



U.S. Department
of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	June 2010 12 Months Ending June 2010
Mishandled Baggage¹	June 2010 January – June 2010
Oversales¹	2nd Quarter 2010 January – June 2010
Consumer Complaints² (Includes Disability and Discrimination Complaints)	June 2010 January – June 2010
Customer Service Reports to the Dept. of Homeland Security³	June 2010
Airline Animal Incident Reports⁴	June 2010

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the sixteen (16*) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the two (2**) carriers that currently report flight delay data voluntarily.

The rule requires carriers to currently report on operations to and from the 29 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 18 reporting air carriers, 12 carriers (AirTran, American Eagle, Atlantic Southeast, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Pinnacle, Southwest, United, and US Airways) use ACARS exclusively; 2 carriers (American and Continental) use a combination of ACARS and DGS; 1 carrier (Comair) records arrival times manually; and 3 carriers (Alaska, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 29 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 29 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

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

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the regularly scheduled flights with more than 50% delayed arrivals of more than 30 minutes for two or more consecutive months. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

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

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system. Table 8A displays the number and percentage of regularly scheduled flights canceled 5% or more of the time.

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

Table 11 lists the regularly scheduled flights with tarmac delays of more than 3 hours, and Table 12 displays the number and percentage of regularly scheduled flights with tarmac delays of 2 hours or more.

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

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

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

JUNE 2010

AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	77.5	15	93.6
ALASKA AIRLINES S/	18	89.0	52	88.9
US AIRWAYS S/	28	83.5	77	83.4
JETBLUE AIRWAYS S/	20	80.9	46	81.3
CONTINENTAL AIRLINES S/	26	80.1	53	80.8
MESA AIRLINES S/	17	81.3	81	80.6
AIRTRAN AIRWAYS S/	23	79.1	66	79.6
UNITED AIRLINES S/	26	79.6	71	79.5
ATLANTIC SOUTHEAST AIRLINES S/	15	78.5	117	79.2
SOUTHWEST AIRLINES S/	20	79.4	69	78.4
SKYWEST AIRLINES S/	17	78.5	153	77.6
FRONTIER AIRLINES S/	22	77.7	44	77.1
PINNACLE AIRLINES S/V/	16	74.5	131	75.5
AMERICAN AIRLINES S/	28	74.1	77	73.8
DELTA AIR LINES S/	29	70.2	120	70.2
EXPRESSJET AIRLINES S/V/	19	69.8	112	69.7
AMERICAN EAGLE S/	19	68.9	126	67.9
COMAIR S/	18	62.4	79	64.9
TOTAL		76.5		76.4

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaints" sections of this report. Effective January 2010, data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear as Delta Air Lines data in this table.

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

JUNE 2010

AIR TRAVEL CONSUMER REPORT

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

Carrier	3rd Quarter 07-09 2009		4th Quarter 10-12 2009		1st Quarter 01-03 2010		2nd Quarter 04-06 2010		April-2010		May-2010		June-2010		12 Months Ending June 2010		Database To Date (09/1987- 06/2010)	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	75.4	17	74.1	19	76.7	11	83.9	6	87.7	6	84.7	5	79.6	7	77.5	14	(--)	(--)
ALASKA	87.6	2	86.0	2	86.4	2	90.4	2	90.9	2	91.5	2	88.9	2	87.7	2	76.0	7
AMERICAN	78.2	15	78.8	10	76.5	12	77.8	14	83.2	16	76.6	15	73.8	14	77.9	13	78.0	4
AMERICAN EAGLE	80.6	12	75.2	17	74.6	14	74.4	17	82.3	18	73.1	17	67.9	17	76.3	16	73.9	8
ATLANTIC SOUTHEAST	69.8	18	75.2	16	76.2	13	82.3	9	87.8	5	80.4	10	79.2	9	75.9	17	(--)	(--)
COMAIR	69.1	19	74.3	18	71.4	18	71.4	18	82.3	17	67.1	18	64.9	18	71.5	18	(--)	(--)
CONTINENTAL	82.8	7	77.2	13	78.4	9	83.1	8	86.0	9	82.5	8	80.8	5	80.4	8	78.2	2
DELTA	78.7	14	81.0	6	78.9	7	76.6	16	84.4	13	75.6	16	70.2	15	78.5	11	77.6	5
EXPRESSJET	83.2	5	75.3	15	73.3	16	76.7	15	83.8	14	77.3	13	69.7	16	77.1	15	(--)	(--)
FRONTIER	82.1	9	75.8	14	80.3	5	80.7	12	85.1	11	80.2	12	77.1	12	79.8	9	(--)	(--)
HAWAIIAN	94.1	1	91.2	1	88.4	1	93.8	1	93.5	1	94.3	1	93.6	1	92.0	1	(--)	(--)
JETBLUE	78.7	13	79.2	8	71.6	17	83.2	7	85.4	10	82.7	7	81.3	4	78.1	12	(--)	(--)
MESA	81.5	10	79.1	9	80.4	4	84.1	5	87.4	7	83.9	6	80.6	6	81.1	6	(--)	(--)
NORTHWEST	78.0	16	78.1	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
PINNACLE	81.3	11	81.1	5	74.1	15	79.7	13	86.6	8	77.2	14	75.5	13	79.1	10	(--)	(--)
SKYWEST	85.1	3	78.7	11	78.2	10	81.2	10	83.7	15	82.4	9	77.6	11	80.8	7	(--)	(--)
SOUTHWEST	84.0	4	80.9	7	80.1	6	81.1	11	84.5	12	80.3	11	78.4	10	81.5	5	81.9	1
UNITED	82.3	8	83.7	3	82.5	3	84.2	4	88.5	4	84.8	4	79.5	8	83.1	3	76.0	6
US AIRWAYS	83.2	6	81.7	4	78.7	8	85.7	3	88.6	3	85.3	3	83.4	3	82.3	4	78.2	3
Total	81.0		79.2		77.9		80.5		85.3		79.9		76.4		79.7		78.2	

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# 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	1080	70.2	73	60.3	61	70.5	57	77.2	39	87.2	H/		35	65.7	4925	77.1
AA	412	70.6	902	72.8	266	65.4	142	66.2	880	69.8	511	71.4	12939	78.9	227	69.2
AS	30	80.0	86	95.3	H/		H/		90	78.9	173	82.7	90	91.1	H/	
B6	H/		2080	80.3	146	82.2	178	85.4	H/		88	64.8	H/		H/	
CO	69	63.8	404	78.2	139	79.1	126	85.7	227	78.9	327	75.5	193	79.8	108	65.7
DL	14537	71.2	1273	72.1	688	66.7	397	68.5	1037	64.4	680	63.1	463	68.3	5646	70.4
EV	10931	79.1	22	68.2	H/		52	86.5	3	66.7	H/		1	100.0	258	78.3
F9	90	58.9	26	23.1	H/		H/		90	83.3	3381	81.9	131	72.5	90	76.7
FL	6193	79.4	579	77.5	1742	82.4	168	73.8	327	74.6	176	73.9	378	82.0	176	73.9
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	262	48.9	710	80.7	172	61.6	266	62.8	848	73.6	42	81.0	6764	72.5	292	68.2
OH	372	53.2	457	71.8	85	58.8	72	81.9	549	65.4	20	25.0	159	55.3	1035	66.4
OO	96	60.4	H/		H/		H/		H/		6464	77.5	260	76.2	122	73.8
UA	37	51.4	699	78.7	412	80.8	60	73.3	433	73.9	4366	83.9	219	71.2	25	68.0
US	434	76.3	1593	82.1	378	79.6	6860	84.9	1802	81.9	390	79.5	626	81.2	228	82.0
WN	H/		488	78.9	5256	76.5	H/		H/		3804	81.7	H/		474	70.7
XE	451	62.5	84	83.3	189	82.0	333	70.9	133	78.9	22	68.2	232	71.1	223	73.1
YV	149	55.0	26	53.8	4	75.0	1758	80.3	H/		H/		H/		13	84.6
TOTAL	35143	74.5	9502	77.7	9538	76.7	10469	81.9	6458	73.9	20444	79.7	22490	76.5	13842	72.9

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

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

ARRIVAL AIRPORT*																
CARRIER*	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		H/		49	89.8	129	77.5	169	60.4	H/		H/		321	64.5
AA	441	73.7	189	72.5	348	72.4	267	75.3	926	74.3	685	77.8	2392	74.7	1364	75.1
AS	60	95.0	H/		H/		30	70.0	H/		332	94.0	553	93.9	H/	
B6	322	70.5	968	84.0	467	79.7	H/		3711	81.5	266	88.3	121	84.3	270	73.0
CO	3598	78.6	370	86.2	H/		6011	82.6	H/		476	83.0	742	75.7	279	77.8
DL	573	59.9	895	66.3	258	65.5	142	73.2	1619	68.0	1074	69.4	1700	69.1	2146	70.9
EV	H/		27	81.5	1157	78.1	33	57.6	109	67.9	H/		H/		101	78.2
F9	H/		34	79.4	H/		90	55.6	H/		235	76.2	208	74.5	108	68.5
FL	H/		420	83.3	113	66.4	H/		H/		180	82.8	240	74.2	588	75.5
HA	H/		H/		H/		H/		H/		77	71.4	74	68.9	H/	
MQ	86	44.2	H/		H/		120	41.7	690	72.0	H/		1184	89.1	1004	82.9
OH	78	59.0	H/		113	75.2	86	55.8	1410	62.6	H/		H/		356	63.2
OO	H/		H/		61	73.8	165	67.9	H/		500	65.0	3765	82.9	H/	
UA	300	75.7	H/		2149	83.4	256	74.2	381	86.6	789	79.7	2276	82.5	523	77.2
US	330	76.7	506	82.4	30	93.3	300	79.3	120	85.8	716	84.1	480	82.9	1106	82.0
WN	H/		1418	80.5	326	77.6	H/		H/		6534	82.8	3340	79.3	240	65.4
XE	3689	70.0	H/		701	71.5	8180	72.2	H/		H/		H/		90	62.2
YV	61	60.7	H/		925	74.9	11	81.8	H/		334	79.9	145	80.7	53	88.7
TOTAL	9538	73.0	4827	79.1	6697	77.9	15820	76.0	9135	74.4	12198	80.6	17220	79.8	8549	74.8

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

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

ARRIVAL AIRPORT*																
CARRIER*	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		157	71.3	21	52.4	1736	73.4	52	73.1	H/		15	86.7	H/	
AA	687	71.6	H/		3484	74.6	316	70.6	4698	65.8	149	79.2	384	70.8	428	73.1
AS	60	80.0	H/		30	93.3	60	83.3	176	78.4	765	90.8	H/		187	93.6
B6	1308	84.5	H/		H/		H/		194	63.9	90	72.2	H/		51	80.4
CO	522	86.2	H/		262	82.8	30	60.0	360	66.1	200	76.5	146	77.4	294	85.4
DL	1516	71.6	142	55.6	635	71.0	5820	72.1	458	50.7	473	64.7	592	70.4	705	71.9
EV	H/		10	70.0	H/		16	93.8	273	60.1	H/		1	100.0	H/	
F9	85	71.8	138	80.4	H/		115	72.2	H/		146	70.5	30	50.0	163	77.9
FL	1904	82.0	401	77.8	86	84.9	207	69.1	H/		H/		260	74.6	60	86.7
HA	H/		H/		H/		H/		H/		60	96.7	H/		30	66.7
MQ	H/		H/		912	64.6	117	44.4	6607	60.1	H/		142	44.4	H/	
OH	H/		33	57.6	6	66.7	512	54.7	190	46.3	H/		149	65.1	H/	
OO	H/		H/		H/		969	74.0	3371	67.0	1119	87.8	8	50.0	285	78.9
UA	532	77.4	H/		H/		308	70.8	5608	77.7	364	73.6	340	79.4	335	77.0
US	690	84.3	H/		270	82.2	253	82.2	596	68.0	210	75.7	3895	81.9	4892	90.1
WN	3170	81.8	6488	75.6	H/		400	64.5	H/		1182	79.7	1464	78.6	5103	82.9
XE	13	46.2	H/		22	72.7	359	68.0	3148	62.2	H/		35	62.9	35	80.0
YV	H/		H/		H/		H/		940	68.5	H/		7	42.9	2444	93.2
TOTAL	10487	80.1	7369	75.2	5728	73.5	11218	71.1	26671	66.4	4758	80.9	7468	78.0	15012	86.0

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

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

JUNE 2010

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	H/		H/		H/		H/		H/	
AA	420	70.7	470	71.7	955	64.7	146	72.6	480	70.4
AS	299	93.0	3911	88.7	275	81.5	H/		H/	
B6	118	90.7	162	78.4	322	71.7	90	93.3	277	81.9
CO	325	81.8	437	79.2	442	69.5	57	84.2	361	80.9
DL	671	68.3	896	72.4	859	60.9	2651	77.6	854	69.3
EV	H/		H/		H/		H/		H/	
F9	177	81.9	137	74.5	155	58.7	60	56.7	30	66.7
FL	60	68.3	205	68.3	178	68.0	H/		507	79.7
HA	44	72.7	72	87.5	30	70.0	H/		H/	
MQ	417	89.2	H/		H/		90	37.8	H/	
OH	H/		H/		H/		H/		H/	
OO	660	82.6	700	91.6	3819	68.7	6474	87.9	H/	
UA	564	77.5	579	78.2	3198	77.2	31	83.9	251	79.7
US	330	80.6	327	83.8	420	69.8	146	89.0	566	83.0
WN	2866	81.9	1236	80.4	1252	64.1	1204	81.4	2330	81.6
XE	H/		H/		H/		29	89.7	H/	
YV	30	93.3	H/		120	56.7	4	75.0	H/	
TOTAL	6981	80.5	9132	83.2	12025	69.8	10982	83.9	5656	78.6

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

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

JUNE 2010

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWB	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	87.6	82.4	84.1	88.2	100.0	88.2	76.2	83.9	86.3	66.7	95.0	89.3	82.2	71.4	94.3	100.0	84.7	88.6
700 - 759 AM	92.8	88.3	93.8	96.2	93.6	92.2	89.6	84.3	95.4	69.8	90.4	90.7	85.6	96.0	95.6	88.1	89.2	88.6
800 - 859 AM	86.6	90.6	96.7	91.1	86.5	91.1	88.6	86.2	93.4	97.1	97.1	86.2	85.7	93.1	94.3	88.3	95.4	89.4
900 - 959 AM	86.6	90.0	93.3	90.7	86.1	90.9	85.8	77.7	90.9	93.5	88.1	88.1	90.6	92.5	89.0	89.4	96.3	86.8
1000 - 1059 AM	87.9	90.8	92.4	90.7	86.6	87.1	88.9	84.5	88.2	91.0	90.5	84.5	90.6	90.2	85.6	88.1	91.5	81.9
1100 - 1159 AM	90.2	90.5	86.4	93.1	88.4	89.6	87.4	75.1	89.2	90.3	85.7	80.4	87.5	86.6	84.1	87.1	91.2	81.5
1200 - 1259 PM	87.0	90.6	90.7	90.4	82.7	88.7	85.8	78.5	81.7	92.0	83.7	81.8	85.0	85.7	87.1	83.7	89.2	84.0
100 - 159 PM	81.8	83.9	90.0	89.9	89.2	82.7	83.9	75.6	81.1	89.1	86.6	76.7	81.6	84.7	81.4	82.4	84.1	88.7
200 - 259 PM	80.3	90.0	80.0	86.3	76.3	80.8	80.3	71.0	68.2	84.0	78.1	76.7	73.3	82.1	83.4	83.0	86.7	77.3
300 - 359 PM	77.1	84.9	77.6	84.4	74.5	78.5	74.9	80.1	67.1	75.9	79.2	69.1	64.6	78.7	83.3	76.9	77.6	80.7
400 - 459 PM	71.9	81.6	71.4	76.8	74.2	77.5	71.7	73.9	62.8	77.5	74.4	70.6	75.5	79.8	73.5	72.1	77.3	67.0
500 - 559 PM	62.1	69.9	60.8	77.7	61.2	70.7	68.1	72.9	63.8	79.7	67.0	65.1	61.8	81.1	74.9	64.8	73.8	67.3
600 - 659 PM	55.5	69.4	66.1	68.3	59.1	68.9	65.4	62.5	59.9	76.9	71.1	63.5	62.1	73.2	77.0	66.9	76.4	62.7
700 - 759 PM	53.6	55.3	62.7	68.9	64.4	69.4	61.4	59.3	55.7	68.1	74.3	63.7	58.6	68.9	73.7	64.0	74.0	68.5
800 - 859 PM	54.8	64.1	62.8	72.9	60.0	66.4	62.4	67.7	59.6	79.6	69.5	62.5	61.9	68.7	72.8	58.8	65.8	58.8
900 - 959 PM	60.6	64.2	66.6	71.4	68.8	61.2	60.4	60.8	63.9	58.9	67.9	69.6	70.3	69.7	67.8	57.8	63.0	60.2
1000 - 1059 PM	57.4	68.8	62.8	63.8	61.6	73.2	62.7	56.5	65.0	67.3	65.1	69.5	73.0	66.1	65.4	59.8	66.3	66.0
1100 - 559 AM	58.3	72.5	65.6	56.7	61.0	69.2	74.6	69.9	79.4	62.3	68.2	80.1	76.3	64.5	71.9	70.7	68.3	62.5
TOTAL, ALL ARRIVALS, BY AIRPORT	74.5	77.7	76.7	81.9	73.9	79.7	76.5	72.9	73.0	79.1	77.9	76.0	74.4	80.6	79.8	74.8	80.1	75.2

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

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

JUNE 2010

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	90.0	81.3	79.2	97.5	91.0	93.9	85.7	98.8	95.1	J/	87.5	86.9
700 - 759 AM	87.7	78.3	78.6	96.9	92.2	94.7	89.3	96.8	94.7	94.4	72.1	89.6
800 - 859 AM	94.4	74.5	73.9	94.4	89.3	95.6	90.8	92.7	91.4	93.3	96.0	88.1
900 - 959 AM	85.6	79.0	74.5	88.1	84.8	91.2	91.7	92.5	83.9	93.3	95.9	87.6
1000 - 1059 AM	82.8	76.2	70.1	88.6	89.7	88.3	87.2	88.1	67.2	84.6	93.8	85.5
1100 - 1159 AM	82.7	86.2	70.5	88.3	92.1	93.8	88.9	83.3	69.5	87.6	89.1	84.9
1200 - 1259 PM	86.1	81.0	72.6	91.5	82.8	90.0	89.2	85.9	65.2	92.7	88.1	84.4
100 - 159 PM	81.7	72.8	68.2	85.5	87.2	89.4	85.6	86.3	70.4	86.2	86.2	81.7
200 - 259 PM	77.8	74.1	69.3	81.9	87.1	87.3	81.0	88.9	70.1	82.3	83.8	79.0
300 - 359 PM	79.2	69.4	63.0	86.5	79.8	85.8	83.0	84.2	68.6	85.7	74.9	76.6
400 - 459 PM	66.3	65.6	62.6	78.9	75.6	83.5	82.2	86.3	63.9	82.2	79.1	73.5
500 - 559 PM	71.1	70.6	59.8	80.7	70.0	86.5	75.0	77.8	67.4	81.9	78.0	69.4
600 - 659 PM	56.8	62.5	54.5	77.9	66.4	74.7	80.5	82.1	66.3	82.7	73.6	66.3
700 - 759 PM	56.0	70.6	56.1	74.0	70.4	82.0	71.2	79.9	62.7	77.6	60.3	65.2
800 - 859 PM	59.7	62.4	54.5	75.2	63.9	76.9	74.9	78.6	62.8	78.9	66.7	64.9
900 - 959 PM	56.0	50.7	54.9	71.2	69.8	70.1	68.1	79.6	61.7	63.4	61.6	64.8
1000 - 1059 PM	57.9	56.8	61.3	70.9	67.1	66.2	63.1	72.3	52.8	68.5	62.0	64.5
1100 - 559 AM	62.5	65.0	76.9	66.3	67.7	77.4	70.3	79.9	63.4	60.3	65.4	70.0
TOTAL, ALL ARRIVALS, BY AIRPORT	73.5	71.1	66.4	80.9	78.0	86.0	80.5	83.2	69.8	83.9	78.6	76.5

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

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JUNE 2010

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	94.1	93.7	95.7	93.2	91.9	94.9	90.8	95.4	93.5	93.4	95.5	91.0	92.1	94.7	93.3	95.1	94.9	95.9
700 - 759 AM	90.0	91.4	93.8	90.4	93.3	93.5	87.3	84.4	90.1	91.2	91.4	93.0	92.4	93.8	93.2	89.9	94.2	88.5
800 - 859 AM	91.3	92.0	88.3	92.3	92.6	90.0	86.2	82.9	90.3	91.2	91.4	89.3	87.4	89.7	89.7	91.6	91.8	75.8
900 - 959 AM	85.1	87.7	85.8	91.8	87.9	86.3	81.9	80.2	90.7	87.7	91.6	90.8	89.4	83.7	83.1	87.0	91.7	81.3
1000 - 1059 AM	86.7	88.0	86.9	86.2	90.0	83.0	82.2	77.2	87.5	94.2	87.7	89.1	88.9	81.9	82.4	87.6	91.5	72.5
1100 - 1159 AM	83.0	90.5	76.1	85.9	88.1	80.8	80.3	91.0	86.8	84.6	88.1	83.8	85.7	85.1	79.4	89.6	88.5	64.8
1200 - 1259 PM	84.3	86.0	76.0	77.7	76.4	78.7	77.3	70.2	83.8	82.7	86.4	76.2	80.2	77.9	77.2	83.1	85.8	70.3
100 - 159 PM	81.5	83.0	78.3	83.8	86.3	79.8	76.1	72.1	76.2	77.0	79.1	76.0	81.9	76.4	82.2	86.1	79.1	71.0
200 - 259 PM	73.8	81.8	65.8	82.8	81.7	68.7	72.0	64.5	74.4	74.4	74.0	72.9	82.4	79.6	71.7	80.4	71.2	67.9
300 - 359 PM	75.9	78.2	67.9	81.6	71.2	70.8	71.1	64.1	70.9	73.2	81.0	74.4	63.4	67.3	77.2	78.5	67.0	56.2
400 - 459 PM	71.8	78.8	54.4	75.9	70.0	66.8	63.3	74.3	59.2	71.4	66.9	66.7	56.5	65.3	79.9	73.0	64.9	56.9
500 - 559 PM	64.4	65.3	50.3	71.4	69.1	69.3	61.8	65.7	61.9	63.5	64.9	66.9	53.4	70.8	70.5	69.4	60.3	45.5
600 - 659 PM	58.7	66.7	52.2	71.6	56.0	65.0	59.1	78.1	65.9	68.3	56.5	64.9	50.2	64.0	77.8	64.6	66.3	42.3
700 - 759 PM	56.9	62.9	51.0	66.4	66.6	63.8	58.0	60.2	58.9	56.8	63.1	68.1	47.6	60.9	71.7	65.8	68.0	46.8
800 - 859 PM	57.8	60.1	52.3	71.9	57.7	56.4	56.1	61.7	58.4	74.2	66.0	59.8	50.8	60.1	68.0	69.2	57.1	40.1
900 - 959 PM	56.6	66.0	56.3	76.7	71.5	65.6	59.8	62.1	56.7	J/	66.0	79.0	55.5	58.9	74.6	64.5	54.3	41.2
1000 - 1059 PM	63.0	J/	J/	77.9	66.7	79.0	64.4	72.0	54.8	53.8	69.9	70.6	67.1	76.2	80.8	J/	50.0	J/
1100 - 559 AM	70.4	93.6	94.6	92.3	100.0	82.0	85.8	J/	100.0	96.6	J/	81.8	90.0	83.9	68.3	96.3	79.7	87.5
TOTAL, ALL DEPARTURES, BY AIRPORT	74.6	81.8	72.0	80.8	79.4	75.5	72.6	71.1	76.1	78.8	78.0	78.1	70.8	76.9	80.5	80.7	78.0	64.8

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

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

JUNE 2010

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	89.9	89.9	87.4	96.3	92.4	94.7	95.2	95.0	93.4	93.9	96.6	93.3
700 - 759 AM	89.3	82.3	79.7	94.6	90.3	93.7	92.9	94.6	93.3	91.1	95.2	90.6
800 - 859 AM	84.9	83.9	78.7	93.5	82.1	92.4	90.9	90.4	89.1	91.9	90.9	88.4
900 - 959 AM	85.9	78.8	73.0	90.7	88.2	86.8	88.4	88.9	85.4	91.9	92.6	85.2
1000 - 1059 AM	79.0	79.4	71.2	85.1	88.8	87.0	86.1	87.7	73.6	86.0	90.8	83.4
1100 - 1159 AM	78.8	77.6	67.6	87.6	87.3	82.3	83.4	85.4	70.9	84.5	90.7	82.1
1200 - 1259 PM	74.4	85.9	71.2	84.2	80.5	86.1	85.0	82.2	68.0	91.0	82.3	79.0
100 - 159 PM	69.8	75.8	69.5	87.9	81.6	85.6	83.5	82.7	64.2	83.5	73.3	78.1
200 - 259 PM	64.6	63.9	62.4	77.7	75.5	77.2	82.3	79.4	65.3	76.9	70.9	72.9
300 - 359 PM	68.0	68.7	63.0	86.9	78.3	79.9	78.2	83.7	63.0	84.1	72.3	71.8
400 - 459 PM	66.1	60.2	58.5	75.6	66.5	77.2	77.1	81.4	70.8	84.0	63.1	68.8
500 - 559 PM	60.6	64.1	57.6	80.5	67.6	68.3	80.4	85.2	68.8	78.1	68.7	65.7
600 - 659 PM	63.7	65.7	55.1	82.6	71.8	79.3	79.6	79.5	70.2	72.6	64.8	64.2
700 - 759 PM	57.7	67.6	55.6	80.2	62.5	66.9	73.8	85.0	71.0	81.3	59.7	62.6
800 - 859 PM	52.9	50.0	59.8	62.9	77.4	74.3	69.7	85.0	65.7	79.5	62.7	61.7
900 - 959 PM	53.9	64.2	58.4	86.3	87.3	80.5	66.7	92.8	68.5	85.5	69.4	65.2
1000 - 1059 PM	65.2	J/	54.5	86.3	82.5	90.0	91.3	90.2	72.6	81.0	J/	72.8
1100 - 559 AM	64.5	87.2	91.2	86.4	94.9	87.5	90.2	83.0	67.5	85.6	93.1	80.3
TOTAL, ALL DEPARTURES, BY AIRPORT	70.2	72.9	66.8	86.7	80.2	83.3	84.0	86.5	74.4	85.0	79.3	76.3

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

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

JUNE 2010

AIR TRAVEL CONSUMER REPORT

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

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

NONE

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

NONE

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

AMERICAN EAGLE	3622	June	ORF-MIA	1715	21	11	52.4	99
AMERICAN EAGLE	3622	May	ORF-MIA	1715	31	17	54.8	85
COMAIR	6473	June	DFW-JFK	1007	30	20	66.7	61
COMAIR	6473	May	DFW-JFK	1030	31	16	51.6	69

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

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

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

DELTA	2888	June	ATL-GRR	2035	30	25	83.3	103
DELTA	2888	May	ATL-GRR	2035	31	17	54.8	119
DELTA	2252	June	ATL-MEM	1845	30	21	70.0	136
DELTA	2252	May	ATL-MEM	1850	31	21	67.7	110
DELTA	2912	June	ATL-ORD	1715	26	15	57.7	103
DELTA	2912	May	ATL-ORD	1715	25	18	72.0	84
DELTA	2566	June	DTW-EWR	1545	29	17	58.6	94
DELTA	1484	May	DTW-EWR	1545	29	17	58.6	82
DELTA	126	June	DTW-JFK	1315	29	16	55.2	70
DELTA	126	May	DTW-JFK	1315	31	16	51.6	82
DELTA	1591	June	FNT-ATL	1730	26	18	69.2	93
DELTA	1591	May	FNT-ATL	1720	31	16	51.6	96
DELTA	2857	June	MEM-MCI	1950	30	20	66.7	131
DELTA	2859	May	MEM-MCI	2006	31	17	54.8	118
DELTA	1677	June	ORD-ATL	1512	26	17	65.4	81
DELTA	1677	May	ORD-ATL	1508	31	19	61.3	100
DELTA	1777	June	ORD-ATL	1904	26	14	53.9	114
DELTA	1777	May	ORD-ATL	1905	25	16	64.0	79
EXPRESSJET	2890	June	ATL-EWR	1700	26	15	57.7	83
EXPRESSJET	2452	May	ATL-EWR	1700	25	14	56.0	129

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

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

SKYWEST	4637	June	LAS-LAX	1552	29	19	65.5	51
SKYWEST	4637	May	LAS-LAX	1552	25	23	92.0	64
SKYWEST	4922	June	LAX-LAS	1422	29	15	51.7	48
SKYWEST	4922	May	LAX-LAS	1422	25	23	92.0	53
SKYWEST	4834	June	LAX-LAS	1727	29	21	72.4	66
SKYWEST	4834	May	LAX-LAS	1730	25	23	92.0	73
SOUTHWEST	595	June	BWI-SDF	2050	26	19	73.1	76
SOUTHWEST	595	May	BWI-SDF	2050	19	12	63.2	68
SOUTHWEST	52	June	DAL-LBB	2015	26	14	53.9	69
SOUTHWEST	52	May	DAL-LBB	2015	26	17	65.4	79

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
COMAIR	407	29	7.1
DELTA	2,215	71	3.2
AMERICAN EAGLE	1,226	25	2.0
SOUTHWEST	3,366	32	1.0
PINNACLE	778	6	0.8
EXPRESSJET	1,236	8	0.6
SKYWEST	1,761	10	0.6
AIRTRAN	737	3	0.4
FRONTIER	246	1	0.4
AMERICAN	1,525	3	0.2
US AIRWAYS	1,170	0	0.0
UNITED	987	0	0.0
ATLANTIC SOUTHEAST	956	0	0.0
CONTINENTAL	713	0	0.0
JETBLUE	556	0	0.0
MESA	457	0	0.0
ALASKA	422	0	0.0
HAWAIIAN	193	0	0.0
TOTAL	18,951	188	1.0

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

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

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

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS			CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.			ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	64.1	82.0	206	206		BUTTE MT (BTM)	89.6	93.5	77	77
ADAK ISLAND AK (ADK)	87.5	87.5	8	8		CARLSBAD CA (CLD)	86.6	92.6	97	95
AGUADILLA PR (BQN)	85.2	92.3	155	155		CASPER WY (CPR)	82.0	85.7	189	189
AKRON OH (CAK)	72.0	78.6	789	789		CEDAR CITY UT (CDC)	88.5	88.5	52	52
ALBANY GA (ABY)	82.6	84.9	86	86		CEDAR RAPIDS/IOWA CITY IA (CID)	67.0	75.3	563	562
ALBANY NY (ALB)	74.5	81.9	1,017	1,018		CHAMPAIGN/URBANA IL (CMI)	60.4	73.9	245	245
ALBUQUERQUE NM (ABQ)	79.2	81.3	2,846	2,846		CHARLESTON SC (CHS)	68.9	74.3	1,115	1,116
ALEXANDRIA LA (AEX)	76.2	78.6	294	294		CHARLESTON/DUNBAR WV (CRW)	71.4	76.0	413	413
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	65.8	71.3	409	408		CHARLOTTE AMALIE VI (STT)	81.7	90.4	241	240
AMARILLO TX (AMA)	67.2	80.3	665	664		CHARLOTTE NC (CLT)	81.9	80.8	10,469	10,467
ANCHORAGE AK (ANC)	84.1	90.4	1,994	1,990		CHARLOTTESVILLE VA (CHO)	79.7	85.6	133	132
APPLETON WI (ATW)	66.6	77.0	356	357		CHATTANOOGA TN (CHA)	78.8	83.3	401	401
ASHEVILLE NC (AVL)	75.4	79.0	558	556		CHICAGO IL (MDW)	75.2	64.8	7,369	7,369
ASHLAND WV (HTS)	50.0	100.0	2	1		CHICAGO IL (ORD)	66.4	66.8	26,671	26,672
ASPEN CO (ASE)	78.8	83.4	302	302		CHICO CA (CIC)	76.7	79.3	116	116
ATLANTA GA (ATL)	74.5	74.6	35,143	35,155		CHRISTIANSTED VI (STX)	79.4	70.6	34	34
ATLANTIC CITY NJ (ACY)	74.0	80.8	73	73		CLEVELAND OH (CLE)	77.3	81.4	4,976	4,977
AUGUSTA GA (AGS)	74.0	75.8	323	322		CODY WY (COD)	78.2	85.0	133	133
AUSTIN TX (AUS)	76.9	82.3	3,652	3,651		COLLEGE STATION/BRYAN TX (CLL)	77.8	83.5	90	91
BAKERSFIELD CA (BFL)	83.0	81.7	277	278		COLORADO SPRINGS CO (COS)	70.6	80.4	1,082	1,081
BALTIMORE MD (BWI)	76.7	72.0	9,538	9,533		COLUMBIA MO (COU)	83.7	84.9	86	86
BANGOR ME (BGR)	71.2	75.9	111	112		COLUMBIA SC (CAE)	66.4	72.6	756	755
BARROW AK (BRW)	79.4	73.5	68	68		COLUMBUS GA (CSG)	82.1	82.9	117	117
BATON ROUGE LA (BTR)	73.4	76.6	785	785		COLUMBUS MS (GTR)	82.4	86.0	51	50
BELLINGHAM WA (BLI)	93.8	81.3	16	16		COLUMBUS OH (CMH)	72.8	77.1	2,531	2,534
BEMIDJI MN (BJI)	90.5	100.0	21	20		CORDOVA AK (CDV)	86.7	83.3	60	60
BEND/REDMOND OR (RDM)	87.7	91.0	268	268		CORPUS CHRISTI TX (CRP)	72.4	82.0	666	666
BETHEL AK (BET)	88.4	87.2	86	86		COVINGTON KY (CVG)	73.4	72.6	3,967	3,967
BILLINGS MT (BIL)	81.6	85.5	348	346		CRESCENT CITY CA (CEC)	61.2	62.4	85	85
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	81.4	88.4	86	86		DALLAS TX (DAL)	77.9	72.0	3,926	3,926
BIRMINGHAM AL (BHM)	71.6	78.4	1,840	1,840		DALLAS/FT.WORTH TX (DFW)	76.5	72.6	22,490	22,498
BISMARCK/MANDAN ND (BIS)	80.7	84.2	362	361		DAYTON OH (DAY)	72.0	79.9	1,196	1,197
BLOOMINGTON IL (BMI)	72.7	77.6	399	398		DAYTONA BEACH FL (DAB)	74.2	77.5	159	160
BOISE ID (BOI)	80.3	88.6	1,223	1,222		DEADHORSE AK (SCC)	89.7	87.9	58	58
BOSTON MA (BOS)	77.7	81.8	9,502	9,503		DENVER CO (DEN)	79.7	75.5	20,444	20,444
BOZEMAN MT (BZN)	79.5	87.2	400	398		DES MOINES IA (DSM)	66.4	72.5	1,119	1,119
BRANSON MO (BKG)	75.5	75.3	151	150		DETROIT MI (DTW)	72.9	71.1	13,842	13,847
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	82.6	86.0	258	257		DILLINGHAM AK (DLG)	96.0	100.0	25	25
BROWNSVILLE TX (BRO)	70.4	81.8	203	203		DOTHAN AL (DHN)	70.7	67.9	116	112
BRUNSWICK GA (BQK)	83.5	90.6	85	85		DUBUQUE IA (DBQ)	59.3	70.9	86	86
BUFFALO NY (BUF)	72.3	80.5	2,130	2,133		DULUTH MN (DLH)	75.5	79.4	253	253
BURBANK CA (BUR)	85.7	87.5	2,258	2,258		DURANGO CO (DRO)	72.1	79.4	287	287
BURLINGTON VT (BTV)	67.8	74.8	630	630		EAGLE CO (EGE)	73.4	89.8	109	108

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS			CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.			ARR.	DEP.	ARR.	DEP.
EAU CLAIRE WI (EAU)	62.8	67.4	86	86		IDAHO FALLS ID (IDA)	82.9	88.5	251	252
EL CENTRO CA (IPL)	88.3	88.3	60	60		INDIANAPOLIS IN (IND)	73.0	77.1	3,009	3,011
EL PASO TX (ELP)	74.6	79.4	1,873	1,873		INDIO/PALM SPRINGS CA (PSP)	83.7	90.2	755	756
ELKO NV (EKO)	91.6	95.8	119	119		INYOKERN CA (IYK)	92.9	97.6	85	85
ELMIRA/CORNING NY (ELM)	80.0	83.5	115	115		ISLIP NY (ISP)	77.3	84.7	692	692
ERIE PA (ERI)	78.6	81.2	117	117		ITHACA/CORTLAND NY (ITH)	78.7	80.9	89	89
EUGENE OR (EUG)	76.7	81.8	433	434		JACKSON WY (JAC)	75.7	85.8	362	359
EUREKA/ARCATA CA (ACV)	68.2	68.6	280	280		JACKSON/VICKSBURG MS (JAN)	70.2	75.3	1,062	1,062
EVANSVILLE IN (EVV)	74.3	82.5	417	417		JACKSONVILLE FL (JAX)	74.3	81.1	2,517	2,518
FAIRBANKS AK (FAI)	84.6	89.9	448	446		JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	82.7	80.3	127	127
FARGO ND (FAR)	70.1	78.7	465	465		JUNEAU AK (JNU)	87.8	89.9	435	434
FAYETTEVILLE AR (XNA)	68.2	74.9	1,177	1,175		KAHULUI HI (OGG)	89.0	92.7	1,905	1,877
FAYETTEVILLE NC (FAY)	77.4	83.4	328	325		KALAMAZOO MI (AZO)	75.1	83.1	229	231
FLAGSTAFF AZ (FLG)	86.1	89.5	180	181		KALISPELL MT (FCA)	78.2	82.6	248	247
FLINT MI (FNT)	67.6	75.4	435	435		KANSAS CITY MO (MCI)	74.4	77.5	4,343	4,343
FLORENCE SC (FLO)	72.0	60.0	25	25		KETCHIKAN AK (KTN)	86.5	90.9	230	230
FORT LAUDERDALE FL (FLL)	79.1	78.8	4,827	4,827		KEY WEST FL (EYW)	82.2	84.5	129	129
FORT SMITH AR (FSM)	78.0	81.0	168	168		KILLEEN TX (GRK)	68.2	80.1	176	176
FORT WAYNE IN (FWA)	67.7	73.8	405	404		KING SALMON AK (AKN)	92.0	100.0	25	25
FRESNO CA (FAT)	77.8	84.6	1,042	1,042		KLAMATH FALLS OR (LMT)	78.3	67.5	120	120
FT. MYERS FL (RSW)	79.4	83.8	1,880	1,881		KNOXVILLE TN (TYS)	69.6	75.1	1,258	1,258
GAINESVILLE FL (GNV)	81.4	84.4	199	199		KODIAK AK (ADQ)	96.4	89.3	56	56
GILLETTE WY (GCC)	85.8	94.2	120	120		KONA HI (KOA)	90.8	92.8	1,011	1,011
GRAND FORKS ND (GFK)	67.3	74.2	150	151		KOTZEBUE AK (OTZ)	91.1	86.7	90	90
GRAND JUNCTION CO (GJT)	77.2	84.2	456	456		LA CROSSE WI (LSE)	70.2	80.0	325	325
GRAND RAPIDS MI (GRR)	65.0	72.4	1,154	1,156		LAFAYETTE LA (LFT)	73.7	82.9	463	463
GREAT FALLS MT (GTF)	81.6	87.4	174	174		LAKE CHARLES LA (LCH)	60.0	80.0	60	60
GREEN BAY/CLINTONVILLE WI (GRB)	67.0	74.6	572	574		LANSING MI (LAN)	70.5	79.9	298	299
GREENSBORO/HIGH POINT NC (GSO)	68.0	75.8	879	876		LAREDO TX (LRD)	67.0	78.7	230	230
GREENVILLE/SPARTANBURG SC (GSP)	72.5	79.0	836	838		LAS VEGAS NV (LAS)	80.6	76.9	12,198	12,199
GULFPORT/BILOXI MS (GPT)	72.8	74.5	593	593		LEWISBURG WV (LWB)	69.0	66.7	42	42
GUNNISON CO (GUC)	78.8	78.8	52	52		LEWISTON ID (LWS)	85.7	92.2	77	77
GUSTAVUS AK (GST)	94.4	88.9	18	18		LEXINGTON KY (LEX)	71.5	78.5	803	804
HANCOCK/HOUGHTON MI (CMX)	61.7	71.7	60	60		LIHUE HI (LIH)	89.7	93.8	1,075	1,075
HARLINGEN/SAN BENITO TX (HRL)	66.5	81.6	445	445		LINCOLN NE (LNK)	63.0	73.4	262	263
HARRISBURG PA (MDT)	73.5	80.0	533	534		LITTLE ROCK AR (LIT)	68.0	74.6	1,633	1,633
HARTFORD CT (BDL)	74.7	81.3	2,038	2,038		LONG BEACH CA (LGB)	88.1	83.8	1,189	1,189
HELENA MT (HLN)	82.8	90.3	145	145		LONGVIEW/KILGOR/GLADWATR TX (GGG)	67.8	68.3	59	60
HILO HI (ITO)	92.9	93.6	609	609		LOS ANGELES CA (LAX)	79.8	80.5	17,220	17,218
HONOLULU HI (HNL)	87.0	91.8	4,687	4,687		LOUISVILLE KY (SDF)	73.7	78.9	1,598	1,598
HOUSTON TX (HOU)	76.0	67.4	4,465	4,466		LUBBOCK TX (LBB)	69.8	79.9	718	718
HOUSTON TX (IAH)	76.0	78.1	15,820	15,823		LYNCHBURG VA (LYH)	83.1	85.4	89	89
HUNTSVILLE AL (HSV)	73.0	80.3	1,028	1,028		MADISON WI (MSN)	65.3	73.6	795	795

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS			CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.			ARR.	DEP.	ARR.	DEP.
MANCHESTER NH (MHT)	74.2	82.7	1,243	1,243		PANAMA CITY FL (ECP)	75.1	78.4	566	565
MANHATTAN/FT. RILEY KS (MHK)	68.9	77.8	90	90		PASCO/KENNEWICK/RICHLAND WA (PSC)	80.1	88.4	301	301
MARQUETTE MI (MQT)	60.8	86.3	74	73		PELLSTON MI (PLN)	75.0	87.5	32	32
MEDFORD OR (MFR)	73.6	81.7	382	382		PENSACOLA FL (PNS)	71.4	78.0	980	980
MELBOURNE FL (MLB)	78.5	82.3	158	158		PEORIA IL (PIA)	59.2	73.5	314	313
MEMPHIS TN (MEM)	78.9	80.9	6,901	6,909		PETERSBURG AK (PSG)	91.7	88.3	60	60
MERIDIAN MS (MEI)	76.8	87.5	56	56		PHILADELPHIA PA (PHL)	78.0	80.2	7,468	7,468
MIAMI FL (MIA)	73.5	70.2	5,728	5,724		PHOENIX AZ (PHX)	86.0	83.3	15,012	15,015
MIDLAND/ODESSA TX (MAF)	69.7	80.4	680	680		PITTSBURGH PA (PIT)	77.2	81.7	3,148	3,146
MILWAUKEE WI (MKE)	74.0	76.2	3,834	3,834		POCATELLO ID (PIH)	93.3	95.8	119	119
MINNEAPOLIS MN (MSP)	71.1	72.9	11,218	11,217		PONCE PR (PSE)	70.3	87.5	64	64
MINOT ND (MOT)	79.7	86.8	153	152		PORTLAND ME (PWM)	72.7	82.0	645	645
MISSION/MCALLEN/EDINBURG TX (MFE)	75.8	84.4	372	372		PORTLAND OR (PDX)	80.9	86.7	4,758	4,758
MISSOULA MT (MSO)	86.8	86.2	304	304		PROVIDENCE RI (PVD)	78.3	82.6	1,665	1,663
MOBILE AL (MOB)	77.7	81.5	601	601		RALEIGH/DURHAM NC (RDU)	76.3	80.0	4,004	4,008
MODESTO CA (MOD)	58.9	68.5	146	146		RAPID CITY SD (RAP)	70.6	76.3	579	578
MOLINE IL (MLI)	70.5	75.7	634	635		REDDING CA (RDD)	68.9	93.3	119	119
MONROE LA (MLU)	78.6	86.5	266	266		RENO NV (RNO)	78.9	82.1	1,799	1,798
MONTEREY CA (MRY)	76.4	78.4	467	467		RICHMOND VA (RIC)	72.9	78.2	1,431	1,432
MONTGOMERY AL (MGM)	79.5	81.4	404	403		ROANOKE VA (ROA)	74.0	74.4	289	289
MONTROSE/DELTA CO (MTJ)	76.4	77.9	203	204		ROCHESTER MN (RST)	74.6	75.8	338	339
MOSES LAKE WA (MWH)	100.0	100.0	13	14		ROCHESTER NY (ROC)	76.2	78.3	1,195	1,196
MUSKEGON MI (MKG)	66.2	69.2	65	65		ROCK SPRINGS WY (RKS)	93.3	94.0	150	150
MYRTLE BEACH SC (MYR)	76.2	79.1	362	363		ROSWELL NM (ROW)	75.0	82.1	112	112
NANTUCKET MA (ACK)	87.0	76.8	69	69		SACRAMENTO CA (SMF)	79.2	84.1	3,878	3,906
NASHVILLE TN (BNA)	74.2	73.1	4,770	4,768		SAGINAW/BAY CITY/MIDLAND MI (MBS)	72.7	80.0	344	345
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	78.3	75.5	106	106		SALT LAKE CITY UT (SLC)	83.9	85.0	10,982	10,992
NEW ORLEANS LA (MSY)	76.2	80.8	3,291	3,291		SAN ANTONIO TX (SAT)	74.7	81.1	3,438	3,435
NEW YORK NY (JFK)	74.4	70.8	9,135	9,133		SAN DIEGO CA (SAN)	80.5	84.0	6,981	6,980
NEW YORK NY (LGA)	74.8	80.7	8,549	8,550		SAN FRANCISCO CA (SFO)	69.8	74.4	12,025	12,021
NEWARK NJ (EWR)	73.0	76.1	9,538	9,536		SAN JOSE CA (SJC)	81.3	82.2	3,522	3,522
NEWBURGH/POUGHKEEPSIE NY (SWF)	76.1	85.2	176	176		SAN JUAN PR (SJU)	77.4	85.0	1,973	1,972
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	78.6	82.0	510	511		SAN LUIS OBISPO/PASO ROBLES CA (SBP)	80.7	86.6	410	410
NOME AK (OME)	86.7	84.4	90	90		SANTA ANA CA (SNA)	82.1	83.5	3,520	3,518
NORFOLK VA (ORF)	69.5	77.5	1,334	1,331		SANTA BARBARA CA (SBA)	87.2	87.6	927	928
NORTH BEND/COOS BAY OR (OTH)	63.7	58.2	135	134		SANTA FE NM (SAF)	74.2	75.8	120	120
OAKLAND CA (OAK)	83.4	83.7	4,058	4,056		SANTA MARIA CA (SMX)	89.7	92.2	116	116
OKLAHOMA CITY OK (OKC)	69.1	78.9	1,834	1,833		SARASOTA/BRADENTON FL (SRQ)	84.8	86.1	402	403
OMAHA NE (OMA)	69.3	76.7	2,171	2,172		SAVANNAH GA (SAV)	68.8	70.7	1,027	1,027
ONTARIO/SAN BERNARDINO CA (ONT)	82.5	86.4	2,121	2,122		SCRANTON/WILKES-BARRE PA (AVP)	62.3	73.2	191	190
ORLANDO FL (MCO)	80.1	78.0	10,487	10,489		SEATTLE WA (SEA)	83.2	86.5	9,132	9,134
OXNARD/VENTURA CA (OXR)	86.4	100.0	22	23		SHREVEPORT LA (SHV)	75.3	85.3	360	360
PADUCAH KY (PAH)	71.7	73.3	60	60		SIoux CITY IA (SUX)	85.0	82.5	40	40

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SIoux FALLS SD (FSD)	69.4	74.0	653	651
SITKA AK (SIT)	88.2	89.7	136	136
SOUTH BEND IN (SBN)	74.0	76.7	434	434
SPOKANE WA (GEG)	78.5	85.0	1,190	1,190
SPRINGFIELD IL (SPI)	63.1	69.3	176	176
SPRINGFIELD MO (SGF)	69.2	77.7	786	785
ST. GEORGE UT (SGU)	87.6	93.8	194	194
ST. LOUIS MO (STL)	73.7	72.0	4,827	4,829
STATE COLLEGE PA (SCE)	74.0	77.8	73	72
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	83.5	88.6	79	79
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	89.7	93.6	203	203
SYRACUSE NY (SYR)	71.9	77.1	953	953
TALLAHASSEE FL (TLH)	78.2	78.8	513	514
TAMPA FL (TPA)	78.6	79.3	5,656	5,657
TEXARKANA AR (TXK)	68.3	74.2	120	120
TOLEDO OH (TOL)	69.0	67.4	87	86
TRAVERSE CITY MI (TVC)	70.1	74.6	529	527
TUCSON AZ (TUS)	78.5	88.1	1,818	1,817
TULSA OK (TUL)	71.8	80.0	1,785	1,784
TUNICA MS (UTM)	93.8	93.8	16	16
TWIN FALLS ID (TWF)	92.5	94.2	120	120
TYLER TX (TYR)	70.0	71.7	60	60
VALDOSTA GA (VLD)	78.7	84.3	89	89
VALPARAISO FL (VPS)	73.3	78.5	697	697
WASHINGTON DC (DCA)	73.9	79.4	6,458	6,458
WASHINGTON DC (IAD)	77.9	78.0	6,697	6,689
WATERLOO IA (ALO)	100.0	100.0	8	8
WAUSAU/MARSHFIELD WI (CWA)	64.4	66.7	177	177
WEST PALM BEACH/PALM BEACH FL (PBI)	77.1	81.4	1,850	1,850
WEST YELLOWSTONE MT (WYS)	89.6	93.8	48	48
WHITE PLAINS NY (HPN)	76.6	81.1	928	927
WICHITA FALLS TX (SPS)	86.7	86.7	30	30
WICHITA KS (ICT)	71.7	78.0	1,107	1,107
WILMINGTON NC (ILM)	80.7	85.2	337	338
WRANGELL AK (WRG)	83.3	88.3	60	60
YAKUTAT AK (YAK)	85.0	85.0	60	60
YUMA AZ (YUM)	88.7	89.6	318	318

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
COMAIR	18	5,655	254	4.5	79	11,965	473	4.0
AMERICAN EAGLE	19	20,726	782	3.8	126	35,738	1,359	3.8
PINNACLE	16	8,933	235	2.6	130	22,858	573	2.5
AMERICAN	28	35,511	837	2.4	77	44,892	1,028	2.3
EXPRESSJET	19	17,969	414	2.3	112	35,112	795	2.3
SKYWEST	17	28,844	486	1.7	154	51,834	981	1.9
DELTA	29	49,419	891	1.8	120	64,016	1,173	1.8
MESA	17	7,023	107	1.5	81	13,694	228	1.7
UNITED	26	25,034	364	1.5	71	29,314	416	1.4
ATLANTIC SOUTHEAST	15	13,001	145	1.1	117	27,480	330	1.2
JETBLUE	20	11,224	97	0.9	46	16,395	136	0.8
US AIRWAYS	28	28,492	204	0.7	77	33,947	239	0.7
SOUTHWEST	20	48,576	179	0.4	69	96,955	395	0.4
FRONTIER	22	5,721	17	0.3	44	7,247	29	0.4
ALASKA	18	7,211	14	0.2	52	12,299	38	0.3
AIRTRAN	23	15,146	42	0.3	66	21,794	66	0.3
HAWAIIAN	7	386	0	0.0	15	5,864	7	0.1
CONTINENTAL	26	16,505	9	0.1	53	20,283	13	0.1
Total		345,376	5,077	1.5	Total	551,687	8,279	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.

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

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE OF THE TIME	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,414	405	28.6
COMAIR	1,164	241	20.7
AMERICAN	2,450	370	15.1
PINNACLE	1,717	257	15.0
EXPRESSJET	2,247	310	13.8
MESA	882	109	12.4
SKYWEST	3,181	361	11.3
DELTA	3,283	367	11.2
ATLANTIC SOUTHEAST	1,828	128	7.0
UNITED	1,578	110	7.0
JETBLUE	591	37	6.3
FRONTIER	300	11	3.7
US AIRWAYS	1,368	36	2.6
AIRTRAN	885	15	1.7
SOUTHWEST	6,349	79	1.2
ALASKA	476	5	1.1
HAWAIIAN	235	2	0.9
CONTINENTAL	806	4	0.5
TOTAL	30,754	2,847	9.3

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

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

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

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

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	22858	17247	75.45%	573	2.51%	100	0.44%	1599	7.00%	182	0.80%	1451	6.35%	5	0.02%	1700	7.44%
AA	44892	33111	73.76%	1028	2.29%	274	0.61%	3153	7.02%	560	1.25%	3661	8.16%	3	0.01%	3102	6.91%
AS	12299	10939	88.94%	38	0.31%	15	0.12%	402	3.26%	28	0.23%	481	3.91%	2	0.02%	394	3.20%
B6	16395	13337	81.35%	136	0.83%	45	0.27%	938	5.72%	66	0.40%	1013	6.18%	2	0.01%	859	5.24%
CO	20283	16393	80.82%	13	0.06%	78	0.38%	1073	5.29%	129	0.64%	1830	9.02%	35	0.17%	732	3.61%
DL	64016	44966	70.24%	1173	1.83%	216	0.34%	6151	9.61%	544	0.85%	5850	9.14%	5	0.01%	5111	7.98%
EV	27480	21773	79.23%	330	1.20%	77	0.28%	1634	5.95%	215	0.78%	1392	5.07%	4	0.01%	2055	7.48%
F9	7247	5588	77.11%	29	0.40%	35	0.48%	386	5.33%	26	0.36%	481	6.64%	0	0.00%	701	9.68%
FL	21794	17344	79.58%	66	0.30%	88	0.40%	700	3.21%	55	0.25%	1729	7.93%	0	0.00%	1812	8.31%
HA	5864	5490	93.62%	7	0.12%	5	0.09%	265	4.52%	0	0.00%	2	0.04%	4	0.06%	91	1.55%
MQ	35738	24263	67.89%	1359	3.80%	139	0.39%	2682	7.50%	468	1.31%	2875	8.04%	6	0.02%	3947	11.04%
OH	11965	7762	64.87%	473	3.95%	30	0.25%	1753	14.65%	185	1.55%	1467	12.26%	7	0.06%	287	2.40%
OO	51834	40199	77.55%	981	1.89%	148	0.29%	2296	4.43%	180	0.35%	2928	5.65%	15	0.03%	5087	9.81%
UA	29314	23296	79.47%	416	1.42%	110	0.38%	1172	4.00%	158	0.54%	1900	6.48%	0	0.00%	2261	7.71%
US	33947	28302	83.37%	239	0.70%	66	0.19%	1430	4.21%	180	0.53%	2297	6.77%	25	0.07%	1408	4.15%
WN	96955	76058	78.45%	395	0.41%	217	0.22%	6039	6.23%	800	0.82%	2824	2.91%	42	0.04%	10580	10.91%
XE	35112	24479	69.72%	795	2.26%	147	0.42%	2210	6.29%	258	0.73%	3405	9.70%	44	0.13%	3774	10.75%
YV	13694	11034	80.58%	228	1.66%	30	0.22%	832	6.08%	56	0.41%	596	4.35%	12	0.09%	906	6.61%
TOTAL	551687	421581		8279		1820		34715		4091		36185		211		44806	
			76.42%		1.50%		0.33%		6.29%		0.74%		6.56%		0.04%		8.12%

***Causes of Delay:**

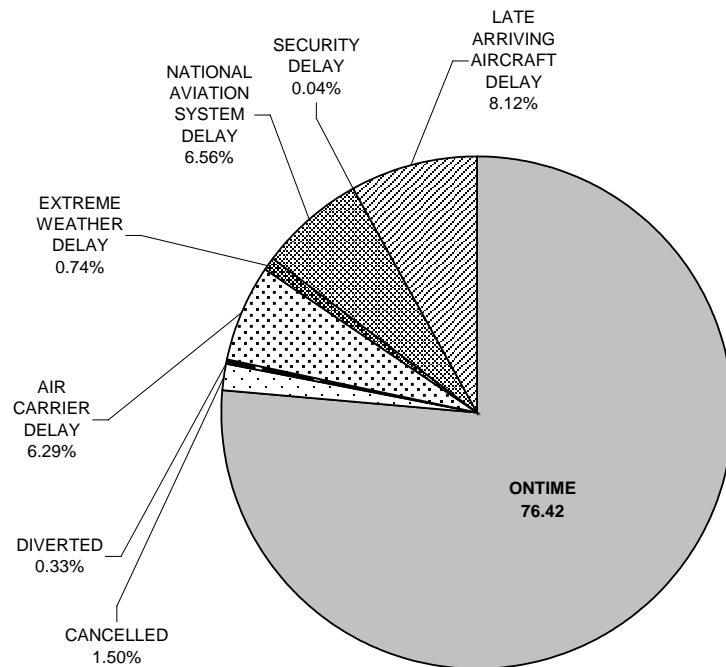
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

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

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

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

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TABLE 10. OVERALL CAUSES OF DELAY*



Causes of Delay:

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

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

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

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

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

Air Carrier	Flight Number	Origin Airport*	Destination Airport*	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
UNITED	688	ORD	LGA	6/18/2010	Origin Airport	185
UNITED	566	ORD	ATL	6/18/2010	Origin Airport	183
UNITED	896	ORD	IAD	6/18/2010	Origin Airport	182

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

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
UNITED	29,314	72	0.246
AMERICAN EAGLE	35,738	57	0.159
FRONTIER	7,247	10	0.138
COMAIR	11,965	16	0.134
US AIRWAYS	33,947	42	0.124
DELTA	64,016	77	0.120
AMERICAN	44,892	44	0.098
PINNACLE	22,858	18	0.079
EXPRESSJET	35,112	27	0.077
MESA	13,694	10	0.073
CONTINENTAL	20,283	12	0.059
ATLANTIC SOUTHEAST	27,480	16	0.058
AIRTRAN	21,794	12	0.055
JETBLUE	16,395	8	0.049
SKYWEST	51,834	18	0.035
ALASKA	12,299	3	0.024
SOUTHWEST	96,955	21	0.022
HAWAIIAN	5,864	0	0.000
TOTAL	551,687	463	0.084

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

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

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

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 29 airports for which data must be reported. Data include all reported domestic flight operations to the 29 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 29 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- K** Flights listed arrived at the scheduled destination gate more than 30 minutes after the published arrival time more than 50 percent of the time in each month. Some flights on the list are a combination of flights operated by the same carrier between the same origin and destination with a change in scheduled departure time of 30 minutes or less.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

APPENDIX

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

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

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

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

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

Air Carriers Voluntarily Reporting

Data to DOT and to CRS Vendors

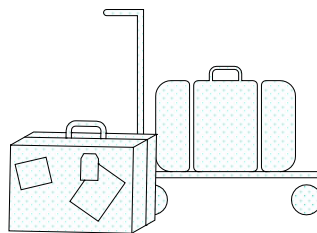
9E	Pinnacle Airlines
XE	ExpressJet Airlines

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

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

MISHANDLED BAGGAGE

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



JUNE
MISHANDLED BAGGAGE REPORTS FILED BY PASSENGERS
U.S. AIRLINES*

RANK	AIRLINE	JUNE 2010			JUNE 2009		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	3,888	2,336,444	1.66	3,775	2,277,743	1.66
2	HAWAIIAN AIRLINES	1,360	741,180	1.83	1,381	718,871	1.92
3	JETBLUE AIRWAYS	4,455	1,873,828	2.38	4,860	1,780,415	2.73
4	CONTINENTAL AIRLINES	7,127	2,861,790	2.49	8,334	2,998,091	2.78
5	US AIRWAYS	10,358	4,086,560	2.53	11,555	4,043,758	2.86
6	FRONTIER AIRLINES	2,459	917,523	2.68	2,533	907,515	2.79
7	DELTA AIR LINES	30,233	8,704,839	3.47	22,039	5,110,399	4.31
8	ALASKA AIRLINES	5,087	1,441,633	3.53	5,419	1,349,330	4.02
9	SOUTHWEST AIRLINES	35,482	9,855,968	3.60	33,343	9,289,183	3.59
10	UNITED AIRLINES	15,784	4,121,856	3.83	22,844	4,423,143	5.16
11	AMERICAN AIRLINES	26,874	6,089,980	4.41	32,182	6,150,379	5.23
12	MESA AIRLINES	3,589	791,601	4.53	5,922	1,028,567	5.76
13	ATLANTIC SOUTHEAST AIRLINES	5,759	1,263,185	4.56	8,450	1,307,738	6.46
14	SKYWEST AIRLINES	11,117	2,174,229	5.11	11,507	1,929,672	5.96
15	EXPRESSJET AIRLINES	8,589	1,462,648	5.87	5,049	1,163,807	4.34
16	COMAIR	3,410	566,849	6.02	4,196	609,463	6.88
17	PINNACLE AIRLINES	5,969	910,494	6.56	5,905	1,007,759	5.86
18	AMERICAN EAGLE AIRLINES	10,431	1,356,955	7.69	13,220	1,421,197	9.30
TOTALS		191,971	51,557,562	3.72	202,514	47,517,030	4.26

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

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

RANK	AIRLINE	JANUARY-JUNE 2010			JANUARY-JUNE 2009		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	19,573	12,154,016	1.61	19,865	11,875,972	1.67
2	HAWAIIAN AIRLINES	7,406	4,132,621	1.79	7,947	4,138,090	1.92
3	CONTINENTAL AIRLINES	39,247	15,654,433	2.51	45,525	16,367,683	2.78
4	JETBLUE AIRWAYS	27,054	10,426,127	2.59	25,259	10,237,139	2.47
5	FRONTIER AIRLINES	12,094	4,572,540	2.64	12,347	4,589,787	2.69
6	US AIRWAYS	61,587	22,688,865	2.71	74,349	23,151,437	3.21
7	ALASKA AIRLINES	22,041	7,262,893	3.03	28,652	7,033,624	4.07
8	SOUTHWEST AIRLINES	177,810	52,674,916	3.38	178,259	50,982,535	3.50
9	DELTA AIR LINES	165,706	45,135,670	3.67	148,634	28,525,969	5.21
10	UNITED AIRLINES	84,210	22,326,164	3.77	100,009	23,844,160	4.19
11	MESA AIRLINES	18,784	4,794,806	3.92	26,546	5,585,514	4.75
12	AMERICAN AIRLINES	139,207	33,948,533	4.10	158,245	34,301,212	4.61
13	EXPRESSJET AIRLINES	34,817	7,273,627	4.79	22,225	5,577,543	3.98
14	SKYWEST AIRLINES	59,061	11,684,868	5.05	63,223	10,199,556	6.20
15	COMAIR	16,336	3,017,743	5.41	19,002	3,223,120	5.90
16	PINNACLE AIRLINES	31,343	5,186,845	6.04	28,451	5,279,337	5.39
17	ATLANTIC SOUTHEAST AIRLINES	46,158	6,701,670	6.89	54,400	6,433,758	8.46
18	AMERICAN EAGLE AIRLINES	57,488	7,607,327	7.56	61,908	7,441,720	8.32
TOTALS		1,019,922	277,243,664	3.68	1,074,846	258,788,156	4.15

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

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

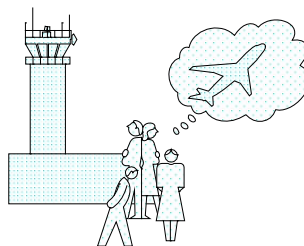
OVERSALES

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

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

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

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



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

RANK	AIRLINE	APRIL-JUNE 2010				APRIL-JUNE 2009			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	4	0	6,113,408	0.00	23	7	5,690,972	0.01
2	HAWAIIAN AIRLINES	101	6	2,075,548	0.03	14	1	2,080,657	0.00
3	DELTA AIR LINES **	30,642	1,017	25,552,761	0.40	16,303	2,554	15,881,066	1.61
4	AIRTRAN AIRWAYS	16,228	321	6,534,974	0.49	6,899	189	6,208,390	0.30
5	SKYWEST AIRLINES	11,666	320	5,986,774	0.53	9,927	517	5,242,638	0.99
6	ALASKA AIRLINES	1,052	221	3,930,261	0.56	2,113	626	3,774,628	1.66
7	ATLANTIC SOUTHEAST AIRLINES	7,680	210	3,445,538	0.61	8,132	1,131	3,417,449	3.31
8	COMAIR	5,767	106	1,580,773	0.67	5,219	712	1,689,159	4.22
9	PINNACLE AIRLINES	8,071	192	2,721,953	0.71	7,330	375	2,710,661	1.38
10	AMERICAN AIRLINES	17,860	1,791	19,706,744	0.91	15,231	1,153	19,703,056	0.59
11	UNITED AIRLINES	11,732	1,210	12,663,048	0.96	26,845	2,282	13,336,497	1.71
12	SOUTHWEST AIRLINES	19,603	2,825	27,613,969	1.02	33,825	3,526	26,517,691	1.33
13	US AIRWAYS	17,250	1,965	12,583,487	1.56	27,196	2,556	13,626,407	1.88
14	CONTINENTAL AIRLINES	8,075	1,852	9,456,516	1.96	9,795	1,368	9,830,277	1.39
15	EXPRESSJET AIRLINES	7,358	818	4,176,099	1.96	5,730	738	3,225,197	2.29
16	MESA AIRLINES	3,792	606	2,366,318	2.56	7,091	486	2,882,497	1.69
17	FRONTIER AIRLINES	2,202	750	2,483,643	3.02	2,123	639	2,476,619	2.58
18	AMERICAN EAGLE AIRLINES	6,346	2,010	4,013,456	5.01	5,081	1,536	4,046,770	3.80
	TOTALS	175,429	16,220	153,005,270	1.06	188,877	20,396	142,340,631	1.43

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report.

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

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

RANK	AIRLINE	JANUARY-JUNE 2010				JANUARY-JUNE 2009			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	31	7	11,641,741	0.01	24	7	10,799,256	0.01
2	HAWAIIAN AIRLINES	210	34	4,074,720	0.08	96	15	4,075,990	0.04
3	DELTA AIR LINES**	61,611	2,389	47,437,217	0.50	30,284	4,926	30,307,846	1.63
4	AIRTRAN AIRWAYS	31,513	604	12,061,382	0.50	17,169	377	11,553,073	0.33
5	ATLANTIC SOUTHEAST AIRLINES	14,872	374	6,533,892	0.57	17,106	2,274	6,315,960	3.60
6	PINNACLE AIRLINES	16,312	376	5,215,411	0.72	13,856	751	5,066,599	1.48
7	COMAIR	9,915	238	2,896,537	0.82	8,584	1,149	3,066,961	3.75
8	SKYWEST AIRLINES	27,396	1,008	11,389,325	0.89	19,581	1,237	9,835,513	1.26
9	ALASKA AIRLINES	3,468	759	7,262,893	1.05	4,439	1,482	7,033,624	2.11
10	AMERICAN AIRLINES	33,984	4,075	37,592,179	1.08	28,141	1,935	37,802,066	0.51
11	UNITED AIRLINES	27,253	3,352	23,834,371	1.41	46,175	3,832	25,289,919	1.52
12	SOUTHWEST AIRLINES	55,271	8,992	51,386,874	1.75	56,585	6,854	49,884,588	1.37
13	US AIRWAYS	36,637	5,558	24,737,383	2.25	50,134	4,449	26,206,994	1.70
14	EXPRESSJET AIRLINES	13,778	1,688	7,472,137	2.26	10,921	1,353	5,795,095	2.33
15	CONTINENTAL AIRLINES	18,088	4,172	17,950,872	2.32	19,592	2,598	18,457,145	1.41
16	MESA AIRLINES	7,964	1,109	4,675,227	2.37	12,811	789	5,376,941	1.47
17	FRONTIER AIRLINES	3,537	1,226	4,498,360	2.73	2,755	871	4,570,667	1.91
18	AMERICAN EAGLE AIRLINES	10,069	3,639	7,563,890	4.81	8,927	2,596	7,420,169	3.50
	TOTALS	371,909	39,600	288,224,411	1.37	347,180	37,495	268,858,406	1.39

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

* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report.

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

Table 1

**AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY**

	JUNE 2010				JUNE 2009			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1, 229	49	2	124	644	57	5	72
FOREIGN AIRLINES	152	3	1	10	86	10	0	17
TRAVEL AGENTS	18	1	0	1	6	0	0	0
TOUR OPERATORS	2	0	0	0	1	0	0	0
MISCELLANEOUS	18	23	0	26	11	3	0	12
INDUSTRY TOTALS	1, 419	76	3	161	748	70	5	101

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JUNE 2010			JUNE 2009		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	508		1	185	
CANCELLATIONS			241			65
DELAYS			136			55
MISCONNECTI ONS			97			41
RES/TKTG/BOARDING	2	219		3	115	
BAGGAGE	3	208		2	128	
CUSTOMER SERVICE	4	156		4	98	
REFUNDS	5	100		6	50	
OVERSALES	6	63		8	33	
DI SABILITY	7	60		5	55	
FARES	8	40		7	36	
OTHER	9	36		9	33	
FREQUENT FLYER			30			24
DI SCRIMINATION	10	22		10	10	
ADVERTISING	11	5		11	4	
ANIMALS	12	2		12	1	
COMPLAINT TOTAL		1, 419			748	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY COMPLAINT CATEGORY*
JUNE 2010

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	3	1	0	0	0	1	0	0	0	0	0	0	5
AIRTRAN AIRWAYS	7	0	5	1	0	1	2	0	0	1	0	1	18
ALASKA AIRLINES	2	0	4	0	0	2	0	1	0	0	0	0	9
ALLEGIAN AIR	5	0	2	0	2	3	1	1	0	0	0	0	14
AMERICAN AIRLINES	61	2	20	7	8	29	16	4	1	2	0	2	152
AMERICAN EAGLE AIRLINES	7	1	0	0	0	4	2	0	0	0	0	0	14
ATLANTIC SOUTHEAST AIRLINES	9	1	0	0	0	0	1	0	0	0	0	1	12
CHAUTAUQUA AIRLINES	5	0	1	0	0	1	0	0	0	0	0	0	7
COLGAN AIR	4	0	1	0	0	1	2	0	0	0	0	0	8
COMAIR	12	0	0	0	0	0	0	0	0	0	0	0	12
CONTINENTAL AIRLINES	15	5	11	5	4	10	14	4	0	5	1	3	77
DELTA AIR LINES ***	108	19	56	5	12	47	41	9	0	7	0	17	321
EXECUTIVE AIRLINES	2	1	0	0	0	3	0	0	0	0	0	0	6
EXPRESSJET AIRLINES	12	1	3	0	0	3	3	1	0	0	0	0	23
FRONTIER AIRLINES	5	2	1	1	2	0	3	3	0	0	0	0	17
HAWAIIAN AIRLINES	2	0	1	0	1	1	3	1	0	0	0	1	10
HORIZON AIRLINES	2	1	0	0	0	1	0	1	0	0	0	0	5
JETBLUE AIRWAYS	12	0	0	1	6	0	2	3	0	1	0	0	25
MESA AIRLINES	2	0	0	0	0	1	2	0	0	0	0	0	5
MESABA AVIATION	7	0	0	0	0	1	1	0	0	1	0	0	10
MIDWEST AIRLINES	1	3	1	0	0	1	0	1	0	0	0	0	7
PIEDMONT AIRLINES	7	3	2	0	0	3	2	2	0	0	0	0	19
PINNACLE AIRLINES	13	2	0	0	0	0	0	1	0	0	0	0	16
PSA AIRLINES	5	0	0	0	0	0	0	1	0	0	0	0	6
SHUTTLE AMERICA	3	0	2	0	0	2	1	2	0	0	0	0	10
SKYWEST AIRLINES	8	0	1	0	0	2	3	2	0	0	0	0	16
SOUTHWEST AIRLINES	5	1	5	0	0	7	4	2	0	1	0	2	27
SPIRIT AIRLINES	74	1	19	2	19	4	3	1	0	0	0	0	123
TRANS STATES AIRLINES	3	0	1	0	0	0	1	0	0	0	0	0	5
UNITED AIRLINES	25	5	24	9	10	21	15	4	0	1	0	4	118
UNITED EXPRESS	8	1	1	0	1	2	3	0	0	0	0	0	16
US AIRWAYS	28	7	15	0	6	9	10	7	2	0	0	2	86
US AIRWAYS EXPRESS	2	0	0	0	1	1	1	0	0	0	0	0	5
OTHER U. S. AIRLINES	11	2	3	0	3	2	3	1	0	0	0	0	25
TOTAL JUNE 2010	475	59	179	31	75	163	139	52	3	19	1	33	1,229
% OF TOTAL COMPLAINTS	38.6	4.8	14.6	2.5	6.1	13.3	11.3	4.2	0.2	1.5	0.1	2.7	
TOTAL JUNE 2009	172	31	97	28	40	100	86	49	3	9	1	28	644
% OF TOTAL COMPLAINTS	26.7	4.8	15.1	4.3	6.2	15.5	13.4	7.6	0.5	1.4	0.2	4.3	

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

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

*** EFFECTIVE JANUARY 2010, THE COMPLAINTS OF THE MERGED DELTA AIR LINES AND NORTHWEST AIRLINES ARE COMBINED, AND APPEAR ONLY AS DELTA AIR LINES COMPLAINTS IN THIS TABLE. NORTHWEST AIRLINES IS NO LONGER INCLUDED IN THIS TABLE.

Table 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE
JUNE 2010

U. S. AIRLINES*	COMPS RECD IN JUNE	INCI- DENTS IN JUNE	PERCENT	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	5	2	40.0	3	60.0	0	0.0	0	0.0
AIRTRAN AIRWAYS	18	8	44.4	6	33.3	2	11.1	2	11.1
ALASKA AIRLINES	9	6	66.7	2	22.2	1	11.1	0	0.0
ALLEGiant AIR	14	5	35.7	4	28.6	4	28.6	1	7.1
AMERICAN AIRLINES	152	57	37.5	38	25.0	46	30.3	11	7.2
AMERICAN EAGLE AIRLINES	14	6	42.9	5	35.7	3	21.4	0	0.0
ATLANTIC SOUTHEAST AIRLINES	12	4	33.3	6	50.0	1	8.3	1	8.3
CHAUTAUQUA AIRLINES	7	3	42.9	4	57.1	0	0.0	0	0.0
COLGAN AIR	8	7	87.5	0	0.0	1	12.5	0	0.0
COMAIR	12	9	75.0	1	8.3	1	8.3	1	8.3
CONTINENTAL AIRLINES	77	20	26.0	24	31.2	21	27.3	12	15.6
DELTA AIR LINES **	321	127	39.6	84	26.2	84	26.2	26	8.1
EXECUTIVE AIRLINES	6	0	0.0	3	50.0	3	50.0	0	0.0
EXPRESSJET AIRLINES	23	11	47.8	7	30.4	5	21.7	0	0.0
FRONTIER AIRLINES	17	8	47.1	5	29.4	3	17.6	1	5.9
HAWAIIAN AIRLINES	10	4	40.0	2	20.0	3	30.0	1	10.0
HORIZON AIRLINES	5	1	20.0	2	40.0	2	40.0	0	0.0
JETBLUE AIRWAYS	25	4	16.0	9	36.0	8	32.0	4	16.0
MESA AIRLINES	5	2	40.0	2	40.0	1	20.0	0	0.0
MESABA AVIATION	10	6	60.0	3	30.0	1	10.0	0	0.0
MIDWEST AIRLINES	7	3	42.9	3	42.9	1	14.3	0	0.0
PIEDMONT AIRLINES	19	9	47.4	7	36.8	2	10.5	1	5.3
PINNACLE AIRLINES	16	11	68.8	2	12.5	3	18.8	0	0.0
PSA AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
SHUTTLE AMERICA	10	7	70.0	2	20.0	1	10.0	0	0.0
SKYWEST AIRLINES	16	9	56.2	5	31.2	1	6.2	1	6.2
SOUTHWEST AIRLINES	27	6	22.2	6	22.2	11	40.7	4	14.8
SPIRIT AIRLINES	123	89	72.4	5	4.1	20	16.3	9	7.3
TRANS STATES AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
UNITED AIRLINES	118	43	36.4	30	25.4	34	28.8	11	9.3
UNITED EXPRESS	16	9	56.2	6	37.5	1	6.2	0	0.0
US AIRWAYS	86	29	33.7	23	26.7	27	31.4	7	8.1
US AIRWAYS EXPRESS	5	3	60.0	2	40.0	0	0.0	0	0.0
OTHER U. S. AIRLINES	25	12	48.0	7	28.0	6	24.0	0	0.0
TOTALS	1,229	528	43.0	309	25.1	299	24.3	93	7.6
PREVIOUS YEAR'S TOTALS	644	274	42.5	114	17.7	158	24.5	98	15.2

* 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.'

** EFFECTIVE JANUARY 2010, THE COMPLAINTS OF THE MERGED DELTA AIR LINES AND NORTHWEST AIRLINES ARE COMBINED, AND APPEAR ONLY AS DELTA AIR LINES COMPLAINTS IN THIS TABLE. NORTHWEST AIRLINES IS NO LONGER INCLUDED IN THIS TABLE.

Table 5

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

JUNE 2010

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AIR FRANCE	3	0	4	0	2	2	1	1	0	0	0	0	13
ALITALIA AIRLINES	1	0	1	0	2	5	1	1	0	0	0	0	11
BRITISH AIRWAYS	1	1	4	1	1	1	0	0	1	0	0	0	10
CATHAY PACIFIC AIRWAYS	4	0	0	0	0	0	3	0	0	0	0	1	8
IBERIA AIRLINES	0	0	1	0	2	2	0	0	0	1	0	0	6
KLM	2	0	1	1	0	2	0	0	0	0	0	0	6
LUFTHANSA	2	0	2	0	2	3	1	0	0	0	0	0	10
MEXICANA	1	0	0	1	0	3	1	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	12	3	15	4	7	25	8	5	0	2	1	0	82
TOTALS	26	4	28	7	16	43	15	7	1	3	1	1	152
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	0	0	2	2	3	1	0	0	0	0	0	0	8
ORBITZ.COM	0	0	3	0	1	0	0	0	1	0	0	0	5
OTHER TRAVEL AGENTS	0	0	3	0	2	0	0	0	0	0	0	0	5
TOTALS	0	0	8	2	6	1	0	0	1	0	0	0	18
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	2	0	0	0	0	0	0	0	2
TOTALS	0	0	0	0	2	0	0	0	0	0	0	0	2
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	7	0	4	0	1	1	2	1	0	0	0	2	18
TOTALS	7	0	4	0	1	1	2	1	0	0	0	2	18

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

TABLE 6

JUNE

CONSUMER COMPLAINTS: RANKINGS/U.S. AIRLINES *

RANK	AIRLINE	JUNE 2010			JUNE 2009		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	27	9,567,043	0.28	17	9,012,300	0.19
2	ALASKA AIRLINES	9	1,500,590	0.60	7	1,403,947	0.50
3	MESA AIRLINES	5	770,864	0.65	9	991,066	0.91
4	SKYWEST AIRLINES	16	2,166,893	0.74	6	1,913,678	0.31
5	AIRTRAN AIRWAYS	18	2,313,045	0.78	28	2,204,255	1.27
6	ATLANTIC SOUTHEAST AIRLINES	12	1,245,333	0.96	10	1,296,967	0.77
7	AMERICAN EAGLE AIRLINES	14	1,384,632	1.01	13	1,450,062	0.90
8	JETBLUE AIRWAYS	25	2,090,525	1.20	17	1,903,019	0.89
9	HAWAIIAN AIRLINES	10	728,141	1.37	4	704,363	0.57
10	EXPRESSJET AIRLINES	23	1,589,496	1.45	3	1,306,793	0.23
11	PINNACLE AIRLINES	16	943,565	1.70	10	826,554	1.21
12	FRONTIER AIRLINES	17	915,099	1.86	6	903,628	0.66
13	US AIRWAYS	86	4,590,026	1.87	62	4,508,852	1.38
14	CONTINENTAL AIRLINES	77	3,930,730	1.96	49	3,974,932	1.23
15	AMERICAN AIRLINES	152	7,648,824	1.99	80	7,628,672	1.05
16	COMAIR	12	590,102	2.03	10	625,493	1.60
17	UNITED AIRLINES	118	4,915,659	2.40	74	5,157,955	1.43
18	DELTA AIR LINES **	321	10,407,784	3.08	98	6,103,882	1.61
	TOTAL	958	57,298,3511	1.67	503	51,916,418	0.97

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

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

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

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS

	JANUARY - JUNE 2010				JANUARY - JUNE 2009			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUEST	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	4, 814	283	15	531	3, 631	237	12	468
FOREIGN AIRLINES	753	22	2	63	602	22	0	61
TRAVEL AGENTS	66	1	0	3	43	2	0	3
TOUR OPERATORS	27	0	0	1	2	0	0	0
MISCELLANEOUS*	97	81	1	128	77	24	1	78
INDUSTRY TOTALS	5, 757	387	18	726	4, 355	285	13	610

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

JANUARY - JUNE 2010				JANUARY - JUNE 2009		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	1, 808		1	1040	
CANCELLATIONS			812			409
DELAYS			505			268
MISCONNECTIONS			311			237
BAGGAGE	2	1, 020		2	796	
RES/TKTG/BOARDING	3	770		3	707	
CUSTOMER SERVICE	4	666		4	530	
REFUNDS	5	401		5	384	
OVERSALES	6	280		8	196	
DISABILITY	7	263		6	255	
FARES	8	243		7	218	
OTHER	9	191		9	150	
FREQUENT FLYER			155			117
DISCRIMINATION	10	72		10	55	
ADVERTISING	11	37		11	22	
ANIMALS	12	6		12	2	
COMPLAINT TOTAL		5, 757			4, 355	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB- CATEGORIES.

TABLE 3 (YTD)

COMPLAINTS AGAINST U. S. AIRLINES/ BY COMPLAINT CATEGORY*/JANUARY – JUNE 2010

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	8	2	2	0	0	2	5	0	0	0	0	0	19
AIRTRAN AIRWAYS	57	12	22	3	5	22	18	2	0	3	0	2	146
ALASKA AIRLINES	6	1	9	0	2	5	6	4	0	1	0	0	34
ALLEGiant AIR	15	1	12	1	6	5	5	5	2	1	0	0	53
AMERICAN AIRLINES	270	15	63	29	32	134	72	16	6	4	0	19	660
AMERICAN EAGLE AIRLINES	30	3	2	1	0	19	9	2	0	1	0	1	68
ATLANTIC SOUTHEAST AIRLINES	21	1	0	0	0	5	2	3	0	0	0	3	35
CHAUTAUQUA AIRLINES	8	0	2	0	0	4	1	1	0	0	0	0	16
COLGAN AIR	14	2	1	0	1	3	2	0	0	0	0	0	23
COMAIR	35	3	0	0	0	3	3	2	0	0	0	0	46
CONTINENTAL AIRLINES	81	14	52	24	19	46	68	23	1	10	1	11	350
DELTA AIR LINES	314	62	178	63	73	205	130	62	3	18	2	65	1,175
EXECUTIVE AIRLINES	11	1	1	0	0	11	1	0	0	0	0	0	25
EXPRESSJET AIRLINES	34	2	4	0	1	5	7	3	0	0	0	0	56
FREEDOM AIRLINES	10	0	0	0	0	0	1	0	0	0	0	0	11
FRONTIER AIRLINES	21	6	5	1	5	5	9	5	0	0	0	0	57
GOJET AIRLINES, LLC	7	1	1	0	0	2	0	1	0	0	0	0	12
GREAT LAKES AVIATION	9	1	2	0	0	1	2	1	0	2	0	0	18
HAWAIIAN AIRLINES	10	0	3	1	3	9	8	2	0	0	0	3	39
HORIZON AIRLINES	4	1	2	1	0	1	0	1	0	0	0	0	10
JETBLUE AIRWAYS	66	3	14	5	17	16	23	9	1	1	0	5	160
MESA AIRLINES	13	2	0	0	0	3	4	2	0	0	0	0	24
MESABA AVIATION	11	1	0	0	0	3	2	1	0	1	0	0	19
MIDWEST AIRLINES	11	6	2	0	2	2	1	3	0	0	0	0	27
PACIFIC WINGS	1	0	2	0	5	2	0	0	1	0	0	0	11
PIEDMONT AIRLINES	29	8	7	1	1	17	8	8	0	0	0	0	79
PINNACLE AIRLINES	32	6	1	0	0	3	5	3	0	0	0	0	50
PSA AIRLINES	12	0	0	0	0	1	0	1	0	0	0	0	14
REPUBLIC AIRWAYS	16	3	0	0	0	2	5	1	0	0	0	0	27
SHUTTLE AMERICA	8	1	3	0	0	8	2	2	0	0	0	1	25
SKYWEST AIRLINES	38	2	3	0	1	16	8	9	0	0	0	0	77
SOUTHWEST AIRLINES	49	10	17	4	6	25	18	12	1	4	0	3	149
SPIRIT AIRLINES	107	11	58	6	36	17	20	3	2	2	0	4	266
TRANS STATES AIRLINES	7	0	2	0	0	3	2	2	0	0	0	0	16
UNITED AIRLINES	87	25	75	30	37	96	75	17	3	6	0	36	487
UNITED EXPRESS	17	2	4	0	1	10	3	0	0	0	0	0	37
US AIRWAYS	137	37	62	20	25	49	45	24	6	7	0	16	428
VIRGIN AMERICA	2	0	2	1	2	2	4	0	3	0	0	0	16
OTHER U. S. AIRLINES	14	3	3	0	7	11	10	0	0	1	0	0	49
TOTAL JAN- JUNE 2010	1,622	248	616	191	287	773	584	230	29	62	3	169	4,814
% OF TOTAL COMPLAINTS	33.7	5.2	12.8	4.0	6.0	16.1	12.1	4.8	0.6	1.3	0.1	3.5	
TOTAL JAN- JUNE 2009	931	180	597	167	246	625	464	225	15	44	2	135	3,631
% OF TOTAL COMPLAINTS	25.6	5.0	16.4	4.6	6.8	17.2	12.8	6.2	0.4	1.2	0.1	3.7	

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

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

TABLE 4 (YTD)

COMPANIES OTHER THAN U. S. AIRLINES/BY COMPLAINT CATEGORY**/JANUARY – JUNE 2010

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	3	0	1	2	2	2	0	1	0	0	0	0	11
AEROMEXICO	4	2	3	4	3	0	2	0	0	0	0	0	18
AIR CANADA	5	0	3	0	1	4	2	1	0	1	0	1	18
AIR FRANCE	13	1	8	2	6	16	7	3	0	1	0	2	59
AIR INDIA	5	0	3	1	3	11	1	0	0	1	0	0	25
AIR JAMAICA	4	0	4	0	3	5	1	1	0	0	0	0	18
ALITALIA AIRLINES	6	1	2	1	7	20	1	1	0	0	0	1	40
BRITISH AIRWAYS	15	1	11	4	7	15	2	1	1	1	0	3	61
CATHAY PACIFIC AIRWAYS	7	0	0	0	0	2	5	0	0	0	0	1	15
COPA	4	0	3	4	1	5	2	2	1	0	0	0	22
EMIRATES AIRLINES	5	1	3	1	4	10	2	1	0	0	0	1	28
ETIHAD AIRWAYS	2	0	6	0	2	2	1	0	0	0	0	0	13
IBERIA AIRLINES	4	3	2	0	3	8	1	0	0	1	0	0	22
KLM	4	0	4	1	0	11	3	1	2	0	0	0	26
KUWAIT AIRWAYS	1	2	0	0	0	3	4	0	0	0	0	0	10
LAN CHILE AIRLINES	1	1	1	1	2	3	0	1	0	0	0	0	10
LUFTHANSA	11	1	11	1	4	13	2	0	0	1	0	0	44
MEXICANA	9	3	7	1	4	21	4	1	0	0	0	1	51
PHILIPPINE AIRLINES	3	0	0	1	1	1	3	0	0	0	2	0	11
QATAR AIRWAYS	3	1	3	1	2	3	1	0	0	1	0	0	15
SOUTH AFRICAN AIRWAYS	1	0	2	0	0	5	1	1	0	0	0	0	10
TACA INTERNATIONAL AIRLINES	2	2	3	0	1	2	1	1	0	0	0	0	12
TURKISH AIRLINES	0	0	1	0	1	8	0	0	0	0	0	0	10
VIRGIN ATLANTIC AIRWAYS	4	2	1	1	3	5	2	0	0	1	0	0	19
VOLARIS AIRLINES	2	0	3	3	1	2	0	0	0	0	0	0	11
OTHER FOREIGN AIRLINES	28	7	27	10	12	51	15	12	0	2	1	9	174
TOTALS	146	28	112	39	73	228	63	28	4	10	3	19	753
<u>TRAVEL AGENTS</u>													
EXPEDIA.COM	1	0	8	5	7	1	1	0	0	0	0	0	23
ORBITZ.COM	0	0	7	3	9	0	1	0	2	0	0	0	22
OTHER TRAVEL AGENTS	0	0	10	2	6	0	2	0	1	0	0	0	21
TOTALS	1	0	25	10	22	1	4	0	3	0	0	0	66
<u>TOUR OPERATORS</u>													
DIRECT AIR AND TOURS	9	0	4	0	7	1	2	1	0	0	0	0	24
OTHER TOUR OPERATORS	0	0	0	0	2	0	1	0	0	0	0	0	3
TOTALS	9	0	4	0	9	1	3	1	0	0	0	0	27
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	28	4	13	2	10	17	10	2	1	0	0	10	97
TOTALS	28	4	13	2	10	17	10	2	1	0	0	10	97

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

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

TABLE 5 (YTD)

JANUARY – JUNE

CONSUMER COMPLAINTS: RANKINGS/ U.S. AIRLINES *

RANK	AIRLINE	JANUARY - JUNE 2010			JANUARY - JUNE 2009		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	149	51,286,666	0.29	82	49,596,830	0.17
2	ALASKA AIRLINES	34	7,811,170	0.44	45	7,555,697	0.60
3	MESA AIRLINES	24	4,645,399	0.52	35	5,368,739	0.65
4	ATLANTIC SOUTHEAST AIRLINES	35	6,684,969	0.52	46	6,400,429	0.72
5	SKYWEST AIRLINES	77	11,759,611	0.65	47	10,103,437	0.47
6	EXPRESSJET AIRLINES	56	7,987,574	0.70	23	6,289,671	0.37
7	AMERICAN EAGLE AIRLINES	68	7,793,446	0.87	61	8,940,541	0.68
8	PINNACLE AIRLINES	50	5,473,027	0.91	50	4,996,300	1.00
9	HAWAIIAN AIRLINES	39	4,074,720	0.96	42	4,075,990	1.03
10	AIRTRAN AIRWAYS	146	11,944,854	1.22	124	11,499,146	1.08
11	FRONTIER AIRLINES	57	4,624,533	1.23	38	4,673,102	0.81
12	JETBLUE AIRWAYS	160	11,549,697	1.39	101	10,944,859	0.92
13	COMAIR	46	3,109,359	1.48	30	3,875,339	0.77
14	AMERICAN AIRLINES	660	42,347,093	1.56	462	42,428,096	1.09
15	CONTINENTAL AIRLINES	350	21,342,828	1.64	239	21,647,116	1.10
16	US AIRWAYS	428	25,361,742	1.69	373	25,849,623	1.44
17	UNITED AIRLINES	487	26,405,635	1.84	381	27,742,425	1.37
18	DELTA AIR LINES **	1,175	53,548,376	2.19	626	33,096,908	1.89
TOTAL		4,041	307,750,699	1.31	2,805	285,084,248	0.98

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

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

** Effective January 2010, "Complaints" and "Systemwide Enplanements" data of the merged operations of Delta Air Lines and Northwest Airlines are combined, and appear only as Delta Air Lines data in this table. Northwest is no longer ranked in this table. Totals for January-June2009 reflect the deletion of Northwest's data for that month.

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

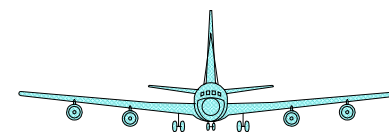
Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



Customer Service Reports to the U.S. Department of Homeland Security for the Month of June 2010 as provided by the Transportation Security Administration^a

The Transportation Security Administration (TSA) screened approximately 57.4 million airline passengers and their 45.9 million checked bags in the month of June as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of June.

Note: Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. Complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the U.S. Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report.

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public
314	.0005	93	.0002	314	.0005	93	.0002

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

Number of Damage Claims Received			
Checkpoint (TSA)	Checkpoint (TSA)	Checkpoint (TSA)	Checkpoint (TSA)
218	218	218	218

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 U.S. Department of Homeland Security, through TSA, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.

^b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or telephone, (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 June.

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

June 2010 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

[Section 710](#) of the Wendell H. Ford Aviation Investment and Reform Act for the 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](#)) as supplemented by a Reporting Directive published at [70 FR 9217](#).

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

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

Carrier	Death	Injury	Loss
<u>Alaska</u>	1		
<u>American</u>	2		
<u>Continental</u>	3		
Total	6	0	0