



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

**Issued: December 2008**



<b>Flight Delays<sup>1</sup></b>	October 2008 12 Months Ending October 2008
<b>Mishandled Baggage<sup>1</sup></b>	October 2008
<b>Oversales<sup>1</sup></b>	3rd Quarter 2008 January-September 2008
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	October 2008
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	October 2008
<b>Airline Animal Incident Reports<sup>4</sup></b>	October 2008

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

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

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

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

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## **INTRODUCTION**

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

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

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



## FLIGHT DELAYS

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

The rule requires carriers to currently report on operations to and from the 32 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 20 reporting air carriers, 13 carriers (AirTran, American Eagle, Continental, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Northwest, Pinnacle, Southwest, United, and US Airways) use ACARS exclusively; 1 carrier (American) uses a combination of ACARS and DGS; 1 carrier (Comair) records arrival times manually; and 4 carriers (Alaska, Atlantic Southeast, 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 32 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 32 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

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

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

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

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

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

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

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

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

**\*Pinnacle Airlines currently reports flight delay data voluntarily, as permitted by Part 234. Aloha Airlines, which had reported data voluntarily for January and February 2008, ceased all flight operations on March 31. Effective with the May-issued report, Aloha is no longer a ranked airline.**

OCTOBER 2008

## AIR TRAVEL CONSUMER REPORT

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

CARRIER A/	AT 32 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/
PINNACLE AIRLINES S/V/	19	89.5	113	90.7
NORTHWEST AIRLINES S/	30	89.6	83	90.0
HAWAIIAN AIRLINES S/	7	67.3	14	89.9
SOUTHWEST AIRLINES S/	19	89.8	64	89.6
FRONTIER S/	22	89.1	39	89.1
SKYWEST AIRLINES S/	20	87.2	135	87.6
US AIRWAYS S/	30	87.2	79	87.5
AMERICAN EAGLE S/	17	86.7	107	87.0
JETBLUE AIRWAYS S/	19	86.1	43	86.7
UNITED AIRLINES S/	29	86.2	75	86.3
COMAIR S/	21	84.9	70	85.3
AIRTRAN AIRWAYS S/	25	84.5	56	84.6
ALASKA S/	17	86.1	45	84.4
AMERICAN AIRLINES S/	29	83.6	75	83.6
EXPRESSJET AIRLINES S/	20	80.0	97	81.8
DELTA AIR LINES S/	30	81.7	93	81.6
CONTINENTAL AIRLINES S/	26	80.4	56	81.4
MESA AIRLINE S/	19	80.1	114	80.5
ATLANTIC SOUTHEAST AIRLINES S/	7	80.1	107	80.3
<b>TOTAL</b>		<b>85.6</b>		<b>86.0</b>

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

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

## OCTOBER 2008

## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	4th QUARTER		1st QUARTER		2nd QUARTER		3rd QUARTER		AUG - 08		SEP - 08		OCT - 08		12 MONTHS ENDING OCTOBER 2008		DATABASE TO DATE SEP 1987-OCTOBER 2008	
	10 - 12 2007		01 - 03 2008		04 - 06 2008		07 - 09 2008		%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	76.0	6	70.8	10	80.1	6	78.6	9	78.3	10	88.5	6	84.6	12	76.8	9	(--)	(--)
ALASKA	73.0	13	75.9	3	79.9	7	81.9	7	78.7	8	87.8	7	84.4	13	78.9	4	75.7	8
ALOHA **	92.1	2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	70.1	16	63.4	19	63.8	19	73.6	16	70.6	17	81.5	14	83.6	14	68.3	19	78.1	5
AMERICAN EAGLE	69.6	18	64.4	18	72.1	17	78.6	10	78.5	9	82.7	12	87.0	8	71.7	16	73.8	9
ATLANTIC SOUTHEAST	68.0	20	69.4	13	79.3	8	75.7	14	75.2	13	83.2	11	80.3	19	74.5	11	(--)	(--)
COMAIR	69.7	17	66.7	16	72.4	16	68.9	19	67.4	18	77.4	19	85.3	11	70.0	17	(--)	(--)
CONTINENTAL	74.9	9	71.0	8	73.1	14	77.0	11	73.8	14	82.1	13	81.4	17	74.0	12	78.3	3
DELTA	79.2	4	75.8	4	77.8	9	76.8	12	77.1	11	84.4	9	81.6	16	77.5	8	77.6	6
EXPRESSJET	73.5	11	69.4	12	73.6	13	75.9	13	72.1	16	81.1	15	81.8	15	73.0	13	(--)	(--)
FRONTIER	75.5	7	75.0	5	77.5	10	84.9	4	82.9	6	91.4	2	89.1	5	78.7	6	(--)	(--)
HAWAIIAN	93.0	1	93.9	1	90.6	1	90.1	1	92.3	1	95.1	1	89.9	3	91.4	1	(--)	(--)
JETBLUE	73.9	10	71.7	7	73.7	12	69.3	18	64.7	19	80.8	16	86.7	9	72.8	14	(--)	(--)
MESA	72.4	14	69.1	14	72.4	15	74.7	15	75.7	12	78.1	18	80.5	18	72.3	15	(--)	(--)
NORTHWEST	70.2	15	69.5	11	74.1	11	84.4	6	85.3	4	89.5	4	90.0	2	75.4	10	79.0	2
PINNACLE	73.3	12	68.1	15	82.4	2	88.6	2	89.6	2	90.6	3	90.7	1	78.8	5	(--)	(--)
SKYWEST	75.0	8	70.9	9	82.1	3	84.8	5	85.7	3	87.3	8	87.6	6	78.6	7	(--)	(--)
SOUTHWEST	79.7	3	74.8	6	80.2	5	85.4	3	84.4	5	89.0	5	89.6	4	80.7	2	82.0	1
UNITED	68.2	19	66.4	17	68.1	18	73.3	17	72.9	15	79.8	17	86.3	10	69.8	18	75.9	7
US AIRWAYS	76.9	5	78.3	2	80.4	4	81.0	8	80.8	7	84.1	10	87.5	7	80.1	3	78.1	4
<b>Total</b>	<b>74.2</b>		<b>70.8</b>		<b>75.8</b>		<b>79.4</b>		<b>78.4</b>		<b>84.9</b>		<b>86.0</b>		<b>75.6</b>		<b>78.2</b>	

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily (Pinnacle Airlines).

\*\* Aloha Airlines ceased all flight operations on March 31, 2008. The carrier's ranking in this table ceased effective with the May 2008-issued report.

OCTOBER 2008

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	941	70.5	85	90.6	31	90.3	93	90.3	323	93.2	174	94.3	93	82.8	27	85.2
AA	716	82.5	1019	83.1	244	88.5	151	88.7	H/		871	88.1	612	86.9	13559	87.1
AS	H/		93	94.6	H/		H/		H/		93	83.9	182	94.0	89	91.0
B6	H/		1373	89.1	H/		174	90.2	H/		H/		89	83.1	H/	
CO	352	74.4	568	71.8	169	92.3	26	84.6	H/		332	84.6	289	81.0	314	79.0
DL	13817	79.5	1080	84.9	358	78.5	263	66.5	1201	92.6	834	84.1	351	84.9	325	79.4
EV	9808	79.0	H/		H/		19	57.9	859	94.1	H/		H/		H/	
F9	93	87.1	H/		H/		H/		H/		93	80.6	3784	90.8	151	88.1
FL	7238	84.8	548	86.5	1313	90.5	186	77.4	H/		213	87.3	120	80.0	230	89.1
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	58	82.8	886	86.3	151	87.4	325	84.0	530	88.9	866	87.6	H/		6676	88.2
NW	196	89.8	321	86.9	244	90.6	176	88.6	H/		528	93.2	271	88.6	123	90.2
OH	467	74.5	970	86.2	305	92.5	27	59.3	3270	91.7	529	87.9	H/		138	87.0
OO	216	73.1	H/		H/		H/		177	82.5	H/		4054	89.0	235	88.5
UA	235	87.7	743	86.1	386	86.5	124	91.1	81	82.7	447	89.0	5535	88.0	286	86.4
US	263	86.7	1699	89.6	386	86.0	6861	89.1	H/		2076	92.9	302	82.1	502	81.9
WN	H/		H/		4793	90.8	H/		H/		H/		2837	89.9	H/	
XE	111	85.6	21	90.5	111	91.0	561	77.4	265	80.4	218	78.0	H/		120	86.7
YV	188	80.3	27	70.4	H/		1784	78.2	H/		H/		1090	79.4	H/	
<b>TOTAL</b>	<b>34699</b>	<b>80.3</b>	<b>9433</b>	<b>86.0</b>	<b>8491</b>	<b>89.8</b>	<b>10770</b>	<b>85.7</b>	<b>6706</b>	<b>91.2</b>	<b>7274</b>	<b>88.9</b>	<b>19609</b>	<b>88.2</b>	<b>22775</b>	<b>87.2</b>

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

OCTOBER 2008

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	4360	93.6	27	59.3	31	87.1	62	95.2	118	77.1	H/		H/		H/	
AA	325	84.9	449	72.6	248	82.3	302	82.8	368	79.9	962	78.1	612	85.6	2275	83.7
AS	H/		62	82.3	H/		H/		H/		H/		357	89.4	653	89.3
B6	H/		283	67.8	851	82.5	546	90.3	H/		3936	85.7	303	94.7	H/	
CO	165	91.5	4253	72.1	391	81.1	H/		6599	85.8	H/		542	81.9	611	79.9
DL	232	80.6	306	63.1	646	78.0	286	80.8	114	72.8	1368	80.1	609	88.3	999	89.1
EV	H/		H/		H/		4	75.0	H/		H/		H/		H/	
F9	93	89.2	H/		32	84.4	H/		88	90.9	H/		179	91.1	178	82.6
FL	174	83.9	151	74.8	445	87.6	163	81.0	H/		H/		220	91.4	123	74.8
HA	H/		H/		H/		H/		H/		H/		62	51.6	62	71.0
MQ	236	88.6	H/		H/		H/		H/		605	78.2	124	91.9	1360	91.3
NW	5705	93.4	267	58.4	155	86.5	62	90.3	89	82.0	155	87.7	341	87.7	519	84.2
OH	120	88.3	136	66.9	4	100.0	27	88.9	85	82.4	1441	76.8	H/		H/	
OO	89	78.7	85	63.5	H/		H/		217	83.9	H/		226	86.3	3469	88.2
UA	127	88.2	420	70.0	H/		1959	89.0	266	82.7	395	79.7	996	87.6	2214	88.6
US	228	85.1	329	69.3	521	86.2	81	91.4	173	86.1	147	75.5	2026	88.7	688	84.6
WN	536	86.4	H/		1387	88.7	325	92.9	H/		H/		7220	91.7	3685	88.4
XE	174	59.8	3819	68.3	H/		58	84.5	6205	87.6	H/		H/		H/	
YV	88	84.1	120	63.3	H/		2040	77.7	120	68.3	35	68.6	117	80.3	89	71.9
<b>TOTAL</b>	<b>12652</b>	<b>91.6</b>	<b>10707</b>	<b>69.7</b>	<b>4711</b>	<b>84.7</b>	<b>5915</b>	<b>84.5</b>	<b>14442</b>	<b>86.0</b>	<b>9044</b>	<b>81.7</b>	<b>13934</b>	<b>89.7</b>	<b>16925</b>	<b>87.2</b>

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



OCTOBER 2008

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
CARRIER*	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
	# 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	231	75.8	H/		H/		4	75.0	1617	92.5	H/		H/		H/	
AA	1740	73.8	805	81.5	H/		3368	80.0	449	81.5	H/		6029	81.8	182	80.8
AS	H/		62	98.4	H/		31	71.0	12	83.3	209	88.5	124	78.2	861	88.7
B6	239	74.9	974	87.8	H/		H/		H/		344	89.5	175	84.6	38	78.9
CO	390	76.4	536	78.9	H/		235	82.1	129	87.6	H/		435	78.9	155	73.5
DL	1638	76.6	938	82.3	H/		387	77.5	175	73.7	H/		319	85.0	177	91.0
EV	51	66.7	H/		H/		H/		1	100.0	H/		H/		H/	
F9	62	66.1	31	96.8	151	94.0	H/		122	91.0	H/		H/		124	81.5
FL	584	71.2	1538	86.7	339	82.9	96	79.2	185	85.9	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		62	77.4
MQ	1606	73.1	H/		H/		330	86.4	H/		H/		6917	88.0	H/	
NW	584	68.8	434	86.9	112	91.1	93	90.3	5849	91.8	H/		547	84.8	186	85.5
OH	1031	76.4	H/		31	80.6	27	85.2	158	80.4	H/		255	86.3	H/	
OO	H/		H/		H/		H/		301	88.0	245	95.5	3542	85.8	823	86.3
UA	593	74.7	449	82.9	H/		H/		456	87.9	93	78.5	7418	86.0	500	85.6
US	1170	84.6	725	83.6	H/		228	90.4	298	80.5	88	94.3	631	83.7	233	86.7
WN	H/		3244	90.7	6627	91.2	H/		H/		3956	90.5	H/		1290	90.9
XE	49	57.1	H/		H/		26	80.8	298	82.6	H/		108	85.2	H/	
YV	108	50.9	H/		H/		H/		H/		40	82.5	2334	78.9	H/	
<b>TOTAL</b>	<b>10076</b>	<b>75.0</b>	<b>9736</b>	<b>86.5</b>	<b>7260</b>	<b>90.8</b>	<b>4825</b>	<b>81.0</b>	<b>10050</b>	<b>89.9</b>	<b>4975</b>	<b>90.4</b>	<b>28834</b>	<b>84.8</b>	<b>4631</b>	<b>87.2</b>

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

OCTOBER 2008

## 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*	PHL		PHX		SAN		SEA		SFO		SLC		STL		TPA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	147	88.4	H/		H/		H/		H/		H/		104	90.4	10	50.0
AA	488	84.6	492	81.7	492	83.5	449	74.6	1038	77.9	213	85.9	1513	89.0	554	81.2
AS	H/		240	91.7	333	89.2	4070	84.1	422	81.0	H/		H/		H/	
B6	H/		45	91.1	178	88.8	156	82.7	123	89.4	155	87.1	H/		237	84.4
CO	169	82.2	328	87.8	272	80.1	343	74.3	395	80.0	62	96.8	H/		353	83.0
DL	348	76.4	331	86.1	340	84.1	435	84.6	368	84.8	2104	92.2	150	81.3	565	82.1
EV	H/		H/		H/		H/		H/		H/		68	73.5	H/	
F9	31	87.1	176	84.7	155	88.4	120	79.2	120	76.7	182	90.7	91	92.3	31	87.1
FL	324	79.9	87	79.3	44	77.3	38	57.9	54	77.8	H/		132	83.3	588	83.3
HA	H/		31	64.5	31	64.5	67	74.6	31	61.3	H/		H/		H/	
MQ	H/		H/		608	89.5	H/		151	84.8	H/		116	82.8	H/	
NW	321	85.0	243	84.4	124	90.3	371	83.6	302	84.4	75	82.7	223	87.4	186	93.5
OH	286	87.1	H/		H/		H/		H/		H/		98	83.7	107	86.0
OO	81	85.2	188	82.4	555	90.6	386	85.8	3401	77.6	5114	93.6	62	88.7	H/	
UA	426	85.4	459	86.5	627	87.7	763	85.2	3478	84.8	124	91.1	62	90.3	217	82.0
US	3755	83.9	4784	89.6	379	86.0	325	84.0	591	76.6	120	95.0	108	84.3	592	87.3
WN	2053	85.0	5812	90.0	3195	88.9	1428	87.7	1183	83.1	1482	91.5	2290	89.0	2444	88.5
XE	60	88.3	54	92.6	H/		H/		H/		18	100.0	235	70.6	4	100.0
YV	66	89.4	2372	87.6	31	90.3	H/		H/		26	88.5	54	87.0	H/	
<b>TOTAL</b>	<b>8555</b>	<b>84.1</b>	<b>15642</b>	<b>88.7</b>	<b>7364</b>	<b>87.8</b>	<b>8951</b>	<b>83.7</b>	<b>11657</b>	<b>81.1</b>	<b>9675</b>	<b>92.5</b>	<b>5306</b>	<b>87.3</b>	<b>5888</b>	<b>85.9</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	94.7	89.9	80.8	96.0	93.9	J/	88.9	90.3	J/	81.0	J/	86.2	92.8	88.2	61.1	92.9	J/	95.5
700 - 759 AM	93.2	89.6	95.7	95.9	94.7	96.4	93.2	90.3	92.3	95.3	97.8	90.8	87.0	89.4	97.1	91.0	88.0	98.4
800 - 859 AM	82.5	94.6	96.3	88.2	93.9	94.0	93.3	90.2	96.2	95.7	93.5	98.7	87.5	95.1	94.5	92.7	82.2	94.4
900 - 959 AM	81.7	93.9	95.6	96.5	96.1	92.0	91.2	90.1	91.9	92.8	88.3	95.7	90.4	91.4	94.8	90.6	86.1	94.2
1000 - 1059 AM	76.9	90.3	94.5	85.2	93.2	88.4	86.8	87.9	89.8	94.6	90.9	91.4	87.0	93.4	91.7	88.3	81.7	93.3
1100 - 1159 AM	87.7	90.1	94.7	87.4	88.8	90.3	91.5	88.4	91.3	82.8	90.0	84.4	87.8	92.6	90.8	88.7	83.6	88.6
1200 - 1259 PM	85.0	88.9	95.1	88.0	91.3	87.9	91.4	89.9	94.6	82.3	85.9	89.7	87.0	91.7	89.5	88.0	76.5	89.1
100 - 159 PM	80.1	90.8	94.3	92.0	86.7	92.4	87.9	88.3	92.0	74.1	87.8	88.6	84.3	90.4	90.2	88.2	76.6	90.5
200 - 259 PM	77.8	86.1	91.2	87.7	94.4	91.6	86.9	89.8	92.8	63.1	88.4	89.0	88.5	82.5	90.9	88.5	72.7	89.2
300 - 359 PM	74.4	85.7	90.5	87.8	93.0	90.7	91.0	86.9	92.0	64.3	85.6	86.6	89.4	79.0	87.4	89.4	77.4	87.8
400 - 459 PM	78.4	83.1	90.2	89.7	87.5	87.7	88.1	85.5	93.8	56.5	83.3	81.1	86.5	77.8	88.9	86.9	74.7	87.3
500 - 559 PM	78.6	82.3	86.1	80.9	88.1	89.3	85.2	85.5	91.6	54.1	82.9	77.7	82.8	77.2	88.8	84.1	73.9	86.0
600 - 659 PM	78.8	82.1	89.3	81.8	89.3	86.5	85.3	86.3	91.4	56.9	80.9	80.2	83.9	67.8	89.1	86.5	69.5	82.1
700 - 759 PM	73.1	82.0	85.1	73.1	87.0	84.1	82.9	84.6	88.5	55.5	74.4	89.6	83.8	70.2	84.9	82.6	66.3	80.8
800 - 859 PM	75.3	84.8	84.6	83.8	83.7	85.9	84.5	83.2	91.3	56.8	77.4	75.4	82.6	68.2	86.4	86.5	62.6	83.4
900 - 959 PM	80.6	82.9	82.3	80.6	92.3	85.7	85.2	80.1	91.0	59.6	84.0	85.1	83.0	77.1	81.7	82.9	58.2	74.6
1000 - 1059 PM	82.1	80.8	82.5	85.4	81.5	85.1	85.9	81.7	76.3	67.3	76.0	84.4	78.7	78.5	89.2	80.9	76.4	79.6
1100 - 559 AM	86.1	83.1	84.5	77.8	87.5	82.5	88.6	85.1	86.1	78.7	85.6	84.9	84.4	84.2	89.9	84.9	82.9	82.7
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>80.3</b>	<b>86.0</b>	<b>89.8</b>	<b>85.7</b>	<b>91.2</b>	<b>88.9</b>	<b>88.2</b>	<b>87.2</b>	<b>91.6</b>	<b>69.7</b>	<b>84.7</b>	<b>84.5</b>	<b>86.0</b>	<b>81.7</b>	<b>89.7</b>	<b>87.2</b>	<b>75.0</b>	<b>86.5</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *															
SCHEDULED ARRIVAL TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	98.6	84.9	96.7	J/	93.6	76.9	95.7	93.9	50.0	100.0	95.4	J/	100.0	95.7	92.0
700 - 759 AM	97.5	91.1	92.7	97.1	94.1	80.8	96.0	94.5	87.4	96.4	92.9	95.2	94.0	95.7	92.6
800 - 859 AM	96.6	85.5	91.8	97.1	92.4	93.4	90.6	94.3	87.5	96.1	91.4	94.4	94.6	88.6	90.8
900 - 959 AM	97.8	88.7	93.4	92.8	90.1	88.0	89.5	85.4	88.8	85.3	82.4	94.2	96.4	94.8	90.2
1000 - 1059 AM	95.6	85.9	90.3	92.9	90.3	91.4	90.3	93.3	89.4	88.9	76.2	94.4	90.0	93.9	88.1
1100 - 1159 AM	94.2	83.9	85.4	95.0	90.7	86.9	87.5	91.8	85.8	83.6	75.7	91.8	89.4	88.8	88.5
1200 - 1259 PM	92.9	88.0	90.5	92.9	88.8	86.2	87.5	91.5	89.4	85.1	73.0	92.2	92.5	86.8	88.2
100 - 159 PM	92.0	83.3	90.1	90.6	87.5	92.5	87.9	89.1	90.7	83.3	74.9	95.1	88.4	92.9	86.9
200 - 259 PM	89.9	75.0	88.4	93.2	85.3	89.0	85.3	89.9	89.6	86.1	79.4	91.9	88.6	86.4	86.1
300 - 359 PM	89.0	86.6	90.7	89.2	81.3	85.9	81.4	92.6	90.6	81.7	83.9	93.4	90.6	86.6	85.0
400 - 459 PM	92.3	78.5	89.3	90.0	81.0	82.3	80.5	87.4	92.6	83.9	82.4	92.9	76.7	84.7	84.1
500 - 559 PM	86.5	75.6	90.4	89.9	78.5	93.7	77.4	89.8	89.1	76.7	82.0	89.9	83.1	83.4	82.7
600 - 659 PM	88.8	76.6	91.3	86.1	77.7	85.2	82.1	86.6	86.3	84.8	84.4	94.6	82.5	80.2	82.9
700 - 759 PM	88.3	78.1	91.7	88.8	75.5	84.4	75.2	80.9	87.8	82.3	79.2	92.2	82.7	81.1	80.2
800 - 859 PM	86.2	77.1	89.0	90.4	76.5	87.9	82.9	83.6	85.9	80.0	81.7	85.0	84.2	77.0	81.2
900 - 959 PM	87.0	80.3	86.8	83.7	74.0	77.5	83.9	82.5	81.3	80.8	80.6	88.2	85.4	78.0	79.8
1000 - 1059 PM	87.2	64.9	83.7	84.6	79.6	87.6	83.8	86.5	82.1	81.0	76.9	87.8	81.3	83.4	81.1
1100 - 559 AM	86.1	70.7	85.3	81.7	85.6	88.5	83.1	87.1	87.2	82.9	87.0	86.3	82.3	83.1	84.4
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>90.8</b>	<b>81.0</b>	<b>89.9</b>	<b>90.4</b>	<b>84.8</b>	<b>87.2</b>	<b>84.1</b>	<b>88.7</b>	<b>87.8</b>	<b>83.7</b>	<b>81.1</b>	<b>92.5</b>	<b>87.3</b>	<b>85.9</b>	<b>85.6</b>

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

OCTOBER 2008

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	CVG	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO
600 - 659 AM	94.2	95.9	96.3	94.0	96.1	96.4	95.6	95.1	95.8	96.3	97.2	95.0	94.8	95.1	96.0	93.4	94.8	95.8
700 - 759 AM	93.7	96.2	96.2	94.1	91.9	93.6	96.6	90.4	94.5	95.5	99.3	91.4	94.3	95.9	95.2	92.9	93.9	98.2
800 - 859 AM	93.4	93.4	94.0	92.7	94.1	95.0	92.9	90.5	95.4	93.7	96.2	89.0	90.3	92.5	90.6	92.3	92.4	95.4
900 - 959 AM	88.5	93.7	92.8	93.1	92.8	94.2	92.2	86.8	95.4	94.7	91.9	95.2	92.4	93.0	90.5	87.0	90.7	96.9
1000 - 1059 AM	85.3	93.1	93.1	87.2	92.9	93.3	88.7	85.2	91.1	92.3	90.6	95.3	91.4	94.3	89.1	87.7	89.3	92.6
1100 - 1159 AM	86.9	91.5	93.1	87.9	95.0	88.7	87.8	84.5	92.8	93.6	92.3	89.3	90.9	92.9	91.2	88.0	88.9	89.4
1200 - 1259 PM	85.1	91.4	91.8	82.5	90.7	90.8	87.1	85.3	91.0	84.4	84.0	87.1	90.2	91.2	88.1	86.1	87.5	89.0
100 - 159 PM	84.3	90.1	86.0	89.2	90.1	90.3	86.1	84.9	91.8	77.6	85.8	68.1	92.4	91.5	87.4	86.4	82.7	87.0
200 - 259 PM	80.2	87.3	85.6	91.8	93.1	92.5	84.2	83.9	88.4	78.7	83.5	79.5	86.9	88.8	87.7	85.3	84.0	85.2
300 - 359 PM	78.0	83.4	87.3	69.7	88.7	92.3	85.9	83.6	89.7	69.4	86.1	82.0	88.7	83.1	86.6	87.8	82.0	85.3
400 - 459 PM	79.1	84.7	82.5	89.8	90.4	86.7	86.3	81.9	83.3	64.0	81.4	78.5	89.6	83.4	85.8	86.6	80.6	84.4
500 - 559 PM	77.7	84.2	86.5	80.8	90.5	86.0	84.7	82.5	91.7	63.5	79.6	80.1	83.9	80.9	86.2	88.9	82.1	85.9
600 - 659 PM	82.4	80.9	81.0	86.5	83.3	85.6	87.2	83.4	83.5	61.9	78.0	74.1	83.5	84.1	90.1	86.9	79.4	85.4
700 - 759 PM	79.5	87.3	77.6	80.8	87.5	86.3	86.2	83.5	89.4	63.6	83.4	79.4	81.7	76.6	87.7	87.7	79.9	75.4
800 - 859 PM	78.9	84.5	84.3	85.4	86.6	89.8	83.5	85.0	80.4	67.3	72.3	80.8	86.1	78.0	79.9	86.8	77.8	79.0
900 - 959 PM	79.2	91.4	76.9	77.4	93.3	95.2	88.9	85.8	94.2	57.7	79.2	84.6	89.2	80.7	87.6	86.7	74.4	83.9
1000 - 1059 PM	81.9	J/	J/	92.6	J/	J/	84.4	87.3	92.3	65.4	J/	84.9	87.9	90.8	90.2	91.2	J/	J/
1100 - 559 AM	83.9	98.3	96.6	J/	J/	96.3	97.2	96.6	95.7	95.2	J/	J/	95.7	96.2	95.1	88.0	96.8	97.2
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>83.5</b>	<b>89.8</b>	<b>88.6</b>	<b>88.7</b>	<b>90.7</b>	<b>91.1</b>	<b>88.1</b>	<b>85.6</b>	<b>91.7</b>	<b>79.7</b>	<b>87.2</b>	<b>84.8</b>	<b>88.8</b>	<b>87.6</b>	<b>89.1</b>	<b>88.5</b>	<b>85.8</b>	<b>88.7</b>

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

OCTOBER 2008

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT *															
SCHEDULED DEPARTURE TIME	MDW	MIA	MSP	OAK	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	STL	TPA	TOTAL
600 - 659 AM	97.3	96.8	96.3	96.7	92.3	97.6	95.5	96.6	95.6	95.9	95.2	98.2	97.6	97.4	95.6
700 - 759 AM	97.5	90.1	96.0	95.8	92.4	93.0	93.8	94.4	92.2	94.4	94.0	96.4	96.2	97.0	94.3
800 - 859 AM	97.4	88.4	94.6	92.5	91.8	92.5	93.7	92.4	89.3	92.0	90.6	93.7	94.1	96.7	92.6
900 - 959 AM	93.6	83.9	92.5	90.9	91.3	88.3	90.0	86.3	84.7	90.2	85.5	95.0	92.3	95.9	90.9
1000 - 1059 AM	95.0	86.9	93.1	91.2	89.6	89.6	91.4	88.7	88.9	83.5	83.5	93.6	92.6	93.2	89.5
1100 - 1159 AM	89.4	86.3	91.2	91.5	88.4	93.0	89.9	85.8	88.3	85.9	75.8	93.9	92.0	91.8	88.7
1200 - 1259 PM	89.9	80.6	81.3	89.4	88.8	89.5	82.8	89.2	86.3	86.4	80.1	94.6	90.9	89.5	87.3
100 - 159 PM	86.5	83.8	89.6	86.4	87.0	90.4	89.2	89.9	87.8	83.0	78.6	93.2	86.8	86.7	86.9
200 - 259 PM	86.3	71.6	90.4	88.5	84.6	93.5	84.6	83.9	90.2	86.1	79.5	92.8	84.1	89.5	85.3
300 - 359 PM	80.6	69.7	89.3	84.3	83.2	95.6	82.5	85.6	87.1	88.6	78.9	95.8	85.8	88.3	84.5
400 - 459 PM	85.4	77.2	83.3	84.0	81.8	91.7	79.7	88.3	89.8	89.4	82.1	92.0	78.5	84.6	84.0
500 - 559 PM	84.0	71.2	88.6	83.8	80.6	91.2	78.0	82.0	90.2	88.3	84.9	91.5	82.2	80.2	83.2
600 - 659 PM	79.1	73.0	91.6	80.2	76.8	86.8	79.2	91.3	89.6	88.0	86.5	82.4	81.6	80.0	82.6
700 - 759 PM	79.7	74.7	92.0	78.8	77.1	82.7	76.6	80.1	85.6	85.4	85.5	93.2	81.4	78.1	82.6
800 - 859 PM	76.0	82.1	93.8	83.5	78.2	88.4	85.3	85.9	84.6	85.0	82.2	95.6	77.1	74.0	81.9
900 - 959 PM	76.1	79.9	95.2	85.3	80.9	91.5	88.2	75.7	85.1	85.3	87.9	90.9	74.8	74.1	84.9
1000 - 1059 PM	J/	81.5	92.2	96.7	83.9	77.8	87.0	100.0	85.8	90.4	87.3	J/	J/	J/	88.7
1100 - 559 AM	J/	J/	100.0	J/	92.5	96.5	96.3	94.0	J/	92.3	83.1	98.4	J/	J/	92.6
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>87.3</b>	<b>81.0</b>	<b>91.4</b>	<b>88.4</b>	<b>85.5</b>	<b>91.9</b>	<b>86.3</b>	<b>88.5</b>	<b>88.9</b>	<b>88.8</b>	<b>84.4</b>	<b>93.7</b>	<b>88.0</b>	<b>88.6</b>	<b>87.4</b>

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER *	FLIGHT NUMBER	ORGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED	PERCENTAGE OF FLIGHT OPERATIONS ARRIVING 15 MINUTES LATE OR MORE D/	NUMBER OF MIN LATE AVERAGE	MEDIAN
XE	2396	EWR-DTW	1729	27	85.19	57	43
AA	933	JFK-MIA	1200	31	80.65	38	26
OO	5727	PDX-OTH	712	20	80.00	36	23

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
EXPRESSJET	844	5	0.6
MESA	690	2	0.3
COMAIR	475	1	0.2
PINNACLE	739	1	0.1
CONTINENTAL	790	1	0.1
AMERICAN	1,644	2	0.1
UNITED	1,183	1	0.1
DELTA	1,308	1	0.1
SKYWEST	1,423	1	0.1
HAWAIIAN	172	0	0.0
FRONTIER	248	0	0.0
ALASKA	407	0	0.0
JETBLUE	489	0	0.0
AIRTRAN	672	0	0.0
ATLANTIC SOUTHEAST	738	0	0.0
NORTHWEST	844	0	0.0
AMERICAN EAGLE	1,270	0	0.0
US AIRWAYS	1,270	0	0.0
SOUTHWEST	3,454	0	0.0
<b>TOTAL</b>	<b>18,660</b>	<b>15</b>	<b>0.1</b>

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



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AIR TRAVEL CONSUMER REPORT  
TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	89.2	90.6	213	213
ADAK ISLAND AK (ADK)	55.6	44.4	9	9
AGUADILLA PR (BQN)	78.3	95.3	106	106
AKRON/CANTON OH (CAK)	82.8	86.7	751	752
ALBANY GA (ABY)	73.0	79.8	89	89
ALBANY NY (ALB)	88.8	89.9	1,020	1,021
ALBUQUERQUE NM (ABQ)	89.2	90.8	3,265	3,266
ALEXANDRIA LA (AEX)	88.1	91.0	177	177
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	88.2	90.1	467	466
AMARILLO TX (AMA)	82.2	86.7	676	676
ANCHORAGE AK (ANC)	79.5	85.2	1,396	1,396
APPLETON WI (ATW)	86.9	89.8	504	502
ASHEVILLE NC (AVL)	81.6	82.8	408	408
ASHLAND WV (HTS)	92.6	98.1	54	53
ASPEN CO (ASE)	81.1	84.4	243	244
ATLANTA GA (ATL)	80.3	83.5	34,699	34,702
AUGUSTA GA (AGS)	84.6	87.2	227	227
AUSTIN TX (AUS)	86.6	89.5	3,835	3,837
BAKERSFIELD CA (BFL)	82.5	91.6	263	262
BALTIMORE MD (BWI)	89.8	88.6	8,491	8,496
BANGOR ME (BGR)	88.5	89.3	244	244
BARROW AK (BRW)	77.4	67.7	62	62
BATON ROUGE LA (BTR)	85.8	85.4	791	789
BEAUMONT/PORT ARTHUR TX (BPT)	100.0	100.0	1	2
BEND/REDMOND OR (RDM)	86.3	90.4	270	270
BETHEL AK (BET)	77.5	67.4	89	89
BILLINGS MT (BIL)	90.3	92.8	349	349
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	96.8	96.8	62	62
BIRMINGHAM AL (BHM)	86.4	87.8	1,953	1,954
BISMARCK/MANDAN ND (BIS)	93.7	92.6	175	175
BLOOMINGTON IL (BMI)	82.2	88.4	398	398
BOISE ID (BOI)	91.7	93.3	1,318	1,317
BOSTON MA (BOS)	86.0	89.8	9,433	9,436
BOZEMAN MT (BZN)	91.8	96.4	331	331
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	81.8	89.4	170	170
BROWNSVILLE TX (BRO)	88.1	94.8	134	134
BRUNSWICK GA (BQK)	80.0	85.0	80	80
BUFFALO NY (BUF)	85.2	88.8	2,235	2,234
BURBANK CA (BUR)	90.1	91.1	2,552	2,551
BURLINGTON VT (BTV)	88.3	87.9	548	546
BUTTE MT (BTM)	93.5	95.2	62	62
CARLSBAD CA (CLD)	90.4	88.2	187	187
CASPER WY (CPR)	86.7	90.5	218	220

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR RAPIDS/IOWA CITY IA (CID)	90.1	91.2	764	764
CHAMPAIGN/URBANA IL (CMI)	86.8	92.7	205	205
CHARLESTON SC (CHS)	82.2	85.2	1,181	1,181
CHARLESTON/DUNBAR WV (CRW)	87.8	90.2	378	378
CHARLOTTE AMALIE VI (STT)	67.0	78.9	109	109
CHARLOTTE NC (CLT)	85.7	88.7	10,770	10,776
CHARLOTTESVILLE VA (CHO)	82.3	88.7	62	62
CHATTANOOGA TN (CHA)	86.0	89.6	413	413
CHICAGO IL (MDW)	90.8	87.3	7,260	7,260
CHICAGO IL (ORD)	84.8	85.5	28,834	28,850
CHICO CA (CIC)	79.0	84.0	119	119
CHRISTIANSTED VI (STX)	95.5	86.4	22	22
CLEVELAND OH (CLE)	88.0	91.1	5,143	5,146
CODY WY (COD)	76.5	91.8	85	85
COLLEGE STATION/BRYAN TX (CLL)	86.5	87.8	89	90
COLORADO SPRINGS CO (COS)	86.3	90.9	1,128	1,127
COLUMBIA SC (CAE)	81.7	83.7	891	891
COLUMBUS GA (CSG)	75.5	89.5	143	143
COLUMBUS MS (GTR)	87.1	90.6	85	85
COLUMBUS OH (CMH)	87.7	90.1	2,604	2,602
CORDOVA AK (CDV)	59.7	75.8	62	62
CORPUS CHRISTI TX (CRP)	90.0	93.2	498	498
COVINGTON KY (CVG)	91.2	90.7	6,706	6,708
CRESCENT CITY CA (CEC)	75.3	65.9	93	91
DALLAS TX (DAL)	88.5	83.9	4,429	4,428
DALLAS/FT.WORTH TX (DFW)	87.2	85.6	22,775	22,775
DAYTON OH (DAY)	88.8	92.7	1,372	1,371
DAYTONA BEACH FL (DAB)	70.2	83.4	151	151
DEADHORSE AK (SCC)	88.7	83.9	62	62
DENVER CO (DEN)	88.2	88.1	19,609	19,588
DES MOINES IA (DSM)	86.9	89.9	1,344	1,343
DETROIT MI (DTW)	91.6	91.7	12,652	12,650
DOTHAN AL (DHN)	80.0	91.7	120	120
DUBUQUE IA (DBQ)	90.0	90.8	120	120
DULUTH MN (DLH)	93.2	95.9	147	147
DURANGO CO (DRO)	88.5	92.0	252	251
EAGLE CO (EGE)	78.9	81.6	147	147
EL CENTRO CA (IPL)	96.5	94.7	57	57
EL PASO TX (ELP)	87.7	91.7	1,711	1,711
ELMIRA/CORNING NY (ELM)	96.4	98.2	112	112
ERIE PA (ERI)	96.7	96.7	120	120
EUGENE OR (EUG)	84.8	89.1	420	421
EUREKA/ARCATA CA (ACV)	72.7	74.4	322	324

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EVANSVILLE IN (EVV)	89.9	91.6	476	477
FAIRBANKS AK (FAI)	84.7	87.6	346	346
FARGO ND (FAR)	88.9	91.8	343	343
FAYETTEVILLE AR (XNA)	84.4	87.4	1,163	1,163
FAYETTEVILLE NC (FAY)	78.0	81.5	227	227
FLAGSTAFF AZ (FLG)	93.9	89.6	164	164
FLINT MI (FNT)	88.9	93.3	656	656
FLORENCE SC (FLO)	83.0	86.8	53	53
FORT LAUDERDALE FL (FLL)	84.7	87.2	4,711	4,711
FORT SMITH AR (FSM)	91.2	96.9	262	262
FORT WAYNE IN (FWA)	89.1	89.9	513	513
FRESNO CA (FAT)	84.2	86.4	1,038	1,038
FT. MYERS FL (RSW)	87.4	90.1	1,768	1,766
GAINESVILLE FL (GNV)	81.5	85.4	178	178
GILLETTE WY (GCC)	66.1	74.2	62	62
GRAND FORKS ND (GFK)	97.4	98.3	116	116
GRAND JUNCTION CO (GJT)	93.0	91.8	441	441
GRAND RAPIDS MI (GRR)	88.6	92.6	1,414	1,413
GREAT FALLS MT (GTF)	91.6	98.7	155	156
GREEN BAY/CLINTONVILLE WI (GRB)	90.0	91.0	611	610
GREENSBORO/HIGH POINT NC (GSO)	83.3	87.7	1,089	1,089
GREENVILLE/SPARTANBURG SC (GSP)	84.2	88.4	912	912
GULFPORT/BILOXI MS (GPT)	84.6	90.6	657	657
GUNNISON CO (GUC)	75.8	77.4	62	62
HANCOCK/HOUGHTON MI (CMX)	92.6	100.0	27	27
HARLINGEN/SAN BENITO TX (HRL)	85.4	88.4	397	397
HARRISBURG PA (MDT)	84.4	87.0	577	576
HARTFORD CT (BDL)	87.4	91.5	2,220	2,220
HELENA MT (HLN)	95.6	96.7	182	182
HILO HI (ITO)	86.7	89.1	661	661
HILTON HEAD SC (HHH)	59.7	72.6	62	62
HONOLULU HI (HNL)	86.6	90.6	4,407	4,408
HOUSTON TX (HOU)	88.2	85.3	4,671	4,670
HOUSTON TX (IAH)	86.0	88.8	14,442	14,448
HUNTSVILLE AL (HSV)	83.8	88.7	878	879
IDAHO FALLS ID (IDA)	92.1	95.2	253	249
INDIANAPOLIS IN (IND)	88.3	90.9	3,418	3,418
INDIO/PALM SPRINGS CA (PSP)	87.4	89.4	886	886
INYOKERN CA (IYK)	93.8	93.8	80	80
ISLIP NY (ISP)	91.2	90.6	808	808
ITHACA/CORTLAND NY (ITH)	96.8	71.0	31	31
JACKSON WY (JAC)	84.2	89.1	183	183
JACKSON/VICKSBURG MS (JAN)	85.3	91.2	1,027	1,027

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSONVILLE FL (JAX)	85.1	88.0	2,452	2,452
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	79.1	86.1	115	115
JUNEAU AK (JNU)	76.2	74.2	341	341
KAHULUI HI (OGG)	87.6	92.0	1,520	1,520
KALAMAZOO MI (AZO)	91.8	91.4	255	255
KALISPELL MT (FCA)	90.7	96.2	182	182
KANSAS CITY MO (MCI)	87.8	90.4	4,454	4,453
KETCHIKAN AK (KTN)	81.7	77.4	186	186
KEY WEST FL (EYW)	66.1	66.1	56	56
KILLEEN TX (GRK)	76.0	84.3	50	51
KLAMATH FALLS OR (LMT)	80.4	85.1	102	101
KNOXVILLE TN (TYS)	86.3	88.4	1,164	1,164
KODIAK AK (ADQ)	81.7	76.7	60	60
KONA HI (KOA)	87.6	92.0	975	975
KOTZEBUE AK (OTZ)	80.6	82.8	93	93
LA CROSSE WI (LSE)	92.1	93.3	178	178
LAFAYETTE LA (LFT)	84.6	90.7	396	396
LAKE CHARLES LA (LCH)	85.9	95.3	64	64
LANSING MI (LAN)	89.4	90.1	263	263
LAREDO TX (LRD)	88.3	92.8	197	195
LAS VEGAS NV (LAS)	89.7	89.1	13,934	13,932
LAWTON/FORT SILL OK (LAW)	81.8	87.0	99	100
LEWISBURG WV (LWB)	90.3	87.1	31	31
LEWISTON ID (LWS)	96.8	98.4	62	62
LEXINGTON KY (LEX)	86.7	88.1	841	842
LIHUE HI (LIH)	89.9	93.7	982	982
LINCOLN NE (LNK)	91.5	93.2	236	236
LITTLE ROCK AR (LIT)	85.1	88.1	1,178	1,178
LONG BEACH CA (LGB)	89.7	91.8	1,203	1,206
LONGVIEW/KILGOR/GLADWATR TX (GGG)	91.9	87.1	62	62
LOS ANGELES CA (LAX)	87.2	88.5	16,925	16,926
LOUISVILLE KY (SDF)	87.8	90.1	1,732	1,732
LUBBOCK TX (LBB)	87.5	90.6	618	618
LYNCHBURG VA (LYH)	91.8	98.0	49	49
MACON GA (MCN)	78.4	78.9	37	38
MADISON WI (MSN)	89.3	90.0	1,210	1,211
MANCHESTER NH (MHT)	85.4	87.0	1,510	1,511
MARQUETTE MI (MQT)	80.0	90.6	85	85
MEDFORD OR (MFR)	84.4	90.2	397	398
MELBOURNE FL (MLB)	69.6	80.6	181	180
MEMPHIS TN (MEM)	89.3	91.7	6,654	6,654
MERIDIAN MS (MEI)	91.4	94.8	58	58
MIAMI FL (MIA)	81.0	81.0	4,825	4,821

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MIDLAND/ODESSA TX (MAF)	86.7	90.3	543	544
MILWAUKEE WI (MKE)	90.1	91.0	3,283	3,281
MINNEAPOLIS/ST. PAUL MN (MSP)	89.9	91.4	10,050	10,050
MINOT ND (MOT)	94.6	96.8	93	93
MISSION/MCALLEN/EDINBURG TX (MFE)	87.7	92.7	342	342
MISSOULA MT (MSO)	91.1	94.5	271	271
MOBILE AL (MOB)	88.4	91.9	455	455
MODESTO CA (MOD)	74.1	76.9	143	143
MOLINE IL (MLI)	86.8	88.9	767	767
MONROE LA (MLU)	84.7	90.4	177	177
MONTEREY CA (MRY)	84.0	84.2	545	546
MONTGOMERY AL (MGM)	85.6	89.3	327	327
MONTROSE/DELTA CO (MTJ)	90.1	91.7	121	121
MYRTLE BEACH SC (MYR)	82.5	86.8	405	403
NASHVILLE TN (BNA)	87.5	87.6	4,732	4,732
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	85.5	88.7	62	62
NEW ORLEANS LA (MSY)	86.1	88.7	3,099	3,096
NEW YORK NY (JFK)	81.7	87.6	9,044	9,038
NEW YORK NY (LGA)	75.0	85.8	10,076	10,077
NEWARK NJ (EWR)	69.7	79.7	10,707	10,710
NEWBURGH/POUGHKEEPSIE NY (SWF)	87.2	94.1	187	186
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	83.0	87.7	507	506
NOME AK (OME)	81.7	84.9	93	93
NORFOLK VA (ORF)	85.1	88.7	1,319	1,319
NORTH BEND/COOS BAY OR (OTH)	53.9	62.7	102	102
OAKLAND CA (OAK)	90.4	88.4	4,975	4,975
OKLAHOMA CITY OK (OKC)	85.7	90.7	1,948	1,946
OMAHA NE (OMA)	87.5	89.8	2,191	2,188
ONTARIO/SAN BERNARDINO CA (ONT)	89.3	90.6	2,317	2,318
ORLANDO FL (MCO)	86.5	88.7	9,736	9,738
OXNARD/VENTURA CA (OXR)	91.3	91.3	115	115
PALMDALE CA (PMD)	73.5	72.4	98	98
PANAMA CITY FL (PFN)	81.0	86.1	310	310
PASCO/KENNEWICK/RICHLAND WA (PSC)	92.1	98.3	178	178
PENSACOLA FL (PNS)	83.7	88.6	656	656
PEORIA IL (PIA)	90.4	92.3	457	457
PETERSBURG AK (PSG)	71.0	79.0	62	62
PHILADELPHIA PA (PHL)	84.1	86.3	8,555	8,561
PHOENIX AZ (PHX)	88.7	88.5	15,642	15,646
PITTSBURGH PA (PIT)	85.6	87.7	3,260	3,261
PONCE PR (PSE)	93.2	93.0	44	43
PORTLAND ME (PWM)	85.6	87.5	416	417
PORTLAND OR (PDX)	87.2	91.9	4,631	4,632

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PROVIDENCE RI (PVD)	88.0	89.5	1,835	1,835
RALEIGH/DURHAM NC (RDU)	85.1	87.3	4,790	4,790
RAPID CITY SD (RAP)	90.3	94.7	373	374
REDDING CA (RDD)	79.0	85.5	124	124
RENO NV (RNO)	89.9	91.2	1,789	1,788
RHINELANDER WI (RHI)	92.6	92.6	27	27
RICHMOND VA (RIC)	83.3	87.1	1,647	1,645
ROANOKE VA (ROA)	85.4	85.1	328	328
ROCHESTER MN (RST)	91.9	89.5	209	209
ROCHESTER NY (ROC)	83.7	85.9	1,142	1,142
ROCK SPRINGS WY (RKS)	80.6	82.3	62	62
ROSWELL NM (ROW)	80.9	84.3	89	89
SACRAMENTO CA (SMF)	89.1	90.0	4,125	4,124
SAGINAW/BAY CITY/MIDLAND MI (MBS)	87.0	91.6	238	238
SALEM OR (SLE)	100.0	100.0	16	17
SALT LAKE CITY UT (SLC)	92.5	93.7	9,675	9,679
SAN ANTONIO TX (SAT)	87.0	90.2	3,571	3,571
SAN DIEGO CA (SAN)	87.8	88.9	7,364	7,362
SAN FRANCISCO CA (SFO)	81.1	84.4	11,657	11,658
SAN JOSE CA (SJC)	89.9	91.0	4,655	4,656
SAN JUAN PR (SJU)	80.4	86.3	1,204	1,202
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	84.3	84.9	464	464
SANTA ANA CA (SNA)	89.7	90.1	3,881	3,880
SANTA BARBARA CA (SBA)	87.1	86.0	1,035	1,034
SANTA MARIA CA (SMX)	85.0	84.4	147	147
SARASOTA/BRADENTON FL (SRQ)	78.9	88.8	393	393
SAVANNAH GA (SAV)	81.2	86.5	1,058	1,058
SCRANTON/WILKES-BARRE PA (AVP)	90.9	90.9	209	208
SEATTLE WA (SEA)	83.7	88.8	8,951	8,949
SHREVEPORT LA (SHV)	87.1	90.7	680	680
SIOUX FALLS SD (FSD)	85.1	89.2	518	518
SITKA AK (SIT)	67.7	84.9	93	93
SOUTH BEND IN (SBN)	87.1	86.7	472	472
SPOKANE WA (GEG)	88.3	92.7	1,137	1,135
SPRINGFIELD IL (SPI)	86.0	84.0	50	50
SPRINGFIELD MO (SGF)	88.8	90.3	753	752
ST. GEORGE UT (SGU)	88.7	87.1	62	62
ST. LOUIS MO (STL)	87.3	88.0	5,306	5,305
STATE COLLEGE PA (SCE)	93.5	95.2	62	62
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	90.3	94.6	93	93
SYRACUSE NY (SYR)	85.0	85.1	848	848
TALLAHASSEE FL (TLH)	77.8	87.8	441	443
TAMPA FL (TPA)	85.9	88.6	5,888	5,888

OCTOBER 2008

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TEXARKANA AR (TXK)	88.2	93.5	93	93
TOLEDO OH (TOL)	87.5	93.3	120	120
TRAVERSE CITY MI (TVC)	91.0	91.3	344	344
TUCSON AZ (TUS)	88.0	90.7	1,869	1,870
TULSA OK (TUL)	86.1	90.4	1,812	1,811
TYLER TX (TYR)	88.2	91.4	93	93
VALDOSTA GA (VLD)	84.7	92.9	85	85
VALPARAISO FL (VPS)	81.1	87.1	518	518
WACO TX (ACT)	88.7	88.7	124	124
WASHINGTON DC (DCA)	88.9	91.1	7,274	7,275
WASHINGTON DC (IAD)	84.5	84.8	5,915	5,913
WATERLOO IA (ALO)	85.2	92.6	27	27
WAUSAU/MARSHFIELD WI (CWA)	86.7	90.4	271	271
WEST PALM BEACH/PALM BEACH FL (PBI)	79.1	86.5	1,862	1,861
WHITE PLAINS NY (HPN)	87.5	88.0	784	783
WICHITA KS (ICT)	84.4	87.3	1,135	1,134
WILMINGTON NC (ILM)	85.0	87.6	346	346
WRANGELL AK (WRG)	71.0	80.6	62	62
YAKUTAT AK (YAK)	58.1	71.0	62	62
YUMA AZ (YUM)	91.0	86.9	267	267

OCTOBER 2008

**AIR TRAVEL CONSUMER REPORT**  
**TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS**  
**BY CARRIER**

CARRIER A/	AT 32 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
MESA	19	10,731	100	0.9	115	20,675	230	1.1
AMERICAN EAGLE	17	21,541	166	0.8	110	38,170	295	0.8
ALASKA	17	7,892	34	0.4	45	12,294	93	0.8
US AIRWAYS	30	30,316	210	0.7	79	36,982	257	0.7
UNITED	29	29,878	207	0.7	75	35,482	238	0.7
SKYWEST	20	23,468	136	0.6	135	42,812	279	0.7
AMERICAN	29	40,526	275	0.7	75	49,788	321	0.6
PINNACLE	19	8,480	44	0.5	114	22,216	143	0.6
SOUTHWEST	19	55,787	407	0.7	64	101,756	620	0.6
DELTA	30	31,067	204	0.7	93	38,645	227	0.6
EXPRESSJET	20	12,522	83	0.7	98	24,095	139	0.6
HAWAIIAN	7	345	0	0.0	14	5,435	27	0.5
COMAIR	21	9,501	34	0.4	73	13,548	53	0.4
ATLANTIC SOUTHEAST	9	10,812	27	0.2	109	21,428	80	0.4
JETBLUE	19	10,222	34	0.3	43	14,548	52	0.4
AIRTRAN	25	15,141	52	0.3	56	20,544	65	0.3
CONTINENTAL	26	18,415	49	0.3	57	22,778	60	0.3
FRONTIER	22	6,090	10	0.2	39	7,569	14	0.2
NORTHWEST	30	18,801	26	0.1	83	25,560	41	0.2
<b>Total</b>		<b>361,535</b>	<b>2,098</b>	<b>0.6</b>	<b>Total</b>	<b>554,325</b>	<b>3,234</b>	<b>0.6</b>

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

**OCTOBER 2008  
AIR TRAVEL CONSUMER REPORT  
TABLE 9. CAUSES OF DELAY\*, BY CARRIER\*\***

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
9E	22216	20146	90.68%	143	0.64%	30	0.14%	587	2.64%	40	0.18%	786	3.54%	2	0.01%	482	2.17%
AA	49788	41635	83.62%	321	0.64%	92	0.18%	2680	5.38%	104	0.21%	3133	6.29%	9	0.02%	1813	3.64%
AS	12294	10375	84.39%	93	0.76%	23	0.19%	576	4.68%	0	0.00%	676	5.50%	0	0.00%	551	4.48%
B6	14548	12619	86.74%	52	0.36%	40	0.27%	451	3.10%	10	0.07%	933	6.42%	3	0.02%	440	3.02%
CO	22778	18537	81.38%	60	0.26%	67	0.29%	994	4.36%	102	0.45%	2323	10.20%	12	0.05%	683	3.00%
DL	38645	31552	81.65%	227	0.59%	47	0.12%	1533	3.97%	91	0.24%	3459	8.95%	0	0.00%	1735	4.49%
EV	21428	17217	80.35%	80	0.37%	36	0.17%	1024	4.78%	68	0.32%	1546	7.21%	2	0.01%	1454	6.79%
F9	7569	6746	89.13%	14	0.18%	5	0.07%	235	3.10%	19	0.26%	403	5.32%	0	0.00%	147	1.95%
FL	20544	17382	84.61%	65	0.32%	26	0.13%	534	2.60%	6	0.03%	1294	6.30%	0	0.00%	1236	6.02%
HA	5435	4886	89.90%	27	0.50%	3	0.06%	334	6.15%	4	0.08%	4	0.08%	2	0.03%	174	3.21%
MQ	38170	33194	86.96%	295	0.77%	47	0.12%	1427	3.74%	77	0.20%	1548	4.05%	0	0.00%	1583	4.15%
NW	25560	23002	89.99%	41	0.16%	27	0.11%	873	3.41%	126	0.49%	1149	4.49%	3	0.01%	339	1.33%
OH	13548	11562	85.34%	53	0.39%	13	0.10%	671	4.95%	270	1.99%	925	6.82%	1	0.00%	54	0.40%
OO	42812	37496	87.58%	279	0.65%	58	0.14%	1017	2.38%	77	0.18%	1755	4.10%	12	0.03%	2118	4.95%
UA	35482	30627	86.32%	238	0.67%	46	0.13%	1313	3.70%	78	0.22%	1649	4.65%	4	0.01%	1528	4.31%
US	36982	32345	87.46%	257	0.69%	45	0.12%	1213	3.28%	10	0.03%	2280	6.17%	20	0.05%	812	2.19%
WN	101756	91144	89.57%	620	0.61%	132	0.13%	3090	3.04%	150	0.15%	1551	1.52%	36	0.04%	5033	4.95%
XE	24095	19710	81.80%	139	0.58%	88	0.37%	750	3.11%	100	0.41%	2210	9.17%	12	0.05%	1086	4.51%
YV	20675	16634	80.45%	230	1.11%	42	0.20%	2076	10.04%	110	0.53%	1052	5.09%	33	0.16%	498	2.41%
TOTAL	554325	476809		3234		867		21379		1442		28675		151		21768	
			86.02%		0.58%		0.16%		3.86%		0.26%		5.17%		0.03%		3.93%

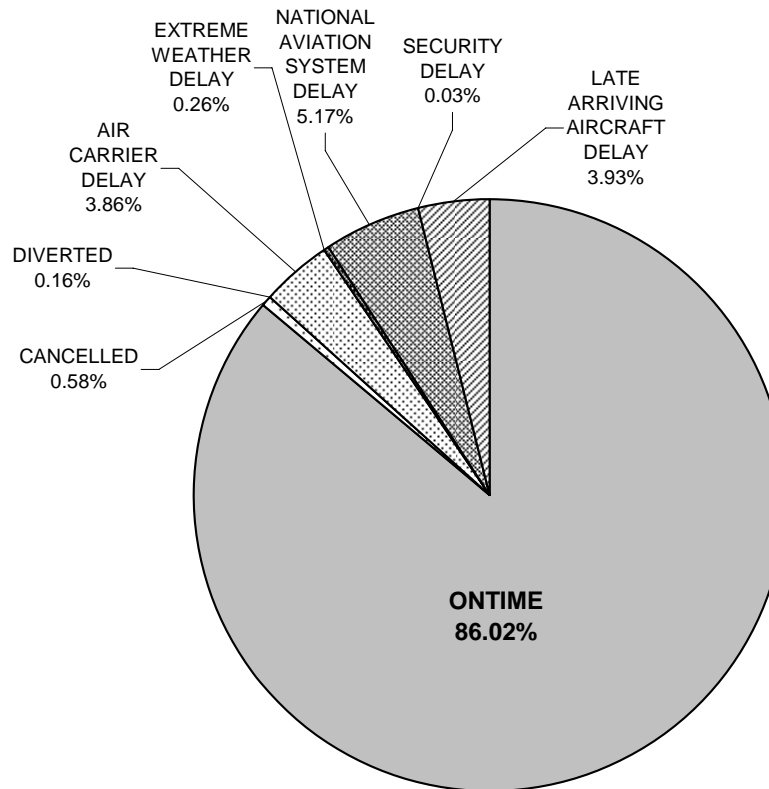
**\*Causes of Delay:**

- 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.

OCTOBER 2008  
 AIR TRAVEL CONSUMER REPORT  
 TABLE 10. OVERALL CAUSES OF DELAY\*



**Causes of Delay:**

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

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

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

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## AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Scheduled Departure Time	Minutes of Tarmac Delay
XE	2356	BHM	IAH	10/15/2008	1520	308
XE	2406	DAL	IAH	10/22/2008	1600	269
XE	2497	IAH	ICT	10/15/2008	1545	256
XE	2335	MCI	IAH	10/22/2008	1424	249
XE	2207	ICT	IAH	10/15/2008	1616	244

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

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

NOTE: This table was updated by BTS on April 20, 2009 as a result of carrier resubmissions of flight delay data.



OCTOBER 2008

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 3 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
AA	49,788	2	0.0040
CO	22,778	12	0.0527
DL	38,645	1	0.0026
EV	21,428	1	0.0047
FL	20,544	1	0.0049
NW	25,560	1	0.0039
OH	13,547	1	0.0074
OO	44,695	1	0.0022
UA	35,481	2	0.0056
US	36,982	3	0.0081
XE	24,095	24	0.0996
WN	101,756	0	0.0000
9E	22,216	0	0.0000
YV	20,675	0	0.0000
AS	12,294	0	0.0000
MQ	38,170	0	0.0000
HA	5,435	0	0.0000
B6	14,547	0	0.0000
F9	7,569	0	0.0000
TOTAL	556,205	49	0.0088

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

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

NOTE: This table was updated by BTS on April 20, 2009 as a result of carrier resubmissions of flight delay data.

**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 32 airports for which data must be reported. Data include all reported domestic flight operations to the 32 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 32 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

**APPENDIX**

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

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

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

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

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

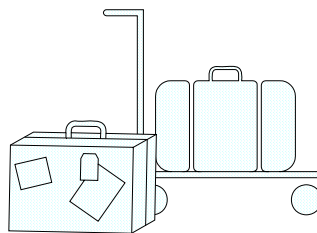
**Air Carriers Voluntarily Reporting  
Data to DOT and to CRS Vendors**

9E	Pinnacle Airlines (eff. 01/08)
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\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #16, issued October 31, 2007, effective January 1, 2008.

## **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.



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

RANK	AIRLINE	OCTOBER 2008			OCTOBER 2007		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	NORTHWEST AIRLINES	5,299	2,986,719	1.77	14,534	3,715,902	3.91
2	AIRTRAN AIRWAYS	3,800	2,029,054	1.87	7,501	2,084,606	3.60
3	FRONTIER AIRLINES	2,009	861,098	2.33	3,581	876,515	4.09
4	HAWAIIAN AIRLINES	1,556	656,306	2.37	2,069	613,250	3.37
5	ALASKA AIRLINES	3,110	1,220,472	2.55	7,328	1,263,010	5.80
6	CONTINENTAL AIRLINES	7,556	2,825,027	2.67	11,613	3,228,193	3.60
7	JETBLUE AIRWAYS	4,601	1,559,379	2.95	5,345	1,641,382	3.26
8	US AIRWAYS	12,715	4,124,334	3.08	28,590	4,456,335	6.42
9	SOUTHWEST AIRLINES	27,315	8,817,051	3.10	39,307	8,739,459	4.50
10	AMERICAN AIRLINES	21,119	6,144,492	3.44	35,580	6,723,311	5.29
11	UNITED AIRLINES	15,429	4,445,721	3.47	20,147	4,921,731	4.09
12	EXPRESSJET AIRLINES	3,648	930,309	3.92	9,205	1,352,613	6.81
13	PINNACLE AIRLINES	3,791	901,669	4.20	6,253	865,512	7.22
14	SKYWEST AIRLINES	8,036	1,747,242	4.60	14,906	1,933,852	7.71
15	DELTA AIR LINES	26,142	5,345,864	4.89	35,804	5,460,845	6.56
16	COMAIR	3,027	596,558	5.07	5,965	820,704	7.27
17	MESA AIRLINES	5,485	986,780	5.56	8,363	1,078,054	7.76
18	AMERICAN EAGLE AIRLINES	9,110	1,347,035	6.76	15,351	1,604,364	9.57
19	ATLANTIC SOUTHEAST AIRLINES	8,411	975,206	8.62	10,215	1,078,529	9.47
TOTALS **		172,159	48,500,316	3.55	281,657	52,458,167	5.37

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

\*\* Aloha Airlines was ranked in this section every month during 2007, and for the months of January and February 2008. The carrier's ranking in this table ceased effective with the May 2008-issued report as a result of its cessation of all flight operations on March 31, 2008. Totals for October 2007 reflect the deletion of Aloha's data for that month.

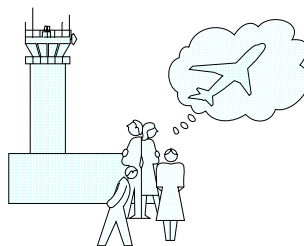
## OVERSALES

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.



Office of Aviation Enforcement and Proceedings  
U.S. Department of Transportation

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

RANK	AIRLINE	JULY - SEPTEMBER 2008				JULY - SEPTEMBER 2007			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	25	3	5,637,086	<b>0.01</b>	3	7	5,528,265	<b>0.01</b>
2	<b>HAWAIIAN AIRLINES</b>	42	11	2,049,060	<b>0.05</b>	41	3	1,879,970	<b>0.02</b>
3	<b>ALASKA AIRLINES</b>	1,877	210	4,330,749	<b>0.48</b>	4,918	382	4,566,785	<b>0.84</b>
4	<b>AIRTRAN AIRWAYS</b>	14,827	321	6,612,928	<b>0.49</b>	8,873	86	6,442,786	<b>0.13</b>
5	<b>NORTHWEST AIRLINES</b>	11,540	536	11,008,983	<b>0.49</b>	19,753	928	12,369,153	<b>0.75</b>
6	<b>AMERICAN AIRLINES</b>	10,960	1,101	21,237,007	<b>0.52</b>	15,517	1,381	22,581,220	<b>0.61</b>
7	<b>SOUTHWEST AIRLINES</b>	14,145	1,494	25,694,071	<b>0.58</b>	29,744	3,138	27,242,613	<b>1.15</b>
8	<b>FRONTIER AIRLINES</b>	1,053	173	2,869,297	<b>0.60</b>	1,148	164	2,842,192	<b>0.58</b>
9	<b>US AIRWAYS</b>	18,559	1,252	14,263,574	<b>0.88</b>	14,620	1,265	14,238,888	<b>0.89</b>
10	<b>SKYWEST AIRLINES</b>	12,280	672	5,338,081	<b>1.26</b>	5,281	337	2,120,292	<b>1.59</b>
11	<b>CONTINENTAL AIRLINES</b>	9,036	1,348	10,171,175	<b>1.33</b>	9,398	1,401	10,922,476	<b>1.28</b>
12	<b>MESA AIRLINES</b>	6,718	412	2,883,119	<b>1.43</b>	4,252	240	1,838,532	<b>1.31</b>
13	<b>PINNACLE AIRLINES</b>	353	39	268,585	<b>1.45</b>	*	*	*	*
14	<b>AMERICAN EAGLE AIRLINES</b>	2,588	692	4,191,353	<b>1.65</b>	265	51	639,514	<b>0.80</b>
15	<b>DELTA AIR LINES</b>	18,629	2,838	17,188,020	<b>1.65</b>	15,971	3,581	17,820,084	<b>2.01</b>
16	<b>EXPRESSJET AIRLINES</b>	4,798	582	3,457,303	<b>1.68</b>	*	*	*	*
17	<b>UNITED AIRLINES</b>	29,613	2,586	15,278,008	<b>1.69</b>	23,109	1,226	16,278,945	<b>0.75</b>
18	<b>COMAIR</b>	5,058	721	2,078,403	<b>3.47</b>	1,185	113	402,849	<b>2.81</b>
19	<b>ATLANTIC SOUTHEAST AIRLINES</b>	7,432	1,219	3,132,410	<b>3.89</b>	2,196	473	1,150,031	<b>4.11</b>
	<b>TOTALS**</b>	169,533	16,210	157,689,212	<b>1.03</b>	156,274	14,776	148,864,595	<b>0.99</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more (prior to the 2<sup>nd</sup> quarter 2008, the reporting threshold was for aircraft with more than 60 seats). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report. Pinnacle Airlines' ranking in this table was effective the 4<sup>th</sup> quarter 2007. ExpressJet Airlines' ranking in this table was effective the 2<sup>nd</sup> quarter 2008.

\*\* Aloha Airlines ceased all flight operations on March 31, 2008. Aloha's ranking in this table ceased effective with the May 2008-issued report. The carrier was ranked in this table for each of the four quarters in 2007. Totals for July-September 2007 reflect the deletion of Aloha's data for that quarter.

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2008				JANUARY - SEPTEMBER 2007			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	51	17	16,792,270	<b>0.01</b>	3	40	16,206,105	<b>0.02</b>
2	<b>HAWAIIAN AIRLINES</b>	240	47	5,936,036	<b>0.08</b>	841	101	5,330,835	<b>0.19</b>
3	<b>AIRTRAN AIRWAYS</b>	30,929	662	18,864,674	<b>0.35</b>	23,335	302	17,845,917	<b>0.17</b>
4	<b>ALASKA AIRLINES</b>	6,357	690	12,033,542	<b>0.57</b>	12,365	817	12,204,805	<b>0.67</b>
5	<b>AMERICAN AIRLINES</b>	46,506	4,472	63,142,044	<b>0.71</b>	60,186	5,156	66,125,039	<b>0.78</b>
6	<b>NORTHWEST AIRLINES</b>	40,624	2,499	33,413,788	<b>0.75</b>	61,050	3,496	36,451,399	<b>0.96</b>
7	<b>FRONTIER AIRLINES</b>	3,315	656	8,149,208	<b>0.80</b>	3,554	773	7,978,011	<b>0.97</b>
8	<b>SOUTHWEST AIRLINES</b>	57,154	8,013	77,953,568	<b>1.03</b>	71,455	8,934	77,035,059	<b>1.16</b>
9	<b>UNITED AIRLINES</b>	72,320	5,360	44,701,166	<b>1.20</b>	74,259	3,511	48,060,762	<b>0.73</b>
10	<b>CONTINENTAL AIRLINES</b>	29,738	4,354	31,066,373	<b>1.40</b>	29,380	5,257	32,151,774	<b>1.64</b>
11	<b>MESA AIRLINES</b>	18,296	1,018	7,247,949	<b>1.40</b>	12,618	765	5,555,408	<b>1.38</b>
12	<b>SKYWEST AIRLINES</b>	25,319	1,533	10,817,929	<b>1.42</b>	16,417	1,152	5,983,462	<b>1.93</b>
13	<b>US AIRWAYS</b>	66,079	5,854	40,225,335	<b>1.46</b>	58,562	5,229	41,961,111	<b>1.25</b>
14	<b>DELTA AIR LINES</b>	49,256	8,044	49,644,761	<b>1.62</b>	70,166	14,682	51,225,231	<b>2.87</b>
15	<b>AMERICAN EAGLE AIRLINES</b>	3,278	1,010	5,296,911	<b>1.91</b>	915	213	1,856,387	<b>1.15</b>
16	<b>PINNACLE AIRLINES</b>	808	160	592,424	<b>2.70</b>	*	*	*	*
17	<b>COMAIR</b>	9,540	1,449	3,989,794	<b>3.63</b>	4,463	425	1,260,678	<b>3.37</b>
18	<b>ATLANTIC SOUTHEAST AIRLINES</b>	15,253	2,512	6,424,955	<b>3.91</b>	7,967	1,556	3,287,924	<b>4.73</b>
*	<b>EXPRESSJET AIRLINES</b>	*	*	*	*	*	*	*	*
	<b>TOTALS **</b>	475,063	48,350	436,292,727	<b>1.11</b>	507,536	52,409	430,519,907	<b>1.22</b>

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

\* U.S. Airlines with at least one percent of total domestic scheduled-service passenger revenues that operate aircraft with a passenger capacity of 30 seats or more (prior to the 2<sup>nd</sup> quarter 2008, the reporting threshold was for aircraft with more than 60 seats). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report. Pinnacle Airlines' ranking in this table was effective the 4<sup>th</sup> quarter 2007. ExpressJet Airlines' ranking in this table is effective with the 2<sup>nd</sup> quarter report.

\*\* Aloha Airlines ceased all flight operations on March 31, 2008. Aloha's ranking in this table ceased effective with the May 2008-issued report. The carrier was ranked in this table for each of the four quarters in 2007. Totals for January-September 2007 reflect the deletion of Aloha's data for that nine-month period.



## **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

	OCTOBER 2008				OCTOBER 2007			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	514	58	3	73	920	53	2	126
FOREIGN AIRLINES	104	2	0	11	162	3	0	9
TRAVEL AGENTS	3	1	0	1	15	1	0	2
TOUR OPERATORS	5	0	0	2	2	0	0	0
MISCELLANEOUS	1	2	0	6	0	2	0	0
<b>INDUSTRY TOTALS</b>	<b>627</b>	<b>63</b>	<b>3</b>	<b>93</b>	<b>1,099</b>	<b>59</b>	<b>2</b>	<b>137</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	OCTOBER 2008			OCTOBER 2007		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	152		1	349	
CANCELLATIONS			65			116
MISCONNECTIONS			41			49
DELAYS			25			136
BAGGAGE	2	110		2	234	
RES/TKTG/BOARDING	3	98		3	142	
CUSTOMER SERVICE	4	89		4	101	
REFUNDS	5	55		5	100	
DISABILITY	6	40		6	58	
OTHER	7	27		8	29	
FREQUENT FLYER			19			26
FARES	8	23		7	43	
OVERSALES	9	20		9	28	
DISCRIMINATION	10	10		10	11	
ADVERTISING	11	3		11	3	
ANIMALS	12	0		12	1	
<b>COMPLAINT TOTAL</b>		<b>627</b>			<b>1,099</b>	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

OCTOBER 2008

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
ALTRAN AIRWAYS	3	1	2	1	0	0	4	1	0	1	0	0	13
AMERICAN AIRLINES	20	0	8	1	4	12	9	2	0	4	0	4	64
AMERICAN EAGLE AIRLINES	2	1	1	0	0	0	2	0	0	0	0	0	6
COLGAN AIRWAYS	4	0	0	0	0	0	1	0	0	0	0	0	5
CONTINENTAL AIRLINES	4	1	4	4	2	10	4	0	0	0	0	1	30
DELTA AIRLINES	21	1	16	4	9	18	11	5	1	0	0	4	90
FREEDOM AIRLINES	3	1	0	0	0	1	0	0	0	0	0	0	5
FRONTIER AIRLINES	3	0	1	1	1	0	2	2	0	0	0	0	10
JETBLUE AIRWAYS	7	1	0	0	2	1	2	4	0	1	0	1	19
MESA AIRLINES	3	0	0	0	0	0	2	1	0	0	0	0	6
MIDWEST AIRLINES	2	0	0	1	1	1	0	1	0	0	0	0	6
NORTHWEST AIRLINES	3	2	3	0	3	2	5	3	0	0	0	1	22
PINNACLE AIRLINES	3	1	0	0	0	1	0	0	0	0	0	0	5
SKYWEST AIRLINES	2	0	1	0	0	0	1	1	0	0	0	0	5
SOUTHWEST AIRLINES	1	0	1	0	0	3	5	2	0	2	0	0	14
SPIRIT AIRLINES	4	0	9	0	3	7	7	1	0	0	0	0	31
UNITED AIRLINES	18	2	9	0	3	14	13	4	1	0	0	5	69
US AIRWAYS	12	3	15	5	9	7	11	3	0	1	0	3	69
OTHER U. S. AIRLINES	17	2	3	1	7	8	3	3	1	0	0	0	45
<b>TOTAL OCTOBER 2008</b>	<b>132</b>	<b>16</b>	<b>73</b>	<b>18</b>	<b>44</b>	<b>85</b>	<b>82</b>	<b>33</b>	<b>3</b>	<b>9</b>	<b>0</b>	<b>19</b>	<b>514</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>25.7</b>	<b>3.1</b>	<b>14.2</b>	<b>3.5</b>	<b>8.6</b>	<b>16.5</b>	<b>16.0</b>	<b>6.4</b>	<b>0.6</b>	<b>1.8</b>	<b>0</b>	<b>3.7</b>	
<b>TOTAL OCTOBER 2007</b>	<b>314</b>	<b>26</b>	<b>110</b>	<b>36</b>	<b>79</b>	<b>184</b>	<b>86</b>	<b>46</b>	<b>2</b>	<b>9</b>	<b>1</b>	<b>27</b>	<b>920</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>34.1</b>	<b>2.8</b>	<b>12.0</b>	<b>3.9</b>	<b>8.6</b>	<b>20.0</b>	<b>9.3</b>	<b>5.0</b>	<b>0.2</b>	<b>1.0</b>	<b>0.1</b>	<b>2.9</b>	

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

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

Table 4

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

OCTOBER 2008

U. S. AIRLINES*	COMPS RECD IN OCT	INCI - DENTS IN OCT	PERCENT	INCI - DENTS IN SEP	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	13	7	53.8	0	0.0	5	38.5	1	7.7
AMERICAN AIRLINES	64	16	25.0	10	15.6	28	43.8	10	15.6
AMERICAN EAGLE AIRLINES	6	0	0.0	1	16.7	3	50.0	2	33.3
COLGAN AIRWAYS CORPORATION	5	3	60.0	1	20.0	1	20.0	0	0.0
CONTINENTAL AIRLINES	30	15	50.0	1	3.3	5	16.7	9	30.0
DELTA AIRLINES	90	34	37.8	16	17.8	31	34.4	9	10.0
FREEDOM AIRLINES	5	3	60.0	1	20.0	0	0.0	1	20.0
FRONTIER AIRLINES	10	3	30.0	1	10.0	6	60.0	0	0.0
JETBLUE AIRWAYS	19	8	42.1	4	21.1	5	26.3	2	10.5
MESA AIRLINES	6	3	50.0	0	0.0	3	50.0	0	0.0
MIDWEST AIRLINES	6	0	0.0	1	16.7	5	83.3	0	0.0
NORTHWEST AIRLINES	22	6	27.3	4	18.2	7	31.8	5	22.7
PINNACLE AIRLINES	5	2	40.0	3	60.0	0	0.0	0	0.0
SKYWEST AIRLINES	5	3	60.0	0	0.0	2	40.0	0	0.0
SOUTHWEST AIRLINES	14	7	50.0	2	14.3	3	21.4	2	14.3
SPIRIT AIRLINES	31	9	29.0	1	3.2	12	38.7	9	29.0
UNITED AIRLINES	69	21	30.4	13	18.8	25	36.2	10	14.5
US AIRWAYS	69	21	30.4	14	20.3	27	39.1	7	10.1
OTHER U. S. AIRLINES	45	17	37.8	9	20.0	15	33.3	4	8.9
<b>TOTALS</b>	<b>514</b>	<b>178</b>	<b>34.6</b>	<b>82</b>	<b>16.0</b>	<b>183</b>	<b>35.6</b>	<b>71</b>	<b>13.8</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>920</b>	<b>311</b>	<b>33.8</b>	<b>181</b>	<b>19.7</b>	<b>330</b>	<b>35.9</b>	<b>98</b>	<b>10.7</b>

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

Table 5

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

OCTOBER 2008

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DI SAB- ILITY	ADVERT- ISING	DI SCRIM- INATION	ANI MALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	2	0	3	0	3	1	0	0	0	0	0	2	11
AIR INDIA	3	1	1	0	0	0	0	0	0	0	0	0	5
ALITALIA AIRLINES	1	1	1	0	0	4	0	0	0	0	0	0	7
BRITISH AIRWAYS	2	0	2	1	0	4	0	2	0	0	0	0	11
KLM	0	0	2	0	1	2	0	0	0	0	0	0	5
LUFTHANSA	1	0	2	1	0	0	2	2	0	0	0	0	8
MEXICANA	1	0	0	1	0	4	0	0	0	1	0	0	7
OTHER FOREIGN AIRLINES	9	2	10	1	7	10	5	3	0	0	0	3	50
<b>TOTALS</b>	<b>19</b>	<b>4</b>	<b>21</b>	<b>4</b>	<b>11</b>	<b>25</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>104</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	3	0	0	0	0	0	0	0	0	0	3
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	1	0	1	1	0	0	0	0	0	0	0	2	5
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>5</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	0	0	0	0	0	0	0	0	0	1	1
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

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

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

TABLE 6

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

RANK	AIRLINE	OCTOBER 2008			OCTOBER 2007		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>ATLANTIC SOUTHEAST AIRLINES</i>	1	982,630	0.10	20	1,100,152	1.82
2	<i>SOUTHWEST AIRLINES</i>	14	8,575,144	0.16	19	8,531,972	0.22
3	<i>EXPRESSJET AIRLINES</i>	2	1,038,016	0.19	4	1,480,505	0.27
4	<i>ALASKA AIRLINES</i>	3	1,270,047	0.24	11	1,362,022	0.81
5	<i>SKYWEST AIRLINES</i>	5	1,736,271	0.29	8	1,910,751	0.42
6	<i>AMERICAN EAGLE AIRLINES</i>	6	1,370,184	0.44	21	1,618,269	1.30
7	<i>COMAIR</i>	3	612,749	0.49	12	838,872	1.43
8	<i>PINNACLE AIRLINES</i>	5	910,709	0.55	10	885,331	1.13
9	<i>NORTHWEST AIRLINES</i>	22	3,749,475	0.59	49	4,433,803	1.11
10	<i>HAWAIIAN AIRLINES</i>	4	646,756	0.62	9	607,393	1.48
11	<i>MESA AIRLINES</i>	6	949,750	0.63	14	1,034,407	1.35
12	<i>AIRTRAN AIRWAYS</i>	13	1,969,880	0.66	19	2,022,685	0.94
13	<i>CONTINENTAL AIRLINES</i>	30	3,575,738	0.84	46	3,964,167	1.16
14	<i>AMERICAN AIRLINES</i>	64	7,437,440	0.86	116	8,181,254	1.42
15	<i>JETBLUE AIRWAYS</i>	19	1,598,391	1.19	16	1,625,534	0.98
16	<i>FRONTIER AIRLINES</i>	10	829,589	1.21	13	885,753	1.47
17	<i>UNITED AIRLINES</i>	69	5,147,016	1.34	113	5,653,589	2.00
18	<i>DELTA AIR LINES</i>	90	6,056,889	1.49	113	6,089,929	1.86
19	<i>US AIRWAYS</i>	69	4,401,269	1.57	123	4,708,582	2.61
	<b>TOTAL **</b>	<b>435</b>	<b>52,857,943</b>	<b>0.82</b>	<b>736</b>	<b>56,934,970</b>	<b>1.29</b>

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

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

\*\* Aloha Airlines was ranked in this section every month during 2007, and for the months of January and February 2008. The carrier's ranking in this table ceased effective with the May 2008-issued report as a result of its cessation of all flight operations on March 31, 2008. Totals for October 2007 reflect the deletion of Aloha'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.

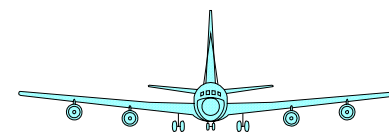
**Disability:** Civil rights complaints by air travelers with disabilities.

**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 Department of Homeland Security for the Month of October 2008 as provided by the Transportation Security Administration <sup>a</sup>

The Transportation Security Administration screened approximately 53.5 million airline passengers and their 48 million checked bags during October as part of its efforts to secure the homeland. Since its formation, the TSA has maintained a strong focus on customer service and it encourages passengers to contact it to provide feedback. The TSA began collecting customer service data voluntarily in order to improve security operations. TSA values all input and encourages passengers to contact it if they believe that the level of service provided does not meet their expectations. Below is a summary of contacts with TSA either by e-mail, phone, or written correspondence for the month of October.

**Note:** Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. TSA data represent the entire universe of feedback provided to the TSA Contact Center, which is easily accessible to the traveling public. By contrast, complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report.

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
# of Complaints	% of Flying Public <sup>c</sup>	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public	# of Complaints	% of Flying Public
231	.0004	45	.00008	31	.00006	472	.0009

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

Number of Damage Claims Received			
Checkpoint (TSA)	% of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	% of Total Checked Bags Screened
208	.0004	1030	.002

**NOTES**

<sup>a</sup> Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the Department of Homeland Security (DHS), through its Transportation Security Administration (TSA), has provided this customer service report on passenger and baggage screening complaints and incidents to the Department of Transportation.

<sup>b</sup> The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or phone, 1-866-289-9673. Contact Center representatives are available 24 hours a day.

<sup>c</sup> The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of October.

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

## October 2008 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<a href="#">Delta</a>	1		
<a href="#">Horizon</a>		1	
<a href="#">United</a>	1		
<b><i>Total</i></b>	<b>2</b>	<b>1</b>	<b>0</b>