U.S. Airline Passenger Trip Delay Report (2008)

Center for Air Transportation Systems Research (CATSR)

Lance Sherry, Executive Director
George Donohue, Director

Volgenau School of Information Technology & Engineering

George Mason University
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Objective

The objective of this report is to provide statistics for delays experienced by *Passengers* on scheduled domestic U.S. airline flights.

Passenger trip delays are not the same as *flight delays*. In addition to delayed flights, passengers accrue trip delays due to cancelled flights, diverted flights, and oversold flights.

This report supplements government and airline industry reports that focus on airline flight delays.

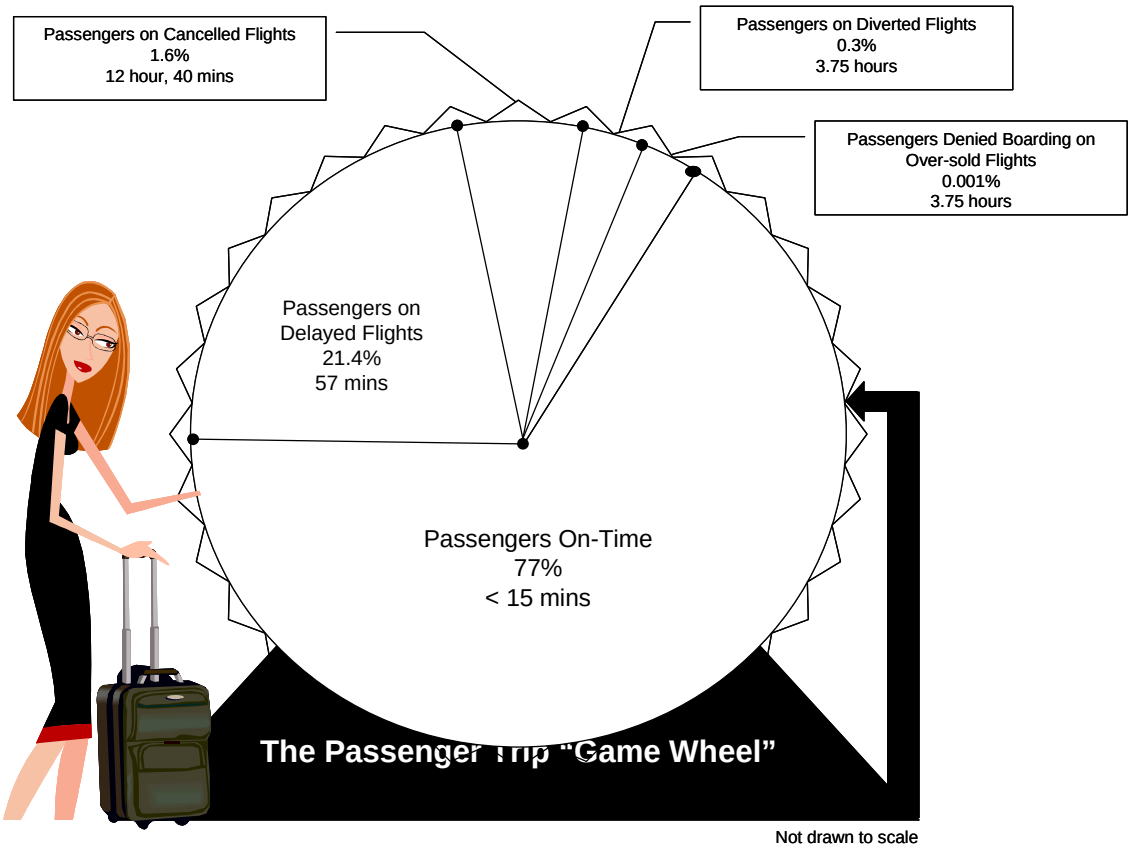
Definition of Passenger Trip Delays

Passenger Trip Delays are the delays experienced by passengers relative to the scheduled time of arrival published on the original airline ticket (not the –rebooked ticket). Passenger Trip Delays include trip disruptions accrued due to:

1. delayed flights
2. rebooking due to cancelled flights
3. rebooking after denied boarding on oversold flights
4. diverted flights

Individual passenger trip delay is determined by the combination of the *likelihood* of being on a flight in one of the four categories above, and on the *magnitude* of the delay experienced by passengers in each one of the four categories.

In many ways, the passenger experience is akin to spinning a game wheel with probabilities for on-time, delayed, cancelled, diverted and oversold flights. The "award" for each category is the amount of trip delay accrued by each passenger in each category.



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2008 Results

Total Passenger Trip Delays in 2008: 34 thousand years

Total Passenger Trip Delays decreased 10% in 2008 from 2007

Cost to economy $8.9B per Year

Passengers experienced less delays in 2008, …

Total trip delays experienced by passengers flying domestic routes in the U.S. in 2008 were down 10 % over 2007.

Passengers were delayed a total of 299 million hours (or 34 thousand years). A conservative estimate places the annual cost of these delays to be $8.9 billion in lost productivity to the nation's economy.

In 2008, 610 million passenger trips were flown by U.S. domestic airlines between 264 airports on 7 million flights. These numbers reflect a 5 % drop in passenger trips and a 6% reduction in airline flights. The number of airports served by airlines remained unchanged. The number of airports connected remained unchanged. The frequency of flights between airports accounted for the 6% reduction in flights.

STATISTIC	2008	2007	% Change
Passenger Trips	610,236,061	642,719,733	-5.1%
Flights	7,007,835	7,453,156	-6 %
Airports Served	264	267	-0.9%
Total Passenger Trip Delay (Years)	34,154	38,152	-10.5%
Total Passenger Trip Delay (Hours)	299,190,734	334,211,814	-10.5%
Average Passenger Trip Delay (Minutes)	29	31	-6.3%

… but structural issues remain.

No change 2007 to 2008:

- **1 of 4 passengers experienced a disrupted airline trip**
- **Average passenger trip delay: 29 minutes**
- **Disrupted passengers: average 1 hour and 57 minutes delay**

The reduction in flights and passengers should have "taken pressure off" the system resulting in improved passenger trip experience. This did not occur.

One out of four passengers (23%) experienced a Passenger Trip Delay in 2008. In 2007, 26% of passengers experienced a trip disruption.

In 2008, the average Passenger Trip Delay experienced across all airline passengers was 29 minutes, a reduction of only 2 minutes from 31 minutes in 2007.

The average duration of the trip delay experienced by disrupted passengers in 2008 was 1 hour 57 minutes, a 5 minute increase over 2007. See table below.

Passenger trips were disrupted by 4 categories of delays:

1. Passengers on Delayed Flights: In 2008, 21.4% of the passengers were on flights that were delayed (down from 23.8% in 2007). These passengers experienced an average delay of 57 minutes (same as 2007).
2. Passengers on Cancelled Flights: In 2008, 1.6% of the passengers were rebooked due to cancelled flights (down from 1.8% in 2007). The average delay for these passengers was 15 hours, up from 13 hours and 40 minutes in 2007.
3. Passengers on Diverted Flights: The number of passengers on diverted flights rose from 0.23% in 2007, to 0.25% in 2008. The trip delays experienced by these passengers remained constant.
4. Passengers Denied Boarding on Oversold Flights: The number of passengers denied boarding due to over-sold flights decreased from 1.12 in 10,000 passengers in 2007, to 1.1 in 10,000 passengers in 2008.

Summary of Percentage Passengers On-Time/Average Passenger Trip Delay

	Percentage Passengers			**Average Passenger Trip Delay**		
	2008	**2007**	**Change (- improved)**	**2008**	**2007**	**Change (- improved)**
Passengers Experiencing Trip Delay (>15 minutes)	23.3%	25.8%	- 10 %	1 hour 57 minutes	1 hour 52 minutes	+ 5 minutes
• Passengers on Delayed Flights	21.4%	23.8%	- 10%	57 minutes	56 minutes	+ 1 minutes
• Passengers on Cancelled Flights	1.6%	1.8%	- 10%	15 hours	13 hours, 40 mins	1 hour, 10 mins
• Passengers on Diverted Flights	0.25%	0.23%	+ 8.3%	3.75 hours	3.75 hours	No Change
• Passengers Denied Boarding on Oversold Flights	<0.001% (1.10 in 10,000)	<0.001% (1.12 in 10,000)	No Change	3.75 hours	3.0 hours	- 45 mins

Complete summary statistics are available in Appendix Table 1.

Airlines in 2008

The 10% reduction in total passenger trip delays from 2007 to 2008 was distributed among 8 of the 17 U.S. domestic airlines. By contrast, in 2007, no airlines provided passengers improved performance when compared with 2006. The passenger trip delay experience for passengers on 6 airlines did not change from 2007 to 2008.

Overall reductions in passenger trip delays benefited passengers on *8 of 17* airlines.

The best and the worst

The best passenger trip experience was provided by Hawaiian, Frontier and Southwest Airlines all with average passenger trip delays of 10 minutes or less

The worst passenger trip experience was provided by American Airlines with an average passenger trip delay of 31 minutes.

Passengers on Hawaiian, Frontier and Southwest airlines experienced best trip delay performance

It should be noted that the airlines with the best passenger trip delay performance operate out of non-congested airports or during off-peak hour at congested airports. In the case of the Hawaiian airlines, not only are the airports it services not congested, but they are also not impacted by convective weather in the summer or snow storms in the winter.

The range of airline performance

As in past years, the airlines exhibited a wide range of performance in 2008. Average Passenger Trip Delay ranged from 8 minutes (Hawaiian Airlines) to 31 minutes (American Airlines). The difference between the best and worst airlines in 2008 was 23 minutes. The difference between the best and worst airlines in 2007 was 28 minutes.

Passengers on the airline with the lowest passenger trip delays experience 4 times less trip delay minutes than passengers on the airline with the highest trip delays.

Improved performance by 8 airlines

Passengers travelling on 8 airlines experienced a reduction in trip delay over 2007. Passengers travelling on 6 airlines experienced the same trip delay as 2007. Passengers on Hawaiian, Southwest, and American experienced small increases in passenger trip delays.

Ranking of U.S. Domestic Airlines

Rank 2008	Change in Ranking from 2007 to 2008 (+ Improved)	Airline	Average Trip Delay Experienced by Passengers (Minutes)	Change in Average Trip Delay Experienced by Passengers 2007 to 2008 (+ increased delay)
1	No Change	Hawaiian Airlines Inc.	8.2	+ 3.4
2	+2	Frontier Airlines Inc.	8.6	No Change
3	-1	Southwest Airlines Co.	9.3	+ 2.7
4	No Change	Northwest Airlines Inc.	13.8	- 6.9
5	No Change	AirTran Airways Corporation	13.8	No Change
6	+1	US Airways Inc.	15.4	- 2.5
7	+3	Alaska Airlines Inc.	15.7	- 6.4
8	+4	SkyWest Airlines Inc.[2]	16.5	- 7.3
9	-3	Continental Air Lines Inc.	16.8	No Change
10	-2	Delta Air Lines Inc.	17.2	- 1.1
11	+5	United Air Lines Inc.	20.1	- 9.0
12	-1	JetBlue Airways	23.8	No Change
13	+5	Pinnacle Airlines Inc.[3]	23.8	- 9.2
14	-1	ExpressJet Airlines Inc.[1]	24.8	No Change
15	-1	Comair Inc.	25.2	- 3.1
16	+1	Mesa Airlines Inc.[4]	29.5	No Change
17	-2	American Airlines Inc.[5]	31.1	+ 2.6

Notes:

1 ExpressJet (XE) operates flights for ExpressJet, Continental Express, Delta Connections

2 SkyWest Airlines (OO) operates flights for United Express, Delta Connection, and Midwest Connect

3 Pinnacle Airlines (9E) operates flights for US Airways Express, United Express, Continental Connection

4 Mesa Airlines (YV) operates flights for US Airways Express, United Express, Delta Connection

5 Includes American Eagle flights as a wholly owned subsidiary

Passengers taking trips on airlines that operate mega-hubs at over-scheduled, congested airports tended towards longer passenger trip delays. The trip delays accumulate rapidly on days when the when the carefully choreographed hub operations are disrupted even for a few hours (e.g. thunderstorm over the airport, accumulation of snow, terminal security issue).

Airline Ranking

Eight airlines improved their ranking from 2007. This list was headed by United Airlines and Pinnacle Airlines (a regional airline for U.S. Airways, United and Continental) that improved their raking by 5 positions, followed by SkyWest (+4 positions) and Alaska (+3 positions). Seven airlines slipped in the rankings.

Continental dropped 3 positions and American Airlines dropped 2 positions. Of the regional carriers operating flights for major airlines, SkyWest and Pinnacle improved their ranking by 5 and 4 positions respectively. Comair and ExpressJet dropped 1 position.

See Appendix - Table 1 for more detailed Annual Passenger Trip Delay performance by airlines.

Airports in 2008

Despite the magnitude of the reductions in passenger trip delays overall (-10%), the passengers at the nations busiest airports experienced only modest reductions in passenger trip delays. For the third consecutive year the average passenger experienced more than 30 minutes of trip delay at Newark, LaGuardia, JFK, and Chicago O'Hare.

Passengers at only four of the nations busiest airports experienced reduced Passenger Trip Delays

Out of the nations 35 busiest airports, the passenger trip delays at only 4 airports improved from 2007 to 2008. The passenger trip delays at 13 airports remained unchanged. Passenger at 15 airports experienced worse passenger trip delays than the year before.

In 2008, thirteen airports experienced average Passenger Trip Delays of 20 minutes or more. In 2007, the number of airports with greater than 20 minutes average Passenger Trip Delays had increased to eleven from four in 2006.

In 2008, passengers at thirteen airports experienced average trip delays of 20 minutes or more (up from eleven airports in 2007)

Ranking of Airports

The nation's top-ranked airports with lowest Passenger Trip Delay were: Salt-Lake City (+2 position from 2007), Honolulu (-1 position from 2007), Baltimore-Washington (+5 positions from 2007), Phoenix-Sky Harbor (+7 positions from 2007), and Chicago-Midway (-3 positions from 2007). Passengers at these airports experienced an average Passenger Trip Delay of less than 12 minutes.

San Diego and Portland, ranked in the top 5 in 2007, dropped five positions and two positions respectively.

The nation's lowest-ranked airports with highest Passenger Trip Delays were La Guardia, Chicago- O'Hare, Newark, New York-JFK and Dallas-Ft Worth, Boston-Logan, and Washington-Dulles. Passengers at these airports experienced average Passenger Trip Delays in excess of 25 minutes.

The airports at which passenger trip delays improved the most from 2007: Minneapolis (+11 positions), Denver and Pittsburg (+8 positions), and Phoenix-Sky Harbor (+7 positions). The airports at which passenger trip delays degraded the most: Houston-George Bush Int'l and Atlanta (-10 positions), Cleveland (-6 positions) and San Fransisco (-6 positions).

See Appendix - Table 2 for Annual Passenger Trip Delay at 35 of the nation's busiest airports.

The average passenger trip delay at the nations top 279 airports ranged from no delay at Charlottesville, VA and Pierre, SD., to 83 minutes at Waterloo, IA. The passenger trip delay experience at the smaller airports reflects more about how that airport is connected to the network, than how the airport or the airlines at the airport operate. Flights to/from larger, congested airports will propagate delay to these smaller airports. Also airports with infrequent service will generate large passenger trip delays when flights are cancelled.

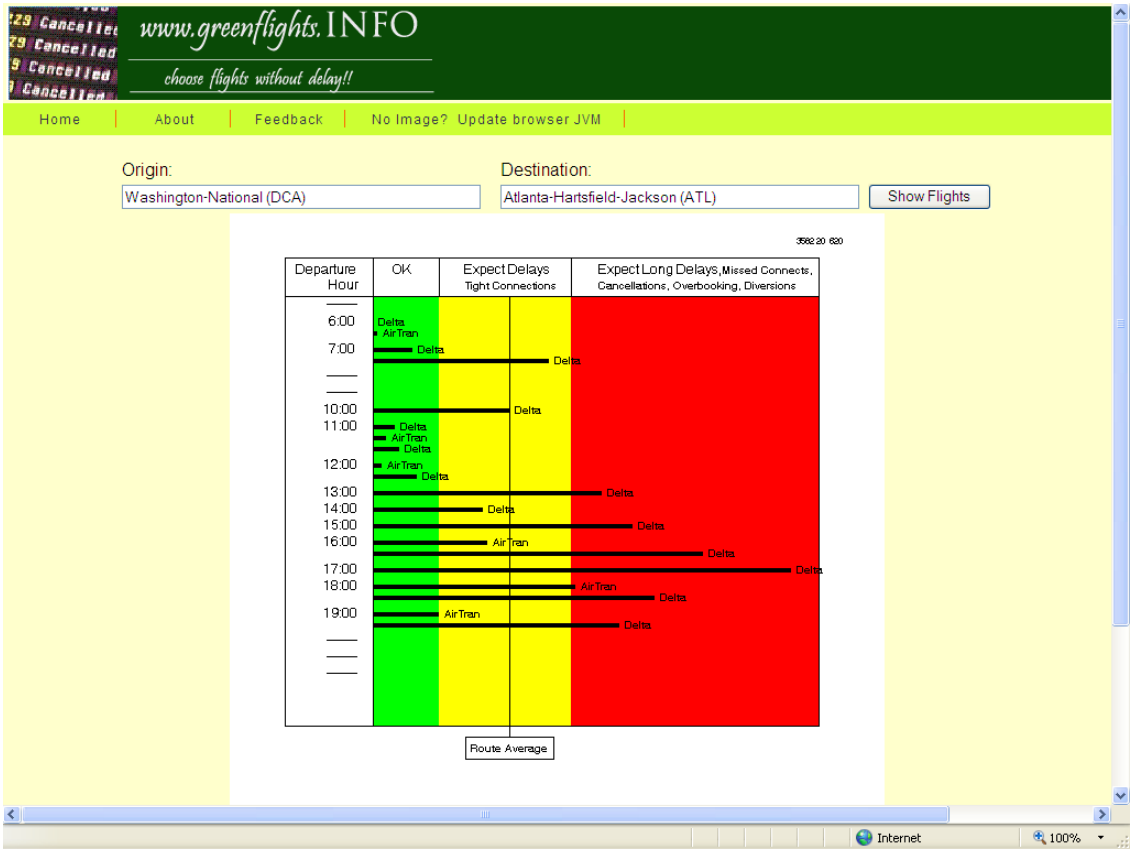
See Appendix - Table 3 for Annual Passenger Trip Delay at 279 of the nation's airports reported.

Ranking of the Nation's Busiest Airports by Average Passenger Trip Delay

2008 Rank (Best to Worst)	Change in Rank (+ improved)	Airport	Average Trip Delay Experienced by Passengers (mins)	Change in Average Trip Delay 2007 to 2008 (+ improved)
1	+ 2	Salt Lake City International	9.6	No Change
2	- 1	Honolulu-International	10.5	- 2.9
3	+ 5	Baltimore-Washington	11.4	No Change
4	+ 7	Phoenix-Sky Harbor	11.5	No Change
5	- 3	Chicago-Midway	11.8	- 2.1
6	No Change	Tampa International	12.3	No Change
7	- 2	Portland International	12.5	- 2.5
8	- 1	Las Vegas-McCarran	12.8	- 2.5
9	- 5	San Diego-Lindbergh Field	12.8	- 2.8
10	+ 2	Orlando International	13.0	No Change
11	- 2	Los Angles International	13.6	- 2.4
12	+ 8	Denver International	13.8	+ 2.3
13	+ 1	Seattle-Tacoma	13.9	No Change
14	+ 1	Fort Lauderdale-Hollywood	14.0	No Change
15	+ 1	St Louis-Lambert	16.4	- 2.4
16	+ 8	Pittsburg International	16.8	+ 2.5
17	+ 11	Minneapolis-St Paul	17.2	+ 4.4
18	- 1	Cincinnati-Northern Kentucky	17.4	- 3.0
19	- 6	Cleveland-Hopkins	17.6	- 5.0
20	- 10	Houston-George Bush	18.1	- 6.7
21	No Change	Memphis International	19.0	- 2.8
22	No Change	Charlotte-Midway	19.6	- 2.1
23	+ 4	Philadelphia International	20.1	No Change
24	+ 2	Detroit-Metropolitan Wayne	20.1	No Change
25	- 6	San Francisco International	20.3	- 4.7
26	- 3	Miami International	20.9	- 3.1
27	- 2	Washington-National	21.7	No Change
28	- 10	Atlanta-Hartsfield-Jackson	21.8	- 7.1
29	+ 1	Washington-Dulles	25.0	No Change
30	- 1	Boston-Logan	25.5	- 2.5
31	No Change	Dallas-Ft Worth	26.4	No Change
32	+ 3	New York-John F Kennedy	30.0	+ 4.3
33	- 1	Newark International	33.3	- 3.4
34	No Change	Chicago-O'Hare	34.6	No Change
35	- 2	New York-La Guardia	35.6	- 2.7

Individual Flights and Routes

Passenger Trip Delays for individual flights and routes can be found at the website: www.GreenFlights.INFO



This website is maintained by the Center for Air Transportation Systems Research (CATSR) at George Mason University. For more information please contact Executive Director, Lance Sherry, 703-993-1711.

Outlook for Passengers

The economic downturn will continue to drive down demand for air transportation services. This will require the airlines to reduce seat capacity by reducing the number of flights offered between airports and/or by replacing larger aircraft with smaller aircraft. The smaller aircraft have fewer seats and can be reduce operating costs.

Passenger Trip Delays due to Delayed Flights

The drop in the number of flights offered will reduce congestion that will in turn reduce flight delays. Passengers will benefit only if the flights that are eliminated are the flights scheduled during the desirable, over-scheduled, peak hours for take-offs and arrivals. In 2008, the flight cuts reduced frequency of service in off-peak periods, resulting in marginal improvement in passenger trip delays due to delayed flights. In 2009, expect reduced service in the peak periods to bring modest relief to passengers and reduce passenger trip delays due to delayed flights.

Passenger Trip Delays due to Cancelled Flights

Passenger trip delays will remain an issue for passengers in 2009. Although rates of flight cancellation will drop moderately, high load factors on smaller aircraft along with reduced frequency of service, will require passengers that are re-booked due to cancelled flights to accrue longer delays.

Do not anticipate significant changes in passenger trip delays due to diverted flights or denied boarding due to oversold seats.

APPENDIX

Summary Passenger Trip Delay Statistics (2008 vs. 2007)*
Table 1

	2007	2008	% Change
TOTAL PASSENGERS			
Passenger Trips	642,719,733	610,236,061	-5.1%
Flights	7,453,156	7,007,835	-6.0%
Airports Served	267	264	-0.9%
Total Passenger Trip Delay (Years)	38,152	34,154	-10.5%
Total Passenger Trip Delay (Hours)	334,211,814	299,190,734	-10.5%
Average Passenger Trip Delay (Minutes)	31	29	-6.3%
DISRUPTED PASSENGERS (DELAYED + CANCELLED + DIVERTED)			
% Passengers	25.8%	23.3%	-9.9%
Total Passengers	166,418,248	127,147,461	-23.6%
Average Disrupted Passenger Trip Delay (Minutes)	112	117	5.1%
PASSENGERS ON DELAYED FLIGHTS			
% Passengers	23.8%	21.4%	-10.0%
Total Passengers	153,334,863	131,540,319	-14.2%
Average Disrupted Passenger Trip Delay (Minutes)	56	57	0.9%
PASSENGERS ON CANCELLED FLIGHTS			
% Passengers	1.82%	1.63%	-10.6%
Total Passengers	11,565,381	9,906,400	-14.3%
Average Disrupted Passenger Trip Delay (Hours)	13.7	15.0	9.5%
PASSENGERS ON DIVERTED FLIGHTS			
% Passengers	0.23%	0.25%	8.3%
Total Passengers	1,518,004	1,551,141	2.2%
Total Disrupted Passenger Trip Delay (Minutes)	546,481,440	558,410,760	2.2%

Data based on reports by US Domestic Airlines that carry more than 1% of total annual U.S. passengers

Rank & Performance of U.S. Domestic Airlines*
Table 2

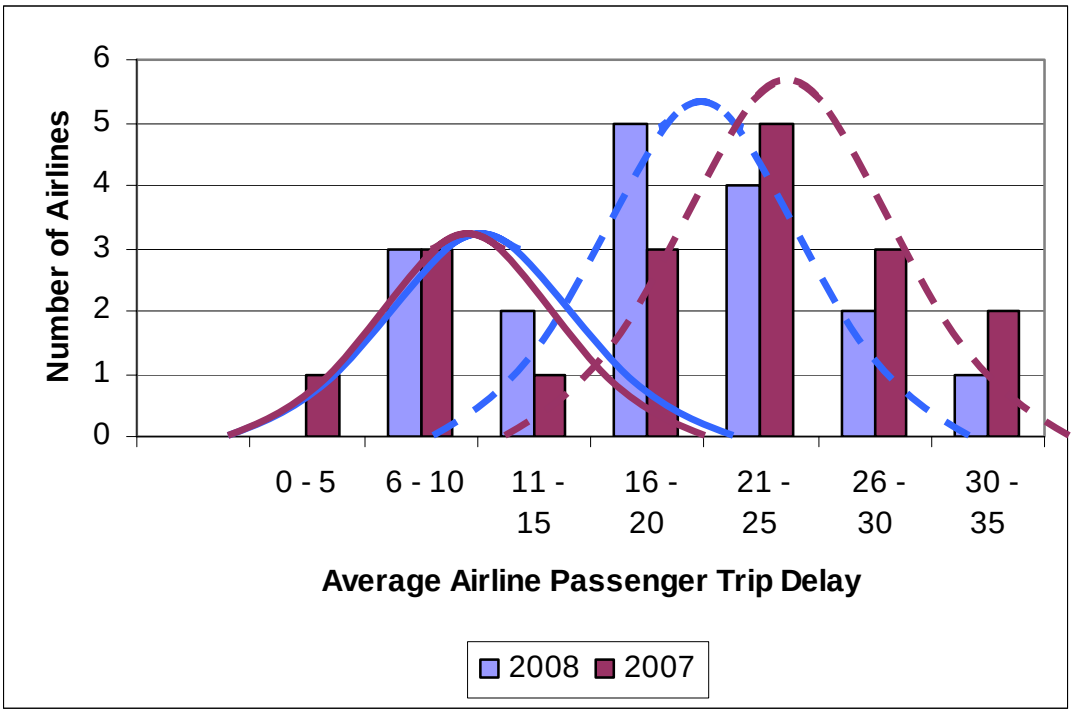
* US Domestic Airlines that carry more than 1% of total annual U.S. passengers
** Aloha Airlines terminated reporting end of Q1 2008

Ranking of U.S. Domestic Airlines

Rank 2008	Change in Ranking from 2007 to 2008 (+ Improved)	Airline	Average Trip Delay Experienced by Passengers (Minutes)	Change in Average Trip Delay Experienced by Passengers 2007 to 2008 (+ increased delay)
1	No Change	Hawaiian Airlines Inc.	8.2	+ 3.4
2	+2	Frontier Airlines Inc.	8.6	- 1.3
3	-1	Southwest Airlines Co.	9.3	+ 2.7
4	No Change	Northwest Airlines Inc.	13.8	- 6.9
5	No Change	AirTran Airways Corporation	13.8	+ 1.0
6	+1	US Airways Inc.	15.4	- 2.5
7	+3	Alaska Airlines Inc.	15.7	- 6.4
8	+4	Skywest Airlines Inc.[2]	16.5	- 7.3
9	-3	Continental Air Lines Inc.	16.8	+ 1.6
10	-2	Delta Air Lines Inc.	17.2	- 1.1
11	+5	United Air Lines Inc.	20.1	- 9.0
12	-1	JetBlue Airways	23.8	+ 1.7
13	+5	Pinnacle Airlines Inc.[3]	23.8	- 9.2
14	-1	ExpressJet Airlines Inc.[1]	24.8	No Change
15	-1	Comair Inc.	25.2	- 3.1
16	+1	Mesa Airlines Inc.[4]	29.5	- 1.6
17	-2	American Airlines Inc.[5]	31.1	+ 2.6

Notes:
1 ExpressJet (XE) operates flights for ExpressJet, Continental Express, Delta Connections
2 SkyWest Airlines (OO) operates flights for United Express, Delta Connection, and Midwest Connect
3 Pinnacle Airlines (9E) operates flights for US Airways Express, United Express, Continental Connection
4 Mesa Airlines (YV) operates flights for US Airways Express, United Express, Delta Connection
5 Includes American Eagle flights as a wholly owned subsidiary

Performance of U.S. Domestic Airlines 2008 vs. 2007*
Figure 0



Rank & Performance of Flights To/From Nation's Busiest 35 Airports
Table 3

Airport	2008 Rank (Best to Worst)	Change in Rank from 2007 to 2008 (+ improved)	Average Trip Delay Experienced by Passengers (mins)	Change in Average Passenger Trip Delay from 2007 to 2008 (+ improved)
Salt Lake City International	1	+ 2	9.6	No Change
Honolulu-International	2	- 1	10.5	- 2.9
Baltimore-Washington	3	+ 5	11.4	No Change
Phoenix-Sky Harbor	4	+ 7	11.5	No Change
Chicago-Midway	5	- 3	11.8	- 2.1
Tampa International	6	No Change	12.3	No Change
Portland International	7	- 2	12.5	- 2.5
Las Vegas-McCarran	8	- 1	12.8	- 2.5
San Diego-Lindbergh Field	9	- 5	12.8	- 2.8
Orlando International	10	+ 2	13.0	No Change
Los Angles International	11	- 2	13.6	- 2.4
Denver International	12	+ 8	13.8	+ 2.3
Seattle-Tacoma	13	+ 1	13.9	No Change
Fort Lauderdale-Hollywood	14	+ 1	14.0	No Change
St Louis-Lambert	15	+ 1	16.4	- 2.4
Pittsburg International	16	+ 8	16.8	+ 2.5
Minneapolis-St Paul	17	+ 11	17.2	+ 4.4
Cincinnati-Northern Kentucky	18	- 1	17.4	- 3.0
Cleveland-Hopkins	19	- 6	17.6	- 5.0
Houston-George Bush	20	- 10	18.1	- 6.7
Memphis International	21	No Change	19.0	- 2.8
Charlotte-Midway	22	No Change	19.6	- 2.1
Philadelphia International	23	+ 4	20.1	No Change
Detroit-Metropolitan Wayne	24	+ 2	20.1	No Change
San Francisco International	25	- 6	20.3	- 4.7
Miami International	26	- 3	20.9	- 3.1
Washington-National	27	- 2	21.7	- 1.4
Atlanta-Hartsfield-Jackson	28	- 10	21.8	- 7.1
Washington-Dulles	29	+ 1	25.0	No Change
Boston-Logan	30	- 1	25.5	- 2.5
Dallas-Ft Worth	31	No Change	26.4	No Change
New York-John F Kennedy	32	+ 3	30.0	+ 4.3
Newark International	33	- 1	33.3	- 3.4
Chicago-O'Hare	34	No Change	34.6	No Change
New York-La Guardia	35	- 2	35.6	- 2.7

Rank & Performance of Passenger Trip Delays To/From Nation's Airports with Scheduled Airline Service
Table 4

RANK	Airport	Avg Trip Delay Experienced by Passengers
1	Charlottesville, VA*	0.0
2	Pierre, SD*	1.1
3	West Yellowstone, MT*	1.4
4	Salem, OR	3.1
5	Atlantic City International, NJ*	3.1
6	Lewisburg, WV*	3.6
7	El Centro, CA	3.7
8	Lewiston, ID	4.1
9	Oxnard/Ventura, CA	4.3
10	Saint George, UT	5.2
11	Bemidji, MN*	5.6
12	Carlsbad, CA	6.1
13	Bellingham, WA*	6.2
14	Casper, WY	6.4
15	Gustavus, AK*	6.4
16	Hilo, HI - Island of Hawaii	6.6
17	Bakersfield, CA	7.2
18	Cody/Yellowstone, WY	7.3
19	Muskegon, MI*	7.5
20	Rock Springs, WY*	7.5
21	Kona, HI - Island of Hawaii	7.6
22	Cedar City, UT	7.7
23	Santa Maria, CA	7.9
24	Great Falls, MT	8.0
25	Billings, MT	8.1
26	Pocatello, ID	8.1
27	Kauai Island/Lihue, HI	8.5
28	Missoula, MT	8.5
29	Grand Junction, CO	8.6
30	Redmond, OR	8.6
31	Helena, MT	9.2
32	Albuquerque, NM	9.3
33	El Paso, TX	9.4
34	Boise, ID	9.5
35	**Salt Lake City International**	**9.6**
36	Elko, NV	9.8
37	Cordova, AK	9.8
38	Gillette, WY	9.9
39	Glacier Park International, MT	10.0
40	Ashland, KY/Huntington, WV*	10.0
41	Fresno, CA	10.0

42	Sacramento, CA	10.1
43	Pasco, WA	10.1
44	International Falls, MN*	10.3
45	Idaho Falls, ID	10.3
46	Reno, NV	10.4
47	Ontario, CA	10.4
48	Inyokern, CA	10.5
49	Honolulu-International	10.5
50	Yakutat, AK	10.5
51	Palm Springs, CA	10.6
52	San Jose, CA	10.7
53	Minot, ND	10.8
54	Fayetteville, NC*	10.8
55	Spokane, WA	10.8
56	Midland/Odessa, TX	11.3
57	Fairbanks, AK	11.4
58	**Baltimore-Washington**	**11.4**
59	**Phoenix-Sky Harbor**	**11.5**
60	Orange County, CA	11.5
61	Yakima, WA*	11.5
62	Amarillo, TX	11.7
63	Lubbock, TX	11.8
64	Yuma, AZ	11.8
65	**Chicago-Midway**	**11.8**
66	Tucson, AZ	11.9
67	Burbank, CA	12.0
68	**Tampa International**	**12.3**
69	Twin Falls, ID	12.4
70	Bristol, VA	12.4
71	Santa Barbara, CA	12.4
72	**Portland International**	**12.5**
73	San Antonio, TX	12.6
74	Montrose, CO	12.8
75	**Las Vegas-McCarran**	**12.8**
76	San Diego-Lindbergh Field	12.8
77	Eugene, OR	12.9
78	La Palmdale Regional, CA	12.9
79	**Orlando International**	**13.0**
80	Long Beach, CA	13.0
81	Austin, TX	13.0
82	Flint, MI	13.1
83	Rockford, IL*	13.3
84	Klamath Falls, OR*	13.4
85	Bismarck, ND	13.4
86	Rapid City, SD	13.5
87	Tulsa, OK	13.5
88	**Los Angles International**	**13.6**
89	Birmingham, AL	13.7
90	Dallas, TX - Love Field	13.7
91	Nashville, TN	13.7

92	Grand Forks, ND	13.7
93	**Denver International**	**13.8**
94	Bozeman, MT	13.8
95	Seattle-Tacoma	13.9
96	**Fort Lauderdale-Hollywood**	**14.0**
97	Alexandria, LA	14.0
98	Oklahoma City, OK	14.1
99	Fort Myers, FL	14.2
100	Prudhoe Bay/Deadhorse, AK	14.2
101	Oakland, CA	14.3
102	Islip, NY	14.5
103	Durango, CO	14.6
104	Henry E Rohlsen, VI	14.6
105	Fort Walton Beach, FL	14.7
106	Newburgh/Stewart Field, NY	14.8
107	Jacksonville, FL	14.8
108	Columbus, GA*	14.8
109	Kahului, HI - Island of Maui,	14.9
110	Hampton, VA	15.1
111	Carmel, CA	15.2
112	Bethel, AK	15.2
113	New Orleans, LA	15.2
114	Colorado Springs, CO	15.3
115	Omaha, NE	15.4
116	Anchorage, AK	15.4
117	Duluth, MN	15.4
118	Knoxville, TN	15.4
119	San Luis Obispo, CA	15.5
120	Borinquen, PR	15.5
121	Louisville, KY	15.5
122	West Palm Beach, FL	15.6
123	Manchester, NH	15.6
124	North Bend, OR*	15.6
125	Medford, OR	15.9
126	Little Rock, AR	15.9
127	Beaumont/Port Arthur, TX	16.1
128	Ponce, Puerto Rico	16.1
129	Providence, RI	16.2
130	Corpus Christi, TX	16.2
131	Jackson, MS	16.3
132	St Louis-Lambert	16.4
133	Panama City, FL	16.6
134	Houston - Hobby Int'l	16.6
135	Indianapolis, IN	16.6
136	**Pittsburg International**	**16.8**
137	Hartford, CT	16.9
138	**Minneapolis-St Paul**	**17.2**
139	Melbourne, FL	17.2
140	Huntsville, AL	17.3
141	Myrtle Beach, SC	17.3

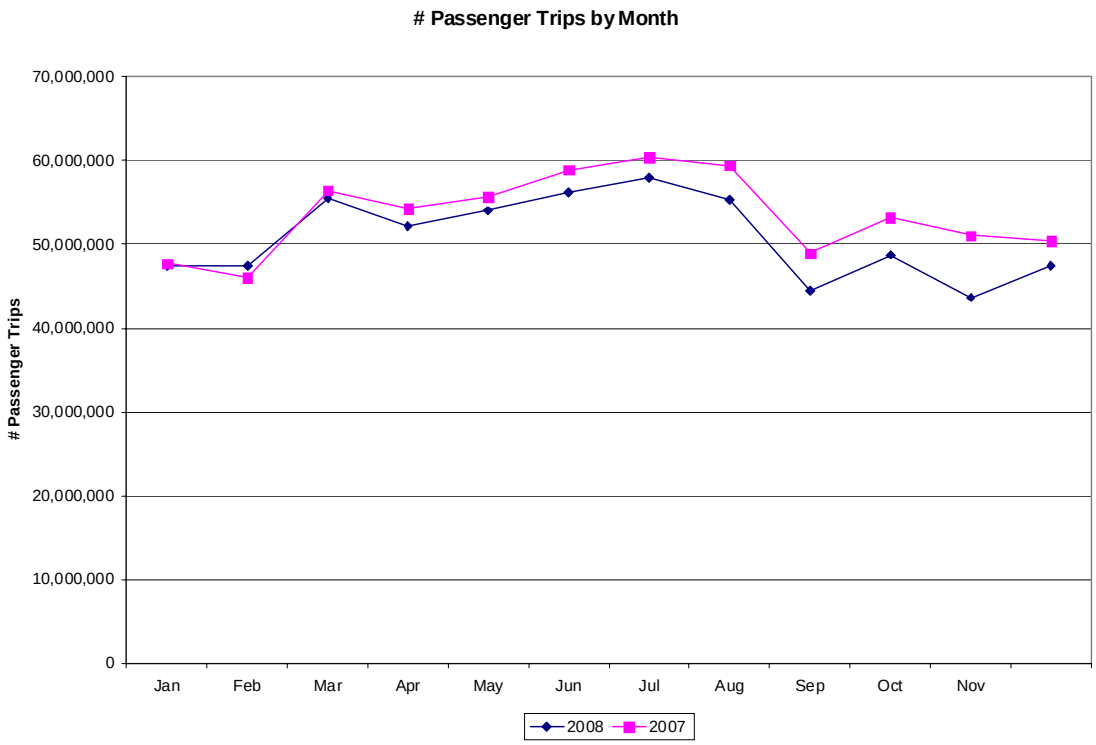
142	Charleston, WV	17.3
143	College Station, TX*	17.4
144	Ketchikan, AK	17.4
145	**Cincinnati-Northern Kentucky**	**17.4**
146	Modesto, CA	17.5
147	Crescent City, CA	17.5
148	Elmira, NY	17.6
149	**Cleveland-Hopkins**	**17.6**
150	Chico, CA	17.7
151	Sarasota, FL	17.7
152	Juneau, AK	17.8
153	Durham, NC	17.9
154	Redding, CA	18.0
155	Albany, NY	18.1
156	Hayden, CO	18.1
157	Fargo, ND	18.1
158	**Houston-George Bush**	**18.1**
159	Tallahassee, FL	18.2
160	Kansas City, MO	18.4
161	Dillingham, AK*	18.6
162	Biloxi/Gulfport, MS	18.7
163	Daytona Beach, FL	18.8
164	Gray Aaf, TX	18.8
165	San Juan, Puerto Rico	18.9
166	King Salmon, AK*	18.9
167	Monroe, LA	19.0
168	**Memphis International**	**19.0**
169	Mcallen, TX	19.1
170	Columbus, OH	19.1
171	Barrow, AK	19.2
172	Kotzebue, AK	19.3
173	Butte, MT	19.3
174	Cyril E King, VI	19.4
175	Fayetteville, AR - Northwest Arkansas Regional	19.4
176	Norfolk, VA	19.4
177	Mobile, AL	19.5
178	**Charlotte-Midway**	**19.6**
179	Abilene, TX*	19.8
180	Sioux Falls, SD	19.8
181	**Philadelphia International**	**20.1**
182	**Detroit-Metropolitan Wayne**	**20.1**
183	**San Francisco International**	**20.3**
184	Dayton, OH	20.4
185	Richmond, VA	20.6
186	**Miami International**	**20.9**
187	Chattanooga, TN	20.9
188	Lincoln, NE	21.0
189	Sitka, AK	21.1
190	Montgomery, AL	21.2

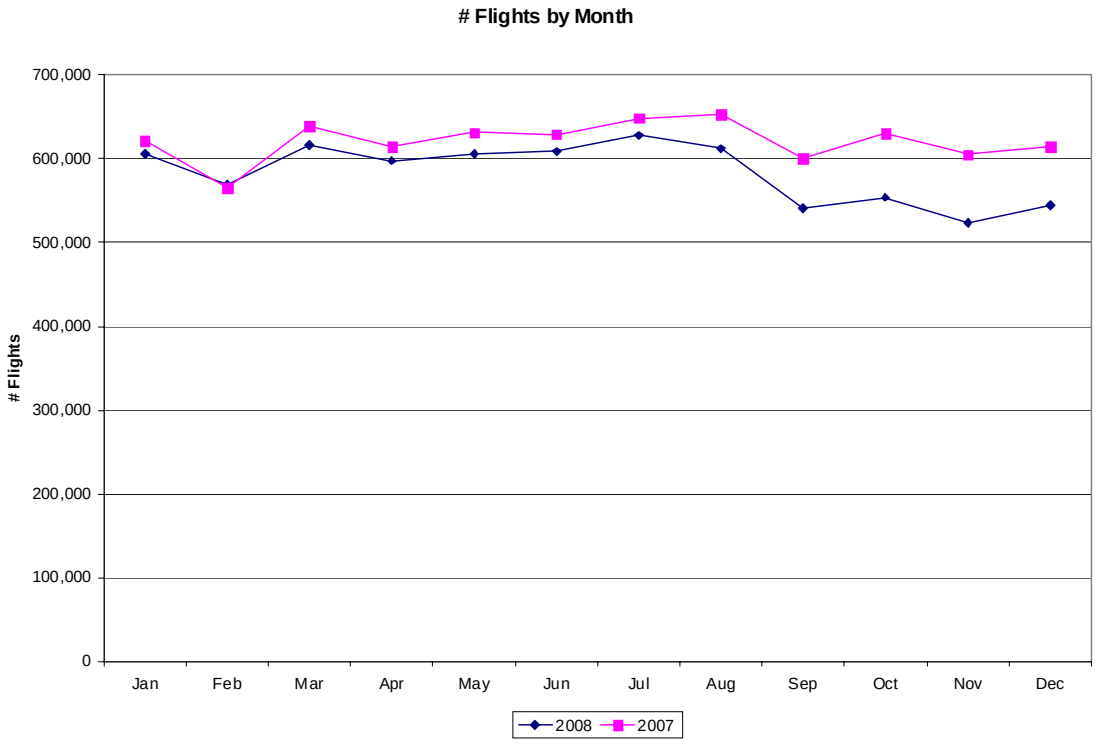
191	Evansville, IN	21.2
192	Wichita, KS	21.3
193	Nome, AK	21.4
194	Gladewater/Kilgore, TX*	21.4
195	**Washington-National**	**21.7**
196	Lexington, KY	21.8
197	Jackson Hole, WY	21.8
198	**Atlanta-Hartsfield-Jackson**	**21.8**
199	Buffalo, NY	22.0
200	Asheville, NC	22.0
201	Wrangell, AK	22.1
202	Greenville/Spartanburg, SC	22.1
203	La Crosse, WI	22.2
204	Charleston, SC	22.7
205	Macon, GA*	22.7
206	Moline, IL	23.1
207	Pensacola, FL	23.3
208	Laredo, TX	23.3
209	Vail, CO - Eagle County Airport	23.4
210	Milwaukee, WI	23.4
211	Augusta, GA	23.6
212	Grand Rapids, MI	23.7
213	Harlingen, TX	23.7
214	Kodiak, AK	23.7
215	Harrisburg, PA	23.9
216	Westchester County, NY	23.9
217	Lake Charles, LA	24.2
218	Springfield, MO	24.2
219	Arcata, CA	24.4
220	Shreveport, LA	24.4
221	Akron/Canton, OH	24.7
222	Wilmington, NC	24.7
223	Roanoke, VA	24.7
224	Greensboro, NC	24.7
225	Lansing, MI	24.8
226	Savannah, GA	24.9
227	**Washington-Dulles**	**25.0**
228	Des Moines, IA	25.1
229	Rochester, NY	25.2
230	**Boston-Logan**	**25.5**
231	Gunnison, CO	26.2
232	**Dallas-Ft Worth**	**26.4**
233	Syracuse, NY	26.5
234	Burlington, VT	26.5
235	Baton Rouge, LA	27.0
236	Bangor, ME	27.2
237	Allentown, PA	27.3
238	Fort Wayne, IN	27.6
239	Flagstaff, AZ	27.9
240	Lafayette, LA	27.9

241	Petersburg, AK	28.2
242	Adak Island, AK*	28.8
243	Waco, TX*	28.8
244	Bay City, MI	28.8
245	Brownsville, TX	29.0
246	Binghamton, NY	29.1
247	State College/University Park, PA	29.3
248	Madison, WI	29.4
249	Columbia, SC	29.7
250	Portland, ME	29.7
251	**New York-John F Kennedy**	**30.0**
252	Green Bay, WI	30.1
253	Rochester, MN	30.3
254	Peoria, IL	31.2
255	Springfield, IL	32.2
256	Cedar Rapids, IA	32.4
257	Aspen, CO	32.6
258	Bloomington, IL	33.0
259	Fort Smith, AR	33.1
260	**Newark International**	**33.3**
261	Erie, PA	34.0
262	Pellston, MI*	34.2
263	**Chicago-O'Hare**	**34.6**
264	Appleton, WI	35.1
265	**New York-La Guardia**	**35.6**
266	Hailey, ID	35.8
267	Ithaca, NY*	36.3
268	Rhinelander, WI,	36.6
269	Sioux City, IA*	37.5
270	Stevens Point/Wausau, WI	37.7
271	Scranton, PA	38.1
272	Kalamazoo, MI	38.1
273	Traverse City, MI	38.4
274	South Bend, IN	40.8
275	Wichita Falls, TX*	46.4
276	Nantucket, MA*	54.2
277	Hancock, MI	60.7
278	Telluride, CO*	69.9
279	Waterloo, IA	82.8

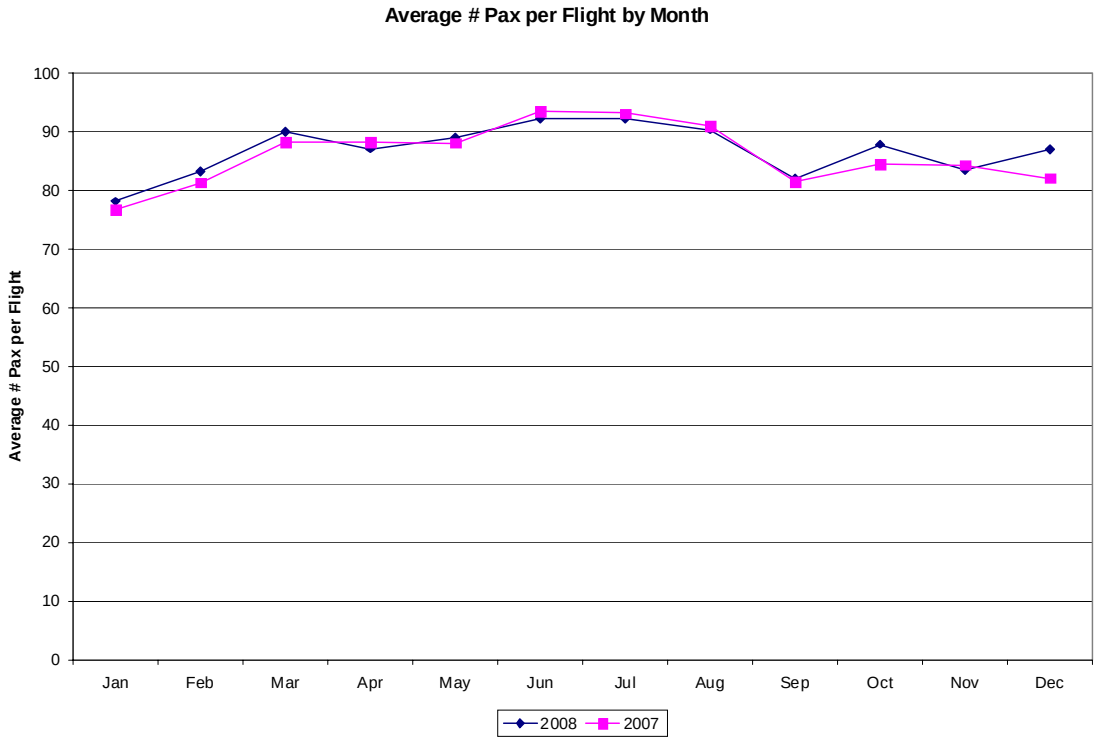
* indicates airports with seasonal service or service initiated or terminated during the 2008

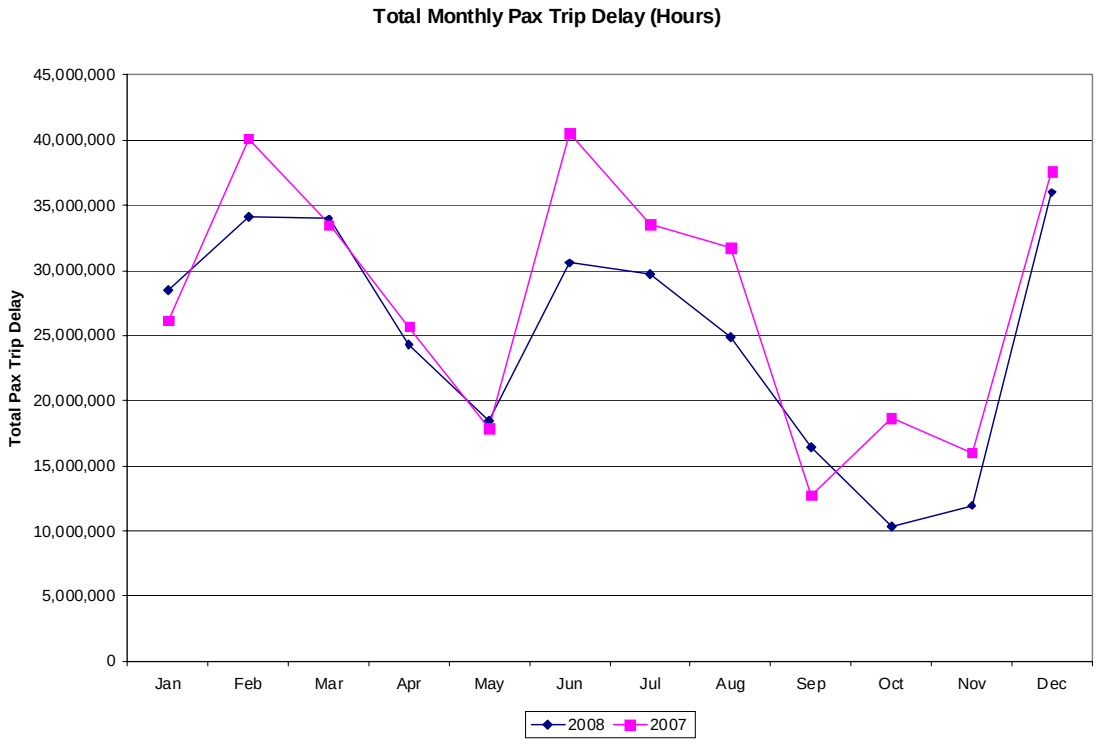
Monthly Totals 2007
Figure 1



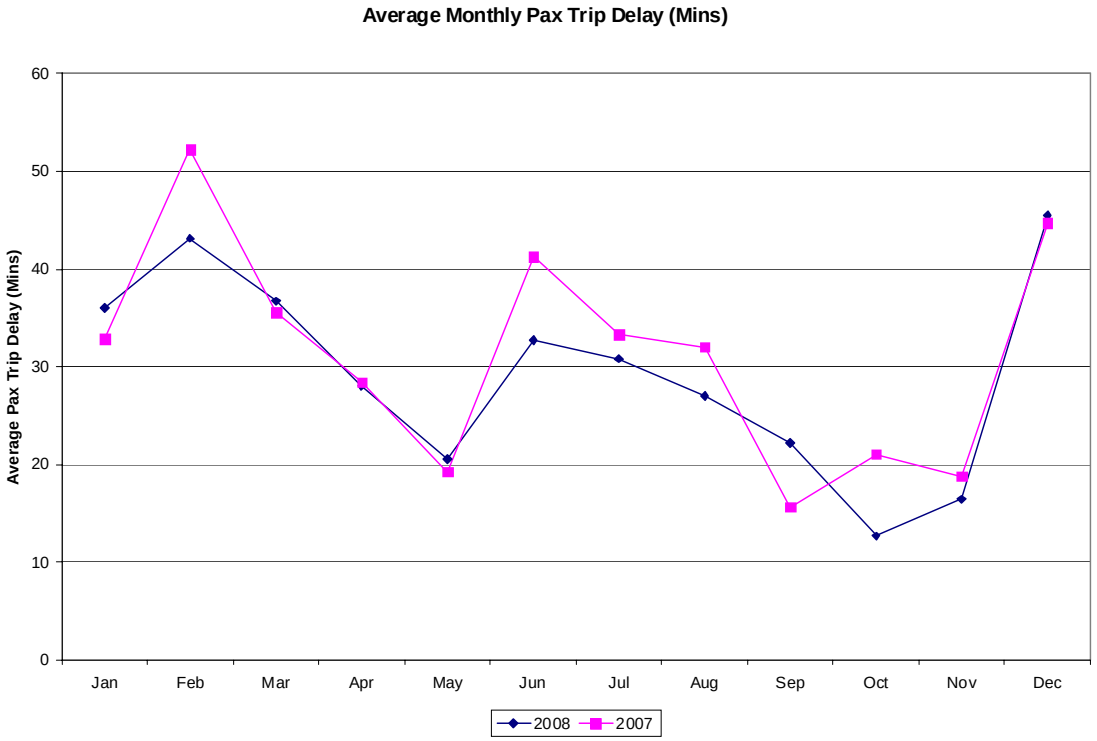


Monthly Totals 2007
Figure 1 cont/d

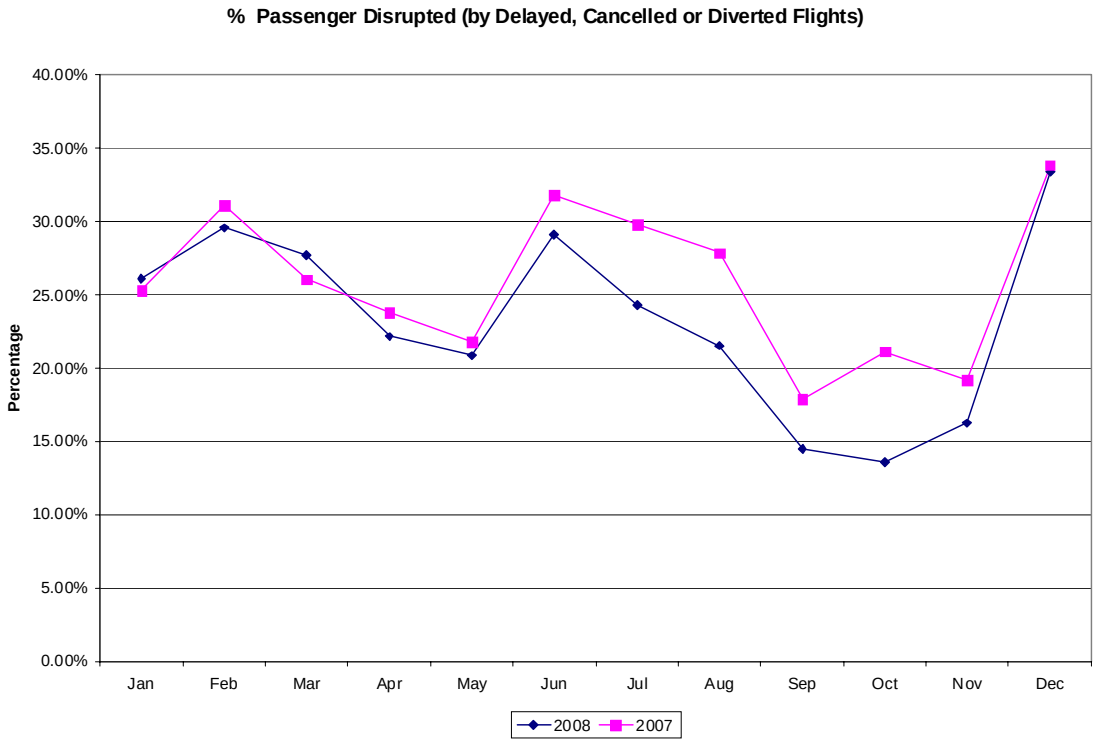


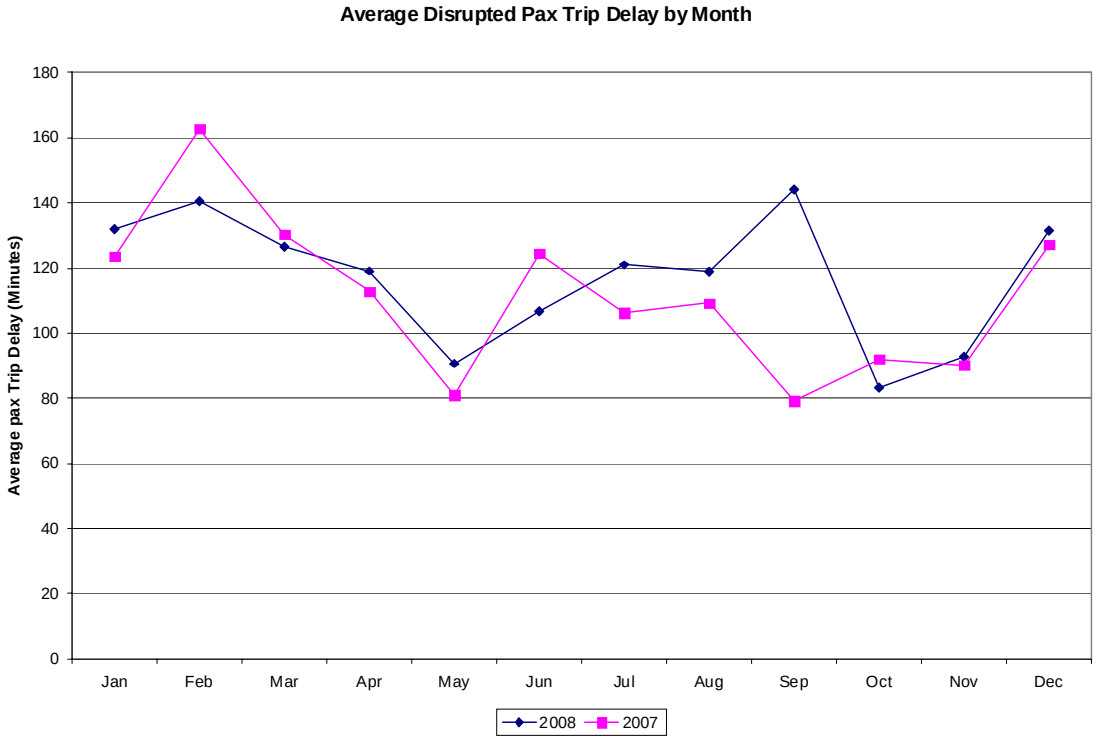


Monthly Totals 2007
Figure 1 cont/d

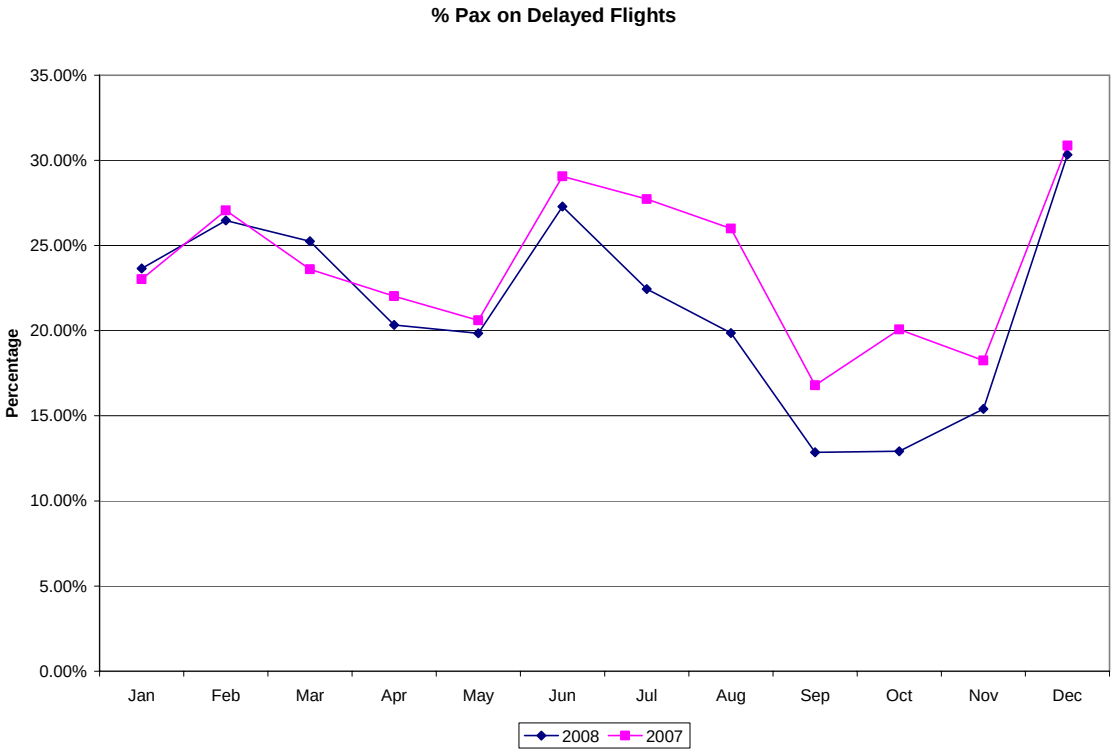


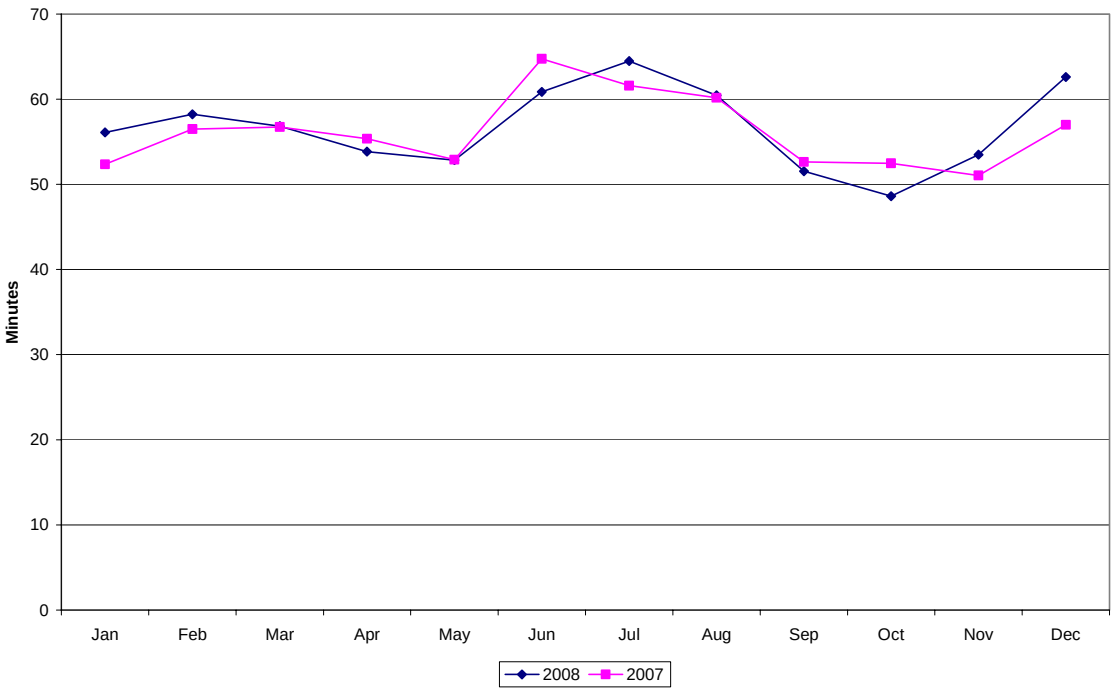
Monthly Average Passenger Trip Delay for Disrupted Passengers (Delayed, Cancelled, Diverted, Over-sold)
Figure 2



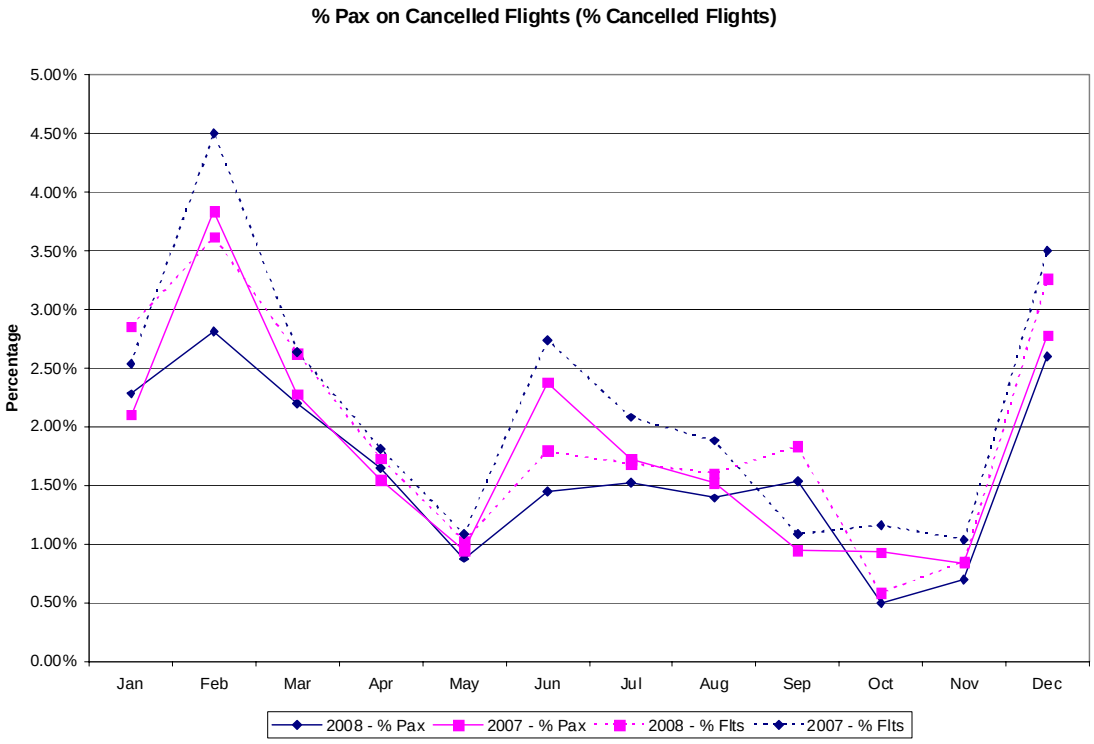


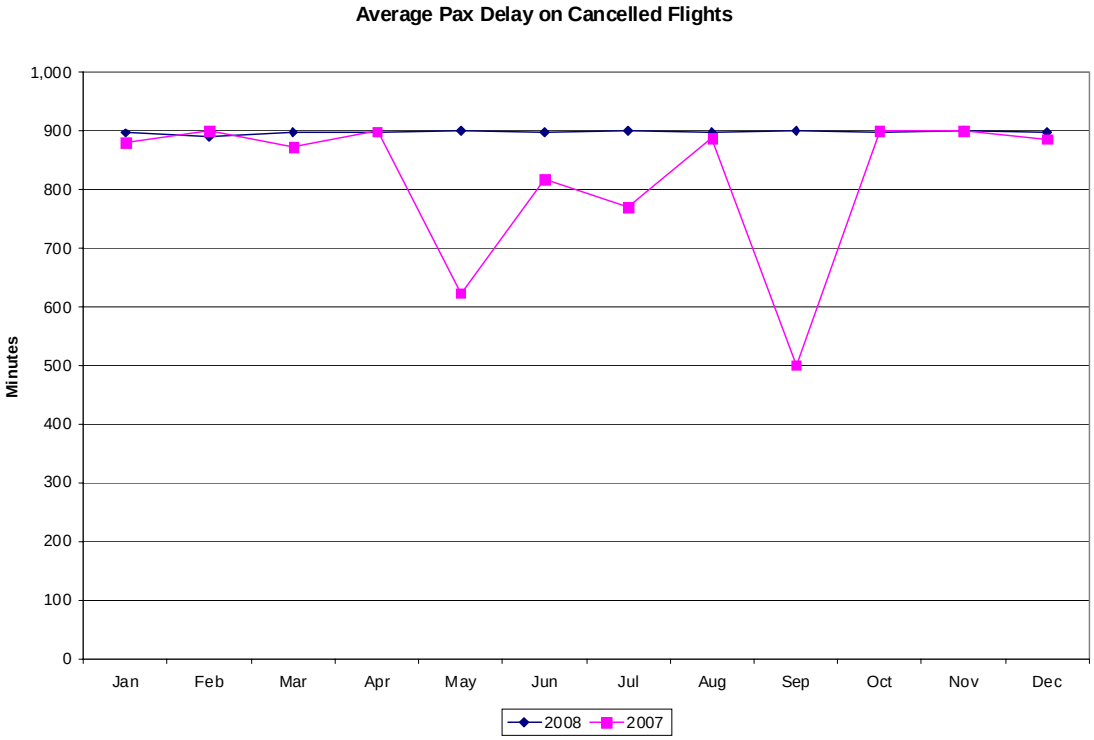
Monthly Average Passenger Trip Delay for Disrupted Passengers on Delayed Flights
Figure 3





Monthly Average Passenger Trip Delay for Disrupted Passengers on Cancelled Flights
Figure 4





Notes on the Statistics and Sources of Data in this Report

All statistics reported are derived from publicly available data from the Bureau of Transportation Statistics (www.bts.gov).

All statistics reported are estimates based aggregate monthly load factors for single-segment flights.

All of the statistics reported in this document are Expected Values of Passenger Trip Delay. This parameter represents the “average” amount of trip delay "expected" by passengers on a large sample of flights in the presence of fixed probabilities for: on-time flights, delayed flights, cancelled flights, diverted flights, and oversold flights.

It should be noted that the average Passenger Trip Delay reported is: (i) drawn from asymmetrical statistical distributions with long right tails, and that (ii) the long right tails exhibit significant delay penalties. In the case of Passenger Trip Delays, there are a growing number of “unlucky” passengers in the tails of the distribution that experience significant disruptions to their travel.

This report covers only “single-segment” flights. Passenger trip delays due to missed connections are not reported as the itineraries of connecting passengers are not readily available and cannot be accurately estimated from publicly available data at this time. Research on passenger trip delays from missed connections has shown that missed-connections contributes less than 10% of the total passenger trip delays, and that passenger trip delays are relatively small. The small contribution of missed connections to passenger trip delays is a result of the process whereby only a small number of passengers have to be accommodated on each flight.

The statistics reported are estimates based on data provided the Bureau of Transportation Statistics (http://www.bts.gov/) and other secondary sources.

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(2) Discrete Simulation Models of Airports (e.g. runways, taxiways, gates) and Airspace (e.g. departure/arrival procedures, NAS operations)

(3) Discrete Simulation Models of Airport Terminals (i.e. passengers and baggage)

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