



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: November 2008*



<b>Flight Delays<sup>1</sup></b>	September 2008 12 Months Ending September 2008
<b>Mishandled Baggage<sup>1</sup></b>	September 2008 January-September 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)	September 2008 January-September 2008
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	September 2008
<b>Airline Animal Incident Reports<sup>4</sup></b>	September 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/>

**Norman A. Strickman**  
**Director, Aviation Consumer Protection Division**  
**Office of Aviation Enforcement and Proceedings**



## 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.

Except for the flights listed in Table 5, 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 2008-issued report, Aloha is no longer a ranked airline.**

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## 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/
HAWAIIAN AIRLINES S/	7	85.0	14	95.1
FRONTIER S/	22	91.4	41	91.4
PINNACLE AIRLINES S/V/	17	90.2	114	90.6
NORTHWEST AIRLINES S/	30	89.2	88	89.5
SOUTHWEST AIRLINES S/	19	90.3	64	89.0
AIRTRAN AIRWAYS S/	25	88.5	57	88.5
ALASKA S/	16	89.9	46	87.8
SKYWEST AIRLINES S/	21	87.2	147	87.3
DELTA AIR LINES S/	31	84.6	96	84.4
US AIRWAYS S/	30	83.9	79	84.1
ATLANTIC SOUTHEAST AIRLINES S/	16	83.5	120	83.2
AMERICAN EAGLE S/	18	82.5	115	82.7
CONTINENTAL AIRLINES S/	28	81.6	62	82.1
AMERICAN AIRLINES S/	30	81.3	78	81.5
EXPRESSJET AIRLINES S/	27	79.8	121	81.1
JETBLUE AIRWAYS S/	19	80.1	45	80.8
UNITED AIRLINES S/	31	79.5	83	79.8
MESA AIRLINE S/	19	76.6	116	78.1
COMAIR S/	21	77.0	85	77.4
<b>TOTAL</b>		<b>84.5</b>		<b>84.9</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 Complaint ” sections of this report.

## SEPTEMBER 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		JUL - 08		AUG - 08		SEP - 08		12 MONTHS ENDING SEPTEMBER 2008		DATABASE TO DATE SEP 1987-SEPTEMBER 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	71.1	12	78.3	10	88.5	6	76.5	9	(--)	(--)
ALASKA	73.0	13	75.9	3	79.9	7	81.9	7	79.9	6	78.7	8	87.8	7	77.7	7	75.7	8
ALOHA	92.1	2	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
AMERICAN	70.1	16	63.4	19	63.8	19	73.6	16	69.5	16	70.6	17	81.5	14	67.8	19	78.1	5
AMERICAN EAGLE	69.6	18	64.4	18	72.1	17	78.6	10	75.2	11	78.5	9	82.7	12	71.2	16	73.6	9
ATLANTIC SOUTHEAST	68.0	20	69.4	13	79.3	8	75.7	14	70.1	14	75.2	13	83.2	11	73.1	12	(--)	(--)
COMAIR	69.7	17	66.7	16	72.4	16	68.9	19	63.3	19	67.4	18	77.4	19	69.4	17	(--)	(--)
CONTINENTAL	74.9	9	71.0	8	73.1	14	77.0	11	76.1	10	73.8	14	82.1	13	74.0	11	78.3	3
DELTA	79.2	4	75.8	4	77.8	9	76.8	12	69.6	15	77.1	11	84.4	9	77.4	8	77.6	6
EXPRESSJET	73.5	11	69.4	12	73.6	13	75.9	13	76.1	9	72.1	16	81.1	15	73.0	13	(--)	(--)
FRONTIER	75.5	7	75.0	5	77.5	10	84.9	4	81.6	5	82.9	6	91.4	2	78.4	4	(--)	(--)
HAWAIIAN	93.0	1	93.9	1	90.6	1	90.1	1	83.6	2	92.3	1	95.1	1	91.8	1	(--)	(--)
JETBLUE	73.9	10	71.7	7	73.7	12	69.3	18	64.6	18	64.7	19	80.8	16	72.2	15	(--)	(--)
MESA	72.4	14	69.1	14	72.4	15	74.7	15	70.8	13	75.7	12	78.1	18	72.2	14	(--)	(--)
NORTHWEST	70.2	15	69.5	11	74.1	11	84.4	6	79.5	7	85.3	4	89.5	4	74.3	10	79.0	2
PINNACLE	73.3	12	68.1	15	82.4	2	88.6	2	85.6	1	89.6	2	90.6	3	78.0	6	(--)	(--)
SKYWEST	75.0	8	70.9	9	82.1	3	84.8	5	81.7	4	85.7	3	87.3	8	78.1	5	(--)	(--)
SOUTHWEST	79.7	3	74.8	6	80.2	5	85.4	3	83.1	3	84.4	5	89.0	5	80.1	2	81.9	1
UNITED	68.2	19	66.4	17	68.1	18	73.3	17	68.2	17	72.9	15	79.8	17	69.0	18	75.8	7
US AIRWAYS	76.9	5	78.3	2	80.4	4	81.0	8	78.3	8	80.8	7	84.1	10	79.2	3	78.1	4
<b>Total</b>	<b>74.2</b>		<b>70.8</b>		<b>75.8</b>		<b>79.4</b>		<b>75.7</b>		<b>78.4</b>		<b>84.9</b>		<b>75.0</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. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaint" sections of this report.

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	ATL		BOS		BWI		CLT		CVG		DCA		DEN		DFW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	809	81.5	77	85.7	30	96.7	91	89.0	197	94.4	166	91.6	90	88.9	26	88.5
AA	688	84.0	997	77.7	237	87.8	146	80.8	H/		841	84.4	594	82.5	13156	86.8
AS	H/		90	91.1	H/		H/		H/		90	83.3	176	90.9	86	84.9
B6	H/		1316	81.2	H/		169	78.1	H/		H/		88	83.0	H/	
CO	340	82.9	548	75.4	164	87.8	26	84.6	H/		318	85.2	283	85.2	310	86.8
DL	12836	85.4	1057	82.5	355	82.0	252	73.4	1219	90.6	821	86.1	336	87.5	283	82.0
EV	9545	82.5	H/		26	100.0	23	87.0	609	93.9	H/		H/		H/	
F9	91	96.7	H/		H/		H/		H/		88	88.6	3762	92.7	150	90.7
FL	6888	90.0	528	85.6	1261	91.0	186	83.9	H/		210	88.1	113	86.7	237	91.1
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	56	66.1	851	74.9	146	70.5	313	78.3	509	83.9	831	83.6	H/		7382	88.7
NW	208	90.9	309	82.8	236	87.7	202	90.1	H/		515	88.5	262	89.3	120	91.7
OH	592	62.2	917	79.4	330	79.1	80	65.0	4042	85.7	510	80.6	H/		105	84.8
OO	282	86.2	H/		20	90.0	H/		191	75.9	H/		3828	89.2	248	86.3
UA	227	83.7	721	77.7	373	75.6	120	82.5	75	77.3	430	77.4	5473	83.1	276	72.5
US	260	87.3	1633	81.1	371	81.9	6531	86.3	H/		1997	88.1	292	85.6	486	82.5
WN	H/		H/		4619	90.2	H/		H/		H/		2742	90.4	H/	
XE	91	84.6	18	77.8	107	88.8	468	76.3	251	81.7	163	78.5	4	75.0	131	85.5
YV	186	75.8	27	81.5	2	100.0	1714	73.5	H/		H/		1098	81.7	H/	
<b>TOTAL</b>	<b>33099</b>	<b>84.9</b>	<b>9089</b>	<b>80.0</b>	<b>8277</b>	<b>88.0</b>	<b>10321</b>	<b>82.8</b>	<b>7093</b>	<b>86.9</b>	<b>6980</b>	<b>85.4</b>	<b>19141</b>	<b>87.5</b>	<b>22996</b>	<b>87.2</b>

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

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

ARRIVAL AIRPORT *																
	DTW		EWR		FLL		IAD		IAH		JFK		LAS		LAX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	4070	91.8	H/		30	96.7	60	90.0	123	87.0	H/		H/		H/	
AA	314	81.2	436	74.5	247	80.6	293	79.5	356	73.9	934	70.7	592	87.3	2216	81.2
AS	H/		60	81.7	H/		H/		H/		H/		306	91.8	637	92.8
B6	H/		274	77.7	807	81.3	518	85.5	H/		3891	76.3	295	87.1	H/	
CO	159	86.2	3935	77.1	350	82.9	H/		6340	84.5	27	81.5	529	83.9	564	83.0
DL	219	87.2	295	78.6	581	79.7	270	82.6	108	76.9	1337	72.8	576	87.3	932	89.9
EV	7	71.4	1	100.0	47	95.7	7	71.4	1	100.0	2	50.0	H/		H/	
F9	90	91.1	H/		30	90.0	H/		91	82.4	H/		172	93.6	172	89.0
FL	173	94.2	150	82.7	385	87.5	161	87.6	H/		H/		230	93.0	125	81.6
HA	H/		H/		H/		H/		H/		H/		60	83.3	60	83.3
MQ	228	77.6	6	100.0	H/		H/		H/		615	65.7	120	84.2	1319	92.3
NW	5733	92.0	258	69.4	90	90.0	62	90.3	86	87.2	150	72.0	325	90.5	497	90.3
OH	155	78.7	154	65.6	8	75.0	147	68.7	112	63.4	1451	65.3	H/		H/	
OO	64	81.2	82	75.6	H/		H/		202	84.7	H/		235	80.9	3370	89.5
UA	143	76.2	408	67.4	3	100.0	1890	79.0	254	69.7	384	70.6	932	81.2	2132	85.0
US	222	84.7	317	74.1	469	78.3	77	87.0	166	83.1	146	54.1	2051	88.6	653	83.6
WN	525	89.9	H/		1338	90.3	315	93.3	H/		H/		6966	91.1	3544	91.2
XE	163	64.4	3791	75.2	H/		146	70.5	5949	83.2	H/		H/		25	88.0
YV	55	60.0	115	68.7	H/		1868	72.8	122	69.7	33	60.6	131	67.9	56	76.8
<b>TOTAL</b>	<b>12320</b>	<b>90.1</b>	<b>10282</b>	<b>75.5</b>	<b>4385</b>	<b>84.6</b>	<b>5814</b>	<b>78.7</b>	<b>13910</b>	<b>83.1</b>	<b>8970</b>	<b>71.9</b>	<b>13520</b>	<b>88.9</b>	<b>16302</b>	<b>88.0</b>

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



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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT *																
	LGA		MCO		MDW		MIA		MSP		OAK		ORD		PDX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	198	78.3	H/		1	100.0	H/		1623	92.4	H/		H/		H/	
AA	1666	70.7	787	79.3	H/		3265	78.9	435	84.1	5	100.0	5804	74.6	177	83.1
AS	H/		60	91.7	H/		30	93.3	H/		196	93.9	120	80.8	844	91.8
B6	229	73.8	935	86.0	H/		H/		H/		339	89.7	166	69.3	22	86.4
CO	376	72.6	422	82.5	H/		226	79.6	108	88.0	6	100.0	421	77.9	181	81.2
DL	1550	77.9	876	87.6	H/		373	83.6	91	81.3	1	100.0	317	73.5	203	91.1
EV	51	72.5	141	96.5	H/		H/		21	76.2	H/		H/		H/	
F9	60	66.7	30	100.0	143	93.0	H/		121	96.7	H/		H/		117	87.2
FL	562	71.4	1386	91.1	316	88.0	90	91.1	168	90.5	H/		H/		H/	
HA	H/		H/		H/		H/		H/		H/		H/		60	91.7
MQ	1539	72.0	H/		H/		320	85.6	H/		H/		7064	78.7	H/	
NW	564	70.6	346	87.6	81	92.6	81	90.1	5652	91.5	H/		529	83.0	180	87.2
OH	1090	71.1	H/		30	70.0	30	86.7	94	77.7	H/		237	73.0	H/	
OO	H/		H/		H/		H/		302	84.4	237	97.0	3491	77.1	757	94.3
UA	570	69.1	405	77.3	H/		1	100.0	437	82.6	90	77.8	7168	76.9	488	79.1
US	1126	79.9	651	82.0	H/		218	83.0	284	84.5	86	87.2	609	75.4	258	84.5
WN	H/		3122	89.9	6400	90.9	H/		H/		3807	92.4	H/		1245	91.3
XE	34	61.8	2	0.0	H/		2	100.0	298	82.6	H/		87	75.9	3	66.7
YV	100	51.0	H/		H/		H/		H/		40	92.5	2238	68.3	H/	
<b>TOTAL</b>	<b>9715</b>	<b>73.2</b>	<b>9163</b>	<b>87.1</b>	<b>6971</b>	<b>90.8</b>	<b>4636</b>	<b>80.5</b>	<b>9634</b>	<b>90.0</b>	<b>4807</b>	<b>92.1</b>	<b>28251</b>	<b>76.2</b>	<b>4535</b>	<b>89.2</b>

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

SEPTEMBER 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 *																
	PHL		PHX		SAN		SEA		SFO		SLC		STL		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
9E	116	76.7	H/		H/		H/		H/		H/		110	91.8	H/	
AA	471	65.0	475	82.5	476	83.2	466	82.6	1003	79.9	205	81.5	1458	85.9	536	81.7
AS	H/		232	91.8	319	90.3	3986	90.0	406	80.8	H/		H/		H/	
B6	H/		46	80.4	174	83.3	153	85.6	122	77.9	151	83.4	H/		227	83.3
CO	163	66.3	301	85.4	266	82.0	387	79.3	389	84.3	61	88.5	H/		298	81.9
DL	335	74.6	322	84.2	332	86.7	482	86.1	361	83.9	2031	91.2	148	82.4	515	84.9
EV	1	100.0	H/		H/		H/		H/		H/		33	84.8	47	100.0
F9	31	83.9	168	91.7	151	92.1	118	84.7	115	84.3	179	86.6	90	87.8	30	86.7
FL	311	72.3	67	74.6	47	80.9	65	76.9	60	85.0	H/		128	89.1	466	91.0
HA	H/		30	80.0	31	87.1	63	88.9	30	73.3	H/		H/		H/	
MQ	H/		H/		590	88.5	H/		145	80.0	H/		112	75.0	H/	
NW	309	67.3	236	91.1	120	90.8	362	88.7	292	88.7	87	87.4	244	93.9	181	86.2
OH	332	68.7	H/		H/		H/		H/		H/		104	84.6	147	72.8
OO	102	67.6	165	91.5	538	92.2	375	91.2	3301	78.0	6025	95.1	71	88.7	H/	
UA	413	63.7	440	78.9	605	83.0	742	86.1	3371	82.2	123	78.9	61	77.0	211	74.9
US	3555	73.1	4765	90.3	371	88.4	356	80.9	581	82.4	142	87.3	103	93.2	504	82.5
WN	1976	75.8	5613	90.1	3078	92.1	1382	93.3	1143	86.4	1438	92.6	2201	89.4	2343	90.5
XE	23	82.6	51	84.3	7	100.0	3	66.7	4	50.0	37	73.0	224	79.5	1	100.0
YV	63	73.0	2257	90.6	26	84.6	H/		H/		H/		61	82.0	H/	
<b>TOTAL</b>	<b>8201</b>	<b>72.3</b>	<b>15168</b>	<b>89.4</b>	<b>7131</b>	<b>89.2</b>	<b>8940</b>	<b>88.5</b>	<b>11323</b>	<b>81.4</b>	<b>10479</b>	<b>92.9</b>	<b>5148</b>	<b>87.4</b>	<b>5506</b>	<b>86.5</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	94.2	80.5	82.1	94.1	91.8	J/	78.3	92.2	J/	75.5	J/	85.4	86.1	80.1	78.1	92.7	J/	93.5
700 - 759 AM	94.9	90.9	94.7	96.6	93.7	95.9	93.4	90.9	94.0	93.6	100.0	89.4	83.3	86.7	96.2	95.3	87.0	98.4
800 - 859 AM	84.3	94.9	97.3	86.9	93.7	94.3	93.4	90.2	95.7	93.4	100.0	92.4	87.1	89.6	94.5	94.6	80.2	92.0
900 - 959 AM	85.9	90.8	96.0	89.8	89.7	89.6	90.7	91.1	92.1	92.4	90.7	100.0	85.1	93.0	94.6	90.6	84.1	94.6
1000 - 1059 AM	83.6	88.6	91.4	84.5	92.2	89.6	88.7	89.6	91.1	94.1	92.6	87.2	83.0	89.2	92.8	90.6	79.2	95.5
1100 - 1159 AM	92.5	89.8	91.6	84.4	90.5	87.6	91.5	88.2	91.1	83.1	91.5	83.7	86.9	88.0	90.3	89.5	77.2	91.9
1200 - 1259 PM	88.6	83.2	91.5	88.3	88.8	88.4	88.5	87.3	92.9	81.6	87.9	87.4	85.6	85.4	84.6	89.0	73.3	89.3
100 - 159 PM	85.5	86.5	87.6	90.4	84.9	88.3	87.3	87.9	91.0	76.8	86.8	84.0	83.7	78.7	88.7	86.7	72.7	91.7
200 - 259 PM	82.9	81.1	90.7	86.3	90.0	89.8	87.8	88.4	92.3	70.6	89.5	84.7	83.2	72.9	89.8	87.7	73.1	87.3
300 - 359 PM	80.9	78.2	89.3	83.4	87.2	89.3	87.2	87.5	91.7	71.2	86.3	75.7	82.2	70.0	87.3	88.8	79.8	83.2
400 - 459 PM	84.4	77.3	86.1	84.4	82.6	82.1	86.9	83.6	91.5	67.1	85.2	76.0	82.9	67.5	85.2	87.9	73.8	84.7
500 - 559 PM	84.0	76.5	86.0	75.0	73.6	78.1	82.6	85.9	89.3	65.2	76.9	74.9	80.1	60.9	85.8	84.8	72.9	84.5
600 - 659 PM	83.7	74.0	84.8	79.5	85.6	84.3	87.7	84.7	86.1	66.7	78.2	80.7	82.1	50.8	88.0	85.8	66.9	87.8
700 - 759 PM	80.3	70.6	86.8	73.7	72.8	81.3	81.6	87.4	87.4	67.7	80.9	74.5	81.3	50.6	85.7	85.4	64.0	85.0
800 - 859 PM	81.5	71.6	87.2	77.8	79.6	77.6	80.6	84.1	89.3	64.9	76.8	68.8	80.3	53.3	84.2	85.3	62.9	83.9
900 - 959 PM	84.4	71.5	76.5	72.9	69.1	76.7	84.2	79.0	85.1	71.3	77.3	69.4	76.5	58.8	88.5	84.6	62.0	77.3
1000 - 1059 PM	83.0	75.8	83.2	86.6	80.4	82.7	87.7	84.5	75.1	77.2	75.2	81.4	73.6	70.6	87.6	83.3	65.8	79.7
1100 - 559 AM	84.1	73.8	84.0	74.8	83.3	81.7	90.2	86.1	86.0	82.6	79.8	77.9	84.6	80.0	92.0	87.2	76.5	81.2
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>84.9</b>	<b>80.0</b>	<b>88.0</b>	<b>82.8</b>	<b>86.9</b>	<b>85.4</b>	<b>87.5</b>	<b>87.2</b>	<b>90.1</b>	<b>75.5</b>	<b>84.6</b>	<b>78.7</b>	<b>83.1</b>	<b>71.9</b>	<b>88.9</b>	<b>88.0</b>	<b>73.2</b>	<b>87.1</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	98.5	91.1	97.4	J/	91.8	100.0	90.2	95.4	J/	100.0	97.1	96.7	100.0	100.0	90.8
700 - 759 AM	97.4	90.7	93.0	100.0	90.7	93.1	97.9	93.3	93.8	94.8	94.9	97.4	93.2	100.0	92.5
800 - 859 AM	96.6	83.1	93.9	97.8	86.4	97.6	89.1	95.1	91.9	96.6	93.6	96.6	90.4	93.9	90.5
900 - 959 AM	93.4	87.7	93.0	95.3	83.9	95.0	82.7	89.9	91.8	93.5	77.9	92.5	94.1	98.6	89.6
1000 - 1059 AM	92.6	87.7	90.2	94.4	83.6	94.9	85.5	91.6	90.9	92.7	73.7	94.4	89.1	93.8	88.4
1100 - 1159 AM	92.8	82.9	90.3	92.8	81.4	90.0	86.0	92.5	93.2	91.0	74.8	85.9	87.8	86.9	88.1
1200 - 1259 PM	93.3	90.3	92.1	95.6	77.9	89.3	84.5	91.3	87.5	88.7	69.8	91.2	91.5	89.1	86.6
100 - 159 PM	93.7	79.9	89.4	93.6	76.3	92.8	81.6	90.3	90.9	88.5	74.5	92.8	90.6	86.7	85.7
200 - 259 PM	92.3	79.7	91.5	96.9	74.5	83.6	78.5	88.2	87.2	88.1	83.1	96.0	88.7	92.0	85.2
300 - 359 PM	90.1	79.6	88.6	89.9	70.0	91.7	60.3	90.9	92.1	82.8	85.7	92.8	88.1	90.6	83.0
400 - 459 PM	92.1	84.4	90.0	89.8	70.8	90.4	63.0	88.7	89.6	88.9	83.1	93.5	88.4	90.4	82.3
500 - 559 PM	86.9	80.0	88.0	93.2	69.8	88.0	57.8	89.1	90.6	88.7	85.9	90.4	85.4	83.7	81.1
600 - 659 PM	87.6	74.5	88.6	91.1	66.7	86.6	57.1	83.3	87.1	87.0	80.9	94.7	84.7	81.2	80.8
700 - 759 PM	90.7	73.6	88.8	88.3	65.4	88.1	54.3	83.3	87.4	88.4	83.3	91.5	84.0	85.3	79.4
800 - 859 PM	89.0	74.2	88.6	88.8	67.0	84.7	59.8	89.8	83.5	83.4	84.7	90.2	82.9	74.2	79.6
900 - 959 PM	87.0	79.1	85.7	85.4	65.3	86.8	70.8	81.7	86.2	89.0	81.9	87.9	83.0	75.8	78.7
1000 - 1059 PM	86.1	63.8	86.5	88.7	75.6	76.9	69.1	87.1	85.9	87.7	86.8	81.7	77.9	81.3	80.7
1100 - 559 AM	81.7	70.8	88.2	91.3	83.2	88.7	78.5	88.0	93.1	81.8	85.9	91.0	86.8	81.4	83.3
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>90.8</b>	<b>80.5</b>	<b>90.0</b>	<b>92.1</b>	<b>76.2</b>	<b>89.2</b>	<b>72.3</b>	<b>89.4</b>	<b>89.2</b>	<b>88.5</b>	<b>81.4</b>	<b>92.9</b>	<b>87.4</b>	<b>86.5</b>	<b>84.5</b>

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

SEPTEMBER 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	96.9	95.5	96.8	94.8	90.6	95.8	96.2	94.3	95.0	94.0	97.5	97.0	83.9	94.3	96.0	94.9	94.0	95.9
700 - 759 AM	93.3	93.5	95.0	92.6	92.9	93.8	96.6	91.6	93.3	91.9	96.4	94.6	88.0	92.3	94.9	93.6	94.1	96.8
800 - 859 AM	93.1	92.1	93.6	90.7	90.0	93.9	92.8	89.6	93.6	91.5	93.6	89.6	84.7	92.3	94.8	92.1	90.5	95.4
900 - 959 AM	89.7	92.5	95.4	90.8	92.8	94.7	92.2	85.5	94.9	90.1	94.4	93.7	85.2	89.6	90.9	88.1	87.9	95.4
1000 - 1059 AM	90.5	89.3	94.0	81.7	92.4	92.7	89.1	87.0	90.9	90.8	91.2	90.9	81.7	92.6	88.2	89.2	86.8	94.8
1100 - 1159 AM	89.0	89.0	90.3	84.6	92.6	90.2	89.1	83.4	91.8	87.2	93.1	91.8	81.9	86.8	88.5	88.4	85.4	90.2
1200 - 1259 PM	86.9	88.4	88.5	78.7	86.4	85.7	89.2	82.6	88.2	83.1	90.4	83.8	84.8	88.2	87.2	88.2	85.2	92.6
100 - 159 PM	90.0	82.7	84.0	88.0	88.6	87.1	83.4	82.9	87.0	77.1	86.7	76.0	82.0	85.3	84.0	87.4	81.0	90.7
200 - 259 PM	84.1	81.8	82.9	88.2	88.5	90.0	82.6	83.1	86.4	76.4	85.0	76.3	81.6	81.9	84.0	84.0	79.9	85.6
300 - 359 PM	80.4	81.2	82.9	69.6	84.8	88.6	84.2	80.6	89.1	71.6	88.7	83.2	81.5	77.5	82.3	86.1	80.7	83.2
400 - 459 PM	84.7	81.0	84.0	83.4	83.6	86.3	82.8	82.8	80.5	72.9	81.2	72.9	80.7	79.0	82.8	88.2	83.0	81.8
500 - 559 PM	85.9	75.9	83.1	79.5	86.6	85.2	86.3	80.8	84.7	72.3	82.4	78.8	80.0	69.6	81.0	86.3	78.8	78.5
600 - 659 PM	86.8	74.8	81.4	81.4	77.5	86.5	85.8	82.1	82.1	67.9	77.0	73.9	80.2	76.4	87.5	88.7	73.9	80.5
700 - 759 PM	82.8	72.7	76.3	79.6	85.5	85.3	88.4	82.2	85.7	68.8	82.0	68.3	79.9	65.1	85.1	88.3	73.0	85.8
800 - 859 PM	85.6	76.8	88.4	82.7	81.4	82.1	83.9	85.2	82.9	69.9	78.7	77.7	83.1	65.1	83.7	88.6	74.5	82.3
900 - 959 PM	84.5	66.7	82.1	64.5	86.3	89.2	88.2	83.7	90.1	69.0	89.7	78.7	83.8	62.9	89.4	85.9	72.7	70.3
1000 - 1059 PM	84.9	J/	J/	88.5	J/	J/	87.0	79.6	94.4	100.0	J/	69.9	81.9	78.8	93.9	94.4	100.0	J/
1100 - 559 AM	94.7	93.3	87.7	100.0	J/	92.3	96.2	95.2	100.0	90.3	100.0	J/	74.1	90.0	94.2	88.3	83.3	91.7
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>87.2</b>	<b>85.4</b>	<b>87.8</b>	<b>85.6</b>	<b>87.4</b>	<b>89.5</b>	<b>88.0</b>	<b>84.5</b>	<b>89.0</b>	<b>80.4</b>	<b>88.1</b>	<b>82.8</b>	<b>82.5</b>	<b>81.4</b>	<b>87.7</b>	<b>89.2</b>	<b>83.3</b>	<b>88.6</b>

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

SEPTEMBER 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	95.8	96.0	93.9	97.2	92.3	98.1	94.0	95.0	96.5	93.8	95.0	96.3	95.9	95.2	94.9
700 - 759 AM	97.4	91.5	96.0	96.3	90.9	94.9	93.5	93.3	95.7	93.2	94.9	97.3	96.4	97.6	93.6
800 - 859 AM	95.1	88.9	95.6	95.4	88.7	93.8	91.6	91.4	92.3	90.3	90.8	94.4	89.7	96.2	91.8
900 - 959 AM	93.0	79.1	94.1	94.8	83.7	86.9	87.6	88.6	89.1	85.6	87.6	94.6	93.1	95.6	89.8
1000 - 1059 AM	89.9	83.4	91.5	93.1	84.3	91.8	87.2	88.2	86.7	86.1	77.0	92.1	89.5	93.9	88.5
1100 - 1159 AM	91.5	88.8	90.4	89.7	80.2	93.3	86.6	88.8	87.9	91.9	73.2	93.4	87.0	91.5	87.6
1200 - 1259 PM	87.6	82.2	86.1	94.1	82.0	91.2	88.9	88.1	88.7	88.6	71.9	86.8	89.6	89.7	86.1
100 - 159 PM	89.6	84.0	89.4	91.7	78.5	89.3	84.3	89.8	92.4	87.0	74.7	91.3	89.1	88.9	85.4
200 - 259 PM	88.4	76.7	88.8	89.9	75.7	88.5	81.3	85.7	87.1	92.4	81.8	93.8	81.4	85.8	83.7
300 - 359 PM	82.4	74.7	88.8	88.1	74.6	90.1	75.3	84.8	91.3	89.6	82.8	95.2	87.4	92.3	82.7
400 - 459 PM	83.4	76.0	86.0	87.9	70.8	92.5	70.3	86.9	87.0	91.0	81.7	90.6	82.0	87.3	82.2
500 - 559 PM	84.3	72.5	85.7	89.9	71.2	88.1	63.1	86.5	90.7	91.7	87.2	95.0	86.1	85.9	81.4
600 - 659 PM	83.3	76.8	90.9	89.1	69.0	90.3	68.0	87.8	87.8	92.4	87.0	90.3	83.6	79.7	81.1
700 - 759 PM	82.3	74.4	87.5	86.9	68.9	88.4	58.0	80.9	91.8	87.5	87.2	93.3	81.4	84.9	81.1
800 - 859 PM	84.0	78.1	93.5	82.2	71.0	93.9	71.0	84.4	85.0	89.4	86.9	94.3	74.5	82.1	81.6
900 - 959 PM	81.7	77.4	91.6	86.7	75.6	92.9	67.1	87.8	89.5	90.7	84.9	94.3	79.8	83.3	84.4
1000 - 1059 PM	J/	75.4	93.0	91.3	81.6	86.4	81.8	86.0	95.9	91.9	88.2	J/	J/	J/	87.7
1100 - 559 AM	100.0	J/	94.8	100.0	86.9	94.9	83.8	90.4	J/	93.4	88.2	92.3	J/	J/	91.1
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>88.3</b>	<b>81.3</b>	<b>90.5</b>	<b>91.5</b>	<b>78.6</b>	<b>92.3</b>	<b>79.8</b>	<b>88.3</b>	<b>90.4</b>	<b>90.5</b>	<b>83.7</b>	<b>93.3</b>	<b>87.6</b>	<b>90.0</b>	<b>86.2</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	ORIGIN-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
AA	1267	MIA-SJU	1610	30	86.67	70	43
OH	6273	CLE-ATL	1725	29	82.76	47	29

\* See Appendix at end of this section for list of airport 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
COMAIR	558	6	1.1
AMERICAN	1,642	4	0.2
AMERICAN EAGLE	1,354	2	0.1
US AIRWAYS	1,261	1	0.1
SOUTHWEST	3,454	0	0.0
SKYWEST	1,504	0	0.0
DELTA	1,269	0	0.0
UNITED	1,193	0	0.0
NORTHWEST	863	0	0.0
EXPRESSJET	833	0	0.0
CONTINENTAL	768	0	0.0
ATLANTIC SOUTHEAST	738	0	0.0
PINNACLE	718	0	0.0
MESA	684	0	0.0
AIRTRAN	632	0	0.0
JETBLUE	490	0	0.0
ALASKA	414	0	0.0
FRONTIER	254	0	0.0
HAWAIIAN	158	0	0.0
<b>TOTAL</b>	<b>18,787</b>	<b>13</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)	86.6	93.5	231	231
ADAK ISLAND AK (ADK)	62.5	25.0	8	8
AGUADILLA PR (BQN)	81.3	92.9	112	113
AKRON/CANTON OH (CAK)	82.1	85.0	727	725
ALBANY GA (ABY)	82.6	87.2	86	86
ALBANY NY (ALB)	85.3	88.5	1,056	1,056
ALBUQUERQUE NM (ABQ)	89.2	90.5	3,196	3,194
ALEXANDRIA LA (AEX)	77.7	78.2	188	188
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	80.3	83.9	355	354
AMARILLO TX (AMA)	87.2	88.5	642	643
ANCHORAGE AK (ANC)	80.8	85.9	1,577	1,582
APPLETON WI (ATW)	83.3	88.2	467	468
ASHEVILLE NC (AVL)	84.2	85.1	387	390
ASPEN CO (ASE)	83.2	85.7	286	287
ATLANTA GA (ATL)	84.9	87.2	33,099	33,095
AUGUSTA GA (AGS)	78.0	85.3	218	218
AUSTIN TX (AUS)	85.6	88.9	3,731	3,733
BAKERSFIELD CA (BFL)	85.7	91.5	272	272
BALTIMORE MD (BWI)	88.0	87.8	8,277	8,279
BANGOR ME (BGR)	85.6	87.3	236	236
BARROW AK (BRW)	75.0	73.3	60	60
BATON ROUGE LA (BTR)	79.4	78.9	712	715
BEAUMONT/PORT ARTHUR TX (BPT)	69.2	60.0	26	25
BEND/REDMOND OR (RDM)	90.6	96.6	267	267
BETHEL AK (BET)	91.9	88.4	86	86
BILLINGS MT (BIL)	91.8	94.8	343	344
BINGHAMTON/ENDCT/JHNSN CTY NY (BGM)	91.7	91.7	60	60
BIRMINGHAM AL (BHM)	84.7	88.4	1,855	1,851
BISMARCK/MANDAN ND (BIS)	81.0	86.9	168	168
BLOOMINGTON IL (BMI)	77.5	82.1	374	374
BOISE ID (BOI)	90.1	91.9	1,276	1,275
BOSTON MA (BOS)	80.0	85.4	9,089	9,085
BOZEMAN MT (BZN)	89.4	93.4	302	302
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	90.4	93.9	146	148
BROWNSVILLE TX (BRO)	85.3	88.2	129	127
BRUNSWICK GA (BQK)	84.6	93.6	78	78
BUFFALO NY (BUF)	84.9	89.1	2,130	2,132
BURBANK CA (BUR)	90.4	90.5	2,471	2,472
BURLINGTON VT (BTV)	82.5	88.0	531	535
BUTTE MT (BTM)	96.7	95.0	60	60
CARLSBAD CA (CLD)	88.4	89.0	181	181
CASPER WY (CPR)	87.7	90.8	219	218
CEDAR CITY UT (CDC)	92.9	92.9	56	56

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR RAPIDS/IOWA CITY IA (CID)	85.2	84.9	741	740
CHAMPAIGN/URBANA IL (CMI)	81.9	88.4	199	199
CHARLESTON SC (CHS)	80.4	84.3	1,079	1,077
CHARLESTON/DUNBAR WV (CRW)	85.5	87.5	283	281
CHARLOTTE AMALIE VI (STT)	79.3	88.3	111	111
CHARLOTTE NC (CLT)	82.8	85.6	10,321	10,333
CHARLOTTESVILLE VA (CHO)	83.3	85.0	60	60
CHATTANOOGA TN (CHA)	88.2	91.7	397	397
CHICAGO IL (MDW)	90.8	88.3	6,971	6,975
CHICAGO IL (ORD)	76.2	78.6	28,251	28,272
CHICO CA (CIC)	72.4	84.5	116	116
CHRISTIANSTED VI (STX)	73.1	80.8	26	26
CLEVELAND OH (CLE)	85.5	88.5	4,665	4,653
CODY WY (COD)	90.0	95.0	120	120
COLLEGE STATION/BRYAN TX (CLL)	88.7	88.7	115	115
COLORADO SPRINGS CO (COS)	83.9	87.7	1,121	1,123
COLUMBIA SC (CAE)	77.2	82.5	837	836
COLUMBUS GA (CSG)	87.5	91.0	144	144
COLUMBUS MS (GTR)	84.1	92.7	82	82
COLUMBUS OH (CMH)	84.5	88.2	2,570	2,565
CORDOVA AK (CDV)	76.7	68.3	60	60
CORPUS CHRISTI TX (CRP)	82.4	85.4	433	432
COVINGTON KY (CVG)	86.9	87.4	7,093	7,074
CRESCENT CITY CA (CEC)	71.1	65.6	90	90
DALLAS TX (DAL)	86.5	83.9	4,265	4,261
DALLAS/FT.WORTH TX (DFW)	87.2	84.5	22,996	22,968
DAYTON OH (DAY)	85.6	89.7	1,307	1,310
DAYTONA BEACH FL (DAB)	81.2	87.9	149	149
DEADHORSE AK (SCC)	86.7	80.0	60	60
DENVER CO (DEN)	87.5	88.0	19,141	19,109
DES MOINES IA (DSM)	85.6	89.0	1,321	1,326
DETROIT MI (DTW)	90.1	89.0	12,320	12,326
DILLINGHAM AK (DLG)	53.8	38.5	13	13
DOTHAN AL (DHN)	91.4	95.7	116	115
DUBUQUE IA (DBQ)	76.7	87.9	116	116
DULUTH MN (DLH)	87.9	93.6	141	141
DURANGO CO (DRO)	91.1	91.2	259	261
EAGLE CO (EGE)	83.6	87.9	140	140
EL CENTRO CA (IPL)	94.6	96.4	56	56
EL PASO TX (ELP)	85.8	89.3	1,652	1,651
ELKO NV (EKO)	96.6	95.0	119	119
ELMIRA/CORNING NY (ELM)	92.6	95.4	108	108
ERIE PA (ERI)	90.5	92.2	116	116

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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.
EUGENE OR (EUG)	88.1	88.8	438	437
EUREKA/ARCATA CA (ACV)	77.3	74.1	313	313
EVANSVILLE IN (EVV)	86.4	88.4	509	509
FAIRBANKS AK (FAI)	83.3	86.2	366	369
FARGO ND (FAR)	88.8	90.0	331	330
FAYETTEVILLE AR (XNA)	84.1	85.7	1,173	1,169
FAYETTEVILLE NC (FAY)	82.4	84.2	222	222
FLAGSTAFF AZ (FLG)	95.9	94.6	147	147
FLINT MI (FNT)	88.5	94.0	601	603
FLORENCE SC (FLO)	84.6	84.6	52	52
FORT LAUDERDALE FL (FLL)	84.6	88.1	4,385	4,388
FORT SMITH AR (FSM)	87.8	91.6	262	262
FORT WAYNE IN (FWA)	83.3	83.3	496	496
FRESNO CA (FAT)	85.1	88.3	1,006	1,006
FT. MYERS FL (RSW)	86.6	90.9	1,376	1,376
GAINESVILLE FL (GNV)	91.2	93.6	171	172
GILLETTE WY (GCC)	88.4	91.7	121	120
GRAND FORKS ND (GFK)	96.4	98.2	112	111
GRAND JUNCTION CO (GJT)	93.6	92.9	424	424
GRAND RAPIDS MI (GRR)	86.3	89.1	1,350	1,351
GREAT FALLS MT (GTF)	90.6	95.0	180	179
GREEN BAY/CLINTONVILLE WI (GRB)	82.7	85.6	608	609
GREENSBORO/HIGH POINT NC (GSO)	80.6	87.3	1,056	1,056
GREENVILLE/SPARTANBURG SC (GSP)	82.9	89.2	1,012	1,014
GULFPORT/BILOXI MS (GPT)	83.7	86.3	643	643
GUNNISON CO (GUC)	85.0	83.6	60	61
HANCOCK/HOUGHTON MI (CMX)	96.2	96.2	26	26
HARLINGEN/SAN BENITO TX (HRL)	77.6	78.9	380	379
HARRISBURG PA (MDT)	82.7	89.4	543	546
HARTFORD CT (BDL)	84.4	89.5	2,283	2,280
HELENA MT (HLN)	94.9	97.2	176	177
HILO HI (ITO)	93.5	95.3	632	632
HILTON HEAD SC (HHH)	73.3	81.7	60	60
HONOLULU HI (HNL)	91.5	95.0	4,058	4,059
HOUSTON TX (HOU)	75.2	74.2	4,576	4,579
HOUSTON TX (IAH)	83.1	82.5	13,910	13,895
HUNTSVILLE AL (HSV)	85.5	90.0	952	951
IDAHO FALLS ID (IDA)	100.0	92.3	9	13
INDIANAPOLIS IN (IND)	87.8	90.8	3,294	3,300
INDIO/PALM SPRINGS CA (PSP)	87.5	88.6	818	818
INYOKERN CA (IYK)	96.1	97.4	77	77
ISLIP NY (ISP)	88.5	91.4	780	782
ITHACA/CORTLAND NY (ITH)	90.0	93.3	30	30

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON WY (JAC)	86.6	92.6	336	339
JACKSON/VICKSBURG MS (JAN)	82.7	87.4	998	998
JACKSONVILLE FL (JAX)	84.8	87.6	2,367	2,366
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	75.7	88.3	111	111
JUNEAU AK (JNU)	78.6	74.5	364	364
KAHULUI HI (OGG)	92.6	94.4	1,386	1,386
KALAMAZOO MI (AZO)	81.3	83.5	230	230
KALISPELL MT (FCA)	92.1	94.4	215	215
KANSAS CITY MO (MCI)	87.6	88.7	4,366	4,364
KETCHIKAN AK (KTN)	79.2	78.1	192	192
KEY WEST FL (EYW)	75.0	73.1	52	52
KILLEEN TX (GRK)	83.3	88.3	126	128
KING SALMON AK (AKN)	46.2	53.8	13	13
KLAMATH FALLS OR (LMT)	73.3	91.7	60	60
KNOXVILLE TN (TYS)	83.7	86.6	1,116	1,117
KODIAK AK (ADQ)	95.0	75.0	60	60
KONA HI (KOA)	92.4	94.9	898	898
KOTZEBUE AK (OTZ)	81.1	76.7	90	90
LA CROSSE WI (LSE)	79.5	83.0	176	176
LAFAYETTE LA (LFT)	80.9	82.9	383	385
LAKE CHARLES LA (LCH)	83.0	81.9	94	94
LANSING MI (LAN)	81.8	81.0	253	253
LAREDO TX (LRD)	83.9	90.9	161	164
LAS VEGAS NV (LAS)	88.9	87.7	13,520	13,525
LAWTON/FORT SILL OK (LAW)	90.6	95.3	213	213
LEWISBURG WV (LWB)	80.0	80.0	30	30
LEWISTON ID (LWS)	100.0	100.0	60	60
LEXINGTON KY (LEX)	84.3	88.7	868	869
LIHUE HI (LIH)	93.9	95.4	888	889
LINCOLN NE (LNK)	87.5	88.7	240	239
LITTLE ROCK AR (LIT)	84.6	87.4	1,165	1,164
LONG BEACH CA (LGB)	89.6	91.9	1,134	1,131
LONGVIEW/KILGOR/GLADWATR TX (GGG)	86.7	85.7	60	63
LOS ANGELES CA (LAX)	88.0	89.2	16,302	16,303
LOUISVILLE KY (SDF)	85.0	86.6	1,719	1,718
LUBBOCK TX (LBB)	86.3	91.1	662	663
LYNCHBURG VA (LYH)	87.5	95.8	48	48
MACON GA (MCN)	88.3	80.3	60	61
MADISON WI (MSN)	85.9	87.4	1,196	1,195
MANCHESTER NH (MHT)	84.0	86.9	1,492	1,491
MARQUETTE MI (MQT)	78.0	93.9	82	82
MEDFORD OR (MFR)	89.1	92.4	393	394
MELBOURNE FL (MLB)	76.5	82.7	149	150

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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.
MEMPHIS TN (MEM)	88.6	90.5	6,547	6,550
MERIDIAN MS (MEI)	89.3	89.3	56	56
MIAMI FL (MIA)	80.5	81.3	4,636	4,641
MIDLAND/ODESSA TX (MAF)	84.5	89.1	586	586
MILWAUKEE WI (MKE)	88.7	89.3	3,239	3,237
MINNEAPOLIS/ST. PAUL MN (MSP)	90.0	90.5	9,634	9,632
MINOT ND (MOT)	94.4	96.7	90	90
MISSION/MCALLEN/EDINBURG TX (MFE)	84.0	88.7	326	326
MISSOULA MT (MSO)	93.2	95.9	266	266
MOBILE AL (MOB)	85.0	88.1	539	540
MODESTO CA (MOD)	73.2	73.9	138	138
MOLINE IL (MLI)	82.0	86.1	727	726
MONROE LA (MLU)	84.5	91.0	200	199
MONTEREY CA (MRY)	85.3	83.3	531	532
MONTGOMERY AL (MGM)	90.4	91.1	293	293
MONTROSE/DELTA CO (MTJ)	84.2	85.5	165	166
MUSKEGON MI (MKG)	94.4	94.4	18	18
MYRTLE BEACH SC (MYR)	79.4	87.7	389	390
NANTUCKET MA (ACK)	80.0	81.8	10	11
NASHVILLE TN (BNA)	87.5	87.6	4,654	4,657
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	83.3	89.8	60	59
NEW ORLEANS LA (MSY)	74.6	76.3	2,844	2,841
NEW YORK NY (JFK)	71.9	81.4	8,970	8,966
NEW YORK NY (LGA)	73.2	83.3	9,715	9,711
NEWARK NJ (EWR)	75.5	80.4	10,282	10,276
NEWBURGH/POUGHKEEPSIE NY (SWF)	82.6	90.4	195	198
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	82.6	86.4	478	477
NOME AK (OME)	81.1	82.2	90	90
NORFOLK VA (ORF)	82.6	86.0	1,277	1,280
NORTH BEND/COOS BAY OR (OTH)	66.7	73.3	60	60
OAKLAND CA (OAK)	92.1	91.5	4,807	4,807
OKLAHOMA CITY OK (OKC)	84.4	88.2	1,835	1,838
OMAHA NE (OMA)	84.8	87.7	2,139	2,141
ONTARIO/SAN BERNARDINO CA (ONT)	90.1	91.8	2,242	2,246
ORLANDO FL (MCO)	87.1	88.6	9,163	9,162
OXNARD/VENTURA CA (OXR)	92.8	92.9	111	112
PALMDALE CA (PMD)	69.1	65.5	110	110
PANAMA CITY FL (PFN)	84.2	88.9	298	298
PASCO/KENNEWICK/RICHLAND WA (PSC)	92.6	98.9	188	188
PENSACOLA FL (PNS)	85.3	90.5	660	662
PEORIA IL (PIA)	85.5	86.1	441	440
PETERSBURG AK (PSG)	78.3	80.0	60	60
PHILADELPHIA PA (PHL)	72.3	79.8	8,201	8,207

CITY (AIRPORT)	PERCENT ON-TIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PHOENIX AZ (PHX)	89.4	88.3	15,168	15,168
PITTSBURGH PA (PIT)	82.2	86.1	3,094	3,101
POCATELLO ID (PIH)	99.4	99.4	173	173
PONCE PR (PSE)	70.2	87.5	47	48
PORTLAND ME (PWM)	83.3	87.3	485	489
PORTLAND OR (PDX)	89.2	92.3	4,535	4,535
PROVIDENCE RI (PVD)	85.8	86.2	1,771	1,773
RALEIGH/DURHAM NC (RDU)	82.2	85.3	4,717	4,722
RAPID CITY SD (RAP)	90.2	94.1	389	387
REDDING CA (RDD)	76.9	80.2	121	121
RENO NV (RNO)	90.3	90.1	1,760	1,759
RHINELANDER WI (RHI)	92.3	92.3	26	26
RICHMOND VA (RIC)	82.2	85.9	1,633	1,635
ROANOKE VA (ROA)	82.1	83.0	318	318
ROCHESTER MN (RST)	84.0	82.7	231	231
ROCHESTER NY (ROC)	83.2	85.1	1,102	1,104
ROCK SPRINGS WY (RKS)	91.6	92.4	119	119
ROSWELL NM (ROW)	95.3	94.2	86	86
SACRAMENTO CA (SMF)	90.4	91.7	4,003	4,004
SAGINAW/BAY CITY/MIDLAND MI (MBS)	84.0	90.1	243	243
SALT OR (SLE)	97.7	97.7	43	43
SALT LAKE CITY UT (SLC)	92.9	93.3	10,479	10,472
SAN ANGELO TX (SJT)	90.7	96.7	150	150
SAN ANTONIO TX (SAT)	86.8	90.2	3,496	3,499
SAN DIEGO CA (SAN)	89.2	90.4	7,131	7,134
SAN FRANCISCO CA (SFO)	81.4	83.7	11,323	11,326
SAN JOSE CA (SJC)	89.7	91.3	4,548	4,544
SAN JUAN PR (SJU)	74.4	84.2	1,191	1,197
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	82.7	84.2	450	450
SANTA ANA CA (SNA)	89.0	89.8	3,771	3,773
SANTA BARBARA CA (SBA)	87.9	86.6	1,002	1,000
SANTA MARIA CA (SMX)	93.7	93.0	142	142
SARASOTA/BRADENTON FL (SRQ)	86.0	92.5	335	335
SAVANNAH GA (SAV)	81.8	86.5	1,008	1,009
SCRANTON/WILKES-BARRE PA (AVP)	85.2	88.5	155	157
SEATTLE WA (SEA)	88.5	90.5	8,940	8,931
SHREVEPORT LA (SHV)	84.7	89.1	707	708
SIOUX FALLS SD (FSD)	86.3	86.4	495	494
SITKA AK (SIT)	76.3	79.7	118	118
SOUTH BEND IN (SBN)	81.5	83.5	455	455
SPOKANE WA (GEG)	88.0	93.4	1,108	1,106
SPRINGFIELD IL (SPI)	72.9	64.6	48	48
SPRINGFIELD MO (SGF)	86.9	85.8	733	734

SEPTEMBER 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.
ST. GEORGE UT (SGU)	94.8	96.4	250	250
ST. LOUIS MO (STL)	87.4	87.6	5,148	5,147
STATE COLLEGE PA (SCE)	90.0	93.4	60	61
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	90.1	95.7	91	92
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	93.5	95.0	200	199
SYRACUSE NY (SYR)	82.1	84.4	953	954
TALLAHASSEE FL (TLH)	90.0	92.3	558	558
TAMPA FL (TPA)	86.5	90.0	5,506	5,505
TEXARKANA AR (TXK)	81.3	81.5	91	92
TOLEDO OH (TOL)	75.0	77.8	116	117
TRAVERSE CITY MI (TVC)	77.5	79.5	342	342
TUCSON AZ (TUS)	89.4	92.7	1,841	1,837
TULSA OK (TUL)	84.4	89.2	1,707	1,705
TWIN FALLS ID (TWF)	98.3	99.1	116	116
TYLER TX (TYR)	85.1	87.2	94	94
VALDOSTA GA (VLD)	91.4	95.1	81	81
VALPARAISO FL (VPS)	81.6	89.8	511	511
WACO TX (ACT)	87.5	88.9	144	144
WASHINGTON DC (DCA)	85.4	89.5	6,980	6,986
WASHINGTON DC (IAD)	78.7	82.8	5,814	5,808
WATERLOO IA (ALO)	88.5	96.2	26	26
WAUSAU/MARSHFIELD WI (CWA)	82.8	84.7	274	274
WEST PALM BEACH/PALM BEACH FL (PBI)	84.0	88.5	1,663	1,663
WEST YELLOWSTONE MT (WYS)	91.2	98.5	68	68
WHITE PLAINS NY (HPN)	85.1	86.2	751	752
WICHITA FALLS TX (SPS)	92.1	97.5	202	202
WICHITA KS (ICT)	85.5	89.1	1,096	1,096
WILMINGTON NC (ILM)	77.4	82.8	332	331
WRANGELL AK (WRG)	75.0	85.0	60	60
YAKUTAT AK (YAK)	73.3	73.3	60	60
YUMA AZ (YUM)	89.5	86.4	258	258

SEPTEMBER 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
CONTINENTAL	28	17,494	1,039	5.9	62	21,514	1,304	6.1
EXPRESSJET	27	12,071	751	6.2	122	23,151	1,369	5.9
AMERICAN EAGLE	18	22,122	523	2.4	115	39,471	984	2.5
SOUTHWEST	19	53,806	648	1.2	64	98,130	2,286	2.3
COMAIR	21	10,638	233	2.2	89	15,423	333	2.2
MESA	19	10,195	172	1.7	116	19,775	310	1.6
AMERICAN	30	39,273	571	1.5	78	48,215	704	1.5
PINNACLE	17	7,820	86	1.1	114	20,854	263	1.3
US AIRWAYS	30	29,299	326	1.1	79	35,739	424	1.2
DELTA	31	29,430	324	1.1	97	36,304	418	1.2
JETBLUE	19	9,914	98	1.0	45	14,078	156	1.1
ATLANTIC SOUTHEAST	16	10,551	91	0.9	123	20,869	219	1.0
UNITED	31	28,965	279	1.0	83	34,508	339	1.0
SKYWEST	21	23,878	197	0.8	147	44,047	404	0.9
AIRTRAN	25	14,304	102	0.7	57	19,152	167	0.9
ALASKA	16	7,634	25	0.3	46	12,082	67	0.6
NORTHWEST	30	18,314	84	0.5	88	25,183	122	0.5
FRONTIER	22	5,999	29	0.5	41	7,521	33	0.4
HAWAIIAN	7	334	0	0.0	14	4,892	11	0.2
<b>Total</b>		<b>352,041</b>	<b>5,578</b>	<b>1.6</b>	<b>Total</b>	<b>540,908</b>	<b>9,913</b>	<b>1.8</b>

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

**SEPTEMBER 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	20854	18899	90.63%	263	1.26%	48	0.23%	571	2.74%	66	0.32%	604	2.90%	3	0.01%	401	1.92%
AA	48215	39292	81.49%	704	1.46%	69	0.14%	2604	5.40%	138	0.29%	3369	6.99%	3	0.01%	2036	4.22%
AS	12082	10612	87.83%	67	0.55%	29	0.24%	468	3.88%	37	0.31%	425	3.52%	15	0.12%	428	3.54%
B6	14078	11373	80.79%	156	1.11%	31	0.22%	460	3.27%	16	0.12%	1328	9.43%	3	0.02%	710	5.04%
CO	21514	17656	82.07%	1304	6.06%	22	0.10%	709	3.30%	57	0.26%	1295	6.02%	9	0.04%	462	2.15%
DL	36304	30655	84.44%	418	1.15%	52	0.14%	1184	3.26%	63	0.17%	2852	7.85%	3	0.01%	1077	2.97%
EV	20869	17371	83.24%	219	1.05%	29	0.14%	1654	7.92%	143	0.69%	735	3.52%	2	0.01%	716	3.43%
F9	7521	6875	91.41%	33	0.44%	2	0.03%	189	2.51%	8	0.10%	341	4.54%	0	0.00%	73	0.98%
FL	19152	16943	88.47%	167	0.87%	16	0.08%	386	2.02%	14	0.07%	970	5.07%	0	0.00%	656	3.43%
HA	4892	4650	95.05%	11	0.22%	2	0.04%	172	3.51%	0	0.00%	1	0.02%	0	0.00%	56	1.15%
MQ	39471	32657	82.74%	984	2.49%	51	0.13%	1633	4.14%	145	0.37%	1982	5.02%	3	0.01%	2015	5.11%
NW	25183	22541	89.51%	122	0.48%	20	0.08%	985	3.91%	204	0.81%	941	3.74%	9	0.04%	361	1.44%
OH	15423	11940	77.42%	333	2.16%	44	0.29%	935	6.06%	531	3.44%	1549	10.04%	0	0.00%	92	0.59%
OO	44047	38460	87.32%	404	0.92%	46	0.10%	1699	3.86%	106	0.24%	1842	4.18%	16	0.04%	1473	3.35%
UA	34508	27548	79.83%	339	0.98%	44	0.13%	1629	4.72%	165	0.48%	2636	7.64%	0	0.00%	2147	6.22%
US	35739	30062	84.12%	424	1.19%	42	0.12%	1265	3.54%	68	0.19%	2713	7.59%	12	0.03%	1154	3.23%
WN	98130	87361	89.03%	2286	2.33%	104	0.11%	2355	2.40%	223	0.23%	1614	1.65%	19	0.02%	4168	4.25%
XE	23151	18782	81.13%	1369	5.91%	36	0.16%	786	3.40%	82	0.36%	1246	5.38%	3	0.01%	846	3.66%
YV	19775	15450	78.13%	310	1.57%	32	0.16%	2037	10.30%	105	0.53%	1133	5.73%	24	0.12%	684	3.46%
TOTAL	540908	459127		9913		719		21721		2171		27576		124		19557	
			84.88%		1.83%		0.13%		4.02%		0.40%		5.10%		0.02%		3.62%

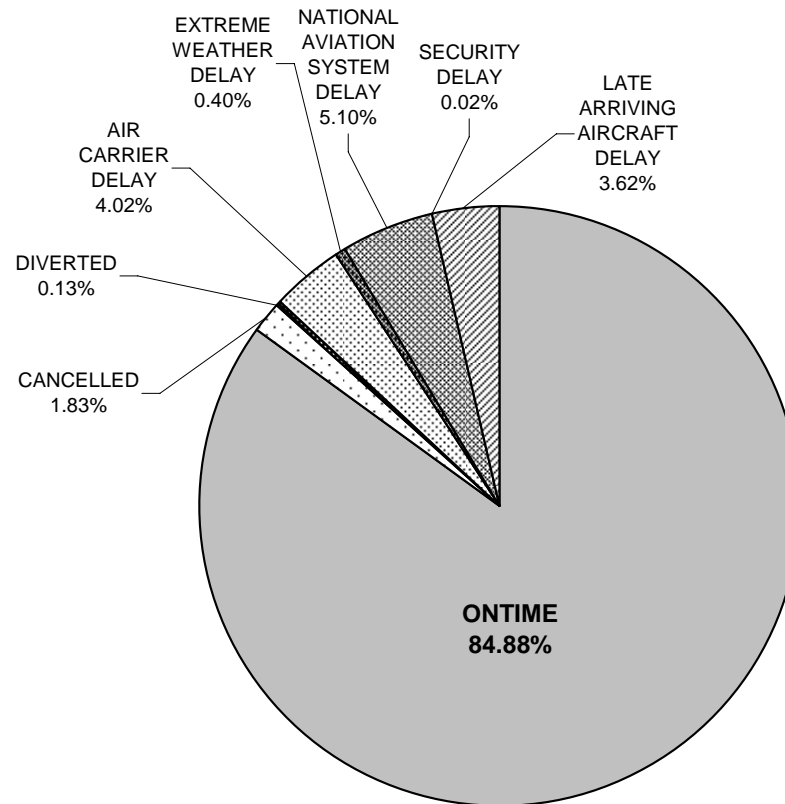
**\*Causes of Delay:**

- 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.

SEPTEMBER 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.

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

**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

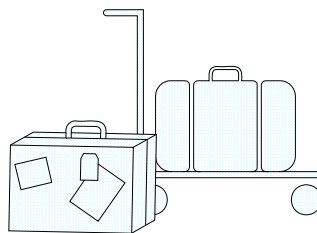
**Air Carriers Voluntarily Reporting  
Data to DOT and to CRS Vendors**

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.



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

RANK	AIRLINE	SEPTEMBER 2008			SEPTEMBER 2007		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	3,335	1,723,197	1.94	6,091	1,787,071	3.41
2	NORTHWEST AIRLINES	5,660	2,814,089	2.01	13,150	3,440,000	3.82
3	HAWAIIAN AIRLINES	1,428	603,908	2.36	2,064	583,692	3.54
4	CONTINENTAL AIRLINES	6,156	2,328,649	2.64	10,875	2,867,754	3.79
5	FRONTIER AIRLINES	2,158	802,266	2.69	3,281	822,542	3.99
6	US AIRWAYS	11,822	3,821,353	3.09	23,456	4,019,703	5.84
7	JETBLUE AIRWAYS	4,390	1,405,514	3.12	5,637	1,495,353	3.77
8	AMERICAN AIRLINES	19,470	5,461,505	3.56	34,318	6,095,170	5.63
9	ALASKA AIRLINES	4,505	1,250,133	3.60	8,934	1,304,465	6.85
10	SOUTHWEST AIRLINES	27,718	7,571,216	3.66	33,658	8,175,615	4.12
11	PINNACLE AIRLINES	3,260	796,622	4.09	5,723	792,003	7.23
12	UNITED AIRLINES	17,551	4,168,949	4.21	18,033	4,524,961	3.99
13	DELTA AIR LINES	21,679	4,804,776	4.51	33,712	4,937,443	6.83
14	EXPRESSJET AIRLINES	3,553	781,158	4.55	6,254	1,221,275	5.12
15	SKYWEST AIRLINES	8,963	1,665,638	5.38	14,517	1,834,668	7.91
16	MESA AIRLINES	5,442	897,943	6.06	7,926	1,012,806	7.83
17	AMERICAN EAGLE AIRLINES	8,729	1,235,949	7.06	14,816	1,496,771	9.90
18	ATLANTIC SOUTHEAST AIRLINES	6,637	894,509	7.42	9,914	940,375	10.54
19	COMAIR	5,906	630,098	9.37	5,426	747,944	7.25
TOTALS **		168,362	43,657,472	3.86	257,785	48,099,611	5.36

**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," "Oversales," 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 September 2007 reflect the deletion of Aloha's data for that month.

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2008			JANUARY - SEPTEMBER 2007		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	60,795	19,549,797	3.11	76,725	18,354,578	4.18
2	HAWAIIAN AIRLINES	18,682	6,001,590	3.11	18,252	5,375,267	3.40
3	JETBLUE AIRWAYS	58,179	16,336,730	3.56	93,241	16,132,939	5.78
4	NORTHWEST AIRLINES	112,928	31,086,920	3.63	175,378	34,215,777	5.13
5	CONTINENTAL AIRLINES	116,460	27,765,195	4.19	165,892	29,298,499	5.66
6	SOUTHWEST AIRLINES	373,561	80,048,719	4.67	471,280	78,844,455	5.98
7	ALASKA AIRLINES	56,314	12,033,542	4.68	80,173	12,204,805	6.57
8	FRONTIER AIRLINES	39,151	8,022,987	4.88	53,189	8,315,973	6.40
9	US AIRWAYS	193,569	38,525,184	5.02	362,810	41,059,294	8.84
10	UNITED AIRLINES	224,987	41,981,290	5.36	270,441	45,342,979	5.96
11	DELTA AIR LINES	268,226	46,625,118	5.75	372,343	48,700,344	7.65
12	AMERICAN AIRLINES	344,535	57,113,682	6.03	444,405	59,709,995	7.44
13	EXPRESSJET AIRLINES	75,587	11,344,880	6.66	103,056	11,788,956	8.74
14	PINNACLE AIRLINES	59,185	7,656,173	7.73	65,801	7,286,677	9.03
15	SKYWEST AIRLINES	128,068	16,103,406	7.95	188,463	16,740,731	11.26
16	MESA AIRLINES	73,289	8,803,128	8.33	114,355	10,353,100	11.05
17	COMAIR	55,923	6,522,162	8.57	86,168	7,063,583	12.20
18	ATLANTIC SOUTHEAST AIRLINES	89,032	9,412,178	9.46	100,638	8,898,230	11.31
19	AMERICAN EAGLE AIRLINES	128,554	12,559,642	10.24	194,741	13,816,434	14.09
TOTALS **		2,477,025	457,492,323	5.41	3,437,351	473,502,616	7.26

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

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

ENPLANED PASSENGERS—For the domestic system only.

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay data voluntarily (Pinnacle). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Oversales," 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 January-September (2007 and 2008) reflect the deletion of Aloha's data for that period.

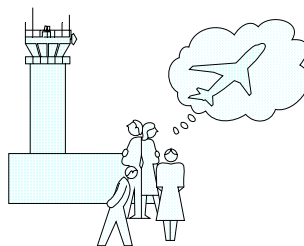
## OVERSALES

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

	SEPTEMBER 2008				SEPTEMBER 2007			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	582	55	1	70	754	69	6	116
FOREIGN AIRLINES	87	3	0	8	133	2	0	7
TRAVEL AGENTS	12	0	0	0	8	0	0	1
TOUR OPERATORS	2	1	0	0	2	0	0	0
MISCELLANEOUS	1	7	0	5	1	0	0	0
<b>INDUSTRY TOTALS</b>	<b>684</b>	<b>66</b>	<b>1</b>	<b>83</b>	<b>898</b>	<b>71</b>	<b>6</b>	<b>124</b>

Table 2

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	SEPTEMBER 2008			SEPTEMBER 2007		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	163		1	289	
CANCELLATIONS			64			115
DELAYS			44			100
MISCONNECTIONS			33			31
BAGGAGE	2	146		2	187	
RES/TKTG/BOARDING	3	103		3	121	
CUSTOMER SERVICE	4	99		4	85	
REFUNDS	5	62		5	67	
DISABILITY	6	40		6	49	
FARES	7	22		8	31	
OVERSALES	8	17		9	19	
OTHER	8	17		7	38	
FREQUENT FLYER			12			29
DISCRIMINATION	10	10		10	10	
ADVERTISING	11	3		11	2	
ANIMALS	12	2		12	0	
COMPLAINT TOTAL		684			898	

Table 3

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

SEPTEMBER 2008

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	3	1	3	0	1	2	3	1	0	2	0	0	16
ALASKA AIRLINES	0	1	1	0	0	1	1	1	0	0	0	0	5
AMERICAN AIRLINES	18	2	14	3	4	28	10	1	0	0	0	2	82
AMERICAN EAGLE AIRLINES	3	0	0	0	0	4	0	0	0	0	0	0	7
COMAIR	9	0	0	0	0	0	1	0	0	0	0	0	10
CONTINENTAL AIRLINES	13	0	3	2	3	2	4	2	0	1	1	0	31
DELTA AIRLINES	14	3	9	2	9	18	14	8	1	0	1	4	83
JETBLUE AIRWAYS	10	0	1	2	2	2	1	5	0	0	0	1	24
NORTHWEST AIRLINES	6	0	7	0	2	5	3	2	0	3	0	1	29
PIEDMONT AIRLINES	1	1	0	0	0	3	0	0	0	0	0	0	5
SKYWEST AIRLINES	2	2	2	0	0	1	0	0	0	0	0	0	7
SOUTHWEST AIRLINES	3	0	2	0	1	3	0	4	0	0	0	0	13
SPIRIT AIRLINES	6	2	15	2	8	15	7	1	1	0	0	0	57
UNITED AIRLINES	19	0	5	1	8	21	13	6	0	1	0	2	76
US AIRWAYS	14	2	17	3	6	8	21	3	0	2	0	3	79
OTHER U. S. AIRLINES	25	3	1	1	3	9	10	4	0	0	0	2	58
TOTAL SEPTEMBER 2008	146	17	80	16	47	122	88	38	2	9	2	15	582
% OF TOTAL COMPLAINTS	25.1	2.9	13.7	2.7	8.1	21	15.1	6.5	0.3	1.5	0.3	2.6	
TOTAL SEPTEMBER 2007	271	17	96	24	57	129	77	43	1	7	0	32	754
% OF TOTAL COMPLAINTS	35.9	2.3	12.7	3.2	7.6	17.1	10.2	5.7	0.1	0.9	0	4.2	

\* 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

SEPTEMBER 2008

U. S. AIRLINES*	COMPS RECD IN SEP	INCI - DENTS IN SEP	PERCENT	INCI - DENTS IN AUG	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	16	6	37.5	3	18.8	6	37.5	1	6.2
ALASKA AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
AMERICAN AIRLINES	82	32	39.0	18	22.0	23	28.0	9	11.0
AMERICAN EAGLE AIRLINES	7	1	14.3	1	14.3	4	57.1	1	14.3
COMAIR	10	4	40.0	2	20.0	3	30.0	1	10.0
CONTINENTAL AIRLINES	31	16	51.6	6	19.4	5	16.1	4	12.9
DELTA AIRLINES	83	27	32.5	27	32.5	20	24.1	9	10.8
JETBLUE AIRWAYS	24	6	25.0	8	33.3	7	29.2	3	12.5
NORTHWEST AIRLINES	29	7	24.1	7	24.1	11	37.9	4	13.8
PIEDMONT AIRLINES	5	1	20.0	4	80.0	0	0.0	0	0.0
SKYWEST AIRLINES	7	1	14.3	2	28.6	3	42.9	1	14.3
SOUTHWEST AIRLINES	13	4	30.8	3	23.1	6	46.2	0	0.0
SPIRIT AIRLINES	57	9	15.8	16	28.1	23	40.4	9	15.8
UNITED AIRLINES	76	23	30.3	19	25.0	29	38.2	5	6.6
US AIRWAYS	79	23	29.1	19	24.1	22	27.8	15	19.0
OTHER U. S. AIRLINES	58	22	37.9	17	29.3	13	22.4	6	10.3
<b>TOTALS</b>	<b>582</b>	<b>185</b>	<b>31.8</b>	<b>154</b>	<b>26.5</b>	<b>175</b>	<b>30.1</b>	<b>68</b>	<b>11.7</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>754</b>	<b>113</b>	<b>15.0</b>	<b>181</b>	<b>24.0</b>	<b>196</b>	<b>26.0</b>	<b>264</b>	<b>35.0</b>

\*AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED 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\*\*

SEPTEMBER 2008

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	1	0	2	0	0	4	1	0	0	0	0	1	9
AIR INDIA	3	0	1	0	1	0	0	0	0	0	0	0	5
AIR JAMAICA	1	0	0	0	1	3	0	0	0	0	0	0	5
EUROFLY	2	0	2	0	0	1	0	0	0	0	0	0	5
LUFTHANSA	1	0	2	1	0	1	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	9	0	6	2	12	15	10	2	0	1	0	1	58
<b>TOTALS</b>	<b>17</b>	<b>0</b>	<b>13</b>	<b>3</b>	<b>14</b>	<b>24</b>	<b>11</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>87</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	10	2	0	0	0	0	0	0	0	0	12
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>2</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>12</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	1	0	0	0	0	1	0	0	0	2
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</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>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

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

RANK	AIRLINE	SEPTEMBER 2008			SEPTEMBER 2007		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>EXPRESSJET AIRLINES</i>	0	874,462	0.00	8	1,510,802	0.53
2	<i>SOUTHWEST AIRLINES</i>	13	7,360,517	0.18	21	7,985,620	0.26
3	<i>FRONTIER AIRLINES</i>	2	805,996	0.25	2	825,846	0.24
4	<i>MESA AIRLINES</i>	3	870,795	0.34	7	981,380	0.71
5	<i>PINNACLE AIRLINES</i>	3	779,664	0.38	4	814,920	0.49
6	<i>ALASKA AIRLINES</i>	5	1,295,170	0.39	13	1,391,249	0.93
7	<i>SKYWEST AIRLINES</i>	7	1,648,993	0.42	7	1,813,359	0.39
8	<i>ATLANTIC SOUTHEAST AIRLINES</i>	4	899,015	0.44	17	969,409	1.75
9	<i>AMERICAN EAGLE AIRLINES</i>	7	1,262,089	0.55	7	1,512,424	0.46
10	<i>HAWAIIAN AIRLINES</i>	4	595,070	0.67	1	579,648	0.17
11	<i>NORTHWEST AIRLINES</i>	29	3,602,409	0.81	43	4,169,673	1.03
12	<i>AIRTRAN AIRWAYS</i>	16	1,666,248	0.96	16	1,730,263	0.92
13	<i>CONTINENTAL AIRLINES</i>	31	3,038,377	1.02	40	3,614,336	1.11
14	<i>AMERICAN AIRLINES</i>	82	6,764,726	1.21	100	7,518,518	1.33
15	<i>DELTA AIR LINES</i>	83	5,551,745	1.50	118	5,601,056	2.11
16	<i>UNITED AIRLINES</i>	76	4,852,452	1.57	93	5,260,761	1.77
17	<i>COMAIR</i>	10	630,098	1.59	14	765,244	1.83
18	<i>JETBLUE AIRWAYS</i>	24	1,441,949	1.66	16	1,488,354	1.08
19	<i>US AIRWAYS</i>	79	4,110,234	1.92	92	4,313,260	2.13
	<b>TOTAL **</b>	<b>478</b>	<b>48,050,009</b>	<b>0.99</b>	<b>619</b>	<b>52,846,122</b>	<b>1.17</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," "Mishandled Baggage," and "Oversales" 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 September 2007 reflect the deletion of Aloha's data for that month.

Table 1 (YTD)

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS

	JANUARY - SEPTEMBER 2008				JANUARY - SEPTEMBER 2007			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUEST
U. S. AIRLINES	7,651	770	31	1,028	8,732	685	46	1,534
FOREIGN AIRLINES	990	16	0	84	1,454	13	1	98
TRAVEL AGENTS	107	6	0	5	165	1	1	16
TOUR OPERATORS	14	2	0	2	61	0	0	38
MISCELLANEOUS	24	62	0	34	8	0	0	0
<b>INDUSTRY TOTALS</b>	<b>8,786</b>	<b>856</b>	<b>31</b>	<b>1,153</b>	<b>10,420</b>	<b>699</b>	<b>48</b>	<b>1,686</b>

Table 2 (YTD)

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - SEPTEMBER 2008			JANUARY - SEPTEMBER 2007		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	2,760		1	3583	
CANCELLATIONS			1191			1,690
DELAYS			810			938
MISCONNECTIONS			456			514
BAGGAGE	2	1,736		2	2301	
RES/TKTG/BOARDING	3	1,114		3	1116	
CUSTOMER SERVICE	4	1,094		4	1077	
REFUNDS	5	642		5	798	
DISABILITY	6	372		7	370	
OVERSALES	7	366		6	403	
FARES	8	307		9	301	
OTHER	9	270		8	347	
FREQUENT FLYER			195			224
DISCRIMINATION	10	91		10	83	
ADVERTISING	11	30		11	33	
ANIMALS	12	4		12	8	
COMPLAINT TOTAL		8,786			10,420	

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

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.



Table 3 (YTD)

## COMPLAINTS AGAINST U. S. AIRLINES / BY COMPLAINT CATEGORY\* / JANUARY - SEPTEMBER 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
AIR WISCONSIN	22	6	1	0	0	1	3	1	0	1	0	0	35
AIRTRAN AIRWAYS	74	19	26	6	7	44	29	15	0	5	0	0	225
ALASKA AIRLINES	13	3	12	3	3	11	14	3	1	0	0	2	65
ALLEGiant AIR	20	0	8	1	3	8	6	3	1	0	0	1	51
ALOHA AIRLINES	2	0	0	0	12	2	1	0	0	0	0	0	17
AMERICAN AIRLINES	434	20	96	19	44	252	119	22	2	9	0	24	1,041
AMERICAN EAGLE AIRLINES	77	8	5	3	3	35	9	3	0	1	0	0	144
ATA AIRLINES	7	0	5	1	4	5	2	2	0	0	0	0	26
ATLANTIC SOUTHEAST AIRLINES	56	11	2	0	1	10	4	7	0	0	0	3	94
CHAUTAUQUA AIRLINES	26	0	1	0	0	2	5	2	0	1	0	1	38
COLGAN AIRWAYS CORPORATION	19	0	0	1	0	1	3	1	0	0	0	1	26
COMAIR	58	4	1	0	1	14	5	5	0	2	0	1	91
CONTINENTAL AIRLINES	134	12	64	20	19	64	60	32	0	8	1	12	426
DELTA AIRLINES	257	45	145	44	59	238	136	38	4	9	3	52	1,030
EXECUTIVE AIRLINES	11	0	1	0	1	9	2	0	0	0	0	0	24
EXPRESSJET AIRLINES	30	0	3	0	0	1	15	4	0	1	0	1	55
FREEDOM AIRLINES	26	1	1	0	0	3	4	1	0	1	0	0	37
FRONTIER AIRLINES	20	5	10	3	3	10	8	1	0	1	0	6	67
GO!	5	3	1	0	0	2	1	0	0	0	0	0	12
GREAT LAKES AVIATION	5	1	1	0	1	0	2	0	0	0	0	0	10
HAWAIIAN AIRLINES	12	1	5	6	7	9	6	2	2	0	0	3	53
HORIZON AIRLINES	4	0	4	0	0	4	0	3	0	1	0	2	18
JETBLUE AIRWAYS	87	3	15	4	11	16	13	20	0	2	0	6	177
LYNXAIR INTERNATIONAL	9	0	2	4	5	9	3	1	0	0	0	3	36
MESA AIRLINES	43	2	1	1	0	6	15	5	0	0	0	0	73
MESABA AVIATION	19	7	4	0	0	2	2	7	0	0	0	0	41
MIDWEST AIRLINES	32	2	4	2	5	8	4	4	0	1	0	0	62
NORTHWEST AIRLINES	95	19	49	19	20	63	34	23	1	5	0	12	340
PACIFIC WINGS	8	0	3	1	2	3	1	0	1	0	0	1	20
PEDMONT AIRLINES	16	7	3	0	0	12	4	0	0	0	0	0	42
PI NNACLE AIRLINES	42	5	6	0	0	6	14	5	0	0	0	0	78
PSA AIRLINES	14	0	1	0	0	0	2	0	0	0	0	1	18
REPUBLIC AIRWAYS	26	2	0	0	0	2	2	1	0	1	0	0	34
SHUTTLE AMERICA	11	0	0	0	0	4	1	4	0	0	0	0	20
SKYBUS AIRLINES	12	0	8	0	35	6	3	1	0	0	0	0	65
SKYWEST AIRLINES	49	8	2	0	0	17	4	3	0	1	0	1	85
SOUTHWEST AIRLINES	39	7	18	4	9	38	45	39	0	7	0	4	210
SPIRIT AIRLINES	104	23	149	30	88	161	106	9	6	1	0	11	688
TRANS STATES AIRLINES	24	0	1	0	0	6	2	3	0	0	0	0	36
UNITED AIRLINES	311	27	103	31	86	181	139	36	1	9	0	52	976
UNITED EXPRESS	19	2	4	1	1	13	3	0	0	0	0	0	43
US AIRWAYS	248	59	145	49	67	104	142	29	1	10	0	34	888
US AIRWAYS EXPRESS	10	1	1	0	0	1	3	0	0	0	0	0	16
USA3000	8	0	4	1	2	3	6	4	0	0	0	0	28
VIRGIN AMERICA	4	0	2	3	0	7	2	1	0	0	0	1	20
OTHER U. S. AIRLINES	30	4	9	3	9	7	4	1	1	0	0	2	70
TOTAL JAN - SEP 2008	2,572	317	926	260	508	1,400	988	341	21	77	4	237	7,651
% OF TOTAL COMPLAINTS	33.6	4.1	12.1	3.4	6.6	18.3	12.9	4.5	0.3	1.0	0.1	3.1	
TOTAL JAN - SEP 2007	3,319	350	852	244	575	1,704	973	335	27	69	6	278	8,732
% OF TOTAL COMPLAINTS	38.0	4.0	9.8	2.8	6.6	19.5	11.1	3.8	0.3	0.8	0.1	3.2	

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

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

TABLE 4 (YTD)

COMPANIES OTHER THAN U. S. AIRLINES\*  
BY COMPLAINT CATEGORY\*\*  
JANUARY-SEPTEMBER 2008

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROFLOT	2	0	1	1	0	4	0	1	0	1	0	1	11
AEROLINEAS ARGENTINAS	11	1	0	0	1	3	0	0	0	0	0	0	16
AEROMEXICO	4	7	5	0	0	10	1	1	0	0	0	1	29
AIR CANADA	6	0	3	1	3	9	4	0	0	0	0	0	26
AIR FRANCE	10	2	15	0	8	39	10	3	1	1	0	2	91
AIR INDIA	8	5	3	2	2	12	5	1	0	0	0	0	38
AIR JAMAICA	10	2	5	1	3	14	3	2	0	1	0	0	41
ALITALIA AIRLINES	5	2	4	1	2	28	1	0	0	1	0	0	44
BRITISH AIRWAYS	16	0	8	3	18	43	8	3	0	1	0	3	103
CATHAY PACIFIC AIRWAYS	6	1	0	2	1	4	2	1	0	0	0	0	17
COPA COMPANIA PANAMENA	3	5	5	1	4	4	2	0	0	0	0	0	24
EMIRATES AIRLINES	6	0	1	2	5	14	1	0	0	0	0	1	30
EUROFLY, S. P. A.	5	0	2	0	0	1	1	0	1	0	0	1	11
IBERIA AIRLINES	7	3	2	0	5	4	2	3	0	0	0	0	26
KLM	3	2	3	0	1	11	6	3	0	0	0	0	29
LAN AIRLINES	2	0	2	1	3	1	2	0	0	0	0	1	12
LOT POLISH AIRLINES	2	1	2	0	0	2	3	2	0	0	0	0	12
LUFTHANSA	6	0	9	1	2	13	2	2	1	2	0	2	40
MEXICANA	1	7	6	2	3	6	3	1	0	1	0	0	30
QATAR AIRWAYS	3	0	4	1	1	2	3	0	0	1	0	0	15
ROYAL AIR MAROC	0	2	0	0	3	11	0	0	0	0	0	0	16
ROYAL JORDANIAN AIRLINES	0	1	4	1	0	6	2	0	0	0	0	0	14
TACA INTERNATIONAL AIRLINES	1	0	3	1	0	6	1	1	0	0	0	0	13
TAM	2	1	1	0	0	6	0	0	0	0	0	0	10
TRAVELSPAN	5	0	2	0	1	1	1	0	0	0	0	0	10
VIRGIN ATLANTIC AIRWAYS	3	0	6	1	5	5	3	1	0	1	0	2	27
OTHER FOREIGN AIRLINES	47	6	35	8	35	73	26	6	3	4	0	12	255
<b>TOTALS</b>	<b>174</b>	<b>48</b>	<b>131</b>	<b>30</b>	<b>106</b>	<b>332</b>	<b>92</b>	<b>31</b>	<b>6</b>	<b>14</b>	<b>0</b>	<b>26</b>	<b>990</b>
<b><u>TRAVEL AGENTS</u></b>													
CHEAP TICKETS	2	0	7	2	7	0	1	0	0	0	0	0	19
EXPEDIA.COM	1	0	5	1	4	0	1	0	0	0	0	0	12
ORBITZ.COM	0	0	10	1	3	0	4	0	1	0	0	0	19
PRICELINE.COM	0	0	7	0	3	0	1	0	0	0	0	1	12
OTHER TRAVEL AGENTS	0	1	21	11	9	0	1	0	1	0	0	1	45
<b>TOTALS</b>	<b>3</b>	<b>1</b>	<b>50</b>	<b>15</b>	<b>26</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>107</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	7	0	3	1	1	0	1	0	1	0	0	0	14
<b>TOTALS</b>	<b>7</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER GENERAL COMPLAINTS	4	0	4	1	1	4	5	0	0	0	0	5	24
<b>TOTALS</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>24</b>

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

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

TABLE 5 (YTD)

JANUARY - SEPTEMBER  
CONSUMER COMPLAINTS: RANKINGS/ U.S. AIRLINES \*

RANK	AIRLINE	JANUARY - SEPTEMBER 2008			JANUARY - SEPTEMBER 2007		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	210	78,041,758	0.27	218	77,090,135	0.28
2	<b>EXPRESSJET AIRLINES</b>	55	12,519,865	0.44	58	13,130,617	0.44
3	<b>ALASKA AIRLINES</b>	65	13,037,476	0.50	108	13,367,126	0.81
4	<b>SKYWEST AIRLINES</b>	85	15,956,718	0.53	134	16,705,365	0.80
5	<b>FRONTIER AIRLINES</b>	67	8,201,483	0.82	52	8,258,321	0.63
6	<b>MESA AIRLINES</b>	73	8,490,053	0.86	84	10,082,927	0.83
7	<b>NORTHWEST AIRLINES</b>	340	38,311,796	0.89	630	40,968,827	1.54
8	<b>HAWAIIAN AIRLINES</b>	53	5,935,819	0.89	30	5,334,527	0.56
9	<b>ATLANTIC SOUTHEAST AIRLINES</b>	94	9,623,047	0.98	110	9,204,051	1.20
10	<b>PINNACLE AIRLINES ***</b>	78	7,767,746	1.00	66	7,452,564	0.89
11	<b>JETBLUE AIRWAYS</b>	177	16,756,312	1.06	131	15,874,952	0.83
12	<b>AMERICAN EAGLE AIRLINES</b>	144	12,804,153	1.12	163	13,991,039	1.17
13	<b>CONTINENTAL AIRLINES</b>	426	36,337,388	1.17	419	37,157,216	1.13
14	<b>AIRTRAN AIRWAYS</b>	225	18,841,410	1.19	152	17,840,316	0.85
15	<b>COMAIR</b>	91	6,641,603	1.37	119	7,214,825	1.65
16	<b>AMERICAN AIRLINES</b>	1,041	71,337,623	1.46	1,317	74,076,068	1.78
17	<b>DELTA AIR LINES</b>	1,030	54,277,349	1.90	1,048	55,509,798	1.89
18	<b>UNITED AIRLINES</b>	976	49,001,719	1.99	1,233	52,343,884	2.36
19	<b>US AIRWAYS</b>	888	42,013,833	2.11	1,519	44,317,009	3.43
	<b>TOTAL **</b>	<b>6,118</b>	<b>505,897,151</b>	<b>1.21</b>	<b>7,591</b>	<b>519,919,567</b>	<b>1.46</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," "Mishandled Baggage," and "Oversales" 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 January-September (2007 and 2008) reflect the deletion of Aloha's data for that period.

\*\*\* Pinnacle Airlines revised the enplanement number originally submitted for May 2008. The carrier's January-September 2008 enplanement number reflects that correction.

## **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 September 2008 as provided by the Transportation Security Administration <sup>a</sup>

The Transportation Security Administration screened approximately 49 million airline passengers and their 44 checked bags during Septmeber 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 September.

**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
266	.0005	49	.0001	41	.00008	524	.001

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

Number of Damage Claims Received			
Checkpoint (TSA)	% of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	% of Total Checked Bags Screened
233	.0005	1076	.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 September.

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.

## September 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>
<b><i>Total</i></b>	<b>0</b>	<b>0</b>	<b>0</b>