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| U.S. Department  of Transportation |  |

## Air Travel Consumer Report

**A Product Of The**

Office of Aviation Enforcement and Proceedings

Aviation Consumer Protection Division

|  |  |
| --- | --- |
|  | Issued: June 2009 **Flight Delays1** April 2009  12 Months Ending April 2009  **Mishandled Baggage1** April 2009    **Oversales1** 1st Quarter 2009    **Consumer Complaints2** April 2009  (Includes Disability and  Discrimination Complaints) **Customer Service Reports to** **the Dept. of Homeland Security3** April 2009 **Airline Animal Incident Reports4** April 2009 |

1 Data collected by the Bureau of Transportation Statistics. Website: [*http://www.bts.gov/*](http://www.bts.gov/)

2 Data compiled by the Aviation Consumer Protection Division. Website: [*http://airconsumer.dot.gov/*](http://airconsumer.dot.gov/)

3 Data provided by the Department of Homeland Security, Transportation Security Administration

4 Data collected by the Aviation Consumer Protection Division

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**INTRODUCTION**

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

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

The report normally is released by the end of the first week of each month. The report is available via the Internet at [*http://airconsumer.ost.dot.gov/*](http://airconsumer.ost.dot.gov/)



**FLIGHT DELAYS**

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

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

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

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

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

Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time. Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the most frequently delayed flights, showing the percentage of each flight operation that was late that month and the average and median number of minutes the flight was late. The flights with the highest percentage of late operations are listed first in Table 5; where percentages are identical, flights are listed alphabetically by carrier code. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

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

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

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

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

Except for the flights listed in Tables 5 and 11, this report provides summary information - it does not show the on-time record of individual flights.  The on-time performance for individual markets and flights can be searched at <http://www.bts.gov/programs/airline_information/airline_ontime_statistics/>

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>

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

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

**APRIL 2009**

**AIR TRAVEL CONSUMER REPORT**

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

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | **AT 31 REPORTABLE AIRPORTS B/** | | | | **AT ALL REPORTABLE AIRPORTS C/** | | | |
| **CARRIER A/** | | **NUMBER OF AIRPORTS REPORTED** | **PERCENT OF ARRIVALS ON TIME D/** | | | **NUMBER OF AIRPORTS REPORTED** | | **PERCENT OF ARRIVALS ON TIME D/** | |
| **HAWAIIAN AIRLINES S/** | | | **7** | **75.3** | | **15** | | **91.1** | |
| **PINNACLE AIRLINES S/V** | | | **15** | **85.5** | | **117** | | **86.2** | |
| **SKYWEST AIRLINES S/** | | | **19** | **85.7** | | **140** | | **85.8** | |
| **ALASKA AIRLINES S/** | | | **16** | **83.8** | | **46** | | **84.3** | |
| **SOUTHWEST AIRLINES S/** | | | **19** | **84.5** | | **65** | | **84.1** | |
| **NORTHWEST AIRLINES S/** | | | **30** | **82.8** | | **84** | | **83.1** | |
| **UNITED AIRLINES S/** | | | **29** | **81.2** | | **75** | | **80.7** | |
| **MESA AIRLINE S/** | | | **18** | **81.1** | | **111** | | **80.6** | |
| **US AIRWAYS S/** | | | **29** | **79.9** | | **75** | | **79.9** | |
| **AIRTRAN AIRWAYS S/** | | | **23** | **77.1** | | **54** | | **78.3** | |
| **FRONTIER AIRLINES S/** | | | **22** | **78.4** | | **39** | | **77.7** | |
| **DELTA AIR LINES S/** | | | **31** | **76.2** | | **85** | | **76.5** | |
| **AMERICAN EAGLE S/** | | | **18** | **75.8** | | **114** | | **75.7** | |
| **AMERICAN AIRLINES S/** | | | **29** | **74.7** | | **78** | | **74.4** | |
| **EXPRESSJET AIRLINES S/** | | | **21** | **68.4** | | **94** | | **72.8** | |
| **JETBLUE AIRWAYS S/** | | | **18** | **71.7** | | **43** | | **72.7** | |
| **CONTINENTAL AIRLINES S/** | | | **26** | **70.7** | | **59** | | **72.0** | |
| **ATLANTIC SOUTHEAST AIRLINES S/** | | | **6** | **67.6** | | **104** | | **69.4** | |
| **COMAIR S/** | | | **20** | **68.2** | | **70** | | **68.6** | |
| **TOTAL** | |  | **78.3** | | |  | | **79.1** | |

* **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.**

**APRIL 2009**

**AIR TRAVEL CONSUMER REPORT**

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

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CARRIER**\* | **2nd**  **QUARTER** | | **3rd**  **QUARTER** | | **4th**  **QUARTER** | | **1st**  **QUARTER** | | **FEB - 09** | | **MAR - 09** | | **APR - 09** | | **12 MONTHS ENDING**  **APRIL 2009** | | **DATABASE T0 DATE**  **SEP 1987-**  **APRIL 2009** | |
| **04 - 06 2008** | | **07 - 09 2008** | | **10 – 12 2008** | | **01 - 03 2009** | |
| **%** | **Rank** | **%** | **Rank** | **%** | **Rank** | **%** | **Rank** | **%** | **Rank** | **%** | **Rank** | **%** | **Rank** | **%** | **Rank** | **%** | **Rank** |
| **AIRTRAN** | 80.1 | 6 | 78.6 | 9 | 77.0 | 10 | 77.4 | 12 | 81.5 | 11 | 74.0 | 15 | 78.3 | 10 | 78.1 | 8 | (--) | (--) |
| **ALASKA** | 79.9 | 7 | 81.9 | 7 | 74.9 | 17 | 72.6 | 17 | 76.3 | 19 | 70.2 | 18 | 84.3 | 4 | 77.8 | 9 | 75.7 | 8 |
| **AMERICAN** | 63.8 | 19 | 73.6 | 16 | 79.3 | 7 | 78.0 | 10 | 81.3 | 12 | 77.5 | 11 | 74.4 | 14 | 74.2 | 16 | 78.1 | 5 |
| **AMERICAN EAGLE** | 72.1 | 17 | 78.6 | 10 | 76.8 | 12 | 77.4 | 13 | 82.0 | 7 | 78.4 | 9 | 75.7 | 13 | 76.2 | 11 | 73.8 | 9 |
| **ATLANTIC SOUTHEAST** | 79.3 | 8 | 75.7 | 14 | 72.3 | 19 | 68.9 | 19 | 79.0 | 16 | 60.9 | 19 | 69.4 | 18 | 73.4 | 18 | (--) | (--) |
| **COMAIR** | 72.4 | 16 | 68.9 | 19 | 72.3 | 18 | 69.1 | 18 | 76.6 | 18 | 74.4 | 13 | 68.6 | 19 | 70.1 | 19 | (--) | (--) |
| **CONTINENTAL** | 73.1 | 14 | 77.0 | 11 | 75.1 | 15 | 76.4 | 16 | 77.7 | 17 | 74.2 | 14 | 72.0 | 17 | 74.9 | 15 | 78.2 | 3 |
| **DELTA** | 77.8 | 9 | 76.8 | 12 | 75.0 | 16 | 77.8 | 11 | 82.6 | 5 | 73.9 | 16 | 76.5 | 12 | 76.9 | 10 | 77.6 | 6 |
| **EXPRESSJET** | 73.6 | 13 | 75.9 | 13 | 76.5 | 13 | 76.9 | 15 | 79.9 | 14 | 71.7 | 17 | 72.8 | 15 | 75.2 | 14 | (--) | (--) |
| **FRONTIER** | 77.5 | 10 | 84.9 | 4 | 77.9 | 9 | 79.2 | 8 | 83.3 | 4 | 78.4 | 10 | 77.7 | 11 | 79.7 | 7 | (--) | (--) |
| **HAWAIIAN** | 90.6 | 1 | 90.1 | 1 | 86.2 | 1 | 91.2 | 1 | 91.2 | 1 | 91.5 | 1 | 91.1 | 1 | 89.5 | 1 | (--) | (--) |
| **JETBLUE** | 73.7 | 12 | 69.3 | 18 | 76.9 | 11 | 78.4 | 9 | 81.2 | 13 | 79.2 | 8 | 72.7 | 16 | 74.2 | 17 | (--) | (--) |
| **MESA** | 72.4 | 15 | 74.7 | 15 | 75.7 | 14 | 77.0 | 14 | 79.8 | 15 | 76.1 | 12 | 80.6 | 8 | 75.5 | 13 | (--) | (--) |
| **NORTHWEST** | 74.1 | 11 | 84.4 | 6 | 80.2 | 4 | 80.3 | 5 | 81.5 | 10 | 82.7 | 4 | 83.1 | 6 | 80.2 | 6 | 79.0 | 2 |
| **PINNACLE** | 82.4 | 2 | 88.6 | 2 | 79.4 | 6 | 83.2 | 3 | 86.8 | 3 | 85.1 | 2 | 86.2 | 2 | 83.8 | 2 | (--) | (--) |
| **SKYWEST** | 82.1 | 3 | 84.8 | 5 | 78.3 | 8 | 80.2 | 6 | 81.8 | 9 | 82.4 | 5 | 85.8 | 3 | 81.6 | 4 | (--) | (--) |
| **SOUTHWEST** | 80.2 | 5 | 85.4 | 3 | 81.4 | 2 | 85.1 | 2 | 88.3 | 2 | 83.9 | 3 | 84.1 | 5 | 83.1 | 3 | 82.0 | 1 |
| **UNITED** | 68.1 | 18 | 73.3 | 17 | 79.9 | 5 | 80.4 | 4 | 81.8 | 8 | 80.5 | 6 | 80.7 | 7 | 75.6 | 12 | 75.9 | 7 |
| **US AIRWAYS** | 80.4 | 4 | 81.0 | 8 | 80.5 | 3 | 79.6 | 7 | 82.2 | 6 | 79.6 | 7 | 79.9 | 9 | 80.3 | 5 | 78.1 | 4 |
| **Total** | **75.8** |  | **79.4** |  | **78.2** |  | **79.2** |  | **82.6** |  | **78.4** |  | **79.1** |  | **78.3** |  | **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 (Pinnacle Airlines).**

**APRIL 2009**

**AIR TRAVEL CONSUMER REPORT**

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

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ARRIVAL AIRPORT \*** | | | | | | | | | | | | | | | | |
|  | **ATL** | | **BOS** | | **BWI** | | **CLT** | | **CVG** | | **DCA** | | **DEN** | | **DFW** | |
| **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** | **1142** | **71.8** | **65** | **83.1** | **H/** | | **9** | **66.7** | **223** | **87.0** | **220** | **90.0** | **H/** | | **H/** | |
| **AA** | **582** | **68.4** | **1010** | **75.9** | **260** | **73.8** | **142** | **79.6** | **H/** | | **867** | **76.7** | **533** | **75.2** | **12693** | **77.2** |
| **AS** | **H/** | | **60** | **83.3** | **H/** | | **H/** | | **H/** | | **90** | **85.6** | **146** | **82.2** | **90** | **74.4** |
| **B6** | **H/** | | **1693** | **78.8** | **H/** | | **150** | **68.7** | **H/** | | **H/** | | **90** | **71.1** | **H/** | |
| **CO** | **307** | **67.1** | **511** | **71.0** | **138** | **78.3** | **112** | **79.5** | **H/** | | **253** | **84.6** | **282** | **71.3** | **306** | **66.0** |
| **DL** | **12062** | **74.6** | **1232** | **79.3** | **369** | **79.7** | **217** | **71.4** | **1068** | **87.2** | **490** | **73.9** | **350** | **76.3** | **317** | **68.5** |
| **EV** | **11519** | **66.1** | **H/** | | **4** | **100.0** | **3** | **66.7** | **866** | **87.2** | **H/** | | **H/** | | **H/** | |
| **F9** | **87** | **57.5** | **H/** | | **H/** | | **H/** | | **H/** | | **89** | **59.6** | **3554** | **82.8** | **144** | **74.3** |
| **FL** | **6578** | **76.3** | **529** | **77.7** | **1319** | **82.0** | **180** | **76.1** | **H/** | | **214** | **82.7** | **130** | **76.9** | **216** | **67.6** |
| **HA** | **H/** | | **H/** | | **H/** | | **H/** | | **H/** | | **H/** | | **H/** | | **H/** | |
| **MQ** | **56** | **75.0** | **770** | **71.8** | **116** | **72.4** | **212** | **84.0** | **428** | **80.6** | **877** | **71.5** | **H/** | | **6483** | **69.8** |
| **NW** | **60** | **80.0** | **279** | **74.2** | **259** | **79.2** | **165** | **78.8** | **H/** | | **507** | **88.8** | **264** | **88.3** | **119** | **78.2** |
| **OH** | **628** | **51.1** | **984** | **74.9** | **336** | **70.2** | **1** | **100.0** | **2787** | **81.8** | **571** | **77.1** | **H/** | | **136** | **57.4** |
| **OO** | **672** | **70.4** | **H/** | | **H/** | | **H/** | | **253** | **89.3** | **H/** | | **4067** | **83.0** | **186** | **76.3** |
| **UA** | **90** | **71.1** | **769** | **81.7** | **402** | **83.6** | **88** | **85.2** | **29** | **75.9** | **424** | **83.0** | **4882** | **83.3** | **253** | **73.5** |
| **US** | **269** | **73.6** | **1623** | **80.5** | **368** | **83.7** | **6311** | **82.5** | **H/** | | **2092** | **85.5** | **330** | **75.2** | **505** | **75.8** |
| **WN** | **H/** | | **H/** | | **4705** | **87.4** | **H/** | | **H/** | | **H/** | | **3333** | **82.6** | **H/** | |
| **XE** | **203** | **75.9** | **47** | **97.9** | **225** | **75.6** | **337** | **75.7** | **231** | **75.8** | **167** | **68.3** | **H/** | | **93** | **71.0** |
| **YV** | **162** | **69.1** | **34** | **82.4** | **4** | **100.0** | **1657** | **81.1** | **H/** | | **H/** | | **1166** | **76.4** | **4** | **75.0** |
| **TOTAL** | **34417** | **71.2** | **9606** | **77.7** | **8505** | **83.9** | **9584** | **81.3** | **5885** | **83.7** | **6861** | **80.4** | **19127** | **81.9** | **21545** | **74.3** |

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

**APRIL 2009**

**AIR TRAVEL CONSUMER REPORT**

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

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ARRIVAL AIRPORT \*** | | | | | | | | | | | | | | | | |
|  | **DTW** | | **EWR** | | **FLL** | | **IAD** | | **IAH** | | **JFK** | | **LAS** | | **LAX** | |
| **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** | **4602** | **88.6** | **26** | **42.3** | **20** | **65.0** | **153** | **85.6** | **82** | **86.6** | **H/** | | **H/** | | **H/** | |
| **AA** | **265** | **77.4** | **434** | **55.5** | **220** | **77.7** | **288** | **81.6** | **309** | **70.2** | **903** | **68.9** | **650** | **72.3** | **2302** | **75.1** |
| **AS** | **H/** | | **60** | **66.7** | **H/** | | **H/** | | **H/** | | **H/** | | **288** | **84.4** | **484** | **89.0** |
| **B6** | **H/** | | **440** | **53.6** | **1233** | **71.4** | **558** | **81.0** | **H/** | | **4170** | **67.9** | **270** | **79.6** | **H/** | |
| **CO** | **159** | **81.8** | **4235** | **58.3** | **458** | **76.2** | **H/** | | **6188** | **76.6** | **H/** | | **491** | **72.5** | **529** | **70.9** |
| **DL** | **374** | **79.4** | **314** | **48.7** | **588** | **71.9** | **226** | **80.5** | **90** | **63.3** | **1555** | **70.5** | **591** | **83.4** | **980** | **81.3** |
| **EV** | **H/** | | **H/** | | **H/** | | **30** | **80.0** | **H/** | | **H/** | | **H/** | | **H/** | |
| **F9** | **88** | **70.5** | **H/** | | **30** | **83.3** | **H/** | | **90** | **76.7** | **H/** | | **180** | **73.9** | **149** | **73.2** |
| **FL** | **192** | **76.6** | **146** | **43.8** | **558** | **76.5** | **150** | **78.7** | **H/** | | **H/** | | **193** | **80.8** | **124** | **75.8** |
| **HA** | **H/** | | **H/** | | **H/** | | **H/** | | **H/** | | **H/** | | **78** | **80.8** | **60** | **85.0** |
| **MQ** | **236** | **82.6** | **H/** | | **H/** | | **H/** | | **48** | **72.9** | **690** | **60.9** | **H/** | | **1040** | **94.1** |
| **NW** | **5878** | **83.5** | **208** | **46.6** | **299** | **71.2** | **61** | **85.2** | **63** | **69.8** | **177** | **64.4** | **384** | **86.7** | **528** | **86.2** |
| **OH** | **268** | **65.3** | **172** | **44.8** | **16** | **56.2** | **1** | **100.0** | **90** | **57.8** | **1531** | **58.5** | **H/** | | **H/** | |
| **OO** | **8** | **75.0** | **82** | **37.8** | **H/** | | **H/** | | **325** | **60.6** | **H/** | | **262** | **82.4** | **3216** | **92.9** |
| **UA** | **62** | **87.1** | **378** | **55.8** | **H/** | | **2081** | **87.9** | **208** | **82.2** | **379** | **75.5** | **858** | **81.2** | **2182** | **84.3** |
| **US** | **255** | **73.7** | **318** | **52.8** | **596** | **74.7** | **22** | **77.3** | **206** | **75.2** | **180** | **69.4** | **1915** | **83.6** | **651** | **80.5** |
| **WN** | **508** | **83.5** | **H/** | | **1620** | **85.6** | **322** | **84.8** | **H/** | | **H/** | | **6862** | **85.4** | **3460** | **84.1** |
| **XE** | **147** | **57.8** | **3608** | **49.6** | **H/** | | **59** | **55.9** | **6985** | **77.0** | **H/** | | **H/** | | **H/** | |
| **YV** | **68** | **67.6** | **123** | **43.9** | **H/** | | **1607** | **80.9** | **60** | **66.7** | **74** | **48.6** | **56** | **89.3** | **30** | **80.0** |
| **TOTAL** | **13110** | **83.9** | **10544** | **53.5** | **5638** | **77.0** | **5558** | **83.6** | **14744** | **76.2** | **9659** | **66.5** | **13078** | **83.3** | **15735** | **84.5** |

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

**APRIL 2009**

**AIR TRAVEL CONSUMER REPORT**

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

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ARRIVAL AIRPORT \*** | | | | | | | | | | | | | | | | |
|  | **LGA** | | **MCO** | | **MDW** | | **MIA** | | **MSP** | | **ORD** | | **PDX** | | **PHL** | |
| **CARRIER\*** | **# OF ARR.** | **% ON TIME** | **# OF ARR.** | **% ON TIME** | **# OF ARR.** | **% ON TIME** | **# OF ARR.** | **% ON TIME** | **# OF ARR.** | **% ON TIME** | **# OF ARR.** | **% ON TIME** | **# OF ARR.** | **% ON TIME** | **# OF ARR.** | **% ON TIME** |
| **9E** | **77** | **57.1** | **H/** | | **H/** | | **H/** | | **1437** | **89.8** | **1** | **100.0** | **H/** | | **157** | **68.8** |
| **AA** | **1441** | **58.6** | **731** | **67.4** | **H/** | | **3403** | **73.3** | **440** | **81.1** | **5038** | **76.9** | **140** | **66.4** | **430** | **69.5** |
| **AS** | **H/** | | **60** | **83.3** | **H/** | | **30** | **80.0** | **61** | **82.0** | **116** | **76.7** | **824** | **86.2** | **H/** | |
| **B6** | **240** | **60.0** | **1281** | **73.4** | **H/** | | **H/** | | **H/** | | **172** | **66.3** | **60** | **91.7** | **H/** | |
| **CO** | **317** | **61.2** | **603** | **79.6** | **H/** | | **282** | **80.1** | **117** | **82.9** | **414** | **71.7** | **120** | **67.5** | **139** | **74.8** |
| **DL** | **1261** | **67.1** | **1062** | **80.1** | **146** | **68.5** | **440** | **70.5** | **326** | **80.1** | **196** | **76.0** | **172** | **72.1** | **309** | **67.3** |
| **EV** | **H/** | | **H/** | | **H/** | | **H/** | | **H/** | | **H/** | | **H/** | | **H/** | |
| **F9** | **60** | **45.0** | **48** | **83.3** | **127** | **72.4** | **H/** | | **124** | **77.4** | **H/** | | **90** | **76.7** | **30** | **63.3** |
| **FL** | **476** | **58.8** | **1729** | **83.4** | **463** | **79.3** | **119** | **76.5** | **177** | **78.0** | **H/** | | **H/** | | **296** | **68.2** |
| **HA** | **H/** | | **H/** | | **H/** | | **H/** | | **H/** | | **H/** | | **60** | **65.0** | **H/** | |
| **MQ** | **936** | **64.9** | **H/** | | **H/** | | **530** | **80.2** | **H/** | | **6482** | **80.2** | **H/** | | **60** | **63.3** |
| **NW** | **667** | **62.7** | **453** | **81.0** | **188** | **91.0** | **171** | **82.5** | **5393** | **88.3** | **461** | **74.8** | **147** | **84.4** | **239** | **67.4** |
| **OH** | **1074** | **54.7** | **H/** | | **H/** | | **30** | **86.7** | **187** | **78.1** | **289** | **59.9** | **H/** | | **310** | **61.9** |
| **OO** | **H/** | | **H/** | | **H/** | | **H/** | | **193** | **86.5** | **3264** | **82.4** | **1010** | **91.9** | **108** | **65.7** |
| **UA** | **551** | **59.9** | **558** | **81.5** | **H/** | | **154** | **76.6** | **440** | **84.3** | **6240** | **81.5** | **360** | **78.9** | **399** | **69.4** |
| **US** | **1122** | **72.7** | **752** | **75.0** | **H/** | | **290** | **68.6** | **232** | **81.5** | **636** | **75.8** | **180** | **86.7** | **3372** | **71.8** |
| **WN** | **H/** | | **3508** | **84.9** | **6197** | **87.4** | **H/** | | **232** | **82.8** | **H/** | | **1135** | **87.0** | **1944** | **72.5** |
| **XE** | **76** | **52.6** | **5** | **60.0** | **H/** | | **10** | **70.0** | **270** | **71.1** | **116** | **69.8** | **H/** | | **19** | **63.2** |
| **YV** | **74** | **60.8** | **H/** | | **H/** | | **H/** | | **H/** | | **2446** | **80.6** | **H/** | | **H/** | |
| **TOTAL** | **8372** | **62.4** | **10790** | **80.3** | **7121** | **86.3** | **5459** | **74.4** | **9629** | **86.3** | **25871** | **79.4** | **4298** | **84.9** | **7812** | **70.7** |

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

**APRIL 2009**

**AIR TRAVEL CONSUMER REPORT**

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

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ARRIVAL AIRPORT \*** | | | | | | | | | | | | | | | | |
|  | **PHX** | | **SAN** | | **SEA** | | **SFO** | | **SLC** | | **STL** | | **TPA** | |  |  |
| **CARRIER\*** | **# OF ARR.** | **% ON TIME** | **# OF ARR.** | **% ON TIME** | **# OF ARR.** | **% ON TIME** | **# OF ARR.** | **% ON TIME** | **# OF ARR.** | **% ON TIME** | **# OF ARR.** | **% ON TIME** | **# OF ARR.** | **% ON TIME** |  |  |
| **9E** | **H/** | | **H/** | | **H/** | | **H/** | | **H/** | | **222** | **86.9** | **H/** | |  |  |
| **AA** | **453** | **72.8** | **470** | **74.3** | **434** | **74.2** | **949** | **69.2** | **206** | **77.2** | **1218** | **81.5** | **491** | **73.3** |  |  |
| **AS** | **270** | **85.9** | **296** | **89.9** | **3541** | **82.9** | **382** | **82.5** | **H/** | | **H/** | | **H/** | |  |  |
| **B6** | **56** | **75.0** | **150** | **86.0** | **150** | **82.7** | **150** | **68.0** | **149** | **81.2** | **H/** | | **322** | **72.4** |  |  |
| **CO** | **318** | **65.4** | **285** | **73.0** | **329** | **65.3** | **363** | **67.8** | **60** | **78.3** | **H/** | | **396** | **79.8** |  |  |
| **DL** | **326** | **81.9** | **283** | **78.4** | **429** | **77.9** | **415** | **73.3** | **2271** | **88.1** | **78** | **76.9** | **597** | **78.4** |  |  |
| **EV** | **H/** | | **H/** | | **H/** | | **H/** | | **H/** | | **38** | **63.2** | **H/** | |  |  |
| **F9** | **176** | **69.3** | **120** | **70.8** | **120** | **74.2** | **120** | **69.2** | **169** | **74.6** | **90** | **67.8** | **30** | **70.0** |  |  |
| **FL** | **103** | **76.7** | **H/** | | **H/** | | **47** | **72.3** | **H/** | | **115** | **76.5** | **618** | **83.8** |  |  |
| **HA** | **30** | **83.3** | **30** | **70.0** | **72** | **70.8** | **30** | **70.0** | **H/** | | **H/** | | **H/** | |  |  |
| **MQ** | **H/** | | **588** | **92.7** | **H/** | | **146** | **71.9** | **H/** | | **327** | **84.1** | **H/** | |  |  |
| **NW** | **298** | **86.2** | **178** | **84.8** | **347** | **79.8** | **291** | **79.7** | **149** | **75.2** | **110** | **89.1** | **389** | **82.8** |  |  |
| **OH** | **H/** | | **H/** | | **H/** | | **H/** | | **H/** | | **108** | **56.5** | **114** | **74.6** |  |  |
| **OO** | **264** | **86.7** | **571** | **95.6** | **472** | **89.6** | **3210** | **79.6** | **6105** | **90.6** | **97** | **82.5** | **H/** | |  |  |
| **UA** | **442** | **76.5** | **602** | **81.4** | **588** | **78.6** | **3174** | **80.4** | **112** | **82.1** | **31** | **71.0** | **270** | **81.1** |  |  |
| **US** | **4740** | **86.2** | **360** | **84.7** | **291** | **73.5** | **543** | **73.1** | **120** | **88.3** | **86** | **90.7** | **609** | **76.2** |  |  |
| **WN** | **5364** | **84.8** | **2891** | **82.7** | **1156** | **84.9** | **1170** | **73.1** | **1342** | **84.8** | **2133** | **85.6** | **2464** | **86.0** |  |  |
| **XE** | **48** | **68.8** | **H/** | | **H/** | | **H/** | | **28** | **60.7** | **266** | **74.4** | **3** | **100.0** |  |  |
| **YV** | **2632** | **88.0** | **H/** | | **H/** | | **H/** | | **30** | **73.3** | **64** | **90.6** | **H/** | |  |  |
| **TOTAL** | **15520** | **84.5** | **6824** | **83.7** | **7929** | **81.1** | **10990** | **77.0** | **10741** | **88.2** | **4983** | **82.6** | **6303** | **81.4** |  |  |

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

**APRIL 2009**

**AIR TRAVEL CONSUMER REPORT**

**TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/**

**BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ARRIVAL AIRPORT \*** | | | | | | | | | | | | | | | | | | |
| **SCHEDULED ARRIVAL TIME** | **ATL** | **BOS** | **BWI** | **CLT** | **CVG** | **DCA** | **DEN** | **DFW** | **DTW** | **EWR** | **FLL** | **IAD** | **IAH** | **JFK** | **LAS** | **LAX** | **LGA** | **MCO** |
| **600 - 659 AM** | **88.4** | **88.2** | **90.0** | **82.5** | **J/** | **100.0** | **J/** | **82.4** | **100.0** | **67.8** | **J/** | **86.1** | **90.9** | **82.2** | **83.3** | **96.7** | **90.9** | **85.4** |
| **700 - 759 AM** | **84.8** | **87.1** | **92.4** | **91.8** | **92.5** | **89.9** | **89.6** | **82.9** | **89.0** | **91.0** | **100.0** | **92.6** | **72.8** | **83.3** | **96.6** | **96.0** | **86.8** | **98.0** |
| **800 - 859 AM** | **70.1** | **93.8** | **95.7** | **88.8** | **93.7** | **91.8** | **91.3** | **83.2** | **93.8** | **88.8** | **87.6** | **86.6** | **73.7** | **84.3** | **93.9** | **94.4** | **85.1** | **86.8** |
| **900 - 959 AM** | **74.5** | **87.7** | **94.9** | **91.8** | **90.9** | **89.2** | **87.6** | **81.9** | **86.6** | **89.7** | **90.6** | **90.6** | **77.7** | **87.9** | **93.6** | **91.4** | **81.6** | **87.4** |
| **1000 - 1059 AM** | **78.2** | **86.8** | **88.9** | **85.3** | **86.4** | **80.6** | **85.4** | **78.4** | **90.0** | **82.8** | **84.8** | **86.2** | **77.5** | **82.5** | **85.4** | **89.3** | **75.3** | **86.1** |
| **1100 - 1159 AM** | **76.8** | **83.9** | **90.8** | **76.4** | **86.1** | **84.3** | **87.8** | **80.5** | **86.0** | **78.4** | **81.8** | **88.9** | **83.6** | **75.8** | **86.0** | **88.6** | **71.5** | **84.3** |
| **1200 - 1259 PM** | **73.4** | **77.5** | **90.6** | **82.5** | **85.4** | **81.1** | **85.4** | **75.1** | **87.5** | **69.7** | **76.6** | **89.4** | **77.1** | **76.5** | **85.0** | **87.1** | **74.1** | **85.8** |
| **100 - 159 PM** | **69.6** | **84.2** | **84.9** | **86.6** | **86.1** | **85.9** | **85.4** | **76.1** | **84.6** | **60.5** | **80.1** | **87.5** | **75.1** | **75.2** | **83.4** | **86.6** | **68.2** | **83.5** |
| **200 - 259 PM** | **70.3** | **81.3** | **85.4** | **85.8** | **84.6** | **80.2** | **84.9** | **76.1** | **86.2** | **43.1** | **78.2** | **87.9** | **76.5** | **67.1** | **83.4** | **84.7** | **58.0** | **83.8** |
| **300 - 359 PM** | **71.0** | **79.5** | **83.7** | **79.7** | **86.0** | **83.0** | **81.9** | **73.1** | **84.3** | **37.5** | **80.7** | **88.7** | **82.4** | **60.4** | **80.6** | **83.4** | **57.3** | **82.7** |
| **400 - 459 PM** | **72.4** | **74.0** | **81.8** | **80.1** | **82.5** | **77.5** | **80.7** | **69.1** | **82.3** | **40.3** | **73.9** | **78.5** | **76.9** | **67.3** | **78.8** | **82.1** | **56.0** | **78.7** |
| **500 - 559 PM** | **68.5** | **75.5** | **86.7** | **72.6** | **64.1** | **82.0** | **76.5** | **70.0** | **83.5** | **36.3** | **72.8** | **83.1** | **74.8** | **65.2** | **79.2** | **80.7** | **53.7** | **78.4** |
| **600 - 659 PM** | **70.8** | **70.1** | **78.6** | **76.3** | **81.6** | **77.5** | **76.1** | **67.9** | **77.6** | **31.8** | **69.3** | **79.9** | **75.8** | **46.0** | **79.8** | **77.4** | **57.0** | **77.6** |
| **700 - 759 PM** | **60.0** | **69.0** | **80.1** | **74.1** | **74.4** | **75.1** | **75.7** | **68.3** | **83.8** | **31.8** | **73.5** | **78.7** | **73.4** | **39.2** | **79.1** | **79.5** | **50.4** | **75.5** |
| **800 - 859 PM** | **62.1** | **71.1** | **75.6** | **79.5** | **87.0** | **78.8** | **71.5** | **67.7** | **80.3** | **34.7** | **74.9** | **82.4** | **72.8** | **45.6** | **78.8** | **78.4** | **50.5** | **72.4** |
| **900 - 959 PM** | **68.3** | **65.1** | **73.6** | **78.7** | **79.5** | **71.3** | **70.7** | **68.0** | **76.0** | **39.9** | **72.0** | **81.7** | **67.3** | **49.8** | **78.0** | **80.3** | **45.4** | **75.4** |
| **1000 - 1059 PM** | **61.7** | **73.0** | **70.7** | **80.0** | **66.2** | **72.6** | **73.4** | **67.5** | **64.0** | **39.1** | **70.5** | **68.3** | **65.7** | **60.8** | **76.0** | **72.2** | **50.6** | **74.0** |
| **1100 - 559 AM** | **71.6** | **74.4** | **75.2** | **67.0** | **77.6** | **67.1** | **77.6** | **77.5** | **79.8** | **61.3** | **68.5** | **72.8** | **80.6** | **68.3** | **79.2** | **83.2** | **55.3** | **70.5** |
| **TOTAL, ALL ARRIVALS,  BY AIRPORT** | **71.2** | **77.7** | **83.9** | **81.3** | **83.7** | **80.4** | **81.9** | **74.3** | **83.9** | **53.5** | **77.0** | **83.6** | **76.2** | **66.5** | **83.3** | **84.5** | **62.4** | **80.3** |

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

**APRIL 2009**

**AIR TRAVEL CONSUMER REPORT**

**TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/**

**BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ARRIVAL AIRPORT \*** | | | | | | | | | | | | | | |
| **SCHEDULED ARRIVAL TIME** | **MDW** | **MIA** | **MSP** | **ORD** | **PDX** | **PHL** | **PHX** | **SAN** | **SEA** | **SFO** | **SLC** | **STL** | **TPA** | **TOTAL** |
| **600 - 659 AM** | **100.0** | **85.0** | **94.3** | **91.0** | **100.0** | **84.8** | **92.3** | **J/** | **66.7** | **95.5** | **100.0** | **100.0** | **J/** | **88.0** |
| **700 - 759 AM** | **97.5** | **87.8** | **90.9** | **91.7** | **95.9** | **89.7** | **94.1** | **96.3** | **94.6** | **93.3** | **91.2** | **92.8** | **93.8** | **88.6** |
| **800 - 859 AM** | **98.4** | **86.4** | **94.3** | **88.4** | **96.1** | **78.0** | **93.7** | **94.2** | **93.0** | **93.8** | **91.5** | **94.1** | **92.9** | **86.1** |
| **900 - 959 AM** | **94.9** | **84.5** | **92.6** | **87.1** | **94.1** | **71.7** | **87.1** | **93.2** | **86.8** | **84.8** | **93.6** | **87.9** | **90.9** | **86.8** |
| **1000 - 1059 AM** | **93.8** | **82.0** | **90.4** | **84.8** | **88.0** | **71.4** | **91.7** | **91.4** | **87.4** | **76.6** | **90.9** | **90.4** | **85.2** | **84.4** |
| **1100 - 1159 AM** | **93.8** | **81.3** | **87.0** | **83.0** | **81.4** | **68.2** | **91.0** | **85.3** | **85.8** | **73.6** | **90.3** | **90.7** | **86.1** | **83.7** |
| **1200 - 1259 PM** | **93.5** | **78.8** | **89.7** | **83.0** | **87.7** | **77.0** | **85.9** | **86.0** | **86.5** | **71.2** | **89.6** | **86.1** | **85.6** | **81.7** |
| **100 - 159 PM** | **88.4** | **78.8** | **86.3** | **82.1** | **88.4** | **67.1** | **88.1** | **84.3** | **84.5** | **72.4** | **87.8** | **84.0** | **87.8** | **79.8** |
| **200 - 259 PM** | **85.8** | **77.2** | **86.0** | **78.9** | **87.4** | **72.0** | **84.8** | **83.0** | **80.6** | **75.2** | **90.3** | **87.6** | **81.4** | **78.7** |
| **300 - 359 PM** | **83.8** | **75.1** | **90.3** | **76.7** | **84.0** | **69.0** | **84.6** | **82.8** | **85.4** | **75.1** | **88.7** | **87.6** | **83.8** | **77.8** |
| **400 - 459 PM** | **85.1** | **73.0** | **83.2** | **73.8** | **83.3** | **68.3** | **80.1** | **83.9** | **82.7** | **76.0** | **84.7** | **83.9** | **80.4** | **75.3** |
| **500 - 559 PM** | **85.5** | **64.9** | **85.4** | **73.1** | **88.1** | **65.8** | **83.1** | **86.3** | **75.4** | **79.5** | **84.6** | **79.4** | **84.1** | **74.7** |
| **600 - 659 PM** | **82.9** | **73.3** | **81.9** | **72.7** | **80.8** | **70.6** | **75.1** | **79.9** | **80.8** | **78.7** | **89.5** | **75.6** | **78.3** | **73.7** |
| **700 - 759 PM** | **78.4** | **62.3** | **84.4** | **70.8** | **84.4** | **65.4** | **74.0** | **77.0** | **81.8** | **75.2** | **83.3** | **73.0** | **72.6** | **70.9** |
| **800 - 859 PM** | **74.4** | **65.4** | **79.9** | **69.9** | **83.8** | **67.7** | **79.8** | **78.7** | **75.3** | **74.1** | **86.6** | **72.1** | **77.0** | **71.5** |
| **900 - 959 PM** | **74.8** | **60.4** | **73.8** | **71.0** | **71.8** | **69.5** | **75.8** | **77.5** | **73.6** | **67.7** | **79.1** | **73.6** | **73.6** | **69.9** |
| **1000 - 1059 PM** | **78.3** | **61.0** | **77.4** | **66.4** | **81.5** | **70.1** | **78.6** | **73.3** | **78.0** | **66.4** | **83.5** | **69.3** | **70.4** | **69.2** |
| **1100 - 559 AM** | **73.7** | **70.1** | **86.1** | **82.2** | **78.9** | **67.4** | **86.0** | **76.8** | **73.2** | **79.2** | **71.1** | **72.9** | **72.0** | **73.9** |
| **TOTAL, ALL ARRIVALS,  BY AIRPORT** | **86.3** | **74.4** | **86.3** | **79.4** | **84.9** | **70.7** | **84.5** | **83.7** | **81.1** | **77.0** | **88.2** | **82.6** | **81.4** | **78.3** |

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

**APRIL 2009**

**AIR TRAVEL CONSUMER REPORT**

**TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/**

**BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **DEPARTURE AIRPORT \*** | | | | | | | | | | | | | | | | | | |
| **SCHEDULED DEPARTURE TIME** | **ATL** | **BOS** | **BWI** | **CLT** | **CVG** | **DCA** | **DEN** | **DFW** | **DTW** | **EWR** | **FLL** | **IAD** | **IAH** | **JFK** | **LAS** | **LAX** | **LGA** | **MCO** |
| **600 - 659 AM** | **92.9** | **94.4** | **94.8** | **91.0** | **92.2** | **93.8** | **96.6** | **86.6** | **92.7** | **93.5** | **98.0** | **94.9** | **93.3** | **92.8** | **95.9** | **94.8** | **93.8** | **96.9** |
| **700 - 759 AM** | **90.1** | **95.0** | **92.6** | **89.0** | **91.8** | **94.7** | **95.6** | **84.4** | **93.6** | **93.4** | **95.5** | **93.9** | **92.3** | **91.2** | **95.3** | **94.8** | **92.2** | **95.6** |
| **800 - 859 AM** | **88.0** | **92.2** | **89.5** | **96.2** | **88.3** | **95.3** | **89.3** | **82.0** | **90.2** | **88.6** | **91.8** | **89.2** | **83.0** | **90.6** | **91.6** | **93.0** | **90.3** | **92.7** |
| **900 - 959 AM** | **81.9** | **91.3** | **90.3** | **91.0** | **92.2** | **92.7** | **89.3** | **78.7** | **92.2** | **80.5** | **90.0** | **88.9** | **86.4** | **87.8** | **91.2** | **87.8** | **87.2** | **89.7** |
| **1000 - 1059 AM** | **82.6** | **89.5** | **88.3** | **82.9** | **83.5** | **88.1** | **82.6** | **74.5** | **87.6** | **81.8** | **84.3** | **91.2** | **83.8** | **86.6** | **86.3** | **85.2** | **86.9** | **85.0** |
| **1100 - 1159 AM** | **82.0** | **83.5** | **85.8** | **87.1** | **85.4** | **83.9** | **82.5** | **73.2** | **90.7** | **80.9** | **79.7** | **86.6** | **80.0** | **85.6** | **82.5** | **88.4** | **78.5** | **85.6** |
| **1200 - 1259 PM** | **76.4** | **86.5** | **80.5** | **67.6** | **83.9** | **83.6** | **81.5** | **71.0** | **86.3** | **77.7** | **75.3** | **85.0** | **83.1** | **80.2** | **82.3** | **85.2** | **80.3** | **82.2** |
| **100 - 159 PM** | **74.8** | **78.7** | **82.8** | **82.9** | **90.5** | **85.1** | **80.2** | **69.4** | **86.1** | **73.9** | **68.0** | **83.0** | **79.0** | **76.9** | **79.1** | **84.1** | **77.2** | **81.1** |
| **200 - 259 PM** | **72.7** | **84.8** | **76.3** | **84.5** | **81.6** | **82.4** | **81.5** | **68.5** | **87.8** | **62.0** | **72.3** | **78.0** | **79.7** | **72.1** | **78.2** | **78.7** | **74.0** | **78.4** |
| **300 - 359 PM** | **69.5** | **77.1** | **77.5** | **59.3** | **70.9** | **82.8** | **81.6** | **66.1** | **81.6** | **53.1** | **72.2** | **89.4** | **77.7** | **67.2** | **76.3** | **79.9** | **68.7** | **78.7** |
| **400 - 459 PM** | **71.0** | **73.3** | **76.6** | **80.9** | **82.0** | **80.8** | **75.3** | **66.0** | **67.3** | **46.9** | **76.3** | **78.7** | **76.9** | **68.0** | **73.8** | **83.9** | **65.2** | **73.3** |
| **500 - 559 PM** | **71.8** | **74.6** | **78.3** | **77.6** | **82.9** | **82.4** | **71.4** | **63.9** | **81.2** | **43.3** | **63.0** | **79.4** | **74.7** | **70.8** | **68.2** | **82.6** | **62.5** | **75.4** |
| **600 - 659 PM** | **73.9** | **71.5** | **71.9** | **75.7** | **55.1** | **74.8** | **71.1** | **65.6** | **73.1** | **47.4** | **60.7** | **80.3** | **67.6** | **66.8** | **74.7** | **79.0** | **63.9** | **76.2** |
| **700 - 759 PM** | **67.9** | **71.6** | **72.3** | **79.6** | **78.2** | **79.0** | **74.2** | **63.8** | **81.0** | **39.9** | **67.2** | **66.1** | **73.0** | **59.4** | **71.6** | **80.1** | **64.1** | **69.6** |
| **800 - 859 PM** | **66.9** | **70.1** | **68.8** | **80.8** | **78.7** | **74.0** | **59.8** | **64.2** | **62.5** | **41.4** | **62.8** | **67.1** | **70.8** | **55.5** | **76.5** | **82.6** | **62.2** | **69.0** |
| **900 - 959 PM** | **68.1** | **88.9** | **75.5** | **38.2** | **J/** | **84.9** | **76.3** | **69.2** | **85.7** | **37.6** | **68.9** | **80.4** | **77.5** | **49.0** | **75.8** | **82.9** | **53.3** | **67.8** |
| **1000 - 1059 PM** | **72.5** | **J/** | **J/** | **85.1** | **J/** | **J/** | **100.0** | **71.9** | **85.5** | **J/** | **J/** | **81.8** | **78.4** | **60.5** | **84.9** | **91.0** | **J/** | **57.1** |
| **1100 - 559 AM** | **95.5** | **90.5** | **95.3** | **100.0** | **J/** | **96.2** | **81.2** | **88.2** | **91.9** | **87.8** | **100.0** | **100.0** | **87.8** | **83.1** | **89.6** | **88.8** | **86.7** | **84.8** |
| **TOTAL, ALL DEPARTURES,  BY AIRPORT** | **76.0** | **83.3** | **82.2** | **83.5** | **83.4** | **85.5** | **80.4** | **71.4** | **85.5** | **66.8** | **78.1** | **83.4** | **79.8** | **75.0** | **81.5** | **86.3** | **76.3** | **82.0** |

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

**APRIL 2009**

**AIR TRAVEL CONSUMER REPORT**

**TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/**

**BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **DEPARTURE AIRPORT \*** | | | | | | | | | | | | | | |
| **SCHEDULED DEPARTURE TIME** | **MDW** | **MIA** | **MSP** | **ORD** | **PDX** | **PHL** | **PHX** | **SAN** | **SEA** | **SFO** | **SLC** | **STL** | **TPA** | **TOTAL** |
| **600 - 659 AM** | **95.6** | **96.1** | **96.1** | **92.1** | **96.8** | **93.5** | **96.0** | **96.5** | **96.2** | **94.4** | **97.3** | **96.4** | **97.2** | **94.4** |
| **700 - 759 AM** | **97.4** | **87.5** | **94.5** | **90.5** | **93.1** | **93.3** | **92.0** | **94.0** | **92.7** | **94.5** | **98.7** | **93.3** | **94.9** | **92.7** |
| **800 - 859 AM** | **93.6** | **86.1** | **90.9** | **91.5** | **94.3** | **87.6** | **89.6** | **91.8** | **92.3** | **91.6** | **94.8** | **94.6** | **93.8** | **90.1** |
| **900 - 959 AM** | **92.7** | **79.7** | **93.9** | **89.4** | **94.2** | **80.2** | **84.5** | **93.6** | **86.1** | **87.7** | **93.1** | **88.9** | **92.8** | **87.6** |
| **1000 - 1059 AM** | **88.8** | **74.1** | **90.3** | **84.6** | **92.0** | **77.5** | **87.5** | **89.2** | **89.1** | **82.1** | **91.8** | **85.0** | **87.5** | **84.8** |
| **1100 - 1159 AM** | **88.7** | **75.6** | **90.4** | **79.1** | **88.8** | **74.8** | **87.2** | **86.5** | **88.5** | **75.8** | **92.8** | **85.4** | **81.3** | **83.4** |
| **1200 - 1259 PM** | **88.2** | **74.2** | **91.4** | **82.7** | **76.7** | **72.5** | **85.0** | **83.7** | **82.9** | **74.2** | **86.1** | **88.4** | **82.5** | **80.5** |
| **100 - 159 PM** | **85.6** | **69.8** | **88.1** | **81.3** | **88.6** | **76.4** | **84.5** | **84.1** | **84.8** | **70.9** | **91.2** | **82.1** | **86.9** | **80.1** |
| **200 - 259 PM** | **76.7** | **73.2** | **82.4** | **74.9** | **90.2** | **71.7** | **79.3** | **78.8** | **83.6** | **67.8** | **87.9** | **78.2** | **77.7** | **76.8** |
| **300 - 359 PM** | **75.5** | **67.4** | **90.5** | **74.4** | **89.9** | **72.2** | **77.9** | **77.9** | **85.2** | **76.8** | **89.6** | **85.2** | **82.6** | **76.1** |
| **400 - 459 PM** | **72.0** | **64.2** | **83.0** | **74.2** | **83.7** | **67.8** | **78.9** | **80.8** | **83.8** | **76.1** | **86.2** | **78.0** | **75.7** | **74.4** |
| **500 - 559 PM** | **74.2** | **72.0** | **82.6** | **71.6** | **84.7** | **66.0** | **72.0** | **83.8** | **89.3** | **76.2** | **91.0** | **78.3** | **74.4** | **74.2** |
| **600 - 659 PM** | **77.1** | **55.5** | **88.7** | **71.3** | **87.6** | **71.7** | **82.3** | **80.8** | **84.7** | **79.1** | **67.3** | **79.0** | **72.2** | **72.3** |
| **700 - 759 PM** | **63.7** | **65.0** | **88.4** | **68.6** | **86.2** | **65.6** | **68.2** | **80.1** | **83.0** | **82.6** | **89.6** | **66.3** | **70.0** | **72.1** |
| **800 - 859 PM** | **60.4** | **65.6** | **98.6** | **72.4** | **88.5** | **71.4** | **75.2** | **76.8** | **79.4** | **76.5** | **89.5** | **78.6** | **62.5** | **70.3** |
| **900 - 959 PM** | **69.2** | **69.6** | **89.6** | **76.8** | **83.9** | **86.7** | **82.5** | **71.0** | **81.7** | **70.8** | **92.6** | **J/** | **81.5** | **74.8** |
| **1000 - 1059 PM** | **J/** | **60.2** | **92.2** | **88.5** | **81.8** | **100.0** | **77.8** | **91.9** | **89.4** | **80.6** | **100.0** | **J/** | **J/** | **81.0** |
| **1100 - 559 AM** | **J/** | **94.4** | **93.0** | **93.2** | **98.6** | **95.1** | **89.0** | **J/** | **94.7** | **82.5** | **87.6** | **95.5** | **95.8** | **89.7** |
| **TOTAL, ALL DEPARTURES,  BY AIRPORT** | **82.0** | **72.5** | **89.5** | **79.9** | **90.0** | **77.1** | **83.3** | **85.8** | **88.0** | **80.8** | **91.2** | **84.4** | **82.9** | **80.7** |

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

**APRIL 2009**

**AIR TRAVEL CONSUMER REPORT**

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **CARRIER \*** | **FLIGHT NUMBER** | **ORGIN-DESTIN. AIRPORTS** | **SCHEDULED DEPARTURE TIME** | **NUMBER OF OPERATIONS REPORTED** | **PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/** | **NUMBER OF MIN LATE AVERAGE MEDIAN** | |
| **NW** | **803** | **ATL-HNL** | **1015** | **29** | **96.55** | **52** | **42** |
| **OH** | **6652** | **MCI-LGA** | **1830** | **26** | **96.15** | **63** | **46** |
| **OO** | **2852** | **MKE-EWR** | **1350** | **30** | **90.00** | **72** | **47** |
| **OH** | **6295** | **IND-JFK** | **1730** | **30** | **90.00** | **69** | **47** |
| **OH** | **6675** | **JFK-DFW** | **1920** | **30** | **90.00** | **55** | **49** |
| **CO** | **1567** | **CLE-EWR** | **1455** | **30** | **90.00** | **48** | **32** |
| **XE** | **2886** | **ALB-EWR** | **1730** | **19** | **89.47** | **68** | **51** |
| **XE** | **2774** | **DAY-EWR** | **1732** | **26** | **88.46** | **67** | **55** |
| **XE** | **3086** | **JAX-EWR** | **1345** | **30** | **86.67** | **67** | **42** |
| **XE** | **2714** | **BWI-EWR** | **1845** | **30** | **86.67** | **66** | **50** |
| **OH** | **6821** | **JFK-IAH** | **1915** | **30** | **86.67** | **61** | **51** |
| **OH** | **6542** | **MCI-LGA** | **1418** | **30** | **86.67** | **49** | **36** |
| **EV** | **5518** | **BTR-ATL** | **625** | **30** | **86.67** | **46** | **22** |
| **XE** | **2516** | **ROC-EWR** | **1745** | **27** | **85.19** | **71** | **61** |
| **XE** | **3053** | **DTW-EWR** | **1510** | **26** | **84.62** | **72** | **50** |
| **CO** | **334** | **RDU-EWR** | **1640** | **26** | **84.62** | **70** | **38** |
| **CO** | **1197** | **BOS-EWR** | **1800** | **26** | **84.62** | **66** | **65** |
| **OH** | **6686** | **JAX-LGA** | **1857** | **26** | **84.62** | **52** | **43** |
| **OH** | **6466** | **SDF-ATL** | **1742** | **25** | **84.00** | **50** | **35** |
| **OH** | **6471** | **JFK-BWI** | **1930** | **30** | **83.33** | **34** | **34** |
| **HA** | **9** | **LAX-HNL** | **1755** | **30** | **83.33** | **30** | **29** |
| **XE** | **2402** | **BUF-EWR** | **1630** | **29** | **82.76** | **87** | **91** |
| **XE** | **2085** | **TYS-EWR** | **1345** | **29** | **82.76** | **73** | **62** |
| **XE** | **2405** | **LEX-EWR** | **1345** | **26** | **80.77** | **80** | **55** |
| **XE** | **2868** | **STL-EWR** | **1646** | **26** | **80.77** | **71** | **56** |

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

**APRIL 2009**

**AIR TRAVEL CONSUMER REPORT**

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

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **CARRIER \*** | **FLIGHT NUMBER** | **ORGIN-DESTIN. AIRPORTS** | **SCHEDULED DEPARTURE TIME** | **NUMBER OF OPERATIONS REPORTED** | **PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/** | **NUMBER OF MIN LATE AVERAGE MEDIAN** | |
| **YV** | **2610** | **CLT-EWR** | **1257** | **26** | **80.77** | **70** | **40** |
| **OO** | **2854** | **MKE-EWR** | **1610** | **26** | **80.77** | **65** | **70** |
| **XE** | **2599** | **MSP-EWR** | **1705** | **26** | **80.77** | **61** | **42** |
| **CO** | **1126** | **ORD-EWR** | **1545** | **26** | **80.77** | **60** | **65** |
| **OH** | **6410** | **CHS-LGA** | **1852** | **26** | **80.77** | **52** | **50** |
| **XE** | **2064** | **IND-EWR** | **1340** | **30** | **80.00** | **81** | **59** |
| **B6** | **555** | **EWR-RSW** | **1820** | **30** | **80.00** | **71** | **62** |
| **CO** | **1127** | **BOS-EWR** | **1325** | **20** | **80.00** | **66** | **47** |
| **OH** | **6809** | **JFK-PIT** | **2100** | **30** | **80.00** | **51** | **55** |
| **OH** | **6386** | **ATL-DAY** | **846** | **30** | **80.00** | **40** | **25** |

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

**APRIL 2009**

**AIR TRAVEL CONSUMER REPORT**

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

|  |  |  |  |
| --- | --- | --- | --- |
| **CARRIER** | **NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA** | **REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/** | |
| **NUMBER** | **PERCENTAGE** |
| **COMAIR** | **484** | **27** | **5.6** |
| **EXPRESSJET** | **884** | **44** | **5.0** |
| **JETBLUE** | **564** | **15** | **2.7** |
| **HAWAIIAN** | **194** | **5** | **2.6** |
| **CONTINENTAL** | **778** | **20** | **2.6** |
| **ATLANTIC SOUTHEAST** | **866** | **8** | **0.9** |
| **DELTA** | **1,227** | **10** | **0.8** |
| **AMERICAN EAGLE** | **1,240** | **7** | **0.6** |
| **AIRTRAN** | **686** | **3** | **0.4** |
| **SKYWEST** | **1,543** | **6** | **0.4** |
| **AMERICAN** | **1,544** | **5** | **0.3** |
| **MESA** | **695** | **2** | **0.3** |
| **UNITED** | **1,073** | **3** | **0.3** |
| **NORTHWEST** | **858** | **2** | **0.2** |
| **US AIRWAYS** | **1,197** | **1** | **0.1** |
| **SOUTHWEST** | **3,352** | **0** | **0.0** |
| **PINNACLE** | **760** | **0** | **0.0** |
| **ALASKA** | **375** | **0** | **0.0** |
| **FRONTIER** | **242** | **0** | **0.0** |
| **TOTAL** | **18,562** | **158** | **0.9** |

**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.**

**APRIL 2009**

**AIR TRAVEL CONSUMER REPORT**

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

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CITY (AIRPORT)** | **PERCENT ON-TIME** | | **REPORTED OPERATIONS** | |  | **CITY (AIRPORT)** | **PERCENT ON-TIME** | | **REPORTED OPERATIONS** | |
| **ARR.** | **DEP.** | **ARR.** | **DEP.** | **ARR.** | **DEP.** | **ARR.** | **DEP.** |
| **ABILENE TX (ABI)** | **69.4** | **79.6** | **206** | **206** | **CEDAR RAPIDS/IOWA CITY IA (CID)** | **80.9** | **86.3** | **805** | **805** |
| **ADAK ISLAND AK (ADK)** | **88.9** | **77.8** | **9** | **9** | **CHAMPAIGN/URBANA IL (CMI)** | **74.7** | **89.4** | **198** | **198** |
| **AGUADILLA PR (BQN)** | **68.3** | **83.3** | **120** | **120** | **CHARLESTON SC (CHS)** | **76.1** | **80.0** | **1,189** | **1,188** |
| **AKRON OH (CAK)** | **79.8** | **86.9** | **739** | **739** | **CHARLESTON/DUNBAR WV (CRW)** | **79.0** | **82.5** | **390** | **389** |
| **ALBANY GA (ABY)** | **80.2** | **87.2** | **86** | **86** | **CHARLOTTE AMALIE VI (STT)** | **79.1** | **87.5** | **320** | **320** |
| **ALBANY NY (ALB)** | **79.9** | **87.0** | **976** | **975** | **CHARLOTTE NC (CLT)** | **81.3** | **83.5** | **9,584** | **9,586** |
| **ALBUQUERQUE NM (ABQ)** | **84.4** | **87.5** | **3,002** | **3,001** | **CHARLOTTESVILLE VA (CHO)** | **80.2** | **82.6** | **86** | **86** |
| **ALEXANDRIA LA (AEX)** | **64.0** | **76.1** | **197** | **197** | **CHATTANOOGA TN (CHA)** | **79.4** | **78.7** | **398** | **399** |
| **ALLENTOWN/BETHLEHEM/EASTON PA (ABE)** | **81.8** | **89.1** | **329** | **329** | **CHICAGO IL (MDW)** | **86.3** | **82.0** | **7,121** | **7,122** |
| **AMARILLO TX (AMA)** | **71.3** | **75.1** | **586** | **586** | **CHICAGO IL (ORD)** | **79.4** | **79.9** | **25,871** | **25,865** |
| **ANCHORAGE AK (ANC)** | **78.1** | **87.7** | **1,231** | **1,231** | **CHICO CA (CIC)** | **77.7** | **79.5** | **112** | **112** |
| **APPLETON WI (ATW)** | **85.2** | **90.3** | **453** | **454** | **CHRISTIANSTED VI (STX)** | **76.3** | **84.2** | **38** | **38** |
| **ASHEVILLE NC (AVL)** | **77.8** | **77.5** | **387** | **387** | **CLEVELAND OH (CLE)** | **83.7** | **87.0** | **4,803** | **4,804** |
| **ASHLAND WV (HTS)** | **80.8** | **98.1** | **52** | **52** | **CODY WY (COD)** | **78.0** | **85.4** | **82** | **82** |
| **ASPEN CO (ASE)** | **69.7** | **66.5** | **261** | **260** | **COLLEGE STATION/BRYAN TX (CLL)** | **73.0** | **73.9** | **89** | **88** |
| **ATLANTA GA (ATL)** | **71.2** | **76.0** | **34,417** | **34,386** | **COLORADO SPRINGS CO (COS)** | **81.5** | **87.8** | **1,060** | **1,061** |
| **AUGUSTA GA (AGS)** | **71.9** | **78.6** | **263** | **262** | **COLUMBIA SC (CAE)** | **74.8** | **81.9** | **918** | **919** |
| **AUSTIN TX (AUS)** | **76.9** | **81.9** | **3,542** | **3,543** | **COLUMBUS GA (CSG)** | **69.2** | **77.5** | **120** | **120** |
| **BAKERSFIELD CA (BFL)** | **87.8** | **91.3** | **286** | **286** | **COLUMBUS MS (GTR)** | **77.9** | **81.4** | **86** | **86** |
| **BALTIMORE MD (BWI)** | **83.9** | **82.2** | **8,505** | **8,503** | **COLUMBUS OH (CMH)** | **82.2** | **87.1** | **2,559** | **2,558** |
| **BANGOR ME (BGR)** | **64.1** | **74.0** | **262** | **262** | **CORDOVA AK (CDV)** | **81.7** | **81.7** | **60** | **60** |
| **BARROW AK (BRW)** | **80.0** | **78.3** | **60** | **60** | **CORPUS CHRISTI TX (CRP)** | **76.4** | **82.0** | **449** | **450** |
| **BATON ROUGE LA (BTR)** | **71.8** | **77.4** | **735** | **735** | **COVINGTON KY (CVG)** | **83.7** | **83.4** | **5,885** | **5,894** |
| **BEND/REDMOND OR (RDM)** | **92.1** | **92.9** | **266** | **266** | **CRESCENT CITY CA (CEC)** | **77.9** | **73.3** | **86** | **86** |
| **BETHEL AK (BET)** | **86.0** | **82.6** | **86** | **86** | **DALLAS TX (DAL)** | **80.7** | **78.0** | **4,155** | **4,155** |
| **BILLINGS MT (BIL)** | **88.1** | **91.0** | **277** | **277** | **DALLAS/FT.WORTH TX (DFW)** | **74.3** | **71.4** | **21,545** | **21,553** |
| **BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)** | **87.5** | **85.7** | **56** | **56** | **DAYTON OH (DAY)** | **76.3** | **83.9** | **1,395** | **1,396** |
| **BIRMINGHAM AL (BHM)** | **78.7** | **82.0** | **1,764** | **1,765** | **DAYTONA BEACH FL (DAB)** | **77.8** | **81.7** | **180** | **180** |
| **BISMARCK/MANDAN ND (BIS)** | **90.3** | **90.3** | **165** | **165** | **DEADHORSE AK (SCC)** | **91.1** | **87.5** | **56** | **56** |
| **BLOOMINGTON IL (BMI)** | **76.7** | **83.5** | **399** | **399** | **DENVER CO (DEN)** | **81.9** | **80.4** | **19,127** | **19,126** |
| **BOISE ID (BOI)** | **87.8** | **90.1** | **1,158** | **1,158** | **DES MOINES IA (DSM)** | **78.9** | **84.4** | **1,378** | **1,377** |
| **BOSTON MA (BOS)** | **77.7** | **83.3** | **9,606** | **9,612** | **DETROIT MI (DTW)** | **83.9** | **85.5** | **13,110** | **13,109** |
| **BOZEMAN MT (BZN)** | **86.5** | **89.0** | **252** | **254** | **DOTHAN AL (DHN)** | **71.7** | **73.5** | **113** | **113** |
| **BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)** | **76.2** | **86.2** | **168** | **167** | **DUBUQUE IA (DBQ)** | **82.6** | **81.4** | **86** | **86** |
| **BROWNSVILLE TX (BRO)** | **85.3** | **89.6** | **116** | **115** | **DULUTH MN (DLH)** | **90.2** | **95.1** | **163** | **163** |
| **BRUNSWICK GA (BQK)** | **73.2** | **80.5** | **82** | **82** | **DURANGO CO (DRO)** | **81.5** | **87.8** | **271** | **270** |
| **BUFFALO NY (BUF)** | **76.6** | **82.7** | **2,018** | **2,020** | **EAGLE CO (EGE)** | **55.6** | **67.6** | **99** | **102** |
| **BURBANK CA (BUR)** | **84.8** | **85.2** | **2,381** | **2,382** | **EL CENTRO CA (IPL)** | **96.4** | **96.4** | **56** | **56** |
| **BURLINGTON VT (BTV)** | **76.1** | **83.6** | **447** | **446** | **EL PASO TX (ELP)** | **81.1** | **86.6** | **1,583** | **1,584** |
| **BUTTE MT (BTM)** | **85.7** | **87.5** | **56** | **56** | **ELKO NV (EKO)** | **89.7** | **95.7** | **116** | **116** |
| **CARLSBAD CA (CLD)** | **98.9** | **98.9** | **186** | **186** | **ELMIRA/CORNING NY (ELM)** | **88.0** | **90.7** | **108** | **108** |
| **CASPER WY (CPR)** | **91.3** | **90.8** | **172** | **173** | **ERIE PA (ERI)** | **84.5** | **86.2** | **116** | **116** |
| **CEDAR CITY UT (CDC)** | **96.4** | **98.2** | **56** | **56** | **EUGENE OR (EUG)** | **92.2** | **92.4** | **396** | **397** |

**APRIL 2009**

**AIR TRAVEL CONSUMER REPORT**

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

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CITY (AIRPORT)** | **PERCENT ON-TIME** | | **REPORTED OPERATIONS** | |  | **CITY (AIRPORT)** | **PERCENT ON-TIME** | | **REPORTED OPERATIONS** | |
| **ARR.** | **DEP.** | **ARR.** | **DEP.** | **ARR.** | **DEP.** | **ARR.** | **DEP.** |
| **EUREKA/ARCATA CA (ACV)** | **84.1** | **86.5** | **296** | **296** | **JACKSONVILLE FL (JAX)** | **78.7** | **81.6** | **2,461** | **2,461** |
| **EVANSVILLE IN (EVV)** | **84.0** | **85.5** | **456** | **456** | **JACKSONVILLE/CAMP LEJEUNE NC (OAJ)** | **65.9** | **74.2** | **132** | **132** |
| **FAIRBANKS AK (FAI)** | **85.2** | **89.7** | **310** | **310** | **JUNEAU AK (JNU)** | **82.8** | **78.0** | **296** | **296** |
| **FARGO ND (FAR)** | **88.1** | **92.9** | **352** | **351** | **KAHULUI HI (OGG)** | **85.9** | **93.0** | **1,692** | **1,692** |
| **FAYETTEVILLE AR (XNA)** | **76.9** | **81.3** | **1,177** | **1,177** | **KALAMAZOO MI (AZO)** | **83.8** | **87.7** | **204** | **204** |
| **FAYETTEVILLE NC (FAY)** | **74.9** | **80.6** | **283** | **283** | **KALISPELL MT (FCA)** | **89.0** | **95.9** | **146** | **146** |
| **FLAGSTAFF AZ (FLG)** | **85.0** | **84.8** | **133** | **132** | **KANSAS CITY MO (MCI)** | **81.4** | **83.3** | **4,262** | **4,262** |
| **FLINT MI (FNT)** | **78.1** | **86.7** | **654** | **654** | **KETCHIKAN AK (KTN)** | **85.0** | **85.6** | **180** | **180** |
| **FLORENCE SC (FLO)** | **71.4** | **78.6** | **56** | **56** | **KEY WEST FL (EYW)** | **61.1** | **63.0** | **108** | **108** |
| **FORT LAUDERDALE FL (FLL)** | **77.0** | **78.1** | **5,638** | **5,639** | **KILLEEN TX (GRK)** | **65.9** | **72.6** | **135** | **135** |
| **FORT SMITH AR (FSM)** | **77.0** | **84.2** | **248** | **247** | **KLAMATH FALLS OR (LMT)** | **88.3** | **80.8** | **120** | **120** |
| **FORT WAYNE IN (FWA)** | **82.2** | **86.3** | **437** | **438** | **KNOXVILLE TN (TYS)** | **79.2** | **81.2** | **1,167** | **1,168** |
| **FRESNO CA (FAT)** | **87.6** | **88.1** | **964** | **965** | **KODIAK AK (ADQ)** | **69.0** | **71.4** | **42** | **42** |
| **FT. MYERS FL (RSW)** | **81.9** | **85.4** | **2,847** | **2,851** | **KONA HI (KOA)** | **85.6** | **91.6** | **1,055** | **1,055** |
| **GAINESVILLE FL (GNV)** | **74.1** | **77.7** | **224** | **224** | **KOTZEBUE AK (OTZ)** | **77.8** | **73.3** | **90** | **90** |
| **GILLETTE WY (GCC)** | **79.5** | **79.2** | **122** | **120** | **LA CROSSE WI (LSE)** | **83.9** | **87.6** | **137** | **137** |
| **GRAND FORKS ND (GFK)** | **88.8** | **92.2** | **116** | **116** | **LAFAYETTE LA (LFT)** | **76.3** | **80.9** | **414** | **414** |
| **GRAND JUNCTION CO (GJT)** | **86.5** | **89.4** | **460** | **462** | **LAKE CHARLES LA (LCH)** | **80.0** | **93.3** | **60** | **60** |
| **GRAND RAPIDS MI (GRR)** | **80.4** | **86.7** | **1,306** | **1,304** | **LANSING MI (LAN)** | **80.2** | **89.0** | **182** | **181** |
| **GREAT FALLS MT (GTF)** | **91.5** | **95.8** | **142** | **142** | **LAREDO TX (LRD)** | **74.3** | **80.4** | **214** | **214** |
| **GREEN BAY/CLINTONVILLE WI (GRB)** | **84.6** | **88.3** | **546** | **546** | **LAS VEGAS NV (LAS)** | **83.3** | **81.5** | **13,078** | **13,080** |
| **GREENSBORO/HIGH POINT NC (GSO)** | **75.4** | **78.4** | **915** | **915** | **LAWTON/FORT SILL OK (LAW)** | **75.0** | **66.7** | **12** | **12** |
| **GREENVILLE/SPARTANBURG SC (GSP)** | **75.2** | **81.7** | **900** | **900** | **LEWISTON ID (LWS)** | **92.3** | **88.5** | **52** | **52** |
| **GULFPORT/BILOXI MS (GPT)** | **78.2** | **82.8** | **545** | **545** | **LEXINGTON KY (LEX)** | **78.4** | **81.5** | **755** | **757** |
| **GUNNISON CO (GUC)** | **79.7** | **76.6** | **64** | **64** | **LIHUE HI (LIH)** | **86.5** | **93.8** | **990** | **990** |
| **HANCOCK/HOUGHTON MI (CMX)** | **88.3** | **85.0** | **60** | **60** | **LINCOLN NE (LNK)** | **85.9** | **87.4** | **199** | **199** |
| **HARLINGEN/SAN BENITO TX (HRL)** | **77.4** | **84.0** | **363** | **363** | **LITTLE ROCK AR (LIT)** | **76.2** | **81.7** | **1,254** | **1,254** |
| **HARRISBURG PA (MDT)** | **80.1** | **85.3** | **577** | **577** | **LONG BEACH CA (LGB)** | **83.8** | **88.8** | **1,236** | **1,236** |
| **HARTFORD CT (BDL)** | **80.3** | **85.5** | **2,044** | **2,044** | **LONGVIEW/KILGOR/GLADWATR TX (GGG)** | **66.7** | **72.9** | **60** | **59** |
| **HELENA MT (HLN)** | **92.4** | **92.4** | **172** | **172** | **LOS ANGELES CA (LAX)** | **84.5** | **86.3** | **15,735** | **15,731** |
| **HILO HI (ITO)** | **90.6** | **93.0** | **713** | **713** | **LOUISVILLE KY (SDF)** | **77.8** | **81.3** | **1,598** | **1,598** |
| **HONOLULU HI (HNL)** | **81.6** | **90.7** | **4,607** | **4,608** | **LUBBOCK TX (LBB)** | **72.3** | **78.4** | **683** | **679** |
| **HOUSTON TX (HOU)** | **79.0** | **75.5** | **4,426** | **4,427** | **LYNCHBURG VA (LYH)** | **73.2** | **74.4** | **82** | **82** |
| **HOUSTON TX (IAH)** | **76.2** | **79.8** | **14,744** | **14,745** | **MADISON WI (MSN)** | **81.9** | **86.4** | **1,111** | **1,110** |
| **HUNTSVILLE AL (HSV)** | **80.5** | **83.9** | **844** | **843** | **MANCHESTER NH (MHT)** | **81.6** | **83.9** | **1,344** | **1,343** |
| **IDAHO FALLS ID (IDA)** | **91.1** | **95.6** | **224** | **225** | **MARQUETTE MI (MQT)** | **80.0** | **83.3** | **30** | **30** |
| **INDIANAPOLIS IN (IND)** | **81.8** | **83.4** | **3,363** | **3,361** | **MEDFORD OR (MFR)** | **85.2** | **88.9** | **378** | **379** |
| **INDIO/PALM SPRINGS CA (PSP)** | **86.9** | **87.7** | **1,046** | **1,047** | **MELBOURNE FL (MLB)** | **68.5** | **74.0** | **200** | **200** |
| **INYOKERN CA (IYK)** | **95.9** | **95.9** | **74** | **74** | **MEMPHIS TN (MEM)** | **84.2** | **88.2** | **6,150** | **6,148** |
| **ISLIP NY (ISP)** | **81.9** | **84.5** | **801** | **801** | **MERIDIAN MS (MEI)** | **58.9** | **80.4** | **56** | **56** |
| **ITHACA/CORTLAND NY (ITH)** | **90.0** | **93.3** | **30** | **30** | **MIAMI FL (MIA)** | **74.4** | **72.5** | **5,459** | **5,462** |
| **JACKSON WY (JAC)** | **86.6** | **92.2** | **217** | **219** | **MIDLAND/ODESSA TX (MAF)** | **73.8** | **83.1** | **569** | **568** |
| **JACKSON/VICKSBURG MS (JAN)** | **74.4** | **78.7** | **1,009** | **1,009** | **MILWAUKEE WI (MKE)** | **82.2** | **83.9** | **3,514** | **3,512** |

**APRIL 2009**

**AIR TRAVEL CONSUMER REPORT**

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

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CITY (AIRPORT)** | **PERCENT ON-TIME** | | **REPORTED OPERATIONS** | |  | **CITY (AIRPORT)** | **PERCENT ON-TIME** | | **REPORTED OPERATIONS** | |
| **ARR.** | **DEP.** | **ARR.** | **DEP.** | **ARR.** | **DEP.** | **ARR.** | **DEP.** |
| **MINNEAPOLIS MN (MSP)** | **86.3** | **89.5** | **9,629** | **9,628** | **RALEIGH/DURHAM NC (RDU)** | **78.9** | **78.6** | **4,376** | **4,376** |
| **MINOT ND (MOT)** | **91.7** | **93.3** | **60** | **60** | **RAPID CITY SD (RAP)** | **80.4** | **81.5** | **285** | **286** |
| **MISSION/MCALLEN/EDINBURG TX (MFE)** | **76.5** | **84.3** | **362** | **363** | **REDDING CA (RDD)** | **77.6** | **80.2** | **116** | **116** |
| **MISSOULA MT (MSO)** | **86.0** | **94.3** | **229** | **228** | **RENO NV (RNO)** | **85.2** | **88.6** | **1,637** | **1,637** |
| **MOBILE AL (MOB)** | **73.9** | **75.9** | **528** | **527** | **RICHMOND VA (RIC)** | **77.1** | **81.3** | **1,286** | **1,286** |
| **MODESTO CA (MOD)** | **76.1** | **77.5** | **138** | **138** | **ROANOKE VA (ROA)** | **77.0** | **80.8** | **318** | **317** |
| **MOLINE IL (MLI)** | **81.6** | **84.9** | **789** | **788** | **ROCHESTER MN (RST)** | **85.1** | **87.3** | **228** | **228** |
| **MONROE LA (MLU)** | **70.0** | **75.0** | **200** | **200** | **ROCHESTER NY (ROC)** | **71.9** | **78.7** | **1,016** | **1,016** |
| **MONTEREY CA (MRY)** | **86.2** | **87.4** | **522** | **522** | **ROCK SPRINGS WY (RKS)** | **80.8** | **82.2** | **146** | **146** |
| **MONTGOMERY AL (MGM)** | **77.7** | **81.4** | **318** | **318** | **ROSWELL NM (ROW)** | **72.1** | **74.4** | **86** | **86** |
| **MONTROSE/DELTA CO (MTJ)** | **82.6** | **80.3** | **132** | **132** | **SACRAMENTO CA (SMF)** | **85.5** | **87.1** | **3,763** | **3,763** |
| **MYRTLE BEACH SC (MYR)** | **68.2** | **73.7** | **399** | **399** | **SAGINAW/BAY CITY/MIDLAND MI (MBS)** | **83.5** | **89.5** | **254** | **256** |
| **NASHVILLE TN (BNA)** | **81.1** | **80.7** | **4,408** | **4,409** | **SALT LAKE CITY UT (SLC)** | **88.2** | **91.2** | **10,741** | **10,746** |
| **NEW BERN/MOREHEAD/BEAUFORT NC (EWN)** | **67.8** | **76.7** | **90** | **90** | **SAN ANGELO TX (SJT)** | **62.5** | **66.7** | **24** | **24** |
| **NEW ORLEANS LA (MSY)** | **77.6** | **81.9** | **3,104** | **3,103** | **SAN ANTONIO TX (SAT)** | **78.1** | **83.1** | **3,192** | **3,194** |
| **NEW YORK NY (JFK)** | **66.5** | **75.0** | **9,659** | **9,658** | **SAN DIEGO CA (SAN)** | **83.7** | **85.8** | **6,824** | **6,821** |
| **NEW YORK NY (LGA)** | **62.4** | **76.3** | **8,372** | **8,381** | **SAN FRANCISCO CA (SFO)** | **77.0** | **80.8** | **10,990** | **10,985** |
| **NEWARK NJ (EWR)** | **53.5** | **66.8** | **10,544** | **10,546** | **SAN JOSE CA (SJC)** | **84.7** | **87.3** | **4,190** | **4,191** |
| **NEWBURGH/POUGHKEEPSIE NY (SWF)** | **79.0** | **83.5** | **176** | **176** | **SAN JUAN PR (SJU)** | **77.5** | **83.5** | **1,839** | **1,842** |
| **NEWPORT NEWS/WILLIAMSBURG VA (PHF)** | **81.0** | **82.7** | **496** | **496** | **SAN LUIS OBISPO/PASO ROBLES CA (SBP)** | **85.7** | **88.5** | **314** | **314** |
| **NOME AK (OME)** | **74.4** | **75.6** | **90** | **90** | **SANTA ANA CA (SNA)** | **84.6** | **86.8** | **3,780** | **3,781** |
| **NORFOLK VA (ORF)** | **79.8** | **83.8** | **1,122** | **1,122** | **SANTA BARBARA CA (SBA)** | **86.9** | **88.5** | **918** | **918** |
| **NORTH BEND/COOS BAY OR (OTH)** | **82.5** | **75.0** | **120** | **120** | **SANTA MARIA CA (SMX)** | **96.4** | **97.3** | **112** | **112** |
| **OAKLAND CA (OAK)** | **86.2** | **86.8** | **4,166** | **4,164** | **SARASOTA/BRADENTON FL (SRQ)** | **78.8** | **78.3** | **622** | **622** |
| **OKLAHOMA CITY OK (OKC)** | **76.6** | **85.3** | **1,779** | **1,779** | **SAVANNAH GA (SAV)** | **74.3** | **77.1** | **1,101** | **1,100** |
| **OMAHA NE (OMA)** | **80.4** | **84.2** | **2,200** | **2,202** | **SCRANTON/WILKES-BARRE PA (AVP)** | **85.7** | **92.6** | **203** | **204** |
| **ONTARIO/SAN BERNARDINO CA (ONT)** | **82.4** | **85.5** | **2,188** | **2,186** | **SEATTLE WA (SEA)** | **81.1** | **88.0** | **7,929** | **7,927** |
| **ORLANDO FL (MCO)** | **80.3** | **82.0** | **10,790** | **10,788** | **SHREVEPORT LA (SHV)** | **74.3** | **77.6** | **467** | **468** |
| **OXNARD/VENTURA CA (OXR)** | **91.3** | **92.3** | **104** | **104** | **SIOUX FALLS SD (FSD)** | **86.2** | **89.9** | **465** | **465** |
| **PANAMA CITY FL (PFN)** | **73.6** | **78.9** | **318** | **318** | **SITKA AK (SIT)** | **82.2** | **82.2** | **90** | **90** |
| **PASCO/KENNEWICK/RICHLAND WA (PSC)** | **86.0** | **97.1** | **172** | **172** | **SOUTH BEND IN (SBN)** | **81.3** | **81.3** | **401** | **402** |
| **PELLSTON MI (PLN)** | **95.2** | **90.3** | **62** | **62** | **SPOKANE WA (GEG)** | **86.9** | **93.5** | **1,017** | **1,016** |
| **PENSACOLA FL (PNS)** | **73.7** | **77.1** | **761** | **761** | **SPRINGFIELD IL (SPI)** | **83.9** | **86.3** | **124** | **124** |
| **PEORIA IL (PIA)** | **82.6** | **85.0** | **447** | **447** | **SPRINGFIELD MO (SGF)** | **76.3** | **84.1** | **684** | **684** |
| **PETERSBURG AK (PSG)** | **77.8** | **66.7** | **18** | **18** | **ST. GEORGE UT (SGU)** | **91.2** | **96.4** | **250** | **250** |
| **PHILADELPHIA PA (PHL)** | **70.7** | **77.1** | **7,812** | **7,811** | **ST. LOUIS MO (STL)** | **82.6** | **84.4** | **4,983** | **4,987** |
| **PHOENIX AZ (PHX)** | **84.5** | **83.3** | **15,520** | **15,517** | **STATE COLLEGE PA (SCE)** | **93.3** | **96.6** | **60** | **59** |
| **PITTSBURGH PA (PIT)** | **76.9** | **80.7** | **3,014** | **3,017** | **STEAMBOAT SPRINGS/HAYDEN CO (HDN)** | **81.8** | **87.5** | **88** | **88** |
| **POCATELLO ID (PIH)** | **93.3** | **96.7** | **120** | **120** | **SUN VALLEY/HAILEY/KETCHUM ID (SUN)** | **87.0** | **88.5** | **192** | **191** |
| **PONCE PR (PSE)** | **78.3** | **86.7** | **60** | **60** | **SYRACUSE NY (SYR)** | **79.0** | **85.3** | **773** | **773** |
| **PORTLAND ME (PWM)** | **72.4** | **79.3** | **387** | **387** | **TALLAHASSEE FL (TLH)** | **75.2** | **77.2** | **463** | **464** |
| **PORTLAND OR (PDX)** | **84.9** | **90.0** | **4,298** | **4,296** | **TAMPA FL (TPA)** | **81.4** | **82.9** | **6,303** | **6,306** |
| **PROVIDENCE RI (PVD)** | **81.6** | **83.8** | **1,584** | **1,583** | **TEXARKANA AR (TXK)** | **61.4** | **73.7** | **114** | **114** |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CITY (AIRPORT)** | **PERCENT ON-TIME** | | **REPORTED OPERATIONS** | |
| **ARR.** | **DEP.** | **ARR.** | **DEP.** |
| **TOLEDO OH (TOL)** | **86.3** | **92.3** | **168** | **168** |
| **TRAVERSE CITY MI (TVC)** | **83.9** | **90.3** | **299** | **299** |
| **TUCSON AZ (TUS)** | **81.8** | **87.8** | **1,834** | **1,836** |
| **TULSA OK (TUL)** | **79.0** | **86.1** | **1,639** | **1,638** |
| **TWIN FALLS ID (TWF)** | **86.7** | **97.5** | **120** | **121** |
| **TYLER TX (TYR)** | **70.6** | **75.6** | **119** | **119** |
| **VALDOSTA GA (VLD)** | **66.3** | **81.4** | **86** | **86** |
| **VALPARAISO FL (VPS)** | **71.7** | **75.7** | **605** | **606** |
| **WACO TX (ACT)** | **67.5** | **70.8** | **120** | **120** |
| **WASHINGTON DC (DCA)** | **80.4** | **85.5** | **6,861** | **6,859** |
| **WASHINGTON DC (IAD)** | **83.6** | **83.4** | **5,558** | **5,551** |
| **WATERLOO IA (ALO)** | **84.6** | **96.2** | **26** | **26** |
| **WAUSAU/MARSHFIELD WI (CWA)** | **80.9** | **86.0** | **236** | **236** |
| **WEST PALM BEACH/PALM BEACH FL (PBI)** | **74.4** | **76.8** | **2,549** | **2,554** |
| **WHITE PLAINS NY (HPN)** | **79.3** | **81.0** | **884** | **885** |
| **WICHITA FALLS TX (SPS)** | **62.5** | **58.3** | **24** | **24** |
| **WICHITA KS (ICT)** | **76.2** | **83.5** | **1,082** | **1,082** |
| **WILMINGTON NC (ILM)** | **73.0** | **75.8** | **248** | **248** |
| **WRANGELL AK (WRG)** | **83.3** | **86.7** | **60** | **60** |
| **YAKUTAT AK (YAK)** | **80.0** | **81.7** | **60** | **60** |
| **YUMA AZ (YUM)** | **92.1** | **92.5** | **240** | **240** |

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**TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS**

**BY CARRIER**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CARRIER A/** | **AT 31 REPORTABLE AIRPORTS B/** | | | | | **AT ALL REPORTABLE AIRPORTS C/** | | | |
| **NUMBER OF AIRPORTS REPORTED** | **FLIGHT OPERATIONS SCHEDULED** | **FLIGHT OPERATIONS CANCELLED** | | **PERCENT OF OPERATIONS CANCELLED** | **NUMBER OF AIRPORTS REPORTED** | **FLIGHT OPERATIONS SCHEDULED** | **FLIGHT OPERATIONS CANCELLED** | **PERCENT OF OPERATIONS CANCELLED** |
| **AMERICAN EAGLE** | **18** | **20,029** | **624** | | **3.1** | **114** | **35,759** | **1,164** | **3.3** |
| **JETBLUE** | **18** | **11,327** | **382** | | **3.4** | **43** | **16,899** | **545** | **3.2** |
| **ATLANTIC SOUTHEAST** | **6** | **12,460** | **346** | | **2.8** | **105** | **24,770** | **788** | **3.2** |
| **COMAIR** | **18** | **9,643** | **263** | | **2.7** | **66** | **13,686** | **392** | **2.9** |
| **EXPRESSJET** | **21** | **12,944** | **421** | | **3.3** | **94** | **24,642** | **702** | **2.8** |
| **MESA** | **18** | **10,290** | **183** | | **1.8** | **111** | **20,421** | **396** | **1.9** |
| **UNITED** | **29** | **27,001** | **485** | | **1.8** | **75** | **31,387** | **579** | **1.8** |
| **AMERICAN** | **29** | **37,298** | **586** | | **1.6** | **78** | **45,605** | **717** | **1.6** |
| **PINNACLE** | **15** | **8,428** | **100** | | **1.2** | **117** | **22,039** | **299** | **1.4** |
| **SKYWEST** | **19** | **24,359** | **264** | | **1.1** | **140** | **44,568** | **582** | **1.3** |
| **DELTA** | **31** | **29,138** | **323** | | **1.1** | **85** | **35,184** | **375** | **1.1** |
| **US AIRWAYS** | **29** | **28,970** | **287** | | **1.0** | **75** | **34,691** | **325** | **0.9** |
| **FRONTIER** | **22** | **5,714** | **53** | | **0.9** | **39** | **7,106** | **66** | **0.9** |
| **AIRTRAN** | **23** | **14,667** | **117** | | **0.8** | **54** | **20,510** | **154** | **0.8** |
| **CONTINENTAL** | **26** | **17,713** | **131** | | **0.7** | **59** | **22,040** | **152** | **0.7** |
| **SOUTHWEST** | **19** | **50,346** | **262** | | **0.5** | **65** | **96,875** | **553** | **0.6** |
| **NORTHWEST** | **30** | **18,735** | **88** | | **0.5** | **84** | **24,675** | **114** | **0.5** |
| **HAWAIIAN** | **7** | **360** | **0** | | **0.0** | **15** | **5,876** | **26** | **0.4** |
| **ALASKA** | **16** | **6,798** | **6** | | **0.1** | **46** | **11,060** | **45** | **0.4** |
| **Total** |  | **346,220** | | **4,921** | **1.4** | **Total** | **537,793** | **7,974** | **1.5** |

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

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

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  | **CAUSES OF DELAY** | | | | | | | | | |
| CARRIER | TOTAL RECORDS | ONTIME | % ONTIME | CANCELLED | % CANCELLED | DIVERTED | % DIVERTED | 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 | 22039 | 19007 | 86.24% | 299 | 1.36% | 59 | 0.27% | 804 | 3.65% | 100 | 0.46% | 1128 | 5.12% | 2 | 0.01% | 640 | 2.90% |
| AA | 45605 | 33948 | 74.44% | 717 | 1.57% | 181 | 0.40% | 3003 | 6.58% | 417 | 0.91% | 4144 | 9.09% | 2 | 0.00% | 3192 | 7.00% |
| AS | 11060 | 9324 | 84.30% | 45 | 0.41% | 14 | 0.13% | 474 | 4.29% | 24 | 0.22% | 725 | 6.56% | 6 | 0.05% | 447 | 4.04% |
| B6 | 16899 | 12280 | 72.67% | 545 | 3.23% | 53 | 0.31% | 876 | 5.18% | 62 | 0.37% | 1879 | 11.12% | 2 | 0.01% | 1202 | 7.11% |
| CO | 22040 | 15865 | 71.98% | 152 | 0.69% | 110 | 0.50% | 1271 | 5.77% | 274 | 1.24% | 3041 | 13.80% | 31 | 0.14% | 1296 | 5.88% |
| DL | 35184 | 26927 | 76.53% | 375 | 1.07% | 150 | 0.43% | 1704 | 4.84% | 156 | 0.44% | 3849 | 10.94% | 1 | 0.00% | 2022 | 5.75% |
| EV | 24770 | 17182 | 69.37% | 788 | 3.18% | 106 | 0.43% | 1442 | 5.82% | 223 | 0.90% | 2496 | 10.08% | 2 | 0.01% | 2531 | 10.22% |
| F9 | 7106 | 5524 | 77.74% | 66 | 0.93% | 7 | 0.10% | 319 | 4.49% | 23 | 0.32% | 526 | 7.40% | 0 | 0.00% | 642 | 9.03% |
| FL | 20510 | 16064 | 78.32% | 154 | 0.75% | 111 | 0.54% | 613 | 2.99% | 33 | 0.16% | 1605 | 7.83% | 0 | 0.00% | 1929 | 9.41% |
| HA | 5876 | 5353 | 91.10% | 26 | 0.44% | 7 | 0.12% | 400 | 6.81% | 2 | 0.03% | 3 | 0.04% | 1 | 0.01% | 85 | 1.44% |
| MQ | 35759 | 27072 | 75.71% | 1164 | 3.26% | 103 | 0.29% | 1736 | 4.85% | 475 | 1.33% | 2441 | 6.83% | 0 | 0.00% | 2768 | 7.74% |
| NW | 24675 | 20510 | 83.12% | 114 | 0.46% | 28 | 0.11% | 1262 | 5.11% | 192 | 0.78% | 1792 | 7.26% | 7 | 0.03% | 769 | 3.12% |
| OH | 13686 | 9388 | 68.60% | 392 | 2.86% | 44 | 0.32% | 996 | 7.28% | 610 | 4.46% | 1998 | 14.60% | 2 | 0.01% | 256 | 1.87% |
| OO | 44568 | 38256 | 85.84% | 582 | 1.31% | 82 | 0.18% | 1035 | 2.32% | 65 | 0.15% | 2110 | 4.73% | 7 | 0.01% | 2432 | 5.46% |
| UA | 31387 | 25323 | 80.68% | 579 | 1.84% | 63 | 0.20% | 1361 | 4.33% | 105 | 0.33% | 1899 | 6.05% | 0 | 0.00% | 2058 | 6.56% |
| US | 34691 | 27733 | 79.94% | 325 | 0.94% | 58 | 0.17% | 1446 | 4.17% | 61 | 0.18% | 3362 | 9.69% | 14 | 0.04% | 1691 | 4.87% |
| WN | 96875 | 81468 | 84.10% | 553 | 0.57% | 178 | 0.18% | 3881 | 4.01% | 409 | 0.42% | 2589 | 2.67% | 43 | 0.04% | 7754 | 8.00% |
| XE | 24642 | 17928 | 72.75% | 702 | 2.85% | 114 | 0.46% | 1024 | 4.16% | 285 | 1.16% | 3026 | 12.28% | 7 | 0.03% | 1556 | 6.31% |
| YV | 20421 | 16465 | 80.63% | 396 | 1.94% | 53 | 0.26% | 2085 | 10.21% | 185 | 0.91% | 1206 | 5.91% | 20 | 0.10% | 11 | 0.05% |
| TOTAL | 537793 | 425617 |  | 7974 |  | 1521 |  | 25732 |  | 3702 |  | 39820 |  | 146 |  | 33280 |  |
|  |  |  | 79.14% |  | 1.48% |  | 0.28% |  | 4.78% |  | 0.69% |  | 7.40% |  | 0.03% |  | 6.19% |

**\*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 breech, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
* Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.

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

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

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



**Causes of Delay:**

* Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline’s control (e.g. maintenance or crew problems, etc.).
* Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
* National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
* Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breech, 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**](http://www.bts.gov)

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

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **CARRIER** | **FLIGHT  NUMBER** | **ORIGIN  AIRPORT** | **DESTINATION  AIRPORT** | **DATE OF  FLIGHT** | **SCHEDULED  DEPARTURE TIME** | **MINUTES OF  TARMAC DELAY** |
| AA | 2306 | EGE | DFW | 4/3/2009 | 735 | 290 |
| UA | 406 | DEN | LGA | 4/17/2009 | 1621 | 264 |
| AA | 370 | ORD | LGA | 4/20/2009 | 1300 | 249 |
| B6 | 1103 | JFK | RDU | 4/6/2009 | 955 | 247 |
| AA | 2396 | EGE | JFK | 4/3/2009 | 835 | 240 |

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

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

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**AIR TRAVEL CONSUMER REPORT**

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

|  |  |  |  |
| --- | --- | --- | --- |
| **CARRIER** | **NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER** | **TARMAC DELAYS 3 HOURS OR LONGER** | |
| **NUMBERS** | **PERCENTAGE** |
|
| DL | 35,184 | 24 | 0.0682 |
| B6 | 16,899 | 7 | 0.0414 |
| MQ | 35,759 | 13 | 0.0364 |
| XE | 24,642 | 8 | 0.0325 |
| UA | 31,387 | 6 | 0.0191 |
| AA | 45,605 | 8 | 0.0175 |
| EV | 24,770 | 4 | 0.0161 |
| OH | 13,686 | 2 | 0.0146 |
| US | 34,691 | 5 | 0.0144 |
| YV | 20,421 | 2 | 0.0098 |
| FL | 20,510 | 1 | 0.0049 |
| CO | 22,040 | 1 | 0.0045 |
| OO | 44,568 | 1 | 0.0022 |
| WN | 96,875 | 0 | 0.0000 |
| 9E | 22,039 | 0 | 0.0000 |
| AS | 11,060 | 0 | 0.0000 |
| NW | 24,675 | 0 | 0.0000 |
| HA | 5,876 | 0 | 0.0000 |
| F9 | 7,106 | 0 | 0.0000 |
| TOTAL | 537,793 | 82 | 0.0152 |

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

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

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

**A** See Appendix for list of carrier codes.

**B** See Appendix for list of 31 airports for which data must be reported. Data include all reported domestic flight operations to the 31 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).

**C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 31 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).

**D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.

**E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.

**F** Incomplete data; percentage based on operations reported.

**G** Carrier did not report useable data.

**H**  Carrier did not serve airport.

**I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.

**J**  Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations

(Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.

**S** Carrier reported data for entire domestic system.

**V**  Carrier reported data voluntarily.

**APPENDIX**

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

|  |  |  |
| --- | --- | --- |
|  | **Airports Covered by the Rule (14 CFR PART 234 \*)**  Atlanta: Hartsfield-Jackson ATL  Balt/Wash: Int’l Thurgood Marshall BWI  Boston: Logan International BOS  Charlotte: Douglas CLT  Chicago: Midway MDW  Chicago: O'Hare ORD  Cincinnati: Greater Cincinnati CVG  Dallas-Fort Worth: International DFW  Denver: International DEN  Detroit: Metro Wayne County DTW  Ft. Lauderdale: International FLL  Houston: George Bush IAH  Las Vegas: McCarran International LAS  Los Angeles: International LAX  Miami: International MIA  Minneapolis-St. Paul: International MSP  Newark: Liberty International EWR  New York: JFK International JFK  New York: LaGuardia LGA  Orlando: International MCO  Philadelphia: International PHL  Phoenix: Sky Harbor International PHX  Portland: International PDX  Salt Lake City: International SLC  San Diego: Lindbergh Field SAN  San Francisco: International SFO  Seattle-Tacoma: International SEA  St. Louis : Lambert International STL  Tampa: Tampa International TPA  Washington: Reagan National DCA  Washington: Dulles IAD | **Air Carriers Required to Report**  **Data to DOT and to CRS Vendors \***  FL AirTran Airways  AS Alaska Airlines  AA American Airlines  MQ American Eagle Airlines  EV Atlantic Southeast Airlines  OH Comair  CO Continental Airlines  DL Delta Air Lines  XE ExpressJet Airlines  F9 Frontier Airlines  HA Hawaiian Airlines  B6 JetBlue Airways  YV Mesa Airlines  NW Northwest Airlines  OO SkyWest Airlines  WN Southwest Airlines  UA United Airlines  US US Airways    **Air Carriers Voluntarily Reporting**  **Data to DOT and to CRS Vendors**  9E Pinnacle Airlines (eff. 01/08)  \* Based on the Bureau of Transportation Statistics’ Technical Reporting Directive #18, issued October 3, 2008, effective January 1, 2009. |

**MISHANDLED BAGGAGE**

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



Office of Aviation Enforcement and Proceedings

U.S. Department of Transportation

***APRIL***

***MISHANDLED BAGGAGE REPORTS*** ***FILED BY PASSENGERS***

***U.S. AIRLINES[[1]](#footnote-1)\****

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | **APRIL 2009** | | |  | **APRIL 2008** | | |
| RANK | AIRLINE | **TOTAL BAGGAGE REPORTS** | **ENPLANED PASSENGERS** | **REPORTS**  **PER 1,000 PASSENGERS** |  | **TOTAL BAGGAGE REPORTS** | **ENPLANED PASSENGERS** | **REPORTS**  **PER 1,000 PASSENGERS** |
|  |  |  |  |  |  |  |  |  |
| 1 | AIRTRAN AIRWAYS | 2,897 | 2,046,567 | **1.42** |  | 6,858 | 2,071,226 | **3.31** |
| 2 | HAWAIIAN AIRLINES | 1,300 | 689,131 | **1.89** |  | 2,449 | 721,016 | **3.40** |
| 3 | NORTHWEST AIRLINES | 6,053 | 2,859,639 | **2.12** |  | 11,927 | 3,487,745 | **3.42** |
| 4 | JETBLUE AIRWAYS | 4,121 | 1,814,007 | **2.27** |  | 5,678 | 1,889,704 | **3.00** |
| 5 | FRONTIER AIRLINES | 1,876 | 755,239 | **2.48** |  | 4,155 | 833,679 | **4.98** |
| 6 | US AIRWAYS | 11,536 | 4,004,945 | **2.88** |  | 18,256 | 4,344,119 | **4.20** |
| 7 | CONTINENTAL AIRLINES | 8,753 | 2,859,730 | **3.06** |  | 12,168 | 3,165,174 | **3.84** |
| 8 | SOUTHWEST AIRLINES \*\* | 29,271 | 9,043,331 | **3.24** |  | 34,662 | 9,022,770 | **3.84** |
| 9 | ALASKA AIRLINES | 3,818 | 1,177,632 | **3.24** |  | 5,362 | 1,269,054 | **4.23** |
| 10 | UNITED AIRLINES | 13,517 | 4,034,232 | **3.35** |  | 22,994 | 4,679,752 | **4.91** |
| 11 | MESA AIRLINES | 3,804 | 970,796 | **3.92** |  | 7,884 | 983,803 | **8.01** |
| 12 | EXPRESSJET AIRLINES | 4,022 | 940,714 | **4.28** |  | 7,787 | 1,310,471 | **5.94** |
| 13 | AMERICAN AIRLINES | 27,155 | 5,841,478 | **4.65** |  | 38,454 | 6,054,983 | **6.35** |
| 14 | PINNACLE AIRLINES | 4,484 | 889,501 | **5.04** |  | 5,701 | 862,277 | **6.61** |
| 15 | DELTA AIR LINES | 24,649 | 4,880,051 | **5.05** |  | 27,136 | 5,122,977 | **5.30** |
| 16 | COMAIR | 2,861 | 564,174 | **5.07** |  | 5,609 | 750,293 | **7.48** |
| 17 | SKYWEST AIRLINES | 9,056 | 1,713,538 | **5.28** |  | 11,742 | 1,756,307 | **6.69** |
| 18 | AMERICAN EAGLE AIRLINES | 10,547 | 1,236,837 | **8.53** |  | 14,566 | 1,393,970 | **10.45** |
| 19 | ATLANTIC SOUTHEAST AIRLINES | 9,642 | 1,051,861 | **9.17** |  | 10,119 | 1,054,860 | **9.59** |
|  |  |  |  |  |  |  |  |  |
|  | TOTALS | 179,362 | 47,373,403 | **3.79** |  | 253,507 | 50,774,180 | **4.99** |

**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.

**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.



Office of Aviation Enforcement and Proceedings

U.S. Department of Transportation

***JANUARY-MARCH***

***PASSENGERS DENIED BOARDING***

***BY U.S. AIRLINES[[2]](#footnote-2)\****

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

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.

**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

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **APRIL 2009** | | | |  | **APRIL 2008** | | | |
|  | COMPLAINTS | OPINIONS | COMPLIMENTS | INFO REQUESTS |  | COMPLAINTS | OPINIONS | COMPLIMENTS | INFO REQUESTS |
|  |  |  |  |  |  |  |  |  |  |
| U.S. AIRLINES | 647 | 38 | 2 | 88 |  | 974 | 92 | 5 | 153 |
| FOREIGN AIRLINES | 103 | 2 | 0 | 10 |  | 117 | 3 | 0 | 9 |
| TRAVEL AGENTS | 15 | 0 | 0 | 1 |  | 18 | 2 | 0 | 2 |
| TOUR OPERATORS | 0 | 0 | 0 | 0 |  | 1 | 0 | 0 | 0 |
| MISCELLANEOUS | 16 | 2 | 0 | 9 |  | 2 | 6 | 0 | 6 |
| INDUSTRY TOTALS | 781 | 42 | 2 | 108 |  | 1,112 | 103 | 5 | 170 |

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES[[3]](#footnote-3)\*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | APRIL 2009 | | |  | APRIL 2008 | | |
|  |  |  |  |  |  |  |  |
| COMPLAINT CATEGORY | RANKING | COMPLAINTS[[4]](#footnote-4)\*\* | SUB-CATEGORY |  | RANKING | COMPLAINTS\*\* | SUB-CATEGORY |
|  |  |  |  |  |  |  |  |
| FLIGHT PROBLEMS | 1 | 189 |  |  | 1 | 340 |  |
| CANCELLATIONS |  |  | 71 |  |  |  | 164 |
| MISCONNECTIONS |  |  | 55 |  |  |  | 57 |
| DELAYS |  |  | 48 |  |  |  | 83 |
|  |  |  |  |  |  |  |  |
| BAGGAGE | 2 | 131 |  |  | 2 | 218 |  |
|  |  |  |  |  |  |  |  |
| RES/TKTG/BOARDING | 3 | 126 |  |  | 3 | 132 |  |
|  |  |  |  |  |  |  |  |
| CUSTOMER SERVICE | 4 | 93 |  |  | 4 | 127 |  |
|  |  |  |  |  |  |  |  |
| REFUNDS | 5 | 72 |  |  | 5 | 117 |  |
|  |  |  |  |  |  |  |  |
| FARES | 6 | 47 |  |  | 9 | 34 |  |
|  |  |  |  |  |  |  |  |
| DISABILITY | 7 | 46 |  |  | 7 | 35 |  |
|  |  |  |  |  |  |  |  |
| OVERSALES | 8 | 42 |  |  | 6 | 62 |  |
|  |  |  |  |  |  |  |  |
| OTHER | 9 | 19 |  |  | 8 | 35 |  |
| FREQUENT FLYER |  |  | 16 |  |  |  | 23 |
|  |  |  |  |  |  |  |  |
| DISCRIMINATION | 10 | 14 |  |  | 10 | 8 |  |
|  |  |  |  |  |  |  |  |
| ADVERTISING | 11 | 2 |  |  | 11 | 4 |  |
|  |  |  |  |  |  |  |  |
| ANIMALS | 12 | 0 |  |  | 12 | 0 |  |
|  |  |  |  |  |  |  |  |
| COMPLAINT TOTAL |  | 781 |  |  |  | 1,112 |  |

Table 3

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES

BY COMPLAINT CATEGORY[[5]](#footnote-5)\*

APRIL 2009

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| U.S. AIRLINES[[6]](#footnote-6)\*\*  ALPHABETICAL | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DIS-ABILITY | ADVER-TISING | DISCRIM-INATION | ANIMALS | OTHER | TOTAL |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| AIRTRAN AIRWAYS | 7 | 2 | 1 | 1 | 1 | 7 | 4 | 2 | 0 | 0 | 0 | 0 | 25 |
| ALASKA AIRLINES | 2 | 1 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 |
| ALLEGIANT AIR | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 5 |
| AMERICAN AIRLINES | 21 | 2 | 12 | 6 | 11 | 20 | 11 | 5 | 0 | 2 | 0 | 0 | 90 |
| AMERICAN EAGLE AIRLINES | 3 | 0 | 2 | 0 | 1 | 6 | 2 | 1 | 0 | 0 | 0 | 0 | 15 |
| ATLANTIC SOUTHEAST AIRLINES | 5 | 3 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 10 |
| CONTINENTAL AIRLINES | 14 | 3 | 5 | 2 | 2 | 2 | 6 | 1 | 0 | 3 | 0 | 1 | 39 |
| DELTA AIR LINES | 21 | 3 | 26 | 8 | 11 | 19 | 8 | 8 | 0 | 2 | 0 | 8 | 114 |
| FRONTIER AIRLINES | 2 | 1 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 6 |
| HAWAIIAN AIRLINES | 2 | 0 | 3 | 1 | 1 | 0 | 3 | 1 | 0 | 0 | 0 | 0 | 11 |
| JETBLUE AIRWAYS | 6 | 0 | 5 | 2 | 0 | 3 | 5 | 0 | 0 | 0 | 0 | 1 | 22 |
| MESA AIRLINES | 3 | 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 6 |
| NORTHWEST AIRLINES | 4 | 1 | 10 | 4 | 1 | 5 | 5 | 6 | 0 | 0 | 0 | 2 | 38 |
| PIEDMONT AIRLINES | 5 | 1 | 1 | 0 | 0 | 5 | 1 | 1 | 0 | 0 | 0 | 0 | 14 |
| REPUBLIC AIRWAYS | 5 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 6 |
| SKYWEST AIRLINES | 2 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 5 |
| SOUTHWEST AIRLINES | 2 | 2 | 3 | 0 | 2 | 2 | 2 | 3 | 0 | 1 | 0 | 0 | 17 |
| SPIRIT AIRLINES | 9 | 3 | 9 | 1 | 5 | 5 | 3 | 1 | 0 | 0 | 0 | 1 | 37 |
| UNITED AIRLINES | 15 | 3 | 10 | 4 | 7 | 10 | 13 | 5 | 0 | 1 | 0 | 2 | 70 |
| UNITED EXPRESS | 2 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 6 |
| US AIRWAYS | 16 | 9 | 7 | 3 | 7 | 6 | 6 | 4 | 0 | 0 | 0 | 3 | 61 |
| OTHER U.S. AIRLINES | 16 | 4 | 0 | 1 | 2 | 9 | 7 | 2 | 0 | 1 | 0 | 0 | 42 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| TOTAL APRIL 2009 | 162 | 38 | 103 | 36 | 52 | 103 | 82 | 41 | 2 | 10 | 0 | 18 | 647 |
| % OF TOTAL COMPLAINTS | 25.0 | 5.9 | 15.9 | 5.6 | 8.0 | 15.9 | 12.7 | 6.3 | 0.3 | 1.5 | 0 | 2.8 |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| TOTAL APRIL 2008 | 313 | 60 | 116 | 28 | 93 | 178 | 112 | 32 | 4 | 7 | 0 | 31 | 974 |
| % OF TOTAL COMPLAINTS | 32.1 | 6.2 | 11.9 | 2.9 | 9.5 | 18.3 | 11.5 | 3.3 | 0.4 | 0.7 | 0 | 3.2 |  |

Table 4

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES

BY INCIDENT DATE

APRIL 2009

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| U.S. AIRLINES[[7]](#footnote-7)\*  ALPHABETICAL | COMPS RECD  IN  APRIL | INCI-DENTS IN  APRIL | PERCENT |  | INCI-DENTS IN  MARCH | PERCENT |  | INCI-DENTS IN ALL PRIOR MONTHS | PERCENT |  | UN-KNOWN INCI-DENT DATE | PERCENT |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| AIRTRAN AIRWAYS | 25 | 14 | 56.0 |  | 6 | 24.0 |  | 3 | 12.0 |  | 2 | 8.0 |
| ALASKA AIRLINES | 8 | 0 | 0.0 |  | 3 | 37.5 |  | 5 | 62.5 |  | 0 | 0.0 |
| ALLEGIANT AIR | 5 | 1 | 20.0 |  | 1 | 20.0 |  | 1 | 20.0 |  | 2 | 40.0 |
| AMERICAN AIRLINES | 90 | 22 | 24.4 |  | 18 | 20.0 |  | 37 | 41.1 |  | 13 | 14.4 |
| AMERICAN EAGLE AIRLINES | 15 | 9 | 60.0 |  | 3 | 20.0 |  | 2 | 13.3 |  | 1 | 6.7 |
| ATLANTIC SOUTHEAST AIRLINES | 10 | 3 | 30.0 |  | 1 | 10.0 |  | 5 | 50.0 |  | 1 | 10.0 |
| CONTINENTAL AIRLINES | 39 | 24 | 61.5 |  | 4 | 10.3 |  | 10 | 25.6 |  | 1 | 2.6 |
| DELTA AIR LINES | 114 | 43 | 37.7 |  | 24 | 21.1 |  | 30 | 26.3 |  | 17 | 14.9 |
| FRONTIER AIRLINES | 6 | 3 | 50.0 |  | 0 | 0.0 |  | 3 | 50.0 |  | 0 | 0.0 |
| HAWAIIAN AIRLINES | 11 | 1 | 9.1 |  | 2 | 18.2 |  | 5 | 45.5 |  | 3 | 27.3 |
| JETBLUE AIRWAYS | 22 | 10 | 45.5 |  | 2 | 9.1 |  | 6 | 27.3 |  | 4 | 18.2 |
| MESA AIRLINES | 6 | 3 | 50.0 |  | 2 | 33.3 |  | 1 | 16.7 |  | 0 | 0.0 |
| NORTHWEST AIRLINES | 38 | 10 | 26.3 |  | 7 | 18.4 |  | 9 | 23.7 |  | 12 | 31.6 |
| PIEDMONT AIRLINES | 14 | 8 | 57.1 |  | 2 | 14.3 |  | 3 | 21.4 |  | 1 | 7.1 |
| REPUBLIC AIRWAYS | 6 | 1 | 16.7 |  | 3 | 50.0 |  | 1 | 16.7 |  | 1 | 16.7 |
| SKYWEST AIRLINES | 5 | 2 | 40.0 |  | 2 | 40.0 |  | 0 | 0.0 |  | 1 | 20.0 |
| SOUTHWEST AIRLINES | 17 | 10 | 58.8 |  | 1 | 5.9 |  | 4 | 23.5 |  | 2 | 11.8 |
| SPIRIT AIRLINES | 37 | 10 | 27.0 |  | 4 | 10.8 |  | 12 | 32.4 |  | 11 | 29.7 |
| UNITED AIRLINES | 70 | 28 | 40.0 |  | 8 | 11.4 |  | 25 | 35.7 |  | 9 | 12.9 |
| UNITED EXPRESS | 6 | 4 | 66.7 |  | 1 | 16.7 |  | 1 | 16.7 |  | 0 | 0.0 |
| US AIRWAYS | 61 | 27 | 44.3 |  | 18 | 29.5 |  | 10 | 16.4 |  | 6 | 9.8 |
| OTHER U.S. AIRLINES | 42 | 20 | 47.6 |  | 13 | 31.0 |  | 6 | 14.3 |  | 3 | 7.1 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| **TOTALS** | 647 | 253 | 39.1 |  | 125 | 19.3 |  | 179 | 27.7 |  | 90 | 13.9 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| **PREVIOUS YEAR'S TOTALS** | 974 | 374 | 38.4 |  | 232 | 23.8 |  | 265 | 27.2 |  | 103 | 10.6 |

Table 5

AIR TRAVEL CONSUMER REPORT

COMPANIES OTHER THAN U.S. AIRLINES[[8]](#footnote-8)\*

BY COMPLAINT CATEGORY[[9]](#footnote-9)\*\*

APRIL 2009

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DISAB-ILITY | ADVERT-ISING | DISCRIM-INATION | ANIMALS | OTHER | TOTAL |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **FOREIGN AIRLINES** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| AIR FRANCE | 1 | 1 | 2 | 3 | 0 | 4 | 0 | 1 | 0 | 1 | 0 | 0 | 13 |
| ALITALIA AIRLINES | 5 | 0 | 1 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 9 |
| BRITISH AIRWAYS | 0 | 0 | 1 | 0 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 6 |
| LUFTHANSA | 2 | 0 | 1 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 6 |
| MEXICANA | 0 | 0 | 5 | 1 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 10 |
| OTHER FOREIGN AIRLINES | 14 | 2 | 7 | 5 | 4 | 17 | 6 | 3 | 0 | 1 | 0 | 0 | 59 |
| TOTALS | 22 | 3 | 17 | 9 | 10 | 26 | 10 | 4 | 0 | 2 | 0 | 0 | 103 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **TRAVEL AGENTS** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| OTHER TRAVEL AGENTS | 2 | 0 | 4 | 1 | 7 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 15 |
| TOTALS | 2 | 0 | 4 | 1 | 7 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 15 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **TOUR OPERATORS** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| OTHER TOUR OPERATORS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTALS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **MISCELLANEOUS** |  |  |  |  |  |  |  |  |  |  |  |  |  |
| OTHER MISCELLANEOUS | 3 | 1 | 2 | 1 | 3 | 1 | 1 | 1 | 0 | 2 | 0 | 1 | 16 |
| TOTALS | 3 | 1 | 2 | 1 | 3 | 1 | 1 | 1 | 0 | 2 | 0 | 1 | 16 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |

Office of Aviation Enforcement and Proceedings

U.S. Department of Transportation

TABLE 6

APRIL

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

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | **APRIL 2009** | | | |  | **APRIL 2008** | | |
|  |  | |  |  | COMPLAINTS |  |  |  | COMPLAINTS |
|  |  | |  | SYSTEMWIDE | PER 100,000 |  |  | SYSTEMWIDE | PER 100,000 |
| RANK | AIRLINE | | COMPLAINTS | ENPLANEMENTS | ENPLANEMENTS |  | COMPLAINTS | ENPLANEMENTS | ENPLANEMENTS |
|  |  | |  |  |  |  |  |  |  |
| 1 | ***SOUTHWEST AIRLINES*** | | 17 | 8,823,796 | **0.19** |  | 31 | 8,806,377 | **0.35** |
| 2 | ***PINNACLE AIRLINES*** | | 2 | 865,448 | **0.23** |  | 7 | 875,361 | **0.80** |
| 3 | ***SKYWEST AIRLINES*** | | 5 | 1,701,540 | **0.29** |  | 7 | 1,746,077 | **0.40** |
| 4 | ***COMAIR*** | | 2 | 575,126 | **0.35** |  | 8 | 762,883 | **1.05** |
| 5 | ***EXPRESSJET AIRLINES*** | | 4 | 1,058,952 | **0.38** |  | 8 | 1,464,142 | **0.55** |
| 6 | ***ALASKA AIRLINES*** | | 8 | 1,280,172 | **0.62** |  | 10 | 1,415,244 | **0.71** |
| 7 | ***MESA AIRLINES*** | | 6 | 935,118 | **0.64** |  | 5 | 949,680 | **0.53** |
| 8 | ***FRONTIER AIRLINES*** | | 6 | 773,801 | **0.78** |  | 6 | 873,390 | **0.69** |
| 9 | ***ATLANTIC SOUTHEAST AIRLINES*** | | 10 | 1,043,178 | **0.96** |  | 15 | 1,080,853 | **1.39** |
| 10 | ***CONTINENTAL AIRLINES*** | | 39 | 3,830,442 | **1.02** |  | 44 | 4,090,876 | **1.08** |
| 11 | ***NORTHWEST AIRLINES*** | | 38 | 3,521,710 | **1.08** |  | 41 | 4,248,283 | **0.97** |
| 12 | ***JETBLUE AIRWAYS*** | | 22 | 1,947,487 | **1.13** |  | 15 | 1,931,960 | **0.78** |
| 13 | ***AMERICAN EAGLE AIRLINES*** | | 15 | 1,308,300 | **1.15** |  | 21 | 1,423,142 | **1.48** |
| 14 | ***AMERICAN AIRLINES*** | | 90 | 7,241,987 | **1.24** |  | 155 | 7,546,103 | **2.05** |
| 15 | ***AIRTRAN AIRWAYS*** | | 25 | 1,987,673 | **1.26** |  | 19 | 1,986,989 | **0.96** |
| 16 | ***US AIRWAYS*** | | 61 | 4,513,543 | **1.35** |  | 107 | 4,751,636 | **2.25** |
| 17 | ***UNITED AIRLINES*** | | 70 | 4,706,319 | **1.49** |  | 138 | 5,418,312 | **2.55** |
| 18 | ***HAWAIIAN AIRLINES*** | | 11 | 681,751 | **1.61** |  | 5 | 718,767 | **0.70** |
| 19 | ***DELTA AIR LINES*** | | 114 | 5,638,496 | **2.02** |  | 127 | 5,917,597 | **2.15** |
|  | **TOTAL** | | **545** | **52,434,839** | **1.04** |  | **769** | **56,007,672** | **1.37** |

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

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

***COMPLAINT CATEGORIES***

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

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

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

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

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

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

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

**Disability:** Civil rightscomplaints by air travelers with disabilities.

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

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

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

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



|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Customer Service Reports to the Department of Homeland Security for the Month of April 2009**  **as provided by the Transportation Security Administration a** | | | | | | | | | | | | |
|  | |  |  |  |  | |  | |  | |  | |
| The Transportation Security Administration screened approximately 52.6million airline passengers and their 47.3million checked bags during April as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of April.  **Note:** Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. TSA data represent the entire universe of feedback provided to the TSA Contact Center, which is easily accessible to the traveling public. By contrast, complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report. | | | | | | | | | | | | |
|  | |  |  |  | |  |  | | |  |  | |
| Courtesy c | | | Screening Procedures | | | Processing Time | | | | Personal Property | | |
| # of Complaints | % of Flying Publicc | | # of Complaints | % of Flying Public | | # of Complaints | | % of Flying Public | | # of Complaints | | % of Flying Public |
| 255 | .0005 | | 98 | .0002 | | 55 | | .0001 | | 501 | | .001 |
|  |  | |  |  | |  | |  | |  | |  |
| In addition, TSA also processes damage claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. While in most cases TSA screeners handle checked baggage for a very small amount of time relative to the airline personnel, liability is no longer clearly exclusive to the airlines. Consequently, the data for checked baggage claims below includes claims for which TSA and/or the airlines may be liable. | | | | | | | | | | | | |
|  | |  |  |  |
| Number of Damage Claims Received | | | | |
| Checkpoint (TSA) | | % of Total Passengers Screened | Checked Baggage (TSA and/or Airline) | % of Total Checked Bags Screened |
| 237 | | .0005 | 874 | .002 |
|  | |  |  |  |
|  | |  |  |  |
| **NOTES** | | | | | | | | | | | | |
| a Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the Department of Homeland Security (DHS), through its Transportation Security Administration (TSA), has provided this customer service report on passenger and baggage screening complaints and incidents to the Department of Transportation. | | | | | | | | | | | | |
| b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or phone, 1-866-289-9673. Contact Center representatives are available 24 hours a day. | | | | | | | | | | | | |
| c 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 April.  As of October 2007, TSA now calculates the number of checked bags screened. In the past, TSA used data provided by the Air Transport Association to calculate number of checked bags screened. | | | | | | | | | | | | |
|  | |  |  |  |  | |  | |  | |  | |

**April 2009 Airline Reports to DOT of Incidents Involving the**

**Loss, Injury or Death of Animals During Air Transportation**

[Section 710](http://airconsumer.ost.dot.gov/reports/2005/july/AIR-21excerpt.doc) of the Wendell H. Ford Aviation Investment and Reform Act for the 21st 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](http://airconsumer.ost.dot.gov/reports/2005/july/DOTrule.pdf)) as supplemented by a Reporting Directive published at [70 FR 9217](http://airconsumer.ost.dot.gov/reports/2005/july/ReportingDirective.pdf).

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).

|  |  |  |  |
| --- | --- | --- | --- |
| **Carrier** | **Death** | **Injury** | **Loss** |
|  |  |  |  |
| ***Total*** | **0** | **0** | **0** |

In addition to the information reported above for incidents that occurred during the month of April, on May 14 Delta Air Lines reported an incident that occurred on March 20, 2009, which Delta did not report at the time. That incident concerned a deceased dog. This incident is not included in the statistics for April incidents reported above.

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

   \*\* Southwest Airlines submitted a correction to its originally-filed “Total Baggage Reports” and “Enplaned Passengers” for April 2008. This table reflects the corrected numbers for that month. [↑](#footnote-ref-1)
2. \* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more (prior to the 2nd quarter 2008, the reporting threshold was for aircraft with more than 60 seats). The carriers that are ranked in this table are the same carriers that are ranked in the “Flight Delays,” “Mishandled Baggage,” and “Consumer Complaints” sections of this report. ExpressJet Airlines’ ranking in this table was effective the 2nd quarter 2008.

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

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

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   . [↑](#footnote-ref-2)
3. \* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

   \*\* INCLUDES FIGURES FOR SUB-CATEGORIES. [↑](#footnote-ref-3)
4. [↑](#footnote-ref-4)
5. \* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

   \*\* AIRLINES ARE LISTED INDIVIDUALY 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.’ [↑](#footnote-ref-5)
6. [↑](#footnote-ref-6)
7. \*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.’ [↑](#footnote-ref-7)
8. \* 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. [↑](#footnote-ref-8)
9. [↑](#footnote-ref-9)