ATLANTIC CITY NJ (ACY)	69.4	79.0	62	62
AUGUSTA GA (AGS)	77.3	78.1	348	347
AUSTIN TX (AUS)	82.1	86.0	3,697	3,700
BAKERSFIELD CA (BFL)	81.4	83.9	280	280
BALTIMORE MD (BWI)	81.3	75.8	9,667	9,668
BANGOR ME (BGR)	77.4	85.1	115	114
BARROW AK (BRW)	65.7	61.4	70	70
BATON ROUGE LA (BTR)	80.1	83.0	811	814
BELLINGHAM WA (BLI)	90.0	100.0	20	20
BEMIDJI MN (BJI)	83.3	94.7	18	19
BEND/REDMOND OR (RDM)	80.4	88.1	271	270
BETHEL AK (BET)	84.1	71.6	88	88
BILLINGS MT (BIL)	87.8	92.0	385	386
BINGHAMTON/ENDCOT/JHNSN CTY NY (BGM)	85.4	91.0	89	89
BIRMINGHAM AL (BHM)	78.2	83.6	1,843	1,845
BISMARCK/MANDAN ND (BIS)	84.3	90.0	381	381
BLOOMINGTON IL (BMI)	80.1	83.3	408	408
BOISE ID (BOI)	80.7	87.4	1,215	1,212
BOSTON MA (BOS)	77.7	81.2	10,173	10,176
BOZEMAN MT (BZN)	82.4	86.0	523	523
BRANSON MO (BKG)	87.4	83.6	159	159
BRISTOL/KINGSBURY/JHNSN CTY TN (TRI)	85.4	86.8	355	355
BROWNSVILLE TX (BRO)	84.5	90.3	206	206
BRUNSWICK GA (BQK)	87.6	88.8	89	89
BUFFALO NY (BUF)	78.5	84.4	2,160	2,158
BURBANK CA (BUR)	84.8	85.9	2,279	2,279
BURLINGTON VT (BTV)	79.3	79.6	697	697

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUTTE MT (BTM)	85.4	91.0	89	89
CARLSBAD CA (CLD)	83.1	91.3	172	172
CASPER WY (CPR)	85.9	87.4	205	206
CEDAR CITY UT (CDC)	81.1	86.8	53	53
CEDAR RAPIDS/IOWA CITY IA (CID)	78.6	85.2	561	561
CHAMPAIGN/URBANA IL (CMI)	79.3	86.9	213	214
CHARLESTON SC (CHS)	77.1	79.8	1,142	1,141
CHARLESTON/DUNBAR WV (CRW)	80.4	84.6	429	428
CHARLOTTE AMALIE VI (STT)	75.6	77.9	221	222
CHARLOTTE NC (CLT)	83.2	83.2	11,033	11,035
CHARLOTTESVILLE VA (CHO)	77.3	81.8	88	88
CHATTANOOGA TN (CHA)	81.0	82.9	421	421
CHEYENNE WY (CYS)	82.3	75.8	62	62
CHICAGO IL (MDW)	83.5	74.2	7,373	7,372
CHICAGO IL (ORD)	81.5	80.7	27,822	27,833
CHICO CA (CIC)	59.2	66.7	120	120
CHRISTIANSTED VI (STX)	69.7	66.7	33	33
CLEVELAND OH (CLE)	84.6	88.4	5,062	5,054
CODY WY (COD)	81.8	85.1	154	154
COLLEGE STATION/BRYAN TX (CLL)	96.8	96.8	31	31
COLORADO SPRINGS CO (COS)	79.4	86.7	1,131	1,131
COLUMBIA MO (COU)	87.6	85.4	89	89
COLUMBIA SC (CAE)	78.4	81.5	790	788
COLUMBUS GA (CSG)	78.5	82.9	181	181
COLUMBUS MS (GTR)	83.3	83.3	60	60
COLUMBUS OH (CMH)	80.7	85.7	2,680	2,682
CORDOVA AK (CDV)	75.8	72.6	62	62
CORPUS CHRISTI TX (CRP)	83.6	88.9	682	682
COVINGTON KY (CVG)	83.0	83.2	4,585	4,582
CRESCENT CITY CA (CEC)	52.3	48.3	88	89
DALLAS TX (DAL)	84.9	81.1	3,973	3,970
DALLAS/FT. WORTH TX (DFW)	84.4	79.9	23,108	23,104
DAYTON OH (DAY)	79.1	85.9	1,284	1,287
DAYTONA BEACH FL (DAB)	79.2	78.5	144	144
DEADHORSE AK (SCC)	78.0	67.8	59	59
DENVER CO (DEN)	85.5	81.0	21,473	21,480
DES MOINES IA (DSM)	80.1	84.2	1,157	1,156
DETROIT MI (DTW)	80.1	80.1	14,267	14,258
DILLINGHAM AK (DLG)	76.2	95.2	21	21
DOTHAN AL (DHN)	86.6	87.5	119	120
DUBUQUE IA (DBQ)	84.3	89.9	89	89
DULUTH MN (DLH)	78.7	81.7	300	300
DURANGO CO (DRO)	79.4	87.9	306	306

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EAGLE CO (EGE)	82.1	91.8	134	134
EAU CLAIRE WI (EAU)	78.7	80.7	89	88
EL CENTRO CA (IPL)	93.5	96.8	62	62
EL PASO TX (ELP)	80.8	85.3	1,924	1,924
ELKO NV (EKO)	87.9	90.3	124	124
ELMIRA/CORNING NY (ELM)	80.0	85.0	120	120
ERIE PA (ERI)	88.3	91.7	120	120
EUGENE OR (EUG)	81.2	79.9	452	452
EUREKA/ARCATA CA (ACV)	52.8	51.0	299	296
EVANSVILLE IN (EVV)	84.4	88.4	449	448
FAIRBANKS AK (FAI)	80.5	86.2	476	477
FARGO ND (FAR)	77.8	86.2	505	506
FAYETTEVILLE AR (XNA)	79.7	84.2	1,227	1,226
FAYETTEVILLE NC (FAY)	78.4	85.0	361	361
FLAGSTAFF AZ (FLG)	90.8	91.9	185	185
FLINT MI (FNT)	75.6	80.6	381	381
FLORENCE SC (FLO)	96.6	82.8	29	29
FORT LAUDERDALE FL (FLL)	79.2	81.5	4,848	4,849
FORT SMITH AR (FSM)	79.2	82.0	183	183
FORT WAYNE IN (FWA)	80.3	84.0	421	420
FRESNO CA (FAT)	80.4	83.0	1,070	1,070
FT. MYERS FL (RSW)	83.1	87.5	1,788	1,789
GAINESVILLE FL (GNV)	83.6	87.1	201	201
GILLETTE WY (GCC)	85.5	96.0	124	124
GRAND FORKS ND (GFK)	76.4	79.5	161	161
GRAND JUNCTION CO (GJT)	84.0	87.4	475	475
GRAND RAPIDS MI (GRR)	78.8	82.0	1,169	1,173
GREAT FALLS MT (GTF)	90.1	93.9	181	181
GREEN BAY/CLINTONVILLE WI (GRB)	81.7	84.1	567	567
GREENSBORO/HIGH POINT NC (GSO)	76.8	82.9	933	933
GREENVILLE/SPARTANBURG SC (GSP)	78.9	84.8	886	884
GULFPORT/BILOXI MS (GPT)	78.8	81.4	572	571
GUNNISON CO (GUC)	87.0	90.7	54	54
GUSTAVUS AK (GST)	95.2	76.2	21	21
HANCOCK/HOUGHTON MI (CMX)	79.0	87.1	62	62
HARLINGEN/SAN BENITO TX (HRL)	78.4	89.1	440	440
HARRISBURG PA (MDT)	84.7	86.5	593	594
HARTFORD CT (BDL)	80.3	85.7	2,152	2,157
HELENA MT (HLN)	86.8	93.4	151	151
HILO HI (ITO)	90.3	92.3	637	637
HONOLULU HI (HNL)	88.8	92.0	4,917	4,914
HOUSTON TX (HOU)	81.3	75.7	4,497	4,497
HOUSTON TX (IAH)	87.0	86.4	16,014	16,008

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HUNTSVILLE AL (HSV)	81.1	86.3	1,047	1,045
IDAHO FALLS ID (IDA)	91.9	93.4	273	273
INDIANAPOLIS IN (IND)	79.9	84.2	3,065	3,068
INDIO/PALM SPRINGS CA (PSP)	86.2	89.8	739	738
INYOKERN CA (IYK)	94.3	92.0	88	88
ISLIP NY (ISP)	77.4	80.6	664	664
ITHACA/CORTLAND NY (ITH)	93.4	91.2	91	91
JACKSON WY (JAC)	81.3	86.4	476	479
JACKSON/VICKSBURG MS (JAN)	82.0	85.4	1,041	1,045
JACKSONVILLE FL (JAX)	79.0	84.2	2,567	2,567
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	82.5	84.9	126	126
JUNEAU AK (JNU)	85.8	84.3	457	458
KAHULUI HI (OGG)	91.7	93.4	2,014	1,982
KALAMAZOO MI (AZO)	83.0	90.1	224	222
KALISPELL MT (FCA)	78.6	89.5	313	313
KANSAS CITY MO (MCI)	81.3	85.0	4,449	4,450
KETCHIKAN AK (KTN)	90.3	86.7	248	248
KEY WEST FL (EYW)	73.6	70.4	125	125
KILLEEN TX (GRK)	75.8	90.8	165	163
KING SALMON AK (AKN)	71.4	90.5	21	21
KLAMATH FALLS OR (LMT)	77.4	63.7	124	124
KNOXVILLE TN (TYS)	81.9	86.9	1,303	1,302
KODIAK AK (ADQ)	84.5	79.3	58	58
KONA HI (KOA)	90.9	92.5	1,094	1,095
KOTZEBUE AK (OTZ)	82.8	80.6	93	93
LA CROSSE WI (LSE)	82.2	86.1	332	332
LAFAYETTE LA (LFT)	82.7	88.9	469	468
LAKE CHARLES LA (LCH)	71.9	88.9	64	63
LANSING MI (LAN)	81.9	89.0	281	281
LAREDO TX (LRD)	83.6	89.0	226	227
LAS VEGAS NV (LAS)	84.8	80.7	12,587	12,591
LEWISBURG WV (LWB)	82.3	72.6	62	62
LEWISTON ID (LWS)	92.1	96.6	89	89
LEXINGTON KY (LEX)	81.6	85.7	862	863
LIHUE HI (LIH)	91.0	91.6	1,128	1,128
LINCOLN NE (LNK)	80.6	86.2	289	289
LITTLE ROCK AR (LIT)	79.7	85.2	1,711	1,711
LONG BEACH CA (LGB)	83.5	82.0	1,209	1,209
LONGVIEW/KILGOR/GLADWATR TX (GGG)	90.3	96.8	31	31
LOS ANGELES CA (LAX)	83.4	83.1	17,828	17,828
LOUISVILLE KY (SDF)	81.0	84.9	1,644	1,645
LUBBOCK TX (LBB)	81.1	87.0	710	710
LYNCHBURG VA (LYH)	81.3	81.3	91	91

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MADISON WI (MSN)	77.4	82.2	872	873
MANCHESTER NH (MHT)	80.9	85.4	1,214	1,216
MANHATTAN/FT. RILEY KS (MHK)	82.8	91.4	93	93
MARQUETTE MI (MQT)	86.1	87.1	101	101
MEDFORD OR (MFR)	74.1	74.9	405	406
MELBOURNE FL (MLB)	77.4	81.3	155	155
MEMPHIS TN (MEM)	83.9	84.6	7,323	7,319
MERIDIAN MS (MEI)	84.5	87.9	58	58
MIAMI FL (MIA)	75.9	71.7	5,784	5,795
MIDLAND/ODESSA TX (MAF)	81.2	89.3	685	684
MILWAUKEE WI (MKE)	81.8	82.4	3,952	3,953
MINNEAPOLIS MN (MSP)	80.4	79.7	11,780	11,782
MINOT ND (MOT)	85.0	88.3	180	180
MISSION/MCALLEN/EDINBURG TX (MFE)	86.8	93.4	393	394
MISSOULA MT (MSO)	89.9	90.5	348	349
MOBILE AL (MOB)	81.5	84.0	605	606
MODESTO CA (MOD)	55.6	59.6	151	151
MOLINE IL (MLI)	82.5	83.9	635	633
MONROE LA (MLU)	81.7	86.1	273	274
MONTEREY CA (MRY)	70.7	71.2	468	468
MONTGOMERY AL (MGM)	82.2	84.1	415	415
MONTROSE/DELTA CO (MTJ)	79.9	84.4	244	244
MUSKEGON MI (MKG)	77.3	76.1	66	67
MYRTLE BEACH SC (MYR)	79.7	83.5	364	364
NANTUCKET MA (ACK)	86.1	80.9	115	115
NASHVILLE TN (BNA)	81.1	80.0	4,782	4,778
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	84.3	82.0	89	89
NEW ORLEANS LA (MSY)	81.2	84.2	3,257	3,256
NEW YORK NY (JFK)	78.7	74.9	9,827	9,823
NEW YORK NY (LGA)	76.4	82.2	8,950	8,950
NEWARK NJ (EWR)	79.6	81.0	9,984	9,980
NEWBURGH/POUGHKEEPSIE NY (SWF)	75.8	86.8	182	182
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	78.8	79.0	524	524
NOME AK (OME)	86.0	76.3	93	93
NORFOLK VA (ORF)	80.2	83.9	1,383	1,381
NORTH BEND/COOS BAY OR (OTH)	54.8	47.7	155	155
OAKLAND CA (OAK)	83.9	83.1	4,130	4,130
OKLAHOMA CITY OK (OKC)	77.6	84.5	1,901	1,899
OMAHA NE (OMA)	80.3	86.0	2,203	2,204
ONTARIO/SAN BERNARDINO CA (ONT)	84.1	86.0	2,137	2,138
ORLANDO FL (MCO)	81.5	80.9	10,374	10,382
PADUCAH KY (PAH)	82.3	85.5	62	62
PANAMA CITY FL (ECP)	82.6	86.6	576	576

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PASCO/KENNEWICK/RICHLAND WA (PSC)	85.0	92.7	327	328
PELLSTON MI (PLN)	68.3	75.0	60	60
PENSACOLA FL (PNS)	77.4	83.9	971	970
PEORIA IL (PIA)	78.3	86.6	336	336
PETERSBURG AK (PSG)	83.9	74.2	62	62
PHILADELPHIA PA (PHL)	82.5	83.0	7,808	7,810
PHOENIX AZ (PHX)	87.2	84.8	15,264	15,267
PITTSBURGH PA (PIT)	80.7	85.6	3,317	3,315
POCATELLO ID (PIH)	86.3	93.5	124	124
PONCE PR (PSE)	68.7	83.8	67	68
PORTLAND ME (PWM)	77.7	82.6	781	777
PORTLAND OR (PDX)	85.5	88.1	4,919	4,917
PROVIDENCE RI (PVD)	82.1	85.6	1,760	1,759
RALEIGH/DURHAM NC (RDU)	79.2	83.8	4,190	4,189
RAPID CITY SD (RAP)	81.6	82.6	608	608
REDDING CA (RDD)	60.5	81.6	124	125
RENO NV (RNO)	83.2	85.2	1,868	1,870
RICHMOND VA (RIC)	78.2	84.4	1,456	1,458
ROANOKE VA (ROA)	81.8	83.9	285	285
ROCHESTER MN (RST)	80.2	82.4	308	306
ROCHESTER NY (ROC)	80.2	82.4	1,247	1,244
ROCK SPRINGS WY (RKS)	87.1	87.7	155	154
ROSWELL NM (ROW)	78.9	86.2	109	109
SACRAMENTO CA (SMF)	80.7	83.7	3,876	3,908
SAGINAW/BAY CITY/MIDLAND MI (MBS)	79.2	83.4	351	350
SALT LAKE CITY UT (SLC)	84.5	85.2	11,371	11,365
SAN ANGELO TX (SJT)	100.0	100.0	8	8
SAN ANTONIO TX (SAT)	82.2	87.2	3,505	3,505
SAN DIEGO CA (SAN)	85.4	86.2	6,991	6,997
SAN FRANCISCO CA (SFO)	70.2	74.0	12,557	12,555
SAN JOSE CA (SJC)	83.6	85.5	3,478	3,478
SAN JUAN PR (SJU)	76.3	76.6	1,901	1,910
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	77.7	80.8	421	422
SANTA ANA CA (SNA)	86.1	85.9	3,634	3,630
SANTA BARBARA CA (SBA)	79.5	81.2	917	918
SANTA FE NM (SAF)	83.5	86.2	115	116
SANTA MARIA CA (SMX)	89.2	92.5	120	120
SARASOTA/BRADENTON FL (SRQ)	81.2	81.3	341	342
SAVANNAH GA (SAV)	74.5	78.3	987	988
SCRANTON/WILKES-BARRE PA (AVP)	86.0	85.1	215	215
SEATTLE WA (SEA)	86.4	87.9	9,473	9,473
SHREVEPORT LA (SHV)	81.8	86.0	374	372
SIoux CITY IA (SUX)	93.5	93.5	46	46

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SIoux FALLS SD (FSD)	78.9	84.1	622	622
SITKA AK (SIT)	85.3	79.3	150	150
SOUTH BEND IN (SBN)	81.7	82.4	427	427
SPOKANE WA (GEG)	82.5	84.6	1,236	1,236
SPRINGFIELD IL (SPI)	78.8	86.7	151	150
SPRINGFIELD MO (SGF)	80.6	86.4	809	811
ST. GEORGE UT (SGU)	85.9	91.5	199	199
ST. LOUIS MO (STL)	81.5	80.2	4,996	4,992
STATE COLLEGE PA (SCE)	81.7	83.9	93	93
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	85.9	90.6	85	85
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	87.1	91.1	248	248
SYRACUSE NY (SYR)	78.8	83.4	986	985
TALLAHASSEE FL (TLH)	79.5	79.2	474	475
TAMPA FL (TPA)	80.9	82.5	5,559	5,557
TEXARKANA AR (TXK)	76.3	81.7	93	93
TOLEDO OH (TOL)	82.0	84.3	89	89
TRAVERSE CITY MI (TVC)	83.1	86.0	579	580
TUCSON AZ (TUS)	82.4	89.9	1,848	1,848
TULSA OK (TUL)	78.9	86.8	1,788	1,788
TUNICA MS (UTM)	94.4	94.4	18	18
TWIN FALLS ID (TWF)	94.4	96.0	124	124
TYLER TX (TYR)	88.7	87.1	62	62
VALDOSTA GA (VLD)	75.8	86.8	91	91
VALPARAISO FL (VPS)	79.1	82.8	690	691
WASHINGTON DC (DCA)	80.0	83.3	6,637	6,639
WASHINGTON DC (IAD)	82.1	83.0	7,035	7,026
WAUSAU/MARSHFIELD WI (CWA)	80.2	84.2	177	177
WEST PALM BEACH/PALM BEACH FL (PBI)	77.6	83.5	1,797	1,798
WEST YELLOWSTONE MT (WYS)	90.1	95.8	71	71
WHITE PLAINS NY (HPN)	76.7	82.4	990	991
WICHITA FALLS TX (SPS)	69.6	69.6	23	23
WICHITA KS (ICT)	81.0	86.9	1,149	1,149
WILMINGTON NC (ILM)	84.5	87.0	368	368
WRANGELL AK (WRG)	82.3	88.7	62	62
YAKUTAT AK (YAK)	79.0	85.5	62	62
YUMA AZ (YUM)	89.8	92.0	324	324



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

CARRIER	AT 29 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
PINNACLE	17	9,393	226	2.4	131	23,513	579	2.5
COMAIR	19	5,907	143	2.4	86	12,949	266	2.1
DELTA	29	50,879	764	1.5	116	65,900	1,062	1.6
MESA	17	7,201	96	1.3	84	14,055	224	1.6
AMERICAN EAGLE	19	22,109	302	1.4	131	37,697	538	1.4
ATLANTIC SOUTHEAST	12	13,432	156	1.2	112	29,100	384	1.3
SKYWEST	16	29,424	284	1.0	148	53,135	612	1.2
UNITED	27	26,147	311	1.2	72	30,637	344	1.1
AMERICAN	28	36,673	322	0.9	77	46,360	405	0.9
US AIRWAYS	28	29,325	232	0.8	78	34,914	272	0.8
EXPRESSJET	19	18,412	150	0.8	114	36,081	279	0.8
AIRTRAN	23	15,480	87	0.6	66	22,267	125	0.6
JETBLUE	20	12,243	60	0.5	46	17,708	98	0.6
ALASKA	18	7,505	9	0.1	52	12,810	52	0.4
SOUTHWEST	20	49,195	156	0.3	69	97,615	340	0.3
CONTINENTAL	26	16,908	16	0.1	54	20,601	22	0.1
FRONTIER	22	5,975	5	0.1	43	7,526	7	0.1
HAWAIIAN	7	427		0.0	15	6,349	4	0.1
Total		356,635	3,319	0.9	Total	569,217	5,613	1.0

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.

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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TABLE 8A. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE OF THE TIME

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
PINNACLE	1,893	325	17.2
DELTA	3,136	420	13.4
COMAIR	1,233	137	11.1
ATLANTIC SOUTHEAST	2,345	224	9.6
MESA	983	91	9.3
AMERICAN EAGLE	1,324	105	7.9
SKYWEST	3,358	217	6.5
UNITED	1,703	93	5.5
EXPRESSJET	2,555	126	4.9
AMERICAN	2,487	121	4.9
US AIRWAYS	1,683	76	4.5
ALASKA	463	15	3.2
AIRTRAN	884	23	2.6
SOUTHWEST	12,482	252	2.0
JETBLUE	595	11	1.8
CONTINENTAL	839	5	0.6
FRONTIER	284	0	0.0
HAWAIIAN	229	0	0.0
<b>TOTAL</b>	<b>38,476</b>	<b>2,241</b>	<b>5.8</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.

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta data in this table.

NOTE: For a complete list of flights canceled 5% or more of the time, go to <http://www.bts.gov/5PctCancels/index.html>

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	23513	19208	81.69%	579	2.46%	46	0.20%	1269	5.39%	107	0.45%	1030	4.38%	6	0.03%	1269	5.40%
AA	46360	37422	80.72%	405	0.87%	152	0.33%	3051	6.58%	348	0.75%	2563	5.53%	16	0.03%	2404	5.18%
AS	12810	11365	88.72%	52	0.41%	23	0.18%	406	3.17%	30	0.23%	495	3.86%	18	0.14%	421	3.29%
B6	17708	13658	77.13%	98	0.55%	30	0.17%	1398	7.90%	45	0.25%	1225	6.92%	8	0.05%	1246	7.03%
CO	20601	17939	87.08%	22	0.11%	57	0.28%	834	4.05%	86	0.42%	1180	5.73%	28	0.13%	455	2.21%
DL	65900	50987	77.37%	1062	1.61%	126	0.19%	4588	6.96%	281	0.43%	4842	7.35%	4	0.01%	4010	6.09%
EV	29100	23384	80.36%	384	1.32%	53	0.18%	1706	5.86%	137	0.47%	1400	4.81%	4	0.01%	2033	6.99%
F9	7526	6307	83.80%	7	0.09%	17	0.23%	263	3.49%	9	0.12%	362	4.80%	0	0.00%	561	7.46%
FL	22267	18059	81.10%	125	0.56%	48	0.22%	699	3.14%	38	0.17%	1497	6.72%	0	0.00%	1801	8.09%
HA	6349	6067	95.56%	4	0.06%	5	0.08%	205	3.23%	0	0.00%	2	0.03%	2	0.04%	64	1.01%
MQ	37697	29967	79.49%	538	1.43%	73	0.19%	2148	5.70%	298	0.79%	2090	5.55%	1	0.00%	2581	6.85%
OH	12949	9891	76.38%	266	2.05%	34	0.26%	1111	8.58%	249	1.92%	1152	8.89%	1	0.01%	246	1.90%
OO	53135	42669	80.30%	612	1.15%	130	0.24%	2027	3.81%	156	0.29%	2640	4.97%	17	0.03%	4885	9.19%
UA	30637	26064	85.07%	344	1.12%	82	0.27%	932	3.04%	85	0.28%	1309	4.27%	0	0.00%	1821	5.94%
US	34914	29653	84.93%	272	0.78%	88	0.25%	1336	3.83%	169	0.48%	2014	5.77%	24	0.07%	1359	3.89%
WN	97615	80371	82.33%	340	0.35%	127	0.13%	5282	5.41%	437	0.45%	2494	2.56%	55	0.06%	8509	8.72%
XE	36081	29991	83.12%	279	0.77%	98	0.27%	1426	3.95%	118	0.33%	2077	5.76%	30	0.08%	2062	5.72%
YV	14055	11768	83.73%	224	1.59%	48	0.34%	667	4.75%	53	0.38%	487	3.46%	6	0.04%	802	5.71%
TOTAL	569217	464770		5613		1237		29347		2643		28857		220		36529	
			81.65%		0.99%		0.22%		5.16%		0.46%		5.07%		0.04%		6.42%

**\*Causes of Delay:**

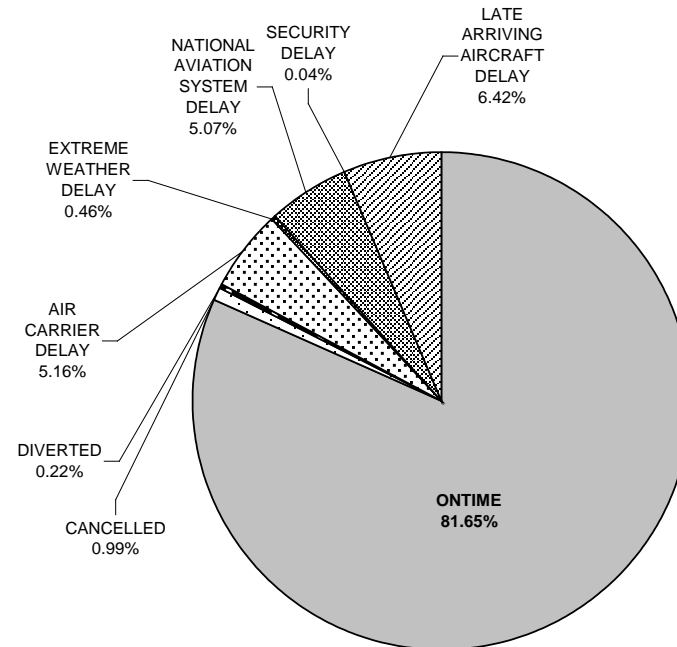
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents 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. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as DL data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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**TABLE 10. OVERALL CAUSES OF DELAY\***



**Causes of Delay:**

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

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

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

**NOTE:** Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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## AIR TRAVEL CONSUMER REPORT

TABLE 11. LIST OF REGULARLY SCHEDULED FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS  
BY CARRIER

Air Carrier	Flight Number	Origin Airport*	Destination Airport*	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
UNITED	700	SJU	IAD	08/05/2010	Diversion Airport	200

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

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

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## AIR TRAVEL CONSUMER REPORT

TABLE 12. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS WITH TARMAC DELAYS\*\* OF 2 HOURS OR MORE, BY CARRIER\*

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
US AIRWAYS	34,914	49	0.14
DELTA	65,900	56	0.08
UNITED	30,637	21	0.07
JETBLUE	17,708	12	0.07
AMERICAN EAGLE	37,697	22	0.06
AMERICAN	46,360	24	0.05
MESA	14,055	7	0.05
CONTINENTAL	20,601	8	0.04
ATLANTIC SOUTHEAST	29,100	9	0.03
EXPRESSJET	36,081	11	0.03
AIRTRAN	22,267	6	0.03
FRONTIER	7,526	2	0.03
COMAIR	12,949	3	0.02
PINNACLE	23,513	3	0.01
SOUTHWEST	97,615	5	0.01
SKYWEST	53,135	1	0.00
ALASKA	12,810	0	0.00
HAWAIIAN	6,349	0	0.00
TOTAL	569,217	239	0.04

Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as DL data in this table.

NOTE: Beginning March 1, 2010, one of the four runways at New York's JFK International Airport was closed for construction. The closure lasted through June, and associated work will continue later into the year. The closure and associated work may cause or exacerbate flight delays for all carriers operating to/from JFK, as well as other airports throughout the National Airspace System, and should be recognized in any year-over-year comparisons.

**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 29 airports for which data must be reported. Data include all reported domestic flight operations to the 29 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 29 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.
- K** Flights listed arrived at the scheduled destination gate more than 30 minutes after the published arrival time more than 50 percent of the time in each month. Some flights on the list are a combination of flights operated by the same carrier between the same origin and destination with a change in scheduled departure time of 30 minutes or less.
- 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
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
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
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa 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
XE	ExpressJet Airlines

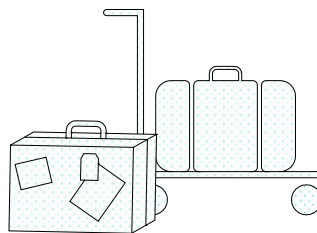
\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #19, issued November 23, 2009, effective January 1, 2010.

\*\* Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as DL or Delta Air Lines data in the flight delay tables.



## **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.



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

RANK	AIRLINE	AUGUST 2010			AUGUST 2009		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	HAWAIIAN AIRLINES	1,283	798,306	1.61	1,604	758,452	2.11
2	AIRTRAN AIRWAYS	4,184	2,291,555	1.83	4,088	2,344,074	1.74
3	US AIRWAYS	9,760	4,138,689	2.36	11,738	4,042,821	2.90
4	JETBLUE AIRWAYS	5,056	2,059,084	2.46	5,845	1,997,608	2.93
5	CONTINENTAL AIRLINES	7,324	2,860,110	2.56	8,820	3,049,351	2.89
6	FRONTIER AIRLINES	2,427	923,008	2.63	2,089	930,672	2.24
7	DELTA AIR LINES	28,015	8,673,682	3.23	26,572	5,291,360	5.02
8	UNITED AIRLINES	14,099	4,263,211	3.31	18,646	4,520,375	4.12
9	ALASKA AIRLINES	5,334	1,540,729	3.46	6,419	1,459,518	4.40
10	SOUTHWEST AIRLINES	34,932	9,778,850	3.57	32,727	9,171,498	3.57
11	AMERICAN AIRLINES	23,233	6,053,447	3.84	27,443	6,165,084	4.45
12	MESA AIRLINES	3,128	800,933	3.91	4,619	1,020,124	4.53
13	SKYWEST AIRLINES	9,313	2,227,493	4.18	10,455	1,989,872	5.25
14	EXPRESSJET AIRLINES	7,718	1,452,490	5.31	5,060	1,157,926	4.37
15	COMAIR	3,426	597,864	5.73	4,670	569,552	8.20
16	ATLANTIC SOUTHEAST AIRLINES	7,308	1,269,032	5.76	9,589	1,256,156	7.63
17	PINNACLE AIRLINES	6,038	981,426	6.15	6,454	1,031,869	6.25
18	AMERICAN EAGLE AIRLINES	9,583	1,388,344	6.90	10,832	1,387,128	7.81
TOTALS**		182,161	52,098,253	3.50	197,670	48,143,440	4.11

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 (ExpressJet and Pinnacle). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report.

\*\* Effective January 2010, "Total Baggage Reports" and "Enplaned Passengers" data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Effective January 2010, Northwest Airlines is no longer ranked in this table. Totals for August 2009 reflect the deletion of Northwest's data for that month.

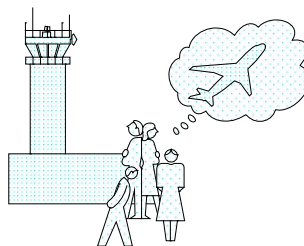
## OVERSALES

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

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

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

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



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

RANK	AIRLINE	APRIL-JUNE 2010				APRIL-JUNE 2009			
		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>	4	0	6,113,408	<b>0.00</b>	23	7	5,690,972	<b>0.01</b>
2	<b>HAWAIIAN AIRLINES</b>	101	6	2,075,548	<b>0.03</b>	14	1	2,080,657	<b>0.00</b>
3	<b>DELTA AIR LINES**</b>	30,642	1,017	25,552,761	<b>0.40</b>	16,303	2,554	15,881,066	<b>1.61</b>
4	<b>AIRTRAN AIRWAYS</b>	16,228	321	6,534,974	<b>0.49</b>	6,899	189	6,208,390	<b>0.30</b>
5	<b>SKYWEST AIRLINES</b>	11,666	320	5,986,774	<b>0.53</b>	9,927	517	5,242,638	<b>0.99</b>
6	<b>ALASKA AIRLINES</b>	1,052	221	3,930,261	<b>0.56</b>	2,113	626	3,774,628	<b>1.66</b>
7	<b>ATLANTIC SOUTHEAST AIRLINES</b>	7,680	210	3,445,538	<b>0.61</b>	8,132	1,131	3,417,449	<b>3.31</b>
8	<b>COMAIR</b>	5,767	106	1,580,773	<b>0.67</b>	5,219	712	1,689,159	<b>4.22</b>
9	<b>PINNACLE AIRLINES</b>	8,071	192	2,721,953	<b>0.71</b>	7,330	375	2,710,661	<b>1.38</b>
10	<b>AMERICAN AIRLINES</b>	17,860	1,791	19,706,744	<b>0.91</b>	15,231	1,153	19,703,056	<b>0.59</b>
11	<b>UNITED AIRLINES</b>	11,732	1,210	12,663,048	<b>0.96</b>	26,845	2,282	13,336,497	<b>1.71</b>
12	<b>SOUTHWEST AIRLINES</b>	19,603	2,825	27,613,969	<b>1.02</b>	33,825	3,526	26,517,691	<b>1.33</b>
13	<b>US AIRWAYS</b>	17,250	1,965	12,583,487	<b>1.56</b>	27,196	2,556	13,626,407	<b>1.88</b>
14	<b>CONTINENTAL AIRLINES</b>	8,075	1,852	9,456,516	<b>1.96</b>	9,795	1,368	9,830,277	<b>1.39</b>
15	<b>EXPRESSJET AIRLINES</b>	7,358	818	4,176,099	<b>1.96</b>	5,730	738	3,225,197	<b>2.29</b>
16	<b>MESA AIRLINES</b>	3,792	606	2,366,318	<b>2.56</b>	7,091	486	2,882,497	<b>1.69</b>
17	<b>FRONTIER AIRLINES</b>	2,202	750	2,483,643	<b>3.02</b>	2,123	639	2,476,619	<b>2.58</b>
18	<b>AMERICAN EAGLE AIRLINES</b>	6,346	2,010	4,013,456	<b>5.01</b>	5,081	1,536	4,046,770	<b>3.80</b>
	<b>TOTALS</b>	175,429	16,220	153,005,270	<b>1.06</b>	188,877	20,396	142,340,631	<b>1.43</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. 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.

\*\* Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Effective the first quarter 2010, Northwest Airlines is no longer ranked in this table. Totals for April-June 2009 reflect the deletion of Northwest's data for that quarter.

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

RANK	AIRLINE	JANUARY-JUNE 2010				JANUARY-JUNE 2009			
		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>	31	7	11,641,741	<b>0.01</b>	24	7	10,799,256	<b>0.01</b>
2	<b>HAWAIIAN AIRLINES</b>	210	34	4,074,720	<b>0.08</b>	96	15	4,075,990	<b>0.04</b>
3	<b>DELTA AIR LINES**</b>	61,611	2,389	47,437,217	<b>0.50</b>	30,284	4,926	30,307,846	<b>1.63</b>
4	<b>AIRTRAN AIRWAYS</b>	31,513	604	12,061,382	<b>0.50</b>	17,169	377	11,553,073	<b>0.33</b>
5	<b>ATLANTIC SOUTHEAST AIRLINES</b>	14,872	374	6,533,892	<b>0.57</b>	17,106	2,274	6,315,960	<b>3.60</b>
6	<b>PINNACLE AIRLINES</b>	16,312	376	5,215,411	<b>0.72</b>	13,856	751	5,066,599	<b>1.48</b>
7	<b>COMAIR</b>	9,915	238	2,896,537	<b>0.82</b>	8,584	1,149	3,066,961	<b>3.75</b>
8	<b>SKYWEST AIRLINES</b>	27,396	1,008	11,389,325	<b>0.89</b>	19,581	1,237	9,835,513	<b>1.26</b>
9	<b>ALASKA AIRLINES</b>	3,468	759	7,262,893	<b>1.05</b>	4,439	1,482	7,033,624	<b>2.11</b>
10	<b>AMERICAN AIRLINES</b>	33,984	4,075	37,592,179	<b>1.08</b>	28,141	1,935	37,802,066	<b>0.51</b>
11	<b>UNITED AIRLINES</b>	27,253	3,352	23,834,371	<b>1.41</b>	46,175	3,832	25,289,919	<b>1.52</b>
12	<b>SOUTHWEST AIRLINES</b>	55,271	8,992	51,386,874	<b>1.75</b>	56,585	6,854	49,884,588	<b>1.37</b>
13	<b>US AIRWAYS</b>	36,637	5,558	24,737,383	<b>2.25</b>	50,134	4,449	26,206,994	<b>1.70</b>
14	<b>EXPRESSJET AIRLINES</b>	13,778	1,688	7,472,137	<b>2.26</b>	10,921	1,353	5,795,095	<b>2.33</b>
15	<b>CONTINENTAL AIRLINES</b>	18,088	4,172	17,950,872	<b>2.32</b>	19,592	2,598	18,457,145	<b>1.41</b>
16	<b>MESA AIRLINES</b>	7,964	1,109	4,675,227	<b>2.37</b>	12,811	789	5,376,941	<b>1.47</b>
17	<b>FRONTIER AIRLINES</b>	3,537	1,226	4,498,360	<b>2.73</b>	2,755	871	4,570,667	<b>1.91</b>
18	<b>AMERICAN EAGLE AIRLINES</b>	10,069	3,639	7,563,890	<b>4.81</b>	8,927	2,596	7,420,169	<b>3.50</b>
	<b>TOTALS</b>	<b>371,909</b>	<b>39,600</b>	<b>288,224,411</b>	<b>1.37</b>	<b>347,180</b>	<b>37,495</b>	<b>268,858,406</b>	<b>1.39</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. 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.

\*\* Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Effective the first quarter 2010, Northwest Airlines is no longer ranked in this table. Totals for January-June 2009 reflect the deletion of Northwest's data for that quarter.

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

TABLE 1

**AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY**

	AUGUST 2010				AUGUST 2009			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1, 012	50	4	111	768	54	2	86
FOREIGN AIRLINES	140	4	0	14	105	3	2	11
TRAVEL AGENTS	13	0	0	1	5	0	0	0
TOUR OPERATORS	5	0	0	1	0	0	0	0
MISCELLANEOUS	30	5	0	19	13	10	0	9
<b>INDUSTRY TOTALS</b>	<b>1, 200</b>	<b>59</b>	<b>4</b>	<b>146</b>	<b>891</b>	<b>67</b>	<b>4</b>	<b>106</b>

TABLE 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	AUGUST 2010			AUGUST 2009		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	350		1	254	
CANCELLATIONS			146			102
DELAYS			110			73
MISCONNECTIONS			53			46
RES/TKTG/BOARDING	2	189		3	131	
BAGGAGE	3	184		2	147	
CUSTOMER SERVICE	4	169		4	115	
DISABILITY	5	71		6	50	
REFUNDS	6	68		7	50	
OVERSALES	7	64		5	53	
FARES	8	50		8	39	
OTHER	9	30		9	32	
FREQUENT FLYER			22			23
DISCRIMINATION	10	17		10	16	
ADVERTISING	11	8		11	4	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>1,200</b>			<b>891</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\*  
AUGUST 2010

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	4	0	1	0	0	0	0	0	0	0	0	0	5
AIRTRAN AIRWAYS	6	4	4	1	0	0	5	0	0	1	0	1	22
ALASKA AIRLINES	2	1	0	2	0	2	1	4	0	0	0	0	12
ALLEGIAN AIR	4	0	6	2	3	6	1	2	1	0	0	0	25
AMERICAN AIRLINES	41	3	13	4	7	31	12	8	1	2	0	4	126
AMERICAN EAGLE AIRLINES	9	3	2	0	0	9	3	1	0	0	0	0	27
ATLANTIC SOUTHEAST AIRLINES	8	1	1	0	0	0	1	0	0	1	0	0	12
CHAUTAUQUA AIRLINES	3	3	0	0	0	0	0	0	0	0	0	0	6
COLGAN AIR	3	0	1	0	0	1	0	0	0	0	0	0	5
COMAIR	7	0	0	0	0	1	1	0	0	0	0	0	9
CONTINENTAL AIRLINES	8	3	11	4	1	9	14	6	2	4	0	1	63
DELTA AIR LINES	88	12	30	6	9	40	42	11	1	1	0	8	248
EXPRESSJET AIRLINES	9	0	0	0	0	0	0	2	0	0	0	0	11
FRONTIER AIRLINES	6	1	4	0	1	2	4	3	0	0	0	0	21
HAWAIIAN AIRLINES	1	0	23	3	0	0	1	0	0	0	0	0	28
HORIZON AIRLINES	3	0	0	0	1	0	1	0	0	0	0	0	5
JETBLUE AIRWAYS	10	3	4	2	1	2	2	2	1	0	0	0	27
MESA AIRLINES	2	0	0	0	0	1	2	0	0	0	0	0	5
MESABA AVIATION	6	0	0	0	0	1	1	0	0	0	0	1	9
PIEDMONT AIRLINES	7	3	1	0	0	2	1	2	0	0	0	0	16
PINNACLE AIRLINES	7	2	0	0	0	0	0	1	0	0	0	0	10
REPUBLIC AIRWAYS	6	0	0	0	0	0	1	0	0	0	0	0	7
SHUTTLE AMERICA	3	0	0	0	0	2	1	0	0	0	0	0	6
SKYWEST AIRLINES	6	2	1	0	0	3	4	0	0	0	0	0	16
SOUTHWEST AIRLINES	2	0	7	0	0	1	10	1	0	2	0	1	24
SPIRIT AIRLINES	10	2	14	1	5	5	5	0	1	0	0	2	45
UNITED AIRLINES	15	5	15	9	7	13	18	12	0	3	0	3	100
UNITED EXPRESS	3	0	0	0	0	0	2	1	0	0	0	0	6
US AIRWAYS	23	6	15	4	4	12	16	5	0	1	0	3	89
OTHER U. S. AIRLINES	16	1	1	1	3	2	1	2	0	0	0	0	27
TOTAL AUGUST 2010	318	55	154	39	42	145	150	63	7	15	0	24	1,012
% OF TOTAL COMPLAINTS	31.4	5.4	15.2	3.9	4.2	14.3	14.8	6.2	0.7	1.5	0	2.4	
TOTAL AUGUST 2009	233	45	104	34	38	125	102	47	4	12	0	24	768
% OF TOTAL COMPLAINTS	30.3	5.9	13.5	4.4	4.9	16.3	13.3	6.1	0.5	1.6	0	3.1	

\* 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.'

NOTE: EFFECTIVE JANUARY 2010, THE COMPLAINTS OF THE MERGED DELTA AIR LINES AND NORTHWEST AIRLINES ARE COMBINED, AND APPEAR ONLY AS DELTA AIR LINES COMPLAINTS IN THIS TABLE. NORTHWEST AIRLINES IS NO LONGER INCLUDED IN THIS TABLE. EFFECTIVE AUGUST 2010, "COMPLAINTS" OF THE MERGED OPERATIONS OF FRONTIER AIRLINES AND MIDWEST AIRLINES ARE COMBINED, AND APPEAR AS FRONTIER AIRLINES IN THIS TABLE.

TABLE 4

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

AUGUST 2010

U. S. AIRLINES* ALPHABETICAL	COMPS RECD IN AUG	INCI- DENTS IN AUG	PERCENT	INCI- DENTS IN JULY	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
AIR WISCONSIN	5	3	60.0	2	40.0	0	0.0	0	0.0
AIRTRAN AIRWAYS	22	8	36.4	7	31.8	6	27.3	1	4.5
ALASKA AIRLINES	12	5	41.7	2	16.7	3	25.0	2	16.7
ALLEGIAN AIR	25	16	64.0	4	16.0	4	16.0	1	4.0
AMERICAN AIRLINES	126	42	33.3	32	25.4	41	32.5	11	8.7
AMERICAN EAGLE AIRLINES	27	12	44.4	4	14.8	9	33.3	2	7.4
ATLANTIC SOUTHEAST AIRLINES	12	7	58.3	3	25.0	2	16.7	0	0.0
CHAUTAUQUA AIRLINES	6	3	50.0	2	33.3	1	16.7	0	0.0
COLGAN AIR	5	3	60.0	1	20.0	0	0.0	1	20.0
COMAIR	9	3	33.3	3	33.3	2	22.2	1	11.1
CONTINENTAL AIRLINES	63	22	34.9	18	28.6	15	23.8	8	12.7
DELTA AIR LINES	248	82	33.1	90	36.3	55	22.2	21	8.5
EXPRESSJET AIRLINES	11	7	63.6	3	27.3	1	9.1	0	0.0
FRONTIER AIRLINES	21	6	28.6	11	52.4	3	14.3	1	4.8
HAWAIIAN AIRLINES	28	4	14.3	0	0.0	24	85.7	0	0.0
HORIZON AIRLINES	5	2	40.0	0	0.0	1	20.0	2	40.0
JETBLUE AIRWAYS	27	12	44.4	5	18.5	5	18.5	5	18.5
MESA AIRLINES	5	4	80.0	0	0.0	0	0.0	1	20.0
MESABA AVIATION	9	3	33.3	6	66.7	0	0.0	0	0.0
PIEDMONT AIRLINES	16	9	56.2	6	37.5	1	6.2	0	0.0
PINNACLE AIRLINES	10	4	40.0	5	50.0	1	10.0	0	0.0
REPUBLIC AIRWAYS	7	2	28.6	3	42.9	0	0.0	2	28.6
SHUTTLE AMERICA	6	4	66.7	1	16.7	0	0.0	1	16.7
SKYWEST AIRLINES	16	8	50.0	4	25.0	2	12.5	2	12.5
SOUTHWEST AIRLINES	24	14	58.3	6	25.0	3	12.5	1	4.2
SPIRIT AIRLINES	45	19	42.2	8	17.8	16	35.6	2	4.4
UNITED AIRLINES	100	37	37.0	23	23.0	32	32.0	8	8.0
UNITED EXPRESS	6	5	83.3	0	0.0	1	16.7	0	0.0
US AIRWAYS	89	34	38.2	24	27.0	20	22.5	11	12.4
OTHER U. S. AIRLINES	27	12	44.4	9	33.3	3	11.1	3	11.1
<b>TOTALS</b>	<b>1,012</b>	<b>392</b>	<b>38.7</b>	<b>282</b>	<b>27.9</b>	<b>251</b>	<b>24.8</b>	<b>87</b>	<b>8.6</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>768</b>	<b>311</b>	<b>40.5</b>	<b>170</b>	<b>22.1</b>	<b>178</b>	<b>23.2</b>	<b>109</b>	<b>14.2</b>

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

TABLE 5

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

AUGUST 2010

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR CANADA	2	0	2	0	0	1	0	0	0	0	0	0	5
AIR FRANCE	0	0	0	1	1	1	1	0	0	0	0	1	5
ALITALIA AIRLINES	0	1	3	0	0	7	1	0	0	0	0	0	12
BRITISH AIRWAYS	1	0	0	1	3	2	1	1	0	0	0	0	9
EMIRATES AIRLINES	0	0	1	0	0	4	0	0	0	0	0	0	5
LUFTHANSA	0	0	1	1	1	1	3	2	0	0	0	1	10
MEXICANA	13	0	0	0	2	2	1	0	0	0	0	0	18
TURKISH AIRLINES	2	0	0	0	0	2	1	1	0	0	0	0	6
VOLARIS AIRLINES	0	0	3	1	0	0	1	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	7	6	12	5	7	16	6	2	0	1	0	3	65
<b>TOTALS</b>	<b>25</b>	<b>7</b>	<b>22</b>	<b>9</b>	<b>14</b>	<b>36</b>	<b>15</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>140</b>
<b><u>TRAVEL AGENTS</u></b>													
EXPEDIA.COM	0	0	2	1	3	0	1	0	0	0	0	0	7
OTHER TRAVEL AGENTS	0	0	3	0	3	0	0	0	0	0	0	0	6
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>
<b><u>TOUR OPERATORS</u></b>													
DIRECT AIR AND TOURS	0	0	3	0	0	1	0	1	0	0	0	0	5
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>3</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>5</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	7	2	5	1	6	2	3	1	1	1	0	1	30
<b>TOTALS</b>	<b>7</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>30</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

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

RANK	AIRLINE	AUGUST 2010			AUGUST 2009		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	24	9,508,305	<b>0.25</b>	31	8,892,428	<b>0.35</b>
2	<b>MESA AIRLINES</b>	5	769,812	<b>0.65</b>	5	983,021	<b>0.51</b>
3	<b>EXPRESSJET AIRLINES</b>	11	1,572,776	<b>0.70</b>	3	1,304,490	<b>0.23</b>
4	<b>SKYWEST AIRLINES</b>	16	2,243,828	<b>0.71</b>	9	1,987,796	<b>0.45</b>
5	<b>ALASKA AIRLINES</b>	12	1,601,508	<b>0.75</b>	6	1,498,087	<b>0.40</b>
6	<b>ATLANTIC SOUTHEAST AIRLINES</b>	12	1,255,909	<b>0.96</b>	10	1,253,838	<b>0.80</b>
7	<b>AIRTRAN AIRWAYS</b>	22	2,272,270	<b>0.97</b>	29	2,418,572	<b>1.20</b>
8	<b>PINNACLE AIRLINES</b>	10	989,279	<b>1.01</b>	9	1,003,437	<b>0.90</b>
9	<b>JETBLUE AIRWAYS</b>	27	2,419,471	<b>1.12</b>	19	1,922,566	<b>0.99</b>
10	<b>COMAIR</b>	9	625,175	<b>1.44</b>	9	588,347	<b>1.53</b>
11	<b>FRONTIER AIRLINES</b>	21	1,423,347	<b>1.48</b>	17	928,735	<b>1.83</b>
12	<b>CONTINENTAL AIRLINES</b>	63	3,982,181	<b>1.58</b>	40	4,191,479	<b>0.95</b>
13	<b>AMERICAN AIRLINES</b>	126	7,714,143	<b>1.63</b>	91	7,723,404	<b>1.18</b>
14	<b>US AIRWAYS</b>	89	4,624,446	<b>1.92</b>	50	4,531,226	<b>1.10</b>
15	<b>AMERICAN EAGLE AIRLINES</b>	27	1,401,615	<b>1.93</b>	9	1,427,804	<b>0.63</b>
16	<b>UNITED AIRLINES</b>	100	5,057,365	<b>1.98</b>	84	5,330,077	<b>1.58</b>
17	<b>DELTA AIR LINES</b>	248	10,452,951	<b>2.37</b>	165	6,329,684	<b>2.61</b>
18	<b>HAWAIIAN AIRLINES</b>	28	787,854	<b>3.55</b>	0	746,646	<b>0.00</b>
	<b>TOTAL</b>	<b>850</b>	<b>58,702,235</b>	<b>1.45</b>	<b>586</b>	<b>53,061,637</b>	<b>1.10</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 (ExpressJet and Pinnacle). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Mishandled Baggage" sections of this report.

Note: Effective January 2010, "Complaints" and "Systemwide Enplanements" data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Northwest is no longer ranked in this table. Totals for August 2009 reflect the deletion of Northwest's data for that month. Effective August 2010, "Complaints" and "Systemwide Enplanements" of the merged operations of Frontier Airlines and Midwest Airlines are combined, and appear as Frontier Airlines in this table.

## 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.

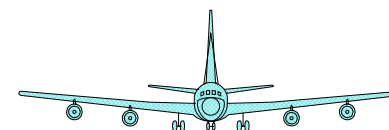
**Disability:** Civil rights complaints by air travelers with disabilities.

**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 U.S. Department of Homeland Security for the Month of August 2010  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately **58** million airline passengers and their **46** million checked bags in the month of August as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of August.

**Note:** Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. Complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the U.S. 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	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
421	.0007	121	.0001	82	.0001	511	.0009

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

Number of Damage Claims Received			
Checkpoint (TSA)	Percentage of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	Percentage of Total Checked Bags Screened
243	.0004	918	.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 U.S. Department of Homeland Security, through TSA, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.

<sup>b</sup> The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or telephone, (866) 289-9673. Contact Center representatives are available 9AM- 7PM Monday through Friday.

<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 August.

As of October 2007, TSA calculates the number of checked bags screened. In the past, TSA used data provided by the Air Transport Association to calculate the number of checked bags screened.

## August 2010 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="#"><u><i>Continental</i></u></a>		<b>1</b>	
<b><i>Total</i></b>	<b>0</b>	<b>1</b>	<b>0</b>