

Table 1080. On-Time Flight Arrivals and Departures at Major U.S. Airports: 2010

[In percent. Quarterly, based on gate arrival and departure times for domestic scheduled operations of U.S. major airlines. All U.S. airlines with 1 percent or more of total U.S. domestic scheduled airline passenger revenues are required to report on-time data. A flight is considered on time if it operated less than 15 minutes after the scheduled time shown in the carrier's computerized reservation system. See source for data on individual airlines]

| Airport | On-time arrivals | | | | On-time departures | | | |
|-----------------------------------------------|------------------|-------------|-------------|-------------|--------------------|-------------|-------------|-------------|
| | 1st quarter | 2nd quarter | 3rd quarter | 4th quarter | 1st quarter | 2nd quarter | 3rd quarter | 4th quarter |
| Total, all airports | 77.9 | 80.5 | 81.0 | 79.6 | 79.5 | 81.8 | 82.1 | 80.6 |
| Atlanta, Hartsfield | 75.8 | 79.5 | 78.9 | 80.6 | 78.0 | 80.1 | 78.5 | 79.6 |
| Boston, Logan International | 70.4 | 81.7 | 77.7 | 75.3 | 77.2 | 84.9 | 82.2 | 80.0 |
| Baltimore/Washington International | 74.3 | 81.6 | 81.3 | 81.2 | 71.1 | 78.0 | 77.0 | 75.1 |
| Charlotte, Douglas | 79.3 | 84.9 | 83.2 | 84.0 | 79.9 | 84.6 | 83.5 | 85.4 |
| Washington, Reagan National | 74.6 | 80.2 | 79.5 | 82.1 | 78.7 | 84.4 | 83.4 | 85.6 |
| Denver International | 83.4 | 82.5 | 85.1 | 83.5 | 80.4 | 79.7 | 80.9 | 80.1 |
| Dallas-Fort Worth International | 78.6 | 80.6 | 81.9 | 87.5 | 75.4 | 77.1 | 78.3 | 84.6 |
| Detroit, Metro Wayne County | 76.0 | 77.5 | 78.2 | 79.3 | 77.1 | 77.4 | 78.2 | 80.8 |
| Newark International | 65.9 | 76.0 | 76.0 | 69.5 | 70.1 | 78.7 | 78.9 | 76.0 |
| Fort Lauderdale-Hollywood International | 73.5 | 82.8 | 79.7 | 78.0 | 75.3 | 82.5 | 82.0 | 79.2 |
| Washington/Dulles | 74.0 | 82.7 | 82.6 | 84.1 | 76.1 | 82.9 | 83.9 | 85.2 |
| Houston, George Bush | 80.7 | 80.9 | 81.3 | 86.3 | 81.5 | 83.3 | 82.0 | 86.1 |
| New York, JFK International | 70.8 | 77.2 | 76.1 | 74.9 | 73.1 | 76.1 | 73.6 | 76.3 |
| Las Vegas, McCarran International | 84.3 | 82.7 | 84.5 | 78.9 | 81.0 | 80.3 | 81.1 | 74.5 |
| Los Angeles International | 83.1 | 82.6 | 82.9 | 78.1 | 83.2 | 83.3 | 83.9 | 79.2 |
| New York, La Guardia | 69.7 | 77.8 | 74.5 | 72.4 | 76.2 | 83.6 | 81.0 | 80.0 |
| Orlando International | 75.8 | 83.8 | 81.8 | 81.8 | 76.7 | 82.8 | 81.9 | 82.6 |
| Chicago, Midway | 79.4 | 81.2 | 83.4 | 77.0 | 70.6 | 72.0 | 74.5 | 63.2 |
| Miami International | 73.6 | 76.5 | 78.1 | 83.5 | 71.6 | 73.8 | 75.2 | 82.0 |
| Minneapolis-St. Paul International | 81.0 | 77.8 | 79.4 | 76.3 | 80.4 | 80.6 | 79.4 | 78.6 |
| Chicago, O'Hare | 76.4 | 73.5 | 81.5 | 80.4 | 75.9 | 74.1 | 80.4 | 79.7 |
| Portland International | 86.2 | 84.9 | 84.9 | 78.9 | 89.3 | 89.5 | 88.9 | 83.2 |
| Philadelphia International | 69.8 | 81.3 | 81.3 | 79.5 | 74.5 | 83.6 | 82.6 | 80.7 |
| Phoenix, Sky Harbor International | 86.1 | 86.5 | 87.3 | 80.7 | 83.8 | 84.5 | 85.0 | 80.1 |
| San Diego, Lindbergh Field | 83.6 | 82.5 | 84.2 | 75.8 | 83.4 | 85.2 | 85.7 | 77.2 |
| Seattle-Tacoma International | 87.0 | 87.0 | 85.6 | 80.9 | 89.5 | 89.8 | 88.0 | 84.7 |
| San Francisco International | 68.9 | 73.2 | 73.6 | 69.4 | 73.1 | 77.5 | 77.4 | 73.3 |
| Salt Lake City International | 85.8 | 85.0 | 84.0 | 75.7 | 88.0 | 87.0 | 85.5 | 79.1 |
| Tampa, Tampa International | 77.0 | 83.2 | 81.7 | 82.0 | 78.6 | 84.3 | 83.6 | 83.4 |

Source: U.S. Department of Transportation, Aviation Consumer Protection Division, *Air Travel Consumer Report*, monthly. See also <<http://airconsumer.ost.dot.gov>>.

Table 1081. Consumer Complaints Against U.S. Airlines: 1990 to 2010

[Calendar year data. Represents complaints filed by consumers to the U.S. Department of Transportation, Aviation Consumer Protection Division, regarding service problems with air carrier personnel. See source for data on individual airlines]

| Complaint category | 1990 | 2000 | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 |
|---------------------------------------|--------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Total | 7,703 | 20,564 | 5,839 | 6,900 | 6,452 | 10,960 | 10,643 | 8,821 | 10,985 |
| Flight problems ¹ | 3,034 | 8,698 | 1,462 | 1,942 | 1,845 | 4,097 | 3,247 | 2,041 | 3,336 |
| Customer service ² | 758 | 4,074 | 742 | 800 | 870 | 1,214 | 1,333 | 1,103 | 1,344 |
| Baggage | 1,329 | 2,753 | 1,085 | 1,586 | 1,400 | 2,154 | 2,081 | 1,607 | 1,937 |
| Ticketing/boarding ³ | 624 | 1,405 | 637 | 679 | 708 | 1,136 | 1,404 | 1,583 | 1,510 |
| Refunds | 701 | 803 | 376 | 530 | 485 | 745 | 803 | 669 | 730 |
| Fares ⁴ | 312 | 708 | 180 | 219 | 173 | 315 | 389 | 436 | 465 |
| Disability ⁵ | (NA) | 612 | 467 | 430 | 368 | 428 | 474 | 519 | 572 |
| Oversales ⁶ | 399 | 759 | 263 | 284 | 275 | 420 | 432 | 370 | 544 |
| Discrimination ⁷ | (NA) | (NA) | 96 | 100 | 90 | 82 | 115 | 131 | 143 |
| Advertising | 96 | 42 | 41 | 45 | 30 | 34 | 39 | 53 | 77 |
| Tours | 29 | 25 | (⁸) | (⁸) | (⁸) | (⁸) | (⁸) | (⁸) | (⁸) |
| Animals | (NA) | 1 | 3 | 3 | 3 | 7 | 5 | 5 | 8 |
| Smoking | 74 | (⁹) | (⁹) | (⁹) | (⁹) | (⁹) | (⁹) | (⁹) | (⁹) |
| Credit | 5 | (⁹) | (⁹) | (⁹) | (⁹) | (⁹) | (⁹) | (⁹) | (⁹) |
| Other | 342 | 684 | 487 | 282 | 205 | 328 | 321 | 304 | 319 |

NA Not available. ¹ Cancellations, delays, etc., from schedule. ² Unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers. ³ Errors in reservations and ticketing; problems in making reservations and obtaining tickets. Includes disability complaints prior to 1998. ⁴ Incorrect or incomplete information about fares, discount fare conditions, and availability, etc. ⁵ Prior to 2000, included in ticketing/boarding. ⁶ All bumping problems, whether or not airline complied with DOT regulations. ⁷ Allegations of discrimination by airlines due to factors other than disability, such as race, religion, national origin or sex. ⁸ Included in "Other" beginning 2002. ⁹ Included in "Other" beginning 2000.

Source: U.S. Department of Transportation, Aviation Consumer Protection Division, *Air Travel Consumer Report*, monthly. See also <<http://airconsumer.ost.dot.gov>>.