

Table 1079. On-Time Flight Arrivals and Departures at Major U.S. Airports: 2008

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

Airport	On-time arrivals				On-time departures			
	1st quarter	2nd quarter	3rd quarter	4th quarter	1st quarter	2nd quarter	3rd quarter	4th quarter
Total, all airports	71.4	73.9	74.2	74.2	74.7	77.3	77.2	77.7
Atlanta, Hartsfield	72.2	79.8	76.8	73.1	72.6	80.3	76.7	77.8
Boston, Logan International	72.6	73.1	71.7	76.3	78.2	80.3	77.8	82.1
Baltimore/Washington International	76.5	80.6	81.4	82.9	76.9	80.0	81.2	82.3
Charlotte, Douglas	74.5	79.2	78.3	81.1	76.3	79.6	79.5	84.2
Cincinnati, Greater Cincinnati	72.4	80.9	82.2	81.8	74.7	81.9	81.6	82.2
Washington, Reagan National	75.5	76.2	78.6	81.6	81.2	81.5	83.0	85.8
Denver International	75.0	76.4	81.6	80.2	75.7	77.9	80.9	80.2
Dallas-Fort Worth International	70.7	70.5	80.9	82.9	69.4	69.3	76.6	80.7
Detroit, Metro Wayne County	71.8	79.9	86.6	82.2	73.4	79.8	85.6	82.9
Newark International	59.6	61.2	66.2	62.6	66.5	67.9	69.7	72.4
Fort Lauderdale-Hollywood International	69.5	77.7	77.9	76.2	74.2	81.4	81.3	81.0
Washington/Dulles	71.1	72.0	74.2	79.6	73.4	73.6	76.0	81.5
Houston, George Bush	74.1	78.4	80.4	80.5	75.7	78.5	79.4	83.2
New York, JFK International	70.1	70.3	61.9	73.0	76.1	78.1	70.6	78.3
Las Vegas, McCarran International	73.4	76.3	84.0	77.4	74.1	77.9	82.7	77.7
Los Angeles International	70.9	74.4	82.4	80.4	75.9	80.6	84.5	82.9
New York, La Guardia	57.9	57.1	65.5	71.7	71.3	71.9	76.2	81.3
Orlando International	72.5	78.8	80.1	80.2	75.9	80.4	81.1	83.9
Chicago, Midway	72.8	81.9	86.5	81.9	67.9	78.9	83.1	77.7
Miami International	66.0	70.7	71.7	75.8	68.6	71.2	70.5	76.8
Minneapolis-St. Paul International	73.5	78.0	85.1	79.5	77.1	82.3	86.4	82.6
Oakland International	74.2	79.1	87.0	82.0	76.4	82.2	87.0	81.5
Chicago, O'Hare	55.5	66.7	74.6	74.6	56.2	68.5	74.7	74.9
Portland International	74.2	76.5	83.2	76.7	81.8	84.1	87.9	81.7
Philadelphia International	71.3	72.8	74.5	73.5	74.5	77.3	78.0	77.9
Phoenix, Sky Harbor International	78.0	80.1	84.1	81.6	78.8	81.1	83.1	82.2
San Diego, Lindbergh Field	73.5	75.7	84.1	79.0	76.9	81.4	86.2	81.7
Seattle-Tacoma International	72.8	74.4	80.4	74.2	78.1	81.0	84.1	79.1
San Francisco International	61.9	68.5	73.6	72.0	69.3	76.5	77.9	77.0
Salt Lake City International	75.5	86.5	89.1	83.4	81.0	89.6	89.5	85.8
St. Louis, Lambert	70.8	75.9	81.4	81.1	73.3	78.2	83.5	81.7
Tampa, Tampa International	73.3	79.0	80.1	80.1	77.7	81.8	82.6	84.0

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

Table 1080. Consumer Complaints Against U.S. Airlines: 1990 to 2009

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

Complaint category	1990	2000	2003	2004	2005	2006	2007	2008	2009
Total	7,703	20,564	4,601	5,839	6,900	6,452	10,960	9,194	8,819
Flight problems ¹	3,034	8,698	1,049	1,462	1,942	1,845	4,097	3,247	2,041
Customer service ²	758	4,074	584	742	800	870	1,214	1,333	1,103
Baggage	1,329	2,753	802	1,085	1,586	1,400	2,154	2,081	1,606
Ticketing/boarding ³	624	1,405	643	637	679	708	1,136	1,404	1,583
Refunds	701	803	428	376	530	485	745	804	669
Fares ⁴	312	708	243	180	219	173	315	389	436
Disability ⁵	(NA)	612	325	467	430	368	428	477	517
Oversales ⁶	399	759	223	263	284	275	420	432	370
Discrimination ⁷	(NA)	(NA)	71	96	100	90	82	115	132
Advertising	96	42	13	41	45	30	34	39	53
Tours	29	25	(⁸)	(⁸)	(⁸)	(⁸)	(⁸)	(⁸)	(⁸)
Animals	(NA)	1	2	3	3	3	7	5	5
Smoking	74	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)
Credit	5	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)	(⁹)
Other	342	684	218	487	282	205	328	322	304

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

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