



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: March 2011**



<b>Flight Delays<sup>1</sup></b>	January 2011 12 Months Ending January 2011
<b>Mishandled Baggage<sup>1</sup></b>	January 2011
<b>Oversales<sup>1</sup></b>	4th Quarter 2010 January – December 2010
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	January 2011
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	January 2011
<b>Airline Animal Incident Reports<sup>4</sup></b>	January 2011

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<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.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.dot.gov/>

## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the fifteen (15\*) 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 29 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 16 reporting air carriers, 11 carriers (AirTran, American Eagle, Atlantic Southeast, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Southwest, United, and US Airways) use ACARS exclusively; 2 carriers (American and Continental) use a combination of ACARS and DGS; and 3 carriers (Alaska, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

Except for the flights listed in Tables 5 and 11, this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at

[http://www.bts.gov/programs/airline\\_information/airline\\_ontime\\_statistics/](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.

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

January 2011

**AIR TRAVEL CONSUMER REPORT**

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

	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
CARRIER	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	69.6	15	91.2
ALASKA AIRLINES S/	18	86.7	50	85.3
UNITED AIRLINES S/	27	84.3	73	84.5
MESA AIRLINES S/	16	81.9	86	81.6
AMERICAN AIRLINES S/	28	79.8	78	79.8
US AIRWAYS S/	28	78.4	79	78.6
AIRTRAN AIRWAYS S/	22	77.7	65	77.6
EXPRESSJET AIRLINES S/V/	20	76.4	114	77.1
CONTINENTAL AIRLINES S/	27	75.6	62	76.5
FRONTIER AIRLINES S/	21	75.7	41	75.7
AMERICAN EAGLE S/	19	75.1	133	75.5
DELTA AIR LINES S/	29	74.1	112	74.6
SOUTHWEST AIRLINES S/	20	74.8	69	74.4
SKYWEST AIRLINES S/	16	75.4	142	73.5
ATLANTIC SOUTHEAST AIRLINES S/	18	70.8	121	71.4
JETBLUE AIRWAYS S/	21	64.3	47	65.0
<b>TOTAL</b>		<b>76.4</b>		<b>76.3</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 (ExpressJet). The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaints" sections of this report.

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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	1st Quarter 01-03 2010		2nd Quarter 04-06 2010		3rd Quarter 07-09 2010		4th Quarter 10-12 2010		Nov-10		Dec -10		Jan-11		12 Months Ending Jan 2011		Database To Date 09 1987 - 01 2011	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	76.7	11	83.9	6	83.4	6	87.0	3	88.6	4	82.1	3	77.6	7	82.7	6	(--)	(--)
ALASKA	86.4	2	90.4	2	89.2	2	83.9	6	82.5	13	80.9	4	85.3	2	87.5	2	76.5	6
AMERICAN	76.5	12	77.8	14	80.2	13	84.0	5	85.3	8	80.5	5	79.8	5	79.6	9	78.0	4
AMERICAN EAGLE	74.6	14	74.4	17	77.3	15	81.7	9	84.5	9	74.0	9	75.5	11	77.3	15	74.2	8
ATLANTIC SOUTHEAST	76.2	13	82.3	9	80.6	12	77.6	14	81.9	14	70.5	12	71.4	15	78.6	13	(--)	(--)
COMAIR	71.4	18	71.4	18	74.6	18	74.7	16	82.8	11	63.1	17	(--)	(--)	73.1	18	(--)	(--)
CONTINENTAL	78.4	9	83.1	8	83.2	7	80.9	11	83.6	10	72.1	10	76.5	9	80.9	7	78.3	2
DELTA	78.9	7	76.6	16	76.2	17	78.0	13	80.8	15	70.1	13	74.6	12	76.8	16	77.6	5
EXPRESSJET	73.3	16	76.7	15	79.1	14	81.5	10	86.0	6	71.7	11	77.1	8	77.8	14	(--)	(--)
FRONTIER	80.3	5	80.7	12	82.4	8	82.2	8	82.7	12	76.6	8	75.7	10	80.8	8	(--)	(--)
HAWAIIAN	88.4	1	93.8	1	95.3	1	92.0	1	93.1	1	87.6	1	91.2	1	92.9	1	(--)	(--)
JETBLUE	71.6	17	83.2	7	77.0	16	71.1	18	79.1	17	58.6	18	65.0	16	74.9	17	(--)	(--)
MESA	80.4	4	84.1	5	84.2	5	85.2	4	89.2	3	78.9	6	81.6	4	83.6	4	(--)	(--)
PINNACLE	74.1	15	79.7	13	80.7	11	79.4	12	86.1	5	65.5	15	(--)	(--)	79.0	10	(--)	(--)
SKYWEST	78.2	10	81.2	10	81.6	10	75.1	15	78.0	18	64.4	16	73.5	14	79.0	12	(--)	(--)
SOUTHWEST	80.1	6	81.1	11	82.0	9	74.6	17	79.3	16	67.1	14	74.4	13	79.0	11	81.9	1
UNITED	82.5	3	84.2	4	85.8	3	88.1	2	91.4	2	83.1	2	84.5	3	85.2	3	76.2	7
US AIRWAYS	78.7	8	85.7	3	84.7	4	82.9	7	86.0	7	78.7	7	78.6	6	83.0	5	78.3	3
Total	77.9		80.5		81.0		79.6		83.2		72.0		76.3		79.6		78.2	

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

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

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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		DCA		DEN		DFW		DTW	
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
AA	448	79.2	830	68.0	274	79.2	192	82.8	903	77.9	434	80.2	13046	85.5	211	85.3
AS	31	100.0	54	92.6	H/		H/		93	84.9	89	93.3	65	92.3	H/	
B6	H/		2501	63.7	142	54.9	167	52.1	270	60.0	78	51.3	H/		H/	
CO	120	68.3	336	70.2	113	85.0	115	66.1	224	88.8	420	74.0	155	73.5	109	86.2
DL	15152	74.8	1092	68.0	617	74.7	420	77.6	1154	76.2	586	72.5	352	76.1	4317	78.4
EV	9400	72.0	259	56.4	28	64.3	89	64.0	503	64.2	53	73.6	46	45.7	844	70.0
F9	80	73.8	84	65.5	H/		H/		172	73.8	2714	79.6	124	81.5	76	65.8
FL	5359	77.9	495	73.5	1354	81.5	153	83.0	355	75.8	123	79.7	198	78.8	160	79.4
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	475	62.5	347	64.0	150	65.3	392	72.7	593	71.8	210	76.2	6627	83.2	362	67.7
OO	89	78.7	H/		H/		H/		H/		5428	78.2	286	76.2	87	58.6
UA	61	83.6	638	79.8	270	85.6	53	79.2	345	83.5	4140	88.2	237	84.8	31	83.9
US	434	73.7	1578	71.4	380	77.6	7117	77.8	1885	80.4	368	76.6	610	76.1	234	82.1
WN	H/		760	64.5	4648	73.9	H/		H/		4232	77.0	H/		466	62.0
XE	271	73.8	26	80.8	114	69.3	274	79.9	286	70.6	407	81.8	171	78.4	94	73.4
YV	93	69.9	H/		1	0.0	2001	76.3	H/		1	100.0	H/		84	75.0
TOTAL	32013	74.4	9000	68.0	8091	75.6	10973	76.9	6783	76.3	19283	80.0	21917	84.0	7075	75.8

\* 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*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
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
AA	391	73.7	341	78.0	357	77.6	273	80.2	1267	74.6	765	79.0	2343	78.6	1376	73.3
AS	58	79.3	H/		H/		31	93.5	H/		333	93.1	468	91.7	H/	
B6	464	67.7	1285	58.0	422	61.6	H/		3303	67.8	257	77.0	138	60.1	279	54.1
CO	3515	70.0	398	76.4	80	86.2	6067	80.8	H/		438	78.3	601	67.7	251	73.3
DL	458	61.1	1114	73.5	234	73.1	172	73.8	1667	71.1	1104	79.6	1666	72.0	2161	69.5
EV	133	57.9	27	74.1	969	72.7	94	71.3	118	66.1	H/		H/		76	55.3
F9	H/		62	74.2	H/		H/		H/		229	76.0	148	70.3	143	62.9
FL	H/		507	76.7	87	78.2	H/		H/		162	81.5	140	73.6	547	64.9
HA	H/		H/		H/		H/		H/		84	77.4	67	73.1	H/	
MQ	112	60.7	H/		H/		124	62.1	713	70.7	H/		1174	89.7	1463	66.8
OO	H/		H/		163	71.8	704	79.7	H/		508	75.8	3899	82.6	H/	
UA	214	73.8	H/		2063	86.7	99	82.8	389	86.1	648	86.7	1953	87.6	555	74.1
US	330	69.1	589	78.1	31	87.1	308	77.9	181	77.9	903	85.6	531	75.3	1106	72.2
WN	H/		1541	74.0	233	65.2	H/		H/		6357	80.1	3237	73.6	237	59.9
XE	2952	66.9	1	100.0	582	81.3	6775	81.5	H/		H/		H/		50	74.0
YV	76	71.1	H/		948	79.0	H/		H/		159	86.2	31	100.0	38	78.9
TOTAL	8703	68.4	5865	71.4	6169	78.7	14647	80.7	7638	71.1	11947	80.8	16396	79.3	8282	69.2

\* 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*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
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
AA	814	73.0	H/		3957	74.9	300	74.3	4542	78.8	124	73.4	367	74.1	492	80.3
AS	62	95.2	H/		31	80.6	58	93.1	124	74.2	846	89.4	H/		233	90.6
B6	1366	65.4	H/		H/		H/		171	59.6	76	76.3	H/		79	64.6
CO	509	80.6	H/		273	80.6	31	67.7	487	71.0	129	59.7	134	76.1	279	74.6
DL	1670	76.2	211	75.8	793	75.0	4451	74.2	492	68.3	262	61.8	531	65.0	698	76.2
EV	H/		H/		2	50.0	H/		343	67.6	H/		67	70.1	H/	
F9	108	73.1	107	83.2	H/		107	69.2	H/		118	61.0	22	72.7	153	77.8
FL	1757	79.6	372	84.7	23	82.6	229	68.6	H/		H/		224	71.4	64	87.5
HA	H/		H/		H/		H/		H/		62	79.0	H/		31	38.7
MQ	H/		H/		1318	79.4	273	63.0	6711	69.2	H/		144	52.1	H/	
OO	H/		H/		H/		1220	57.9	3134	67.6	1003	76.8	H/		263	84.0
UA	513	86.2	H/		72	91.7	248	86.7	4626	80.7	320	82.2	251	80.1	396	87.1
US	709	74.2	H/		285	72.6	266	77.1	597	72.5	158	75.9	3655	74.4	5120	87.6
WN	2916	76.9	5844	75.0	H/		482	66.6	H/		1069	73.1	1636	66.1	5254	77.1
XE	6	83.3	H/		24	66.7	347	69.5	1829	72.6	H/		25	84.0	21	81.0
YV	H/		H/		H/		5	60.0	810	78.6	H/		8	50.0	2416	90.0
TOTAL	10430	76.0	6534	75.7	6778	76.1	8017	71.0	23866	73.7	4167	76.8	7064	71.4	15499	83.1

\* 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*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	433	80.1	367	65.9	915	74.8	159	79.2	527	82.7
AS	331	87.3	3497	85.3	294	74.5	H/		H/	
B6	84	67.9	128	72.7	269	67.3	125	80.0	303	57.8
CO	265	73.2	266	56.4	410	67.1	71	84.5	352	75.9
DL	439	74.5	675	57.9	684	69.4	2333	78.0	977	77.1
EV	H/		H/		H/		H/		23	69.6
F9	118	77.1	121	55.4	76	61.8	76	60.5	44	63.6
FL	H/		34	52.9	68	63.2	H/		541	78.9
HA	31	45.2	76	77.6	31	58.1	H/		H/	
MQ	362	89.5	H/		H/		89	60.7	H/	
OO	623	82.5	548	77.7	4002	65.0	5961	80.8	H/	
UA	592	87.5	547	83.9	2990	83.4	58	87.9	254	78.3
US	287	79.8	229	78.2	410	72.4	144	91.7	590	74.6
WN	2729	76.0	1095	67.7	1271	68.6	1147	69.0	2194	76.7
XE	H/		H/		H/		H/		3	100.0
YV	H/		H/		66	69.7	11	81.8	H/	
TOTAL	6294	79.1	7583	76.6	11486	71.9	10174	78.7	5808	76.2

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

JANUARY 2011

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	78.0	78.9	66.7	81.5	73.7	76.5	87.1	81.9	59.4	75.6	83.3	89.8	72.5	90.2	88.2	J/	88.3	88.0
700 - 759 AM	80.5	72.5	85.0	75.3	72.5	87.6	86.4	86.9	77.4	81.8	80.3	86.0	72.2	91.6	92.5	73.1	92.4	86.2
800 - 859 AM	80.0	66.0	83.4	75.8	71.6	88.7	86.3	74.8	76.7	79.5	79.8	82.3	79.9	93.8	89.4	71.4	91.3	82.2
900 - 959 AM	80.2	72.5	83.0	80.4	77.6	87.5	85.9	79.2	75.8	76.4	89.5	88.8	74.4	88.4	87.5	72.4	83.3	91.3
1000 - 1059 AM	76.2	71.0	82.2	77.5	79.0	84.7	85.1	83.7	76.6	79.1	70.7	79.8	77.7	85.3	82.3	74.2	78.1	85.1
1100 - 1159 AM	77.5	69.6	86.3	69.2	72.8	82.9	87.3	80.6	68.3	73.8	81.8	85.6	74.8	84.9	82.5	69.4	81.6	84.6
1200 - 1259 PM	77.9	69.8	80.0	82.0	83.0	80.1	84.1	82.7	71.0	79.6	76.4	83.4	76.7	82.6	80.0	71.3	76.0	81.5
100 - 159 PM	75.9	71.6	80.4	77.8	80.2	80.5	86.5	83.3	71.0	78.0	82.6	79.5	69.3	81.5	79.4	67.5	79.8	86.2
200 - 259 PM	76.1	71.7	82.5	80.7	80.7	81.3	83.9	73.9	69.1	73.0	78.5	83.8	76.4	80.9	81.6	72.8	77.3	76.0
300 - 359 PM	73.0	70.5	78.6	78.9	79.3	78.6	83.1	76.0	68.8	76.4	78.6	82.6	74.0	80.2	78.0	65.3	77.2	74.5
400 - 459 PM	74.4	67.3	76.3	79.4	78.4	80.0	83.1	77.5	65.5	68.8	81.3	79.5	75.6	76.5	77.0	75.5	74.5	73.3
500 - 559 PM	74.3	69.4	73.6	75.4	75.4	76.3	83.6	66.3	64.0	70.0	76.1	77.3	63.6	76.1	77.3	70.3	74.0	71.5
600 - 659 PM	69.9	61.3	66.4	74.7	73.4	74.0	82.1	67.3	66.3	62.6	73.8	74.7	62.1	76.1	79.2	66.6	70.3	72.3
700 - 759 PM	67.4	62.3	66.1	73.9	73.6	73.2	83.3	69.5	62.0	67.5	77.7	79.2	61.6	75.4	74.9	67.5	70.1	58.5
800 - 859 PM	67.2	64.6	65.9	75.4	75.2	70.5	82.3	72.1	59.8	64.9	77.4	74.5	62.3	74.7	75.5	68.6	74.3	62.0
900 - 959 PM	69.5	63.5	64.1	75.0	75.2	74.5	78.7	73.7	69.4	61.2	76.3	83.2	68.3	72.2	72.7	61.6	72.7	66.7
1000 - 1059 PM	69.3	65.5	64.7	72.2	66.1	73.2	78.5	74.8	67.5	68.5	79.3	74.8	69.9	75.7	66.1	63.7	68.7	71.0
1100 - 559 AM	70.7	69.5	70.4	77.7	75.0	75.5	79.7	71.0	68.3	63.1	72.6	77.0	71.9	74.0	76.1	67.3	72.3	67.2
TOTAL, ALL ARRIVALS, BY AIRPORT	74.4	68.0	75.6	76.9	76.3	80.0	84.0	75.8	68.4	71.4	78.7	80.7	71.1	80.8	79.3	69.2	76.0	75.7

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

**JANUARY 2011  
 AIR TRAVEL CONSUMER REPORT**

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	81.9	82.6	85.5	76.2	85.8	66.7	87.5	81.6	77.4	J/	100.0	82.3
700 - 759 AM	63.4	72.2	77.8	92.0	50.0	91.7	90.9	63.0	82.3	83.7	96.6	82.7
800 - 859 AM	77.8	71.2	73.5	89.1	73.0	89.7	89.1	91.9	81.2	82.1	87.6	81.1
900 - 959 AM	76.4	78.5	76.1	82.7	64.6	90.1	89.6	89.6	73.1	83.9	85.0	82.3
1000 - 1059 AM	81.5	77.0	76.7	83.5	72.0	88.5	84.9	82.1	71.1	81.9	78.2	80.2
1100 - 1159 AM	77.4	83.2	79.2	73.4	68.9	87.3	80.1	80.1	67.8	71.8	81.5	79.6
1200 - 1259 PM	79.4	79.6	74.7	86.5	70.6	88.7	85.4	75.5	65.1	81.6	78.4	79.1
100 - 159 PM	80.7	73.6	75.0	74.9	71.0	82.4	79.9	81.2	67.1	77.1	82.0	78.3
200 - 259 PM	78.9	71.1	74.5	79.0	74.3	82.2	80.4	80.3	70.2	79.7	78.3	77.9
300 - 359 PM	75.3	73.0	71.8	80.2	66.2	83.3	81.7	76.0	72.5	82.0	81.3	76.4
400 - 459 PM	76.9	62.5	72.0	75.8	73.5	80.2	78.3	82.4	72.2	79.5	80.9	75.9
500 - 559 PM	76.9	68.3	69.1	76.8	71.9	78.4	71.8	71.0	77.4	72.2	76.4	74.2
600 - 659 PM	70.3	64.1	70.9	79.7	73.0	83.2	76.2	72.9	73.3	82.9	71.3	72.6
700 - 759 PM	72.8	69.3	69.5	71.8	68.5	77.4	76.3	77.5	72.2	74.0	67.5	71.9
800 - 859 PM	75.7	66.3	66.7	72.8	71.8	81.4	74.8	68.4	69.9	74.1	72.6	71.7
900 - 959 PM	70.4	68.3	69.6	76.3	68.6	76.4	69.6	68.5	68.9	76.3	69.5	71.2
1000 - 1059 PM	76.5	67.2	72.2	64.6	68.1	73.0	69.2	70.1	64.0	63.5	63.6	69.3
1100 - 559 AM	70.1	74.1	83.0	76.7	71.0	71.3	75.5	72.0	74.1	66.8	68.6	72.7
TOTAL, ALL ARRIVALS, BY AIRPORT	76.1	71.0	73.7	76.8	71.4	83.1	79.1	76.6	71.9	78.7	76.2	76.4

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

JANUARY 2011

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	82.3	79.7	83.1	83.6	80.8	88.9	91.8	91.0	76.8	89.5	84.6	93.8	82.1	94.0	93.1	80.1	89.3	87.9
700 - 759 AM	78.2	76.6	87.0	84.2	83.9	89.7	88.9	86.7	77.9	87.4	77.9	93.6	78.1	93.1	90.6	76.7	92.4	88.6
800 - 859 AM	81.6	70.6	80.9	84.3	86.0	85.2	84.1	86.2	75.6	90.3	83.0	90.4	73.9	87.4	89.7	75.6	90.7	70.9
900 - 959 AM	79.0	68.8	83.1	81.5	78.6	80.4	83.4	83.1	71.6	80.7	86.0	87.4	77.7	83.4	83.1	73.2	89.3	78.4
1000 - 1059 AM	78.9	71.8	71.4	81.0	82.4	81.6	81.5	77.6	75.2	80.2	91.7	90.0	74.2	78.6	81.6	75.9	82.0	64.7
1100 - 1159 AM	73.9	68.8	72.4	79.9	78.6	78.0	78.1	83.8	72.2	77.5	73.3	85.7	80.2	79.4	78.5	73.1	77.7	66.5
1200 - 1259 PM	75.5	70.3	73.7	76.2	77.6	74.8	82.3	74.7	73.8	63.4	81.6	83.6	74.1	76.7	78.9	71.7	73.4	62.3
100 - 159 PM	76.1	73.0	65.6	81.9	80.3	69.7	79.6	76.6	69.7	68.9	75.0	86.7	70.1	74.6	77.5	74.5	74.4	64.4
200 - 259 PM	74.5	68.8	65.9	77.5	78.4	71.6	79.5	73.6	68.3	70.1	76.3	80.2	72.5	72.8	75.6	71.2	72.2	65.1
300 - 359 PM	73.6	71.6	61.9	73.0	75.6	72.2	79.4	68.8	64.1	70.0	70.6	81.8	71.0	68.9	77.0	73.1	69.3	56.4
400 - 459 PM	71.8	70.8	65.3	81.0	78.0	65.0	77.2	67.2	65.2	60.6	74.9	84.9	66.8	68.8	75.3	69.3	66.1	47.3
500 - 559 PM	73.1	67.3	63.8	72.6	75.5	65.3	80.0	73.3	65.7	57.5	78.8	73.2	68.5	64.7	75.7	74.3	73.0	45.8
600 - 659 PM	73.6	66.0	54.9	78.9	72.4	71.0	76.1	56.0	67.6	60.7	67.3	76.5	68.9	66.0	78.0	70.1	62.9	48.2
700 - 759 PM	71.0	63.9	44.3	73.8	76.7	72.9	76.3	66.6	68.1	57.7	70.3	78.1	62.8	63.8	72.8	65.0	63.9	32.4
800 - 859 PM	71.4	60.9	49.2	75.3	75.5	54.5	79.4	66.9	64.3	60.8	58.8	75.0	59.2	63.9	70.3	73.6	64.5	31.3
900 - 959 PM	71.8	J/	71.7	70.6	76.2	72.0	81.4	63.6	64.9	47.3	81.6	82.4	56.3	58.4	78.3	59.1	69.8	40.0
1000 - 1059 PM	73.3	J/	J/	79.6	J/	66.7	87.6	J/	100.0	J/	79.8	J/	70.7	84.2	84.2	J/	100.0	J/
1100 - 559 AM	79.7	81.4	78.6	87.1	86.8	76.4	87.3	88.9	83.6	81.8	J/	89.7	75.6	92.2	81.9	85.2	86.3	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	75.1	70.9	69.1	79.4	78.9	74.8	81.0	75.5	70.4	72.1	79.3	83.7	71.4	76.4	81.2	73.2	76.0	60.0

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

JANUARY 2011

AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	89.3	90.0	85.6	92.8	81.8	95.3	95.0	93.5	95.6	86.0	91.5	87.9
700 - 759 AM	85.2	87.7	84.5	85.9	80.6	92.8	89.0	89.2	84.4	83.8	91.4	86.0
800 - 859 AM	86.9	84.0	77.8	88.4	75.3	93.0	88.6	93.3	85.4	85.9	91.8	83.8
900 - 959 AM	80.9	79.8	77.4	91.6	72.6	88.2	87.6	88.3	78.5	81.2	87.1	81.1
1000 - 1059 AM	73.0	78.3	74.3	84.0	67.6	83.2	82.7	87.6	74.0	81.1	84.1	79.2
1100 - 1159 AM	81.4	76.8	76.3	81.0	73.0	85.7	78.1	83.2	70.3	82.9	78.4	78.1
1200 - 1259 PM	73.0	66.7	72.6	74.4	69.1	76.5	75.0	81.3	69.8	75.3	77.6	75.5
100 - 159 PM	74.7	75.6	74.6	81.2	65.5	78.9	77.9	83.5	74.2	80.1	77.3	76.1
200 - 259 PM	72.0	71.1	70.8	75.5	63.3	80.3	77.3	76.6	70.6	77.1	79.3	74.3
300 - 359 PM	66.2	68.6	72.4	80.8	71.7	73.2	72.9	81.7	68.8	83.2	73.0	72.9
400 - 459 PM	66.8	62.2	69.0	71.4	60.7	74.4	74.6	81.8	74.0	81.0	70.7	71.6
500 - 559 PM	68.5	66.7	68.1	75.9	68.2	74.4	76.5	84.6	73.0	79.2	71.4	71.4
600 - 659 PM	66.4	63.6	73.2	75.1	73.1	65.5	73.0	69.9	78.9	58.9	72.7	70.4
700 - 759 PM	68.0	67.4	68.7	80.7	54.1	80.6	74.2	81.8	77.8	76.5	62.9	69.3
800 - 859 PM	72.2	58.8	68.4	67.7	80.5	64.7	63.5	86.9	74.5	77.7	50.8	68.7
900 - 959 PM	74.9	66.3	71.7	77.3	69.6	81.5	79.6	71.4	63.0	84.6	28.6	73.4
1000 - 1059 PM	68.7	73.0	75.6	92.7	79.6	92.7	85.4	79.5	79.6	83.3	J/	79.3
1100 - 559 AM	J/	87.4	91.8	91.8	86.9	78.1	J/	86.5	79.0	86.5	88.5	84.2
TOTAL, ALL DEPARTURES, BY AIRPORT	74.5	74.5	73.9	82.2	72.2	81.2	80.7	85.1	76.6	81.2	78.6	76.6

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

JANUARY 2011

AIR TRAVEL CONSUMER REPORT

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

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

NONE
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CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

SKYWEST	4846	Nov	ICT-MEM	1640	11	6	54.6	68.7
SKYWEST	4846	Dec	ICT-MEM	1640	16	9	56.3	76.2
SKYWEST	4846	Jan	ICT-MEM	1640	27	14	51.9	99.5

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

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

Chronically Delayed Flights for individual months can be found on the BTS website <http://www.bts.gov>

JANUARY 2011

AIR TRAVEL CONSUMER REPORT

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

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

DELTA	2442	Jan	ATL-EWR	1352	31	16	51.6	51.7
DELTA	2442	Dec	ATL-EWR	1352	27	18	66.7	89.3
JETBLUE	14	Jan	FLL-JFK	1655	30	18	60.0	72.2
JETBLUE	14	Dec	FLL-JFK	1641	31	17	54.8	68.8
JETBLUE	378	Jan	FLL-LGA	1807	31	17	54.8	79.9
JETBLUE	378	Dec	FLL-LGA	1811	31	17	54.8	68.3
JETBLUE	562	Jan	FLL-SWF	1925	31	16	51.6	95.4
JETBLUE	562	Dec	FLL-SWF	1925	31	16	51.6	67.2
JETBLUE	383	Jan	LGA-FLL	2145	31	19	61.3	83.1
JETBLUE	383	Dec	LGA-FLL	2145	29	17	58.6	69.1
SKYWEST	6263	Jan	FAT-SFO	1132	31	17	54.8	113.1
SKYWEST	6252	Dec	FAT-SFO	1126	31	18	58.1	127.5
SKYWEST	4846	Jan	ICT-MEM	1640	27	14	51.9	99.5
SKYWEST	4846	Dec	ICT-MEM	1640	16	9	56.3	76.2
SKYWEST	6652	Jan	MOD-SFO	1057	30	20	66.7	96.9
SKYWEST	6765	Dec	MOD-SFO	1044	31	20	64.5	86.9

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

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

Chronically Delayed Flights for individual months can be found on the BTS website <http://www.bts.gov>



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AIR TRAVEL CONSUMER REPORT

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

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

SKYWEST	4885	Jan	MSP-SDF	1540	26	14	53.9	63.5
SKYWEST	4616	Dec	MSP-SDF	1540	12	8	66.7	84.6
SKYWEST	4874	Jan	SDF-MSP	1305	27	21	77.8	66.1
SKYWEST	4656	Dec	SDF-MSP	1300	31	16	51.6	65.0
SKYWEST	6263	Jan	SFO-FAT	1009	31	21	67.7	98.2
SKYWEST	6263	Dec	SFO-FAT	1009	30	17	56.7	109.8
SKYWEST	6652	Jan	SFO-MOD	0937	30	23	76.7	87.0
SKYWEST	6652	Dec	SFO-MOD	0933	30	19	63.3	86.9
SKYWEST	6598	Jan	SMF-SFO	0822	31	20	64.5	91.2
SKYWEST	6598	Dec	SMF-SFO	0819	31	17	54.8	85.4
SKYWEST	6747	Jan	SMF-SFO	1050	30	16	53.3	95.0
SKYWEST	6747	Dec	SMF-SFO	1044	29	17	58.6	108.9
SOUTHWEST	2631	Jan	MDW-BUF	2045	20	11	55.0	59.0
SOUTHWEST	453	Dec	MDW-BUF	2030	25	20	80.0	68.4
SOUTHWEST	32	Jan	MDW-PIT	1915	23	14	60.9	59.2
SOUTHWEST	1240	Dec	MDW-PIT	1935	25	13	52.0	87.1

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

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

Chronically Delayed Flights for individual months can be found on the BTS website <http://www.bts.gov>

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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
SOUTHWEST	3,184	37	1.2
SKYWEST	1,669	12	0.7
JETBLUE	578	2	0.3
ALASKA	378	1	0.3
DELTA	2,019	5	0.2
AMERICAN	1,515	3	0.2
EXPRESSJET	868	1	0.1
ATLANTIC SOUTHEAST	917	1	0.1
AMERICAN EAGLE	1,230	0	0.0
US AIRWAYS	1,180	0	0.0
UNITED	870	0	0.0
CONTINENTAL	678	0	0.0
AIRTRAN	657	0	0.0
MESA	446	0	0.0
FRONTIER	220	0	0.0
HAWAIIAN	175	0	0.0
<b>TOTAL</b>	<b>16,584</b>	<b>62</b>	<b>0.4</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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TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	84.9	93.4	212	212
ADAK ISLAND AK (ADK)	66.7	66.7	9	9
AGUADILLA PR (BQN)	68.4	78.0	117	118
AKRON OH (CAK)	73.8	79.2	634	638
ALBANY GA (ABY)	75.6	78.0	82	82
ALBANY NY (ALB)	70.6	76.6	739	739
ALBUQUERQUE NM (ABQ)	78.2	78.0	2,666	2,669
ALEXANDRIA LA (AEX)	78.7	82.3	296	294
ALLEN TOWN/BETHLEHEM/EASTON PA (ABE)	72.5	78.9	262	270
AMARILLO TX (AMA)	77.4	82.5	424	424
ANCHORAGE AK (ANC)	74.0	84.8	1,263	1,266
APPLETON WI (ATW)	69.9	75.3	133	150
ASHEVILLE NC (AVL)	75.3	78.3	381	382
ASPEN CO (ASE)	66.9	72.0	649	650
ATLANTA GA (ATL)	74.4	75.1	32,013	31,973
ATLANTIC CITY NJ (ACY)	74.2	79.0	62	62
AUGUSTA GA (AGS)	79.5	81.0	342	342
AUSTIN TX (AUS)	76.8	81.8	3,502	3,504
BAKERSFIELD CA (BFL)	72.1	78.3	276	276
BALTIMORE MD (BWI)	75.6	69.1	8,091	8,086
BARROW AK (BRW)	77.9	69.1	68	68
BATON ROUGE LA (BTR)	82.8	84.6	696	697
BELLINGHAM WA (BLI)	96.6	96.4	29	28
BEND/REDMOND OR (RDM)	76.7	79.7	266	266
BETHEL AK (BET)	86.0	76.7	86	86
BILLINGS MT (BIL)	83.5	91.1	248	248
BINGHAMTON/ENDCOT/JHNSN CTY NY (BGM)	100.0	100.0	1	1
BIRMINGHAM AL (BHM)	75.1	79.4	1,446	1,460
BISMARCK/MANDAN ND (BIS)	62.1	77.4	261	261
BLOOMINGTON IL (BMI)	72.2	75.6	316	316
BOISE ID (BOI)	73.0	81.6	1,099	1,100
BOSTON MA (BOS)	68.0	70.8	9,000	8,992
BOZEMAN MT (BZN)	76.1	84.3	351	350
BRANSON MO (BKG)	75.0	86.1	36	36
BRISTOL/KNGSPRT/JHNSN CTY TN (TRI)	76.9	78.8	264	264
BROWNSVILLE TX (BRO)	82.8	89.7	204	204
BRUNSWICK GA (BQK)	74.4	78.2	78	78
BUFFALO NY (BUF)	71.7	74.2	1,659	1,648
BURBANK CA (BUR)	80.4	81.5	2,113	2,113
BURLINGTON VT (BTV)	71.4	76.4	280	280
BUTTE MT (BTM)	82.5	84.2	57	57
CARLSBAD CA (CLD)	80.2	87.7	162	162
CASPER WY (CPR)	84.1	92.6	176	176

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CEDAR CITY UT (CDC)	75.0	75.0	52	52
CEDAR RAPIDS/IOWA CITY IA (CID)	74.2	78.3	387	369
CHAMPAIGN/URBANA IL (CMI)	61.9	80.7	181	181
CHARLESTON SC (CHS)	73.6	79.9	715	720
CHARLESTON/DUNBAR WV (CRW)	71.1	75.7	304	304
CHARLOTTE AMALIE VI (STT)	75.4	80.9	293	293
CHARLOTTE NC (CLT)	76.9	79.4	10,973	10,968
CHARLOTTESVILLE VA (CHO)	82.8	82.8	87	87
CHATTANOOGA TN (CHA)	76.1	75.0	372	372
CHEYENNE WY (CYS)	83.9	77.4	31	31
CHICAGO IL (MDW)	75.7	60.0	6,534	6,531
CHICAGO IL (ORD)	73.7	73.9	23,866	23,815
CHICO CA (CIC)	64.7	66.4	119	119
CHRISTIANSTED VI (STX)	76.0	76.0	50	50
CLEVELAND OH (CLE)	77.0	84.0	3,761	3,784
CODY WY (COD)	67.7	81.7	93	93
COLLEGE STATION/BRYAN TX (CLL)	83.9	83.9	31	31
COLORADO SPRINGS CO (COS)	73.5	80.3	1,016	1,015
COLUMBIA SC (CAE)	75.3	80.8	636	634
COLUMBUS GA (CSG)	73.2	76.0	179	179
COLUMBUS MS (GTR)	77.6	80.7	58	57
COLUMBUS OH (CMH)	74.1	80.4	2,092	2,096
CORDOVA AK (CDV)	80.3	82.0	61	61
CORPUS CHRISTI TX (CRP)	80.7	87.9	647	647
COVINGTON KY (CVG)	78.3	81.4	2,051	2,055
CRESCENT CITY CA (CEC)	65.5	64.7	84	85
DALLAS TX (DAL)	77.1	73.7	3,790	3,785
DALLAS/FT.WORTH TX (DFW)	84.0	81.0	21,917	21,921
DAYTON OH (DAY)	73.9	80.8	971	991
DAYTONA BEACH FL (DAB)	74.0	76.0	154	154
DEADHORSE AK (SCC)	89.1	85.5	55	55
DENVER CO (DEN)	80.0	74.8	19,283	19,288
DES MOINES IA (DSM)	74.5	80.2	863	859
DETROIT MI (DTW)	75.8	75.5	7,075	7,103
DOTHAN AL (DHN)	74.4	79.5	117	117
DUBUQUE IA (DBQ)	73.1	73.1	26	26
DULUTH MN (DLH)	55.8	75.8	95	95
DURANGO CO (DRO)	77.2	83.1	290	290
EAGLE CO (EGE)	79.1	84.1	454	454
EAU CLAIRE WI (EAU)	63.6	80.7	88	88
EL CENTRO CA (IPL)	83.9	90.3	62	62
EL PASO TX (ELP)	77.2	81.0	1,739	1,741
ELKO NV (EKO)	84.9	84.9	119	119

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ELMIRA/CORNING NY (ELM)	57.6	74.6	59	59
EUGENE OR (EUG)	73.1	76.9	416	415
EUREKA/ARCATA CA (ACV)	65.1	61.7	269	269
EVANSVILLE IN (EVV)	77.3	80.6	242	242
FAIRBANKS AK (FAI)	81.0	86.1	331	331
FARGO ND (FAR)	65.7	74.0	434	442
FAYETTEVILLE AR (XNA)	73.4	77.2	928	925
FAYETTEVILLE NC (FAY)	73.2	78.1	355	356
FLAGSTAFF AZ (FLG)	91.3	92.0	173	174
FLINT MI (FNT)	70.7	76.2	256	256
FLORENCE SC (FLO)	50.0	50.0	2	2
FORT LAUDERDALE FL (FLL)	71.4	72.1	5,865	5,867
FORT MYERS FL (RSW)	73.5	79.8	2,814	2,816
FORT SMITH AR (FSM)	88.5	91.8	61	61
FORT WAYNE IN (FWA)	68.5	77.5	213	213
FRESNO CA (FAT)	70.1	73.5	943	943
GAINESVILLE FL (GNV)	72.1	70.6	204	204
GILLETTE WY (GCC)	70.2	79.8	124	124
GRAND FORKS ND (GFK)	47.6	58.2	143	141
GRAND JUNCTION CO (GJT)	80.5	84.9	431	431
GRAND RAPIDS MI (GRR)	70.3	80.8	696	697
GREAT FALLS MT (GTF)	75.9	84.5	141	142
GREEN BAY/CLINTONVILLE WI (GRB)	74.1	80.3	343	346
GREENSBORO/HIGH POINT NC (GSO)	73.2	77.6	608	604
GREENVILLE/SPARTANBURG SC (GSP)	75.5	78.8	498	499
GUAM GU (GUM)	51.6	58.1	31	31
GULFPORT/BILOXI MS (GPT)	81.2	84.4	452	450
GUNNISON CO (GUC)	70.8	78.5	144	144
HANCOCK/HOUGHTON MI (CMX)	67.7	80.6	62	62
HARLINGEN/SAN BENITO TX (HRL)	78.4	86.4	412	412
HARRISBURG PA (MDT)	75.2	78.1	427	425
HARTFORD CT (BDL)	70.6	75.6	1,921	1,921
HELENA MT (HLN)	78.0	85.1	141	141
HILO HI (ITO)	90.8	92.4	595	595
HONOLULU HI (HNL)	86.7	90.4	4,406	4,406
HOUSTON TX (HOU)	74.9	68.3	4,272	4,270
HOUSTON TX (IAH)	80.7	83.6	14,647	14,640
HUNTSVILLE AL (HSV)	76.8	82.5	805	785
IDAHO FALLS ID (IDA)	78.5	84.6	228	228
INDIANAPOLIS IN (IND)	73.4	78.5	2,527	2,522
INDIO/PALM SPRINGS CA (PSP)	82.0	84.6	1,091	1,090
INYOKERN CA (IYK)	81.7	90.2	82	82
ISLIP NY (ISP)	73.3	79.1	615	616

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
JACKSON WY (JAC)	70.1	78.4	304	305
JACKSON/VICKSBURG MS (JAN)	76.5	80.0	919	919
JACKSONVILLE FL (JAX)	75.0	80.1	2,391	2,390
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	71.3	71.9	115	114
JUNEAU AK (JNU)	75.5	74.3	306	307
KAHULUI HI (OGG)	90.5	92.4	1,718	1,687
KALAMAZOO MI (AZO)	72.0	83.9	93	93
KALISPELL MT (FCA)	71.2	84.6	156	156
KANSAS CITY MO (MCI)	73.8	75.4	3,877	3,851
KETCHIKAN AK (KTN)	89.7	84.3	185	185
KEY WEST FL (EYW)	69.6	65.6	125	125
KILLEEN TX (GRK)	76.8	78.1	237	237
KLAMATH FALLS OR (LMT)	73.1	75.3	93	93
KNOXVILLE TN (TYS)	77.9	81.4	876	894
KODIAK AK (ADQ)	70.2	73.7	57	57
KONA HI (KOA)	90.8	92.5	1,007	1,007
KOTZEBUE AK (OTZ)	76.9	73.6	91	91
LA CROSSE WI (LSE)	55.7	81.7	61	60
LAFAYETTE LA (LFT)	84.0	87.0	432	431
LAKE CHARLES LA (LCH)	87.6	94.3	89	88
LANSING MI (LAN)	57.8	71.3	109	108
LAREDO TX (LRD)	82.8	87.3	221	221
LAS VEGAS NV (LAS)	80.8	76.4	11,947	11,948
LEWISBURG WV (LWB)	71.0	74.2	31	31
LEWISTON ID (LWS)	84.2	93.0	57	57
LEXINGTON KY (LEX)	74.7	81.3	572	572
LIHUE HI (LIH)	90.3	92.8	911	911
LINCOLN NE (LNK)	73.8	79.8	183	183
LITTLE ROCK AR (LIT)	73.7	79.2	1,428	1,436
LONG BEACH CA (LGB)	82.5	84.5	1,053	1,051
LONGVIEW/KILGOR/GLADWATR TX (GGG)	87.1	83.9	31	31
LOS ANGELES CA (LAX)	79.3	81.2	16,396	16,391
LOUISVILLE KY (SDF)	72.3	80.4	1,231	1,233
LUBBOCK TX (LBB)	76.1	84.8	539	540
LYNCHBURG VA (LYH)	75.0	60.0	4	5
MADISON WI (MSN)	70.9	75.8	519	525
MAMMOTH LAKES CA (MMH)	77.4	51.6	31	31
MANCHESTER NH (MHT)	72.8	79.1	990	992
MANHATTAN/FT. RILEY KS (MHK)	76.6	79.8	124	124
MARQUETTE MI (MQT)	73.5	85.5	83	83
MEDFORD OR (MFR)	67.2	72.1	329	330
MELBOURNE FL (MLB)	65.3	71.0	124	124
MEMPHIS TN (MEM)	78.0	81.2	3,838	3,844

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MERIDIAN MS (MEI)	78.9	77.2	57	57
MIAMI FL (MIA)	76.1	74.5	6,778	6,778
MIDLAND/ODESSA TX (MAF)	78.3	88.0	591	591
MILWAUKEE WI (MKE)	69.7	75.3	3,745	3,745
MINNEAPOLIS MN (MSP)	71.0	74.5	8,017	8,018
MINOT ND (MOT)	59.5	77.1	153	153
MISSION/MCALLEN/EDINBURG TX (MFE)	84.4	93.6	295	297
MISSOULA MT (MSO)	75.6	82.4	221	222
MOBILE AL (MOB)	79.4	85.0	545	545
MODESTO CA (MOD)	48.3	53.3	120	120
MOLINE IL (MLI)	66.0	71.8	341	341
MONROE LA (MLU)	78.4	80.7	167	166
MONTEREY CA (MRY)	76.7	80.4	455	455
MONTGOMERY AL (MGM)	76.0	76.8	379	379
MONTROSE/DELTA CO (MTJ)	75.4	77.7	260	260
MUSKEGON MI (MKG)	61.5	69.2	65	65
MYRTLE BEACH SC (MYR)	79.0	81.7	271	273
NASHVILLE TN (BNA)	76.1	73.0	3,981	4,000
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	76.6	76.6	64	64
NEW ORLEANS LA (MSY)	76.6	79.5	3,220	3,222
NEW YORK NY (JFK)	71.1	71.4	7,638	7,633
NEW YORK NY (LGA)	69.2	73.2	8,282	8,285
NEWARK NJ (EWR)	68.4	70.4	8,703	8,709
NEWBURGH/POUGHKEEPSIE NY (SWF)	56.9	77.3	65	66
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	80.3	84.8	396	395
NOME AK (OME)	79.1	75.8	91	91
NORFOLK VA (ORF)	74.9	81.9	1,228	1,224
NORTH BEND/COOS BAY OR (OTH)	65.6	58.1	93	93
OAKLAND CA (OAK)	77.8	76.1	3,658	3,659
OKLAHOMA CITY OK (OKC)	72.6	81.1	1,717	1,723
OMAHA NE (OMA)	71.0	81.6	1,715	1,720
ONTARIO/SAN BERNARDINO CA (ONT)	78.8	81.1	1,937	1,936
ORLANDO FL (MCO)	76.0	76.0	10,430	10,435
PADUCAH KY (PAH)	80.6	87.1	62	62
PANAMA CITY FL (ECP)	74.0	79.2	524	525
PASCO/KENNEWICK/RICHLAND WA (PSC)	74.7	88.1	296	295
PENSACOLA FL (PNS)	76.7	82.0	789	788
PEORIA IL (PIA)	68.5	78.8	178	179
PETERSBURG AK (PSG)	77.0	78.7	61	61
PHILADELPHIA PA (PHL)	71.4	72.2	7,064	7,064
PHOENIX AZ (PHX)	83.1	81.2	15,499	15,493
PITTSBURGH PA (PIT)	74.3	77.4	2,680	2,687
POCATELLO ID (PIH)	83.9	89.0	118	118

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PONCE PR (PSE)	67.8	86.4	59	59
PORTLAND ME (PWM)	74.6	76.7	382	382
PORTLAND OR (PDX)	76.8	82.2	4,167	4,169
PROVIDENCE RI (PVD)	71.1	73.5	1,391	1,391
RALEIGH/DURHAM NC (RDU)	74.8	79.7	3,372	3,376
RAPID CITY SD (RAP)	77.3	82.5	361	361
REDDING CA (RDD)	62.9	69.1	124	123
RENO NV (RNO)	79.9	81.5	1,787	1,787
RICHMOND VA (RIC)	77.4	82.4	1,228	1,228
ROANOKE VA (ROA)	77.4	80.3	199	203
ROCHESTER MN (RST)	63.7	83.3	91	90
ROCHESTER NY (ROC)	72.1	78.6	912	908
ROCK SPRINGS WY (RKS)	81.9	78.1	155	155
ROSWELL NM (ROW)	81.8	87.5	88	88
SACRAMENTO CA (SMF)	76.0	77.3	3,494	3,525
SAGINAW/BAY CITY/MIDLAND MI (MBS)	65.9	73.0	88	89
SALT LAKE CITY UT (SLC)	78.7	81.2	10,174	10,179
SAN ANTONIO TX (SAT)	77.3	83.1	3,155	3,153
SAN DIEGO CA (SAN)	79.1	80.7	6,294	6,299
SAN FRANCISCO CA (SFO)	71.9	76.6	11,486	11,487
SAN JOSE CA (SJC)	79.2	79.7	3,336	3,335
SAN JUAN PR (SJU)	71.9	75.1	1,874	1,881
SAN LUIS OBISPO/PASO ROBLES CA (SBP)	77.6	78.4	393	393
SANTA ANA CA (SNA)	83.8	83.2	3,494	3,495
SANTA BARBARA CA (SBA)	80.0	80.9	822	822
SANTA FE NM (SAF)	84.9	86.0	93	93
SANTA MARIA CA (SMX)	85.7	89.9	119	119
SARASOTA/BRADENTON FL (SRQ)	76.5	78.4	537	538
SAVANNAH GA (SAV)	74.3	79.2	646	645
SCRANTON/WILKES-BARRE PA (AVP)	63.2	72.4	95	76
SEATTLE WA (SEA)	76.6	85.1	7,583	7,585
SHREVEPORT LA (SHV)	78.4	81.6	385	385
SIOUX FALLS SD (FSD)	71.4	75.4	378	378
SITKA AK (SIT)	74.2	84.8	93	92
SOUTH BEND IN (SBN)	54.7	65.3	170	170
SPOKANE WA (GEG)	74.5	83.3	1,078	1,078
SPRINGFIELD IL (SPI)	69.4	81.6	147	147
SPRINGFIELD MO (SGF)	74.7	82.7	529	531
ST. GEORGE UT (SGU)	80.4	82.9	158	158
ST. LOUIS MO (STL)	75.0	73.1	4,608	4,608
ST. PETERSBURG FL (PIE)	77.8	85.2	27	27
STEAMBOAT SPRINGS/HAYDEN CO (HDN)	78.7	83.3	258	258
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	63.2	67.3	204	202

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SYRACUSE NY (SYR)	69.6	75.5	615	621
TALLAHASSEE FL (TLH)	78.3	77.2	424	425
TAMPA FL (TPA)	76.2	78.6	5,808	5,815
TELLURIDE CO (TEX)	87.0	83.3	54	54
TEXARKANA AR (TXK)	85.5	90.3	62	62
TOLEDO OH (TOL)	76.9	65.4	26	26
TRAVERSE CITY MI (TVC)	68.7	77.6	147	143
TUCSON AZ (TUS)	79.5	86.6	1,911	1,911
TULSA OK (TUL)	72.9	81.3	1,523	1,520
TUNICA MS (UTM)	72.2	72.2	18	18
TWIN FALLS ID (TWF)	78.9	79.4	123	126
TYLER TX (TYR)	82.3	83.9	62	62
VALDOSTA GA (VLD)	66.7	74.7	87	87
VALPARAISO FL (VPS)	74.9	76.1	574	574
WACO TX (ACT)	87.7	89.5	57	57
WASHINGTON DC (DCA)	76.3	78.9	6,783	6,776
WASHINGTON DC (IAD)	78.7	79.3	6,169	6,138
WAUSAU/MARSHFIELD WI (CWA)	63.4	69.6	112	112
WEST PALM BEACH/PALM BEACH FL (PBI)	71.9	77.1	2,434	2,437
WHITE PLAINS NY (HPN)	65.8	66.9	728	729
WICHITA FALLS TX (SPS)	71.0	77.4	31	31
WICHITA KS (ICT)	74.1	81.3	777	780
WILMINGTON NC (ILM)	75.9	81.8	303	303
WRANGELL AK (WRG)	77.0	83.6	61	61
YAKUTAT AK (YAK)	73.8	80.3	61	61
YUMA AZ (YUM)	90.8	93.0	357	357

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
ATLANTIC SOUTHEAST	18	13,069	1,219	9.3	121	27,099	2,509	9.3
DELTA	29	46,479	2,989	6.4	112	59,428	3,756	6.3
AIRTRAN	22	12,947	790	6.1	65	19,585	1,108	5.7
JETBLUE	21	11,902	672	5.6	47	17,121	920	5.4
US AIRWAYS	28	29,029	1,482	5.1	79	34,671	1,740	5.0
AMERICAN EAGLE	19	21,640	1,048	4.8	133	36,832	1,643	4.5
MESA	16	6,747	299	4.4	86	13,429	536	4.0
EXPRESSJET	20	14,210	617	4.3	114	27,663	1,072	3.9
AMERICAN	28	36,446	1,251	3.4	78	46,151	1,490	3.2
CONTINENTAL	27	16,151	566	3.5	62	19,900	630	3.2
SKYWEST	16	27,906	745	2.7	142	49,796	1,554	3.1
UNITED	27	22,556	506	2.2	73	26,174	560	2.1
SOUTHWEST	20	47,345	822	1.7	69	93,373	1,439	1.5
ALASKA	18	6,698	34	0.5	50	11,376	120	1.1
FRONTIER	21	4,879	37	0.8	41	6,253	55	0.9
HAWAIIAN	7	382	1	0.3	15	5,549	2	0.0
Total		318,386	13,078	4.1	Total	494,400	19,134	3.9

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

JANUARY 2011

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
ATLANTIC SOUTHEAST	1,812	843	46.5
AIRTRAN	847	390	46.0
JETBLUE	719	320	44.5
DELTA	3,183	1,220	38.3
AMERICAN EAGLE	1,252	439	35.1
US AIRWAYS	1,973	557	28.2
AMERICAN	1,573	415	26.4
CONTINENTAL	986	206	20.9
MESA	1,154	190	16.5
EXPRESSJET	2,952	412	14.0
SKYWEST	4,077	496	12.2
UNITED	1,444	162	11.2
ALASKA	402	28	7.0
SOUTHWEST	19,156	959	5.0
FRONTIER	317	13	4.1
HAWAIIAN	195	0	0.0
TOTAL	42,042	6,650	15.8

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.

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



**JANUARY 2011**  
**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
AA	46151	36849	79.84%	1490	3.23%	98	0.21%	2721	5.90%	478	1.03%	2428	5.26%	1	0.00%	2087	4.52%
AS	11376	9707	85.33%	120	1.05%	45	0.40%	407	3.57%	50	0.44%	640	5.62%	2	0.02%	406	3.57%
B6	17121	11136	65.04%	920	5.37%	27	0.16%	1696	9.91%	52	0.30%	1560	9.11%	19	0.11%	1711	9.99%
CO	19900	15228	76.52%	630	3.17%	30	0.15%	1194	6.00%	228	1.15%	1879	9.44%	52	0.26%	660	3.31%
DL	59428	44343	74.62%	3756	6.32%	74	0.12%	3318	5.58%	350	0.59%	4512	7.59%	2	0.00%	3073	5.17%
EV	27099	19362	71.45%	2509	9.26%	48	0.18%	1780	6.57%	187	0.69%	999	3.69%	6	0.02%	2207	8.15%
F9	6253	4735	75.72%	55	0.88%	8	0.13%	357	5.71%	14	0.23%	642	10.27%	0	0.00%	441	7.05%
FL	19585	15207	77.65%	1108	5.66%	43	0.22%	765	3.90%	55	0.28%	1191	6.08%	0	0.00%	1216	6.21%
HA	5549	5058	91.15%	2	0.04%	3	0.05%	321	5.79%	8	0.15%	1	0.02%	0	0.00%	155	2.80%
MQ	36832	27826	75.55%	1643	4.46%	46	0.12%	1863	5.06%	386	1.05%	2709	7.36%	1	0.00%	2358	6.40%
OO	49796	36616	73.53%	1554	3.12%	176	0.35%	2370	4.76%	228	0.46%	3654	7.34%	20	0.04%	5177	10.40%
UA	26174	22120	84.51%	560	2.14%	38	0.15%	763	2.92%	113	0.43%	1529	5.84%	16	0.06%	1035	3.95%
US	34671	27267	78.64%	1740	5.02%	70	0.20%	1472	4.24%	124	0.36%	2711	7.82%	25	0.07%	1263	3.64%
WN	93373	69483	74.41%	1439	1.54%	187	0.20%	7115	7.62%	442	0.47%	3045	3.26%	166	0.18%	11495	12.31%
XE	27663	21324	77.08%	1072	3.88%	43	0.16%	1320	4.77%	173	0.63%	2207	7.98%	32	0.11%	1492	5.39%
YV	13429	10963	81.64%	536	3.99%	28	0.21%	480	3.58%	63	0.47%	543	4.05%	4	0.03%	812	6.05%
TOTAL	494400	377224		19134		964		27942		2951		30251		346		35588	
			76.30%		3.87%		0.19%		5.65%		0.60%		6.12%		0.07%		7.20%

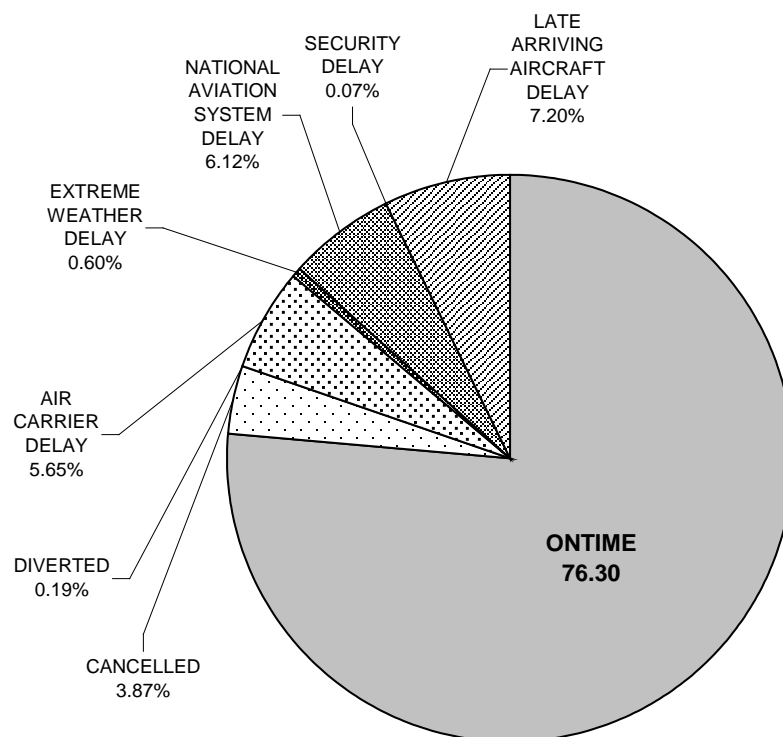
**\*Causes of Delay:**

- **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.

**JANUARY 2011**  
**AIR TRAVEL CONSUMER REPORT**  
**TABLE 10. OVERALL CAUSES OF DELAY\***



**Causes of Delay:**

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

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

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

JANUARY 2011

AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport*	Destination Airport*	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
DELTA	2523	ATL	HNL	01/10/2011	Origin Airport	211

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

JANUARY 2011

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
US AIRWAYS	34,671	63	0.18
AIRTRAN	19,585	20	0.10
DELTA	59,428	60	0.10
AMERICAN EAGLE	36,832	30	0.08
ATLANTIC SOUTHEAST	27,099	21	0.08
CONTINENTAL	19,900	14	0.07
UNITED	26,174	16	0.06
AMERICAN	46,151	24	0.05
FRONTIER	6,253	3	0.05
EXPRESSJET	27,663	13	0.05
JETBLUE	17,121	6	0.04
SKYWEST	49,796	15	0.03
ALASKA	11,376	3	0.03
SOUTHWEST	93,373	14	0.02
MESA	13,429	2	0.02
HAWAIIAN	5,549	0	0.00
TOTAL	494,400	304	0.06

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 four.

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

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

## APPENDIX

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

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

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

### Air Carriers Required to Report

#### Data to DOT and to CRS Vendors \*

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

### Air Carriers Voluntarily Reporting

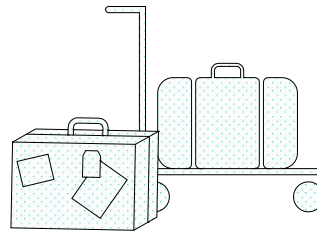
#### Data to DOT and to CRS Vendors

XE	ExpressJet Airlines
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\* Based on the Bureau of Transportation  
 Statistics' Technical Reporting Directive #20,  
 issued November 5, 2010, effective January 1, 2011.

## **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.



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

RANK	AIRLINE	JANUARY 2011			JANUARY 2010		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	3,352	1,704,838	1.97	3,532	1,752,467	2.02
2	FRONTIER AIRLINES	1,555	650,757	2.39	1,801	605,582	2.97
3	JETBLUE AIRWAYS	4,330	1,718,507	2.52	5,177	1,518,340	3.41
4	HAWAIIAN AIRLINES	2,047	683,506	2.99	1,326	677,553	1.96
5	US AIRWAYS	11,020	3,625,006	3.04	12,055	3,497,555	3.45
6	ALASKA AIRLINES	4,137	1,206,466	3.43	3,981	1,076,859	3.70
7	CONTINENTAL AIRLINES	8,185	2,382,816	3.44	7,466	2,400,822	3.11
8	DELTA AIR LINES	24,615	6,528,181	3.77	30,816	6,530,367	4.72
9	AMERICAN AIRLINES	22,672	5,230,729	4.33	25,076	5,312,374	4.72
10	UNITED AIRLINES***	14,164	3,189,921	4.44	17,307	3,368,014	5.14
11	SOUTHWEST AIRLINES**	40,071	8,504,428	4.71	33,146	7,791,271	4.25
12	MESA AIRLINES	3,938	677,846	5.81	4,769	812,868	5.87
13	SKYWEST AIRLINES	10,520	1,797,462	5.85	11,051	1,759,159	6.28
14	EXPRESSJET AIRLINES	7,240	1,100,462	6.58	4,809	953,530	5.04
15	ATLANTIC SOUTHEAST AIRLINES	8,205	998,365	8.22	9,859	990,673	9.95
16	AMERICAN EAGLE AIRLINES	10,982	1,194,424	9.19	11,059	1,153,690	9.59
TOTALS		177,033	41,193,714	4.3	183,230	40,201,124	4.56

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

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

ENPLANED PASSENGERS—For the domestic system only.

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

\*\* This table was revised on May 9, 2011, to include the correction made by Southwest Airlines to its Total Baggage Reports for January 2011.

\*\*\* This table was revised on January 6, 2012, to include the correction made by United Airlines to its Total Baggage Reports for January 2011.

NOTE: Effective January 2011, Comair and Pinnacle Airlines are no longer ranked in this table. Totals for January 2010 reflect the deletion of Comair and Pinnacle's data for that month.



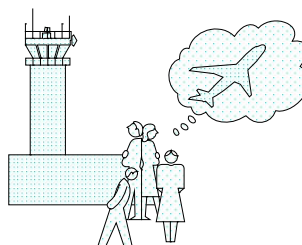
## **OVERSALES**

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

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

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

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



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

**OCTOBER - DECEMBER**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE	OCTOBER-DECEMBER 2010				OCTOBER-DECEMBER 2009			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<i>HAWAIIAN AIRLINES</i>	118	2	2,097,578	<b>0.01</b>	41	7	2,066,495	<b>0.03</b>
2	<i>JETBLUE AIRWAYS</i>	21	12	6,039,231	<b>0.02</b>	5	2	5,456,842	<b>0.00</b>
3	<i>AIRTRAN AIRWAYS</i>	10,016	161	6,121,134	<b>0.26</b>	9,042	137	5,911,553	<b>0.23</b>
4	<i>DELTA AIR LINES</i>	18,424	704	24,546,433	<b>0.29</b>	10,505	557	15,029,156	<b>0.37</b>
5	<i>COMAIR</i>	3,938	57	1,597,859	<b>0.36</b>	4,713	56	1,419,761	<b>0.39</b>
6	<i>ATLANTIC SOUTHEAST AIRLINES</i>	6,766	165	3,527,999	<b>0.47</b>	5,043	76	3,071,287	<b>0.25</b>
7	<i>PINNACLE AIRLINES</i>	6,065	142	2,527,629	<b>0.56</b>	6,028	208	2,573,221	<b>0.81</b>
8	<i>SKYWEST AIRLINES</i>	11,301	346	6,006,681	<b>0.58</b>	10,526	474	5,241,819	<b>0.90</b>
9	<i>AMERICAN AIRLINES</i>	15,096	1,417	18,934,213	<b>0.75</b>	14,284	1,400	18,649,876	<b>0.75</b>
10	<i>SOUTHWEST AIRLINES</i>	16,548	2,062	27,178,950	<b>0.76</b>	28,566	3,281	25,450,773	<b>1.29</b>
11	<i>FRONTIER AIRLINES</i>	784	188	2,241,300	<b>0.84</b>	1,155	297	2,201,707	<b>1.35</b>
12	<i>US AIRWAYS</i>	11,122	1,204	13,192,128	<b>0.91</b>	10,524	1,407	12,275,768	<b>1.15</b>
13	<i>UNITED AIRLINES</i>	16,152	1,181	11,805,553	<b>1.00</b>	15,064	1,722	11,930,997	<b>1.44</b>
14	<i>ALASKA AIRLINES</i>	1,638	418	3,852,268	<b>1.09</b>	2,478	636	3,526,980	<b>1.80</b>
15	<i>CONTINENTAL AIRLINES</i>	6,665	1,366	9,220,356	<b>1.48</b>	8,580	1,956	9,193,271	<b>2.13</b>
16	<i>EXPRESSJET AIRLINES</i>	5,306	664	3,893,575	<b>1.71</b>	4,824	607	3,151,179	<b>1.93</b>
17	<i>MESA AIRLINES</i>	3,575	564	2,018,689	<b>2.79</b>	4,316	429	2,698,257	<b>1.59</b>
18	<i>AMERICAN EAGLE AIRLINES</i>	5,876	1,139	4,086,490	<b>2.79</b>	4,881	1,822	3,934,563	<b>4.63</b>
	<b>TOTALS</b>	139,411	11,792	148,888,066	<b>0.79</b>	140,575	15,074	133,783,505	<b>1.13</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. 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.

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

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

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

RANK	AIRLINE	JANUARY-DECEMBER 2010				JANUARY-DECEMBER 2009			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	53	22	24,253,933	<b>0.01</b>	33	9	22,267,349	<b>0.00</b>
2	<b>HAWAIIAN AIRLINES</b>	365	36	8,424,288	<b>0.04</b>	173	22	8,344,628	<b>0.03</b>
3	<b>AIRTRAN AIRWAYS</b>	52,854	962	24,721,226	<b>0.39</b>	33,910	569	23,997,810	<b>0.24</b>
4	<b>DELTA AIR LINES</b>	109,327	4,014	98,747,473	<b>0.41</b>	57,102	6,956	61,886,229	<b>1.12</b>
5	<b>ATLANTIC SOUTHEAST AIRLINES</b>	30,027	774	13,728,572	<b>0.56</b>	30,782	2,937	12,952,513	<b>2.27</b>
6	<b>COMAIR</b>	19,342	401	6,245,699	<b>0.64</b>	18,885	1,610	6,131,756	<b>2.63</b>
7	<b>SKYWEST AIRLINES</b>	50,989	1,655	23,698,919	<b>0.70</b>	40,925	2,134	20,721,633	<b>1.03</b>
8	<b>PINNACLE AIRLINES</b>	30,866	781	10,505,693	<b>0.74</b>	26,253	1,223	10,509,282	<b>1.16</b>
9	<b>AMERICAN AIRLINES</b>	64,187	6,551	76,221,824	<b>0.86</b>	57,070	4,304	76,245,981	<b>0.56</b>
10	<b>ALASKA AIRLINES</b>	7,464	1,823	15,502,813	<b>1.18</b>	9,228	2,980	14,692,489	<b>2.03</b>
11	<b>SOUTHWEST AIRLINES</b>	89,212	13,207	106,414,402	<b>1.24</b>	114,298	13,113	101,770,164	<b>1.29</b>
12	<b>UNITED AIRLINES</b>	60,754	6,162	48,711,205	<b>1.27</b>	81,813	6,645	50,971,409	<b>1.30</b>
13	<b>US AIRWAYS</b>	64,146	8,307	51,664,237	<b>1.61</b>	75,498	7,297	51,741,773	<b>1.41</b>
14	<b>CONTINENTAL AIRLINES</b>	32,595	6,681	36,682,772	<b>1.82</b>	37,915	5,893	37,524,185	<b>1.57</b>
15	<b>EXPRESSJET AIRLINES</b>	25,573	2,973	15,669,659	<b>1.90</b>	20,492	2,386	12,394,332	<b>1.93</b>
16	<b>FRONTIER AIRLINES</b>	6,749	2,108	9,346,026	<b>2.26</b>	6,618	1,769	9,419,052	<b>1.88</b>
17	<b>MESA AIRLINES</b>	14,949	2,287	8,966,020	<b>2.55</b>	22,480	1,618	10,984,365	<b>1.47</b>
18	<b>AMERICAN EAGLE AIRLINES</b>	21,653	6,335	15,748,222	<b>4.02</b>	17,978	5,828	15,485,727	<b>3.76</b>
	<b>TOTALS</b>	681,105	65,079	595,252,983	<b>1.09</b>	651,453	67,293	548,040,677	<b>1.23</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. 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.

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

TABLE 1

**AIR TRAVEL CONSUMER REPORT**  
**CONSUMER COMPLAINTS**  
**SUMMARY**

	JANUARY 2011				JANUARY 2010			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	683	36	2	73	763	52	3	78
FOREIGN AIRLINES	145	4	0	13	139	2	0	9
TRAVEL AGENTS	13	0	0	2	9	0	0	1
TOUR OPERATORS	1	1	0	0	8	0	0	0
MISCELLANEOUS	13	7	0	17	9	7	0	25
INDUSTRY TOTALS	855	48	2	105	928	61	3	113

TABLE 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY 2011			JANUARY 2010		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	227		1	283	
CANCELLATIONS			123			133
DELAYS			55			83
MISCONNECTIONS			29			44
BAGGAGE	2	183		2	211	
RES/TKTG/BOARDING	3	107		4	109	
CUSTOMER SERVICE	4	106		3	120	
REFUNDS	5	65		7	40	
FARES	6	43		6	45	
OVERSALES	7	41		8	37	
DISABILITY	8	39		5	46	
OTHER	9	22		9	26	
FREQUENT FLYER			17			21
DISCRIMINATION	10	11		10	7	
ADVERTISING	11	9		11	4	
ANIMALS	12	2		12	0	
COMPLAINT TOTAL		855			928	

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

\*\* INCLUDES FIGURES FOR SUB- CATEGORIES.

TABLE 3

AIR TRAVEL CONSUMER REPORT  
 COMPLAINTS AGAINST U. S. AIRLINES  
 BY COMPLAINT CATEGORY\*  
 January 2011

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	4	4	1	1	0	3	0	1	0	1	0	0	15
ALASKA AIRLINES	1	0	1	0	0	3	1	0	0	0	0	0	6
ALLEGiant AIR	9	0	5	0	1	1	3	3	0	0	0	1	23
AMERICAN AIRLINES	19	3	10	6	8	25	9	4	1	0	0	1	86
AMERICAN EAGLE AIRLINES	7	1	2	0	0	3	0	0	0	0	0	0	13
COLGAN AIR	4	0	0	0	0	0	1	0	0	0	0	0	5
CONTINENTAL AIRLINES	21	4	9	3	6	2	18	6	1	3	0	0	73
DELTA AIR LINES	40	9	19	10	7	28	22	7	1	2	0	6	151
EXPRESSJET AIRLINES	8	1	1	0	1	0	0	0	0	0	0	0	11
FRONTIER AIRLINES	4	0	2	2	0	0	1	1	0	0	0	0	10
JETBLUE AIRWAYS	10	0	1	3	4	2	4	2	0	1	0	0	27
MESA AIRLINES	2	0	0	0	0	1	0	1	0	0	0	1	5
PIEDMONT AIRLINES	5	0	0	0	0	4	0	0	0	0	0	0	9
PINNACLE AIRLINES	3	1	0	0	0	0	0	1	0	0	0	0	5
SKYWEST AIRLINES	8	1	1	0	0	4	2	1	0	0	0	0	17
SOUTHWEST AIRLINES	2	0	1	0	3	4	4	3	1	0	0	0	18
SPIRIT AIRLINES	5	1	8	0	4	7	5	0	1	1	0	1	33
UNITED AIRLINES	10	2	7	4	4	14	14	1	1	0	0	4	61
UNITED EXPRESS	1	1	2	0	0	0	2	0	0	0	0	0	6
US AIRWAYS	14	4	10	5	3	9	10	3	0	1	0	2	61
VIRGIN AMERICA	1	0	1	0	2	1	0	0	0	0	0	0	5
OTHER U. S. AIRLINES	21	3	4	0	1	10	2	1	0	0	1	0	43
<b>TOTAL JANUARY 2011</b>	<b>198</b>	<b>35</b>	<b>85</b>	<b>34</b>	<b>44</b>	<b>121</b>	<b>98</b>	<b>35</b>	<b>6</b>	<b>9</b>	<b>1</b>	<b>16</b>	<b>683</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>29</b>	<b>5.1</b>	<b>12.5</b>	<b>5.0</b>	<b>6.5</b>	<b>17.7</b>	<b>14.4</b>	<b>5.1</b>	<b>0.9</b>	<b>1.3</b>	<b>0.1</b>	<b>2.3</b>	
<b>TOTAL JANUARY 2010</b>	<b>243</b>	<b>33</b>	<b>88</b>	<b>32</b>	<b>30</b>	<b>159</b>	<b>102</b>	<b>43</b>	<b>4</b>	<b>5</b>	<b>0</b>	<b>24</b>	<b>763</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>31.8</b>	<b>4.3</b>	<b>11.5</b>	<b>4.2</b>	<b>3.9</b>	<b>20.8</b>	<b>13.4</b>	<b>5.6</b>	<b>0.5</b>	<b>0.7</b>	<b>0</b>	<b>3.1</b>	

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

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

TABLE 4

AIR TRAVEL CONSUMER REPORT  
 COMPLAINTS AGAINST U. S. AIRLINES  
 BY INCIDENT DATE  
 JANUARY 2011

U. S. AIRLINES*	COMPS RECD IN JAN	INCI- DENTS IN JAN	PERCENT	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETI CAL									
AIRTRAN AIRWAYS	15	4	26.7	7	46.7	3	20.0	1	6.7
ALASKA AIRLINES	6	2	33.3	3	50.0	0	0.0	1	16.7
ALLEGIAN'T AIR	23	9	39.1	5	21.7	7	30.4	2	8.7
AMERICAN AIRLINES	86	26	30.2	26	30.2	25	29.1	9	10.5
AMERICAN EAGLE AIRLINES	13	5	38.5	3	23.1	4	30.8	1	7.7
COLGAN AIR	5	2	40.0	2	40.0	1	20.0	0	0.0
CONTINENTAL AIRLINES	73	20	27.4	35	47.9	12	16.4	6	8.2
DELTA AIR LINES	151	52	34.4	47	31.1	35	23.2	17	11.3
EXPRESSJET AIRLINES	11	4	36.4	6	54.5	1	9.1	0	0.0
FRONTIER AIRLINES	10	5	50.0	2	20.0	3	30.0	0	0.0
JETBLUE AIRWAYS	27	5	18.5	15	55.6	5	18.5	2	7.4
MESA AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
PIEDMONT AIRLINES	9	5	55.6	1	11.1	2	22.2	1	11.1
PINNACLE AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
SKYWEST AIRLINES	17	8	47.1	7	41.2	1	5.9	1	5.9
SOUTHWEST AIRLINES	18	8	44.4	4	22.2	5	27.8	1	5.6
SPIRIT AIRLINES	33	15	45.5	7	21.2	8	24.2	3	9.1
UNITED AIRLINES	61	17	27.9	10	16.4	25	41.0	9	14.8
UNITED EXPRESS	6	1	16.7	1	16.7	3	50.0	1	16.7
US AIRWAYS	61	23	37.7	20	32.8	10	16.4	8	13.1
VIRGIN AMERICA	5	2	40.0	1	20.0	2	40.0	0	0.0
OTHER U. S. AIRLINES	43	14	32.6	18	41.9	6	14.0	5	11.6
<b>TOTALS</b>	<b>683</b>	<b>236</b>	<b>34.6</b>	<b>221</b>	<b>32.4</b>	<b>158</b>	<b>23.1</b>	<b>68</b>	<b>10.0</b>
<b>PREVIOUS YEAR' S TOTALS</b>	<b>763</b>	<b>286</b>	<b>37.5</b>	<b>253</b>	<b>33.2</b>	<b>158</b>	<b>20.7</b>	<b>66</b>	<b>8.7</b>

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



TABLE 5

**AIR TRAVEL CONSUMER REPORT**  
**COMPANIES OTHER THAN U. S. AIRLINES\***  
**BY COMPLAINT CATEGORY\*\***  
**JANUARY 2011**

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AIR FRANCE	0	0	3	0	1	14	0	0	0	0	0	1	19
ALITALIA AIRLINES	1	0	0	0	1	3	0	0	1	0	0	0	6
BRITISH AIRWAYS	2	0	0	0	0	6	1	1	0	0	0	1	11
IBERIA AIRLINES	1	0	0	0	2	3	0	0	0	0	0	0	6
KLM	1	0	1	0	1	1	1	0	0	0	1	0	6
LUFTHANSA	0	0	0	2	0	5	0	0	0	0	0	0	7
VIRGIN ATLANTIC AIRWAYS	1	0	2	0	0	2	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	19	5	10	2	10	26	5	3	0	2	0	3	85
<b>TOTALS</b>	<b>25</b>	<b>5</b>	<b>16</b>	<b>4</b>	<b>15</b>	<b>60</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>145</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	0	0	5	3	4	0	1	0	0	0	0	0	13
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	1	0	0	0	0	0	0	0	0	1
<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>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	3	1	1	1	2	2	0	0	2	0	0	1	13
<b>TOTALS</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>13</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

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

RANK	AIRLINE	JANUARY 2011			JANUARY 2010		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	18	8,314,387	<b>0.22</b>	28	7,586,870	<b>0.37</b>
2	<b>ATLANTIC SOUTHEAST AIRLINES</b>	4	987,412	<b>0.41</b>	3	985,393	<b>0.30</b>
3	<b>HAWAIIAN AIRLINES</b>	3	691,932	<b>0.43</b>	4	668,737	<b>0.60</b>
4	<b>ALASKA AIRLINES</b>	6	1,315,214	<b>0.46</b>	5	1,183,862	<b>0.42</b>
5	<b>MESA AIRLINES</b>	5	651,253	<b>0.77</b>	9	780,067	<b>1.15</b>
6	<b>AIRTRAN AIRWAYS</b>	15	1,683,374	<b>0.89</b>	26	1,693,053	<b>1.54</b>
7	<b>SKYWEST AIRLINES</b>	17	1,848,317	<b>0.92</b>	18	1,751,160	<b>1.03</b>
8	<b>EXPRESSJET AIRLINES</b>	11	1,174,158	<b>0.94</b>	5	1,080,961	<b>0.46</b>
9	<b>FRONTIER AIRLINES</b>	10	1,053,347	<b>0.95</b>	8	635,426	<b>1.26</b>
10	<b>AMERICAN EAGLE AIRLINES</b>	13	1,200,734	<b>1.08</b>	17	1,181,960	<b>1.44</b>
11	<b>AMERICAN AIRLINES</b>	86	6,706,457	<b>1.28</b>	104	6,699,181	<b>1.55</b>
12	<b>JETBLUE AIRWAYS</b>	27	1,913,813	<b>1.41</b>	17	1,678,212	<b>1.01</b>
13	<b>US AIRWAYS</b>	61	4,029,363	<b>1.51</b>	79	3,883,756	<b>2.03</b>
14	<b>UNITED AIRLINES</b>	61	3,873,095	<b>1.58</b>	100	4,023,708	<b>2.49</b>
15	<b>DELTA AIR LINES</b>	151	7,988,586	<b>1.89</b>	158	7,864,968	<b>2.01</b>
16	<b>CONTINENTAL AIRLINES</b>	73	3,462,158	<b>2.11</b>	53	3,336,410	<b>1.59</b>
	<b>TOTAL</b>	<b>561</b>	<b>46,893,600</b>	<b>1.20</b>	<b>634</b>	<b>45,033,724</b>	<b>1.41</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. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Mishandled Baggage" sections of this report.

NOTE: Effective January 2011, Comair and Pinnacle Airlines are no longer ranked in this table. Totals for January 2010 reflect the deletion of Comair and Pinnacle's data for the month.

## COMPLAINT CATEGORIES

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

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

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

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

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

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

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

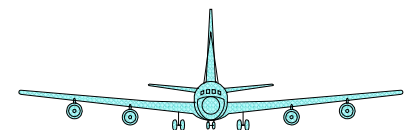
**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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



## Customer Service Reports to the U.S. Department of Homeland Security for the Month of January 2011 as provided by the Transportation Security Administration<sup>a</sup>

The Transportation Security Administration (TSA) screened approximately 48 million airline passengers and their 38 million checked bags in the month of January as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of January.

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

Courtesy <sup>c</sup>		Courtesy <sup>c</sup>		Courtesy <sup>c</sup>		Courtesy <sup>c</sup>	
Number of Complaints	Number of Complaints	Number of Complaints	Number of Complaints	Number of Complaints	Number of Complaints	Number of Complaints	Number of Complaints
324	.0007	72	.0002	57	.0001	352	.0007

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

Number of Damage Claims Received			
Checkpoint (TSA)	Checkpoint (TSA)	Checkpoint (TSA)	Checkpoint (TSA)
224	.0005	586	.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 U.S. Department of Homeland Security, through TSA, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.

<sup>b</sup> The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or telephone, (866) 289-9673. Contact Center representatives are available from 9:00AM to 5:00PM EST.

<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 January.

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

## January 2011 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>).

Carrier	Death	Injury	Loss
<a href="#"><i><u>Delta</u></i></a>	1	1	
<i>Total</i>	1	1	0