

OLIVER WYMAN

PlaneStats.com

Aviation, Aerospace and Defense



May 12, 2011

PlaneStats.com

March 2011 On-Time Performance

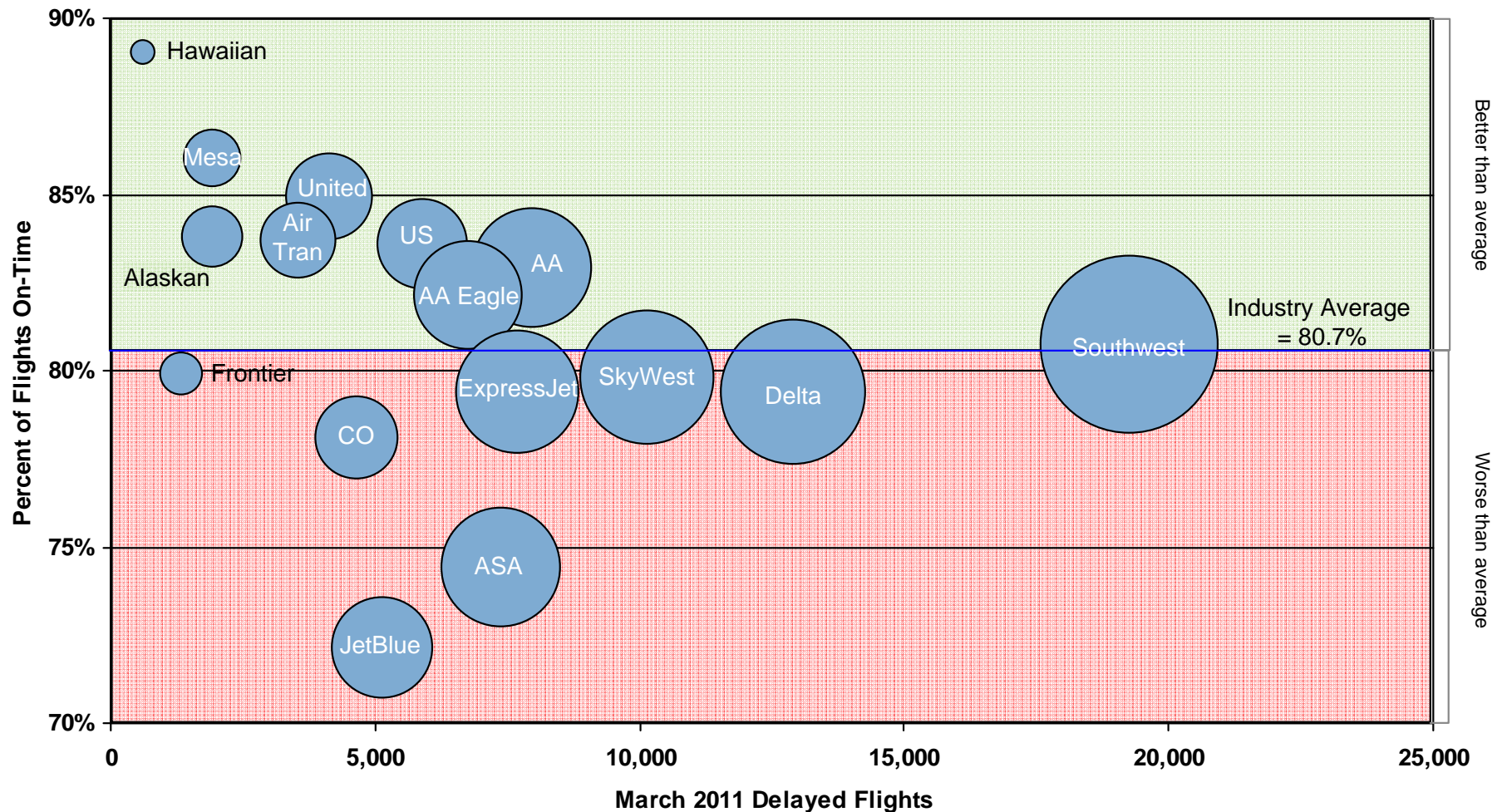
March 2011 On-Time Performance Ranking

Carrier	March 2011				On Time		Completion	
	DPTRS	Delays	Delay Minutes	XNLD	OTP Rate ¹	OTP Rank	Comp Rate	Comp Rank
Hawaiian	5,617	620	24,353	23	89.0%	1	99.6%	3
Mesa	13,761	1,925	103,213	330	86.0%	2	97.7%	14
United	27,481	4,155	237,070	203	84.9%	3	99.3%	8
Alaska	11,976	1,940	118,645	122	83.8%	4	99.0%	10
AirTran	21,656	3,540	189,964	126	83.7%	5	99.4%	5
US Airways	35,961	5,888	256,916	238	83.6%	6	99.3%	7
American	46,705	7,984	444,336	834	82.9%	7	98.2%	11
AA Eagle	37,664	6,755	372,725	719	82.1%	8	98.1%	12
Southwest	99,609	19,257	969,003	628	80.75	9	99.4%	6
Frontier	6,731	1,356	62,647	9	79.9%	10	99.9%	1
SkyWest	50,297	10,156	556,747	1,278	79.8%	11	97.5%	16
ExpressJet	37,328	7,693	464,698	941	79.4%	12	97.5%	15
Delta	62,583	12,918	644,529	505	79.4%	13	99.2%	9
Continental	21,338	4,676	226,552	38	78.1%	14	99.8%	2
ASA	28,849	7,393	449,310	588	74.4%	15	98.0%	13
JetBlue	18,481	5,151	322,916	84	72.1%	16	99.5%	4
Comair	Did Not Report							
Pinnacle								

Source: PlaneStats.com Operations & Productivity > On-time Segment
 OTP Rate does not include Cancelled or Diverted flights

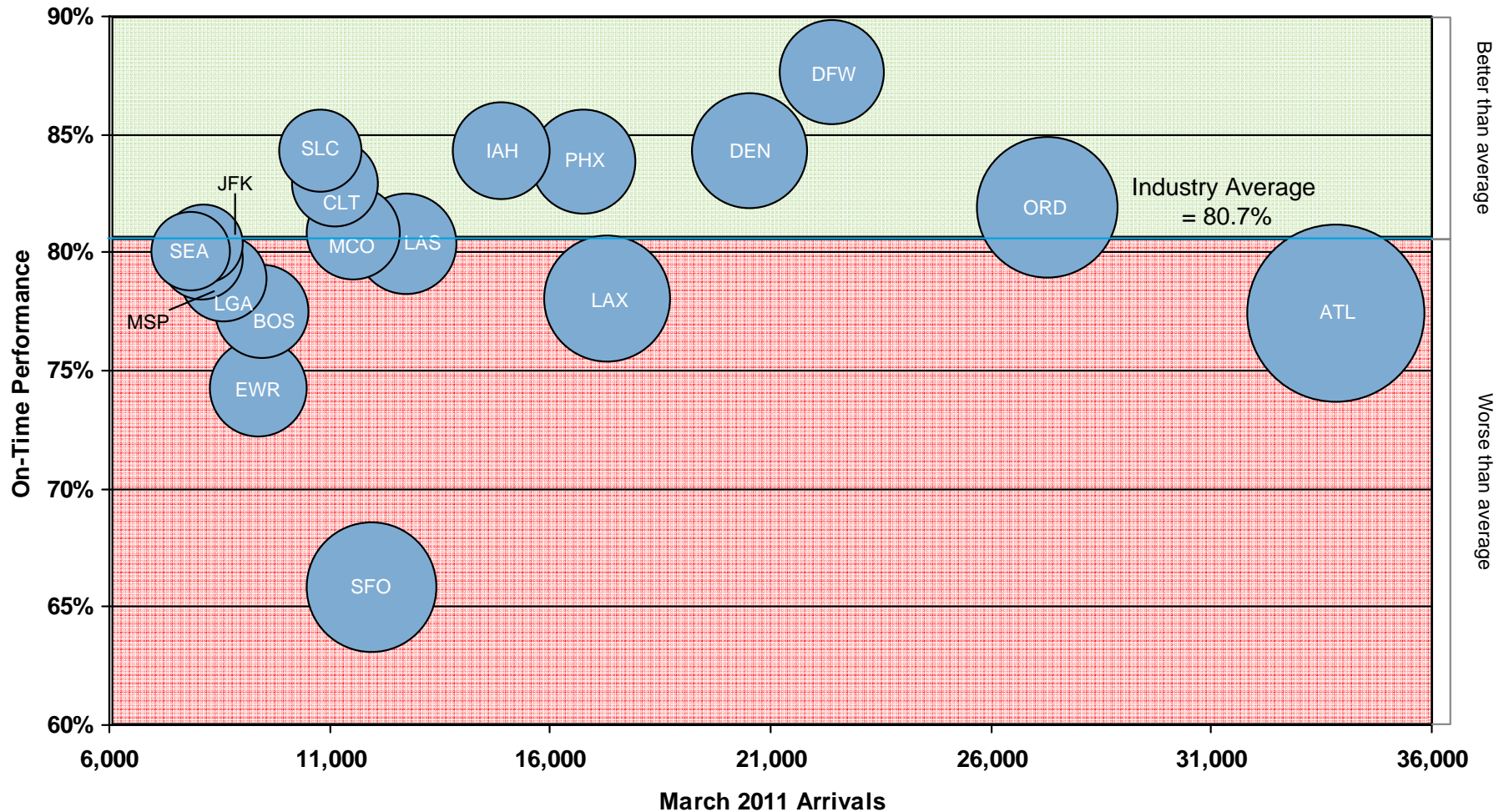
Southwest, with 19% of the departures, also reported the largest number of delayed flights, with an OTP rate at the Industry Average

United Airlines stands out at the best performing large airline with an OTP rate of 84.9%



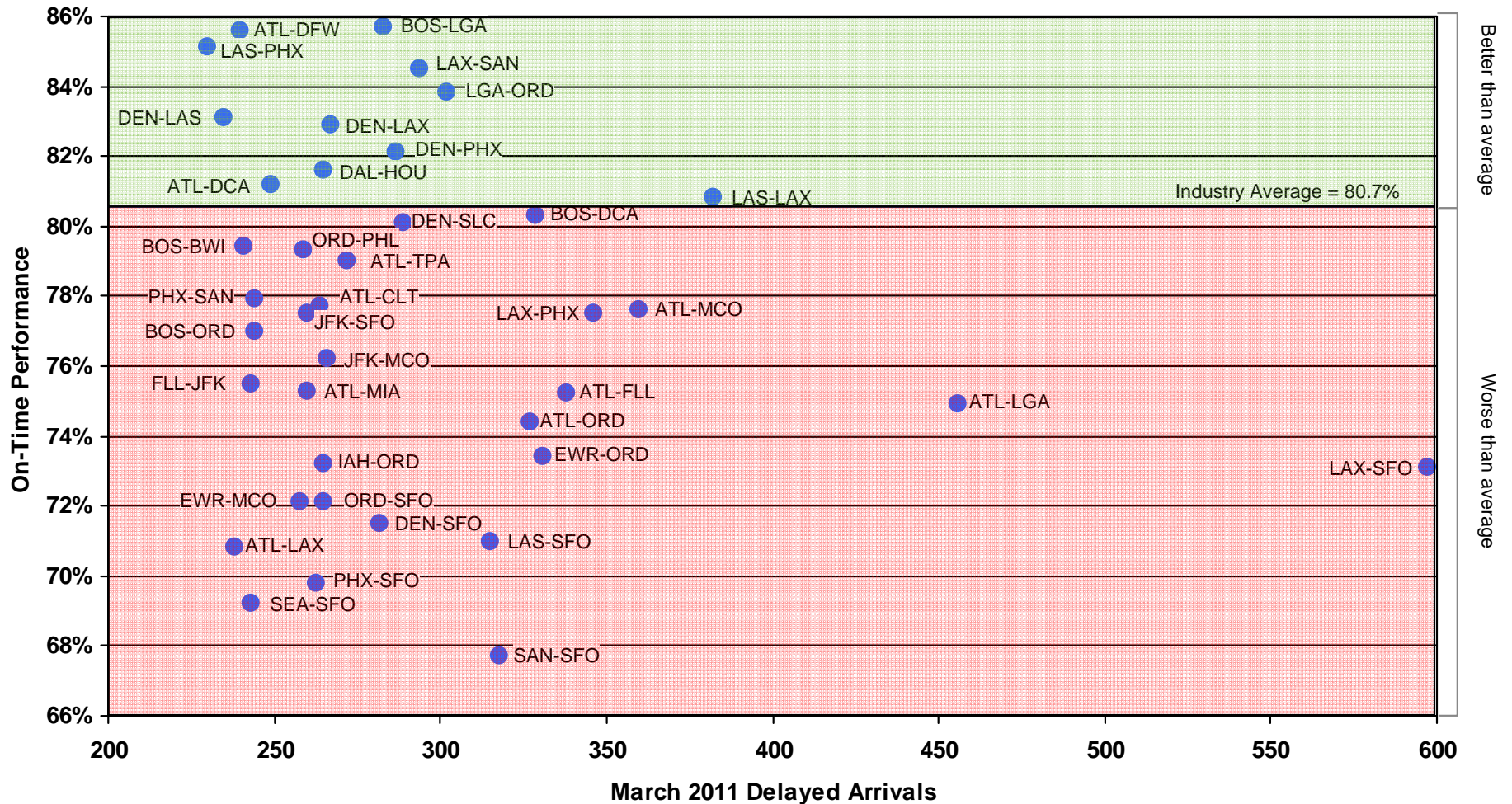
Source: PlaneStats.com Operations & Productivity > On-time Segment. Comair (OH) and Pinnacle (9E) did not report.
 Area of the circle represents total delay minutes.
 On-Time flight percentage does not include Cancelled or Diverted flights

18 airports accounted for more than half of all the arrival delays in March 2011



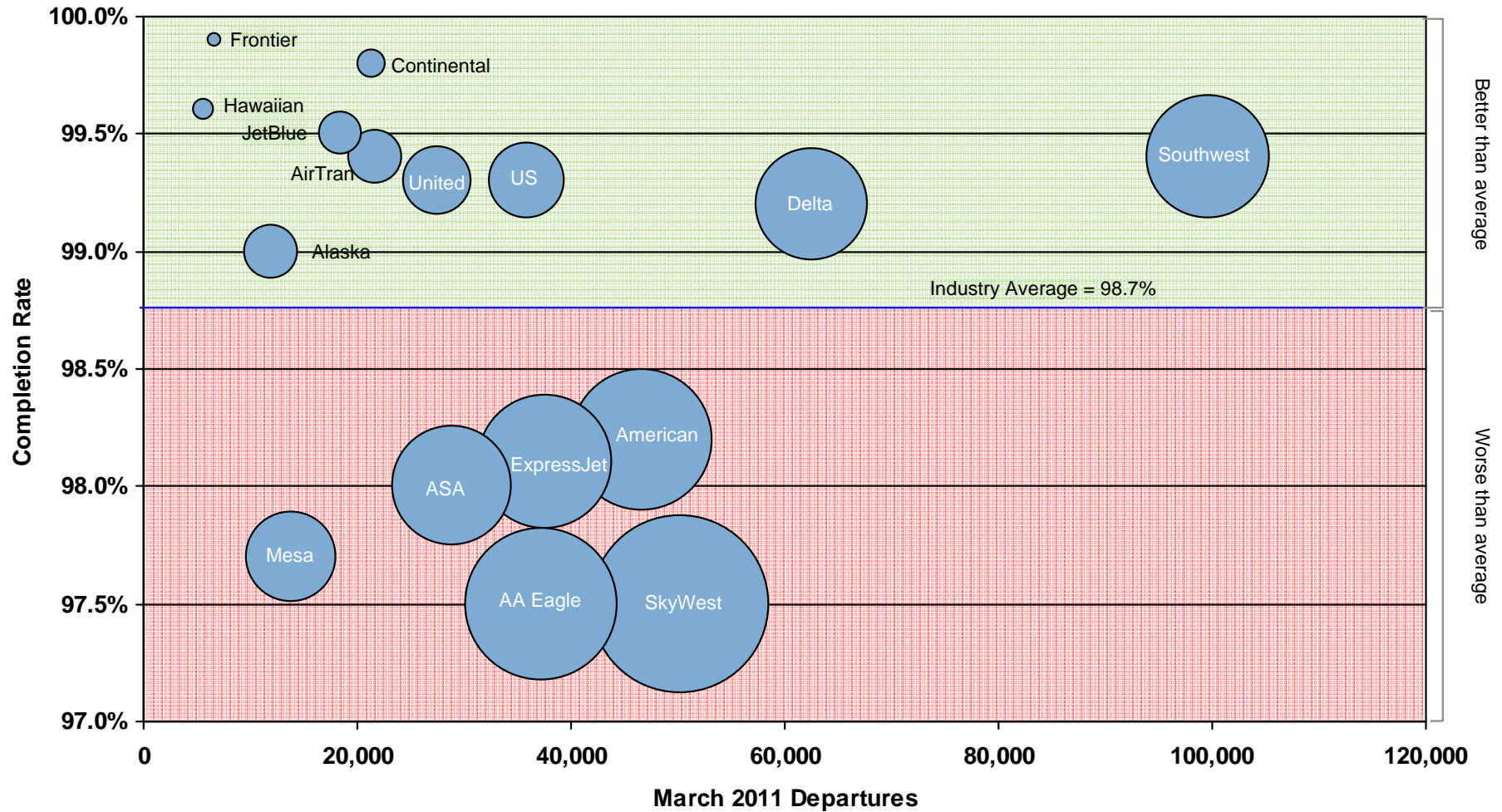
Source: PlaneStats.com Operations & Productivity > On-time Segment. Comair (OH) and Pinnacle (9E) did not report.
 Area of the circle represents total delays
 On-Time flight percentage does not include Cancelled or Diverted flights

40 city pairs had at least 230 delayed flights accounting for 11,407 total delays, or 11.2% of all March 2011 delays



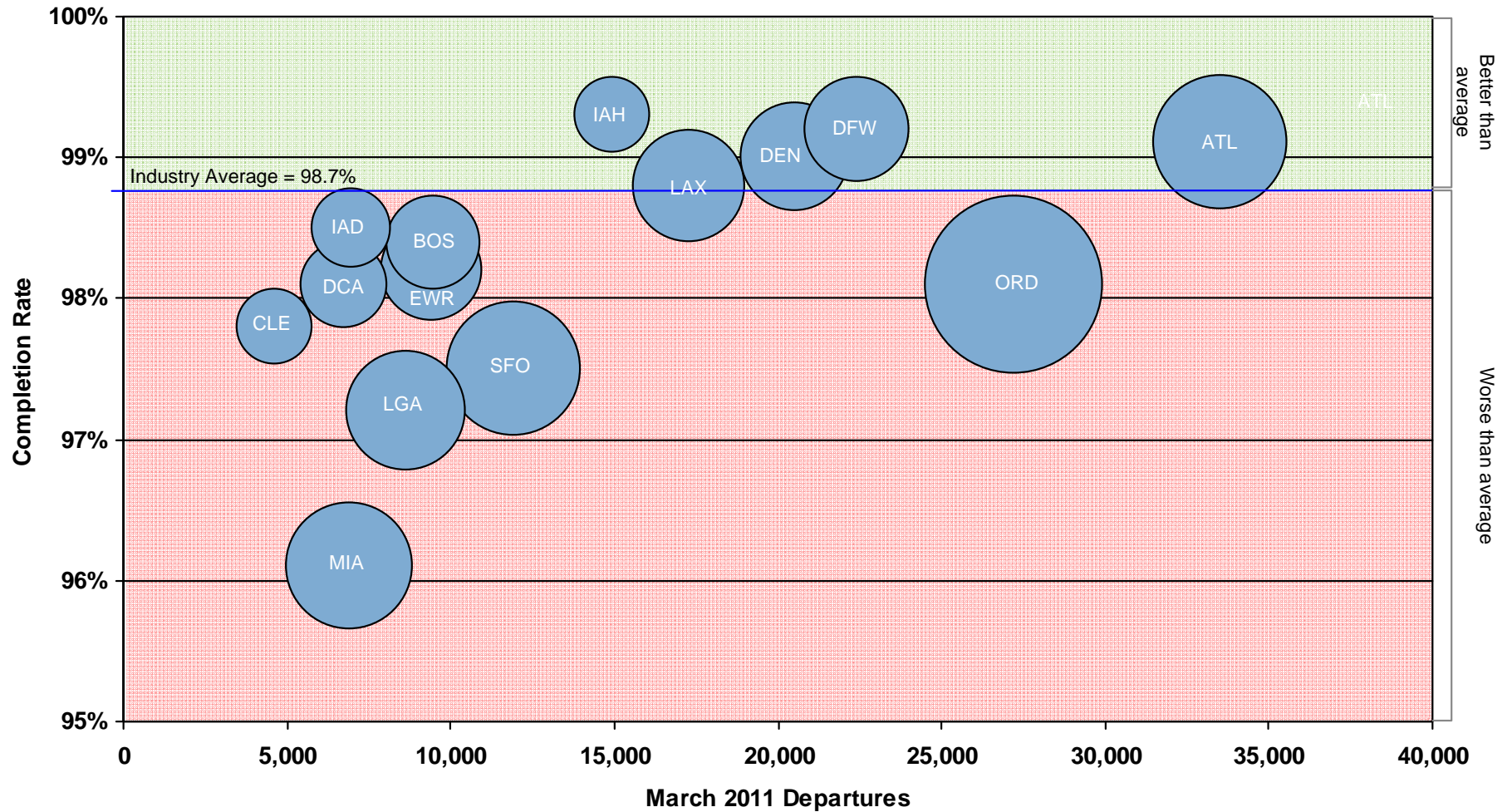
Source: PlaneStats.com Operations & Productivity > On-time Segment. Comair (OH) and Pinnacle (9E) did not report. On-Time flight percentage does not include Cancelled or Diverted flights

A total of 6,666 flights (1.3%) were cancelled in March 2011



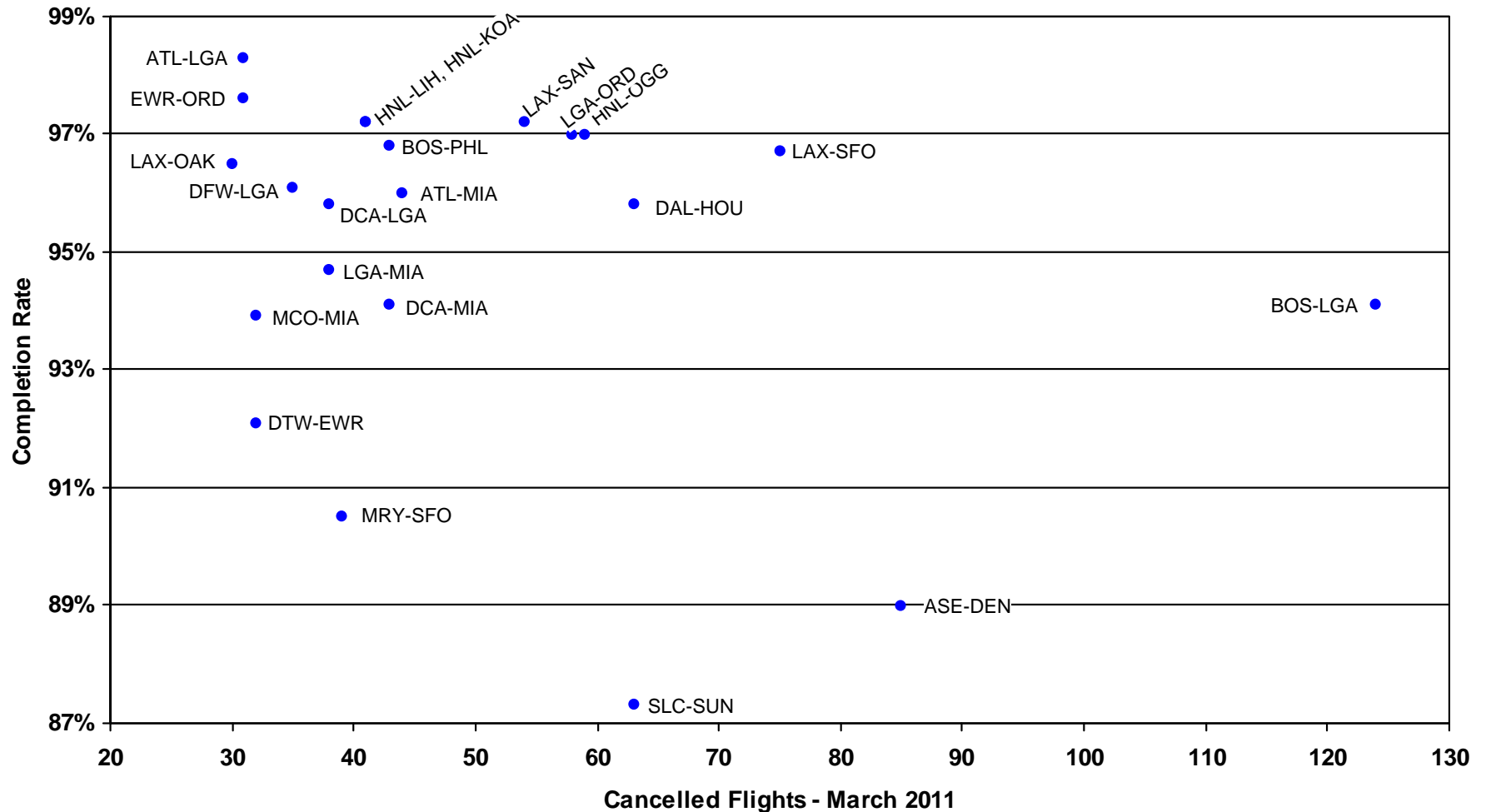
Source: PlaneStats.com Operations & Productivity > Ontime Segment. Comair (OH) and Pinnacle (9E) did not report. Area of the circle represents total cancelled flights

Fourteen airports had at least 100 cancelled flights accounting for 3,041 cancellations, or 45.6% of all cancelled flights in March 2011



Source: PlaneStats.com Operations & Productivity > Ontime Segment. Comair (OH) and Pinnacle (9E) did not report. Area of the circle represents total cancelled flights

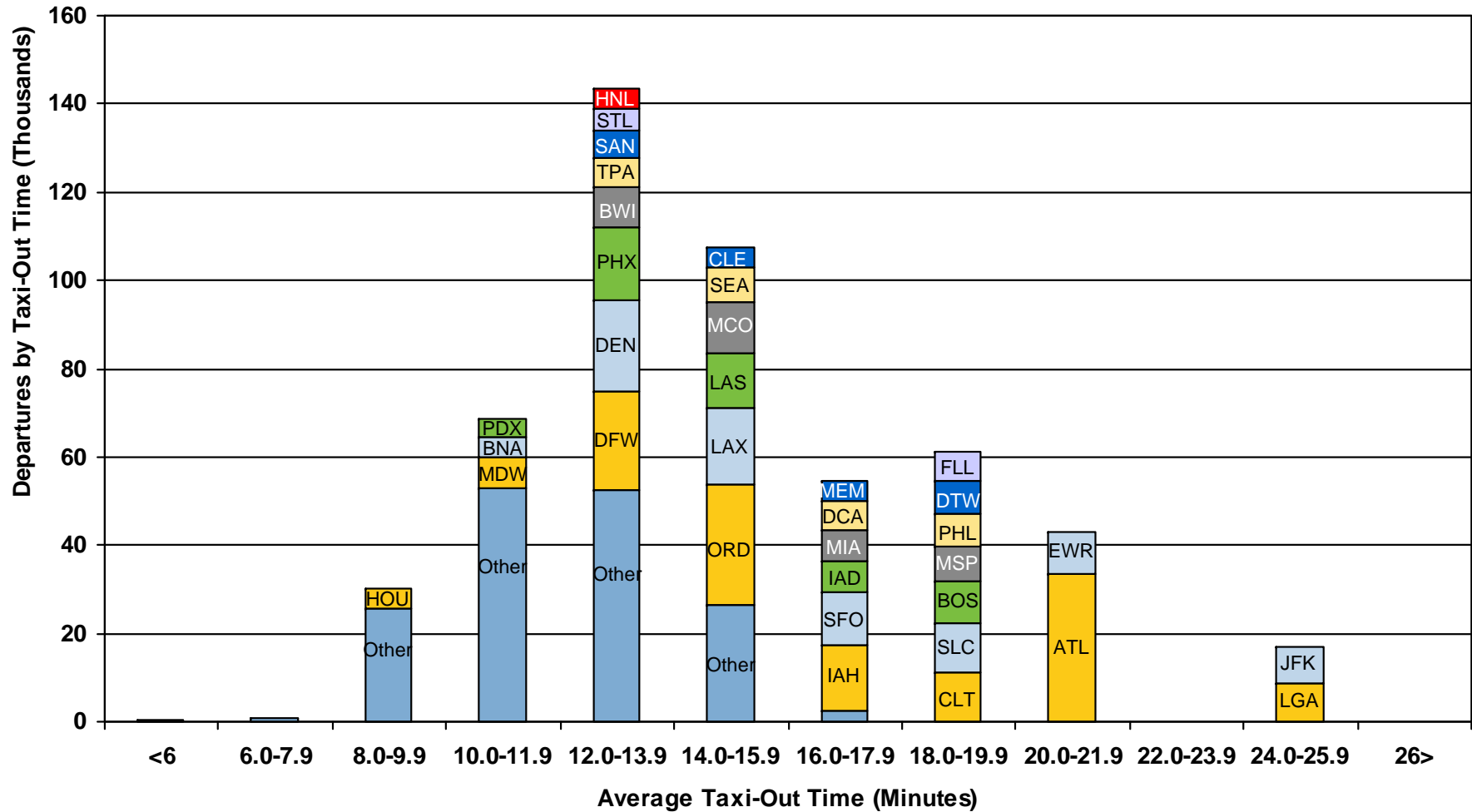
There were 22 city pairs with 30, or more, cancelled flights, representing 16.5% of all March 2011 flight cancellations



▶ The industry average completion rate in March was 98.7%. All of these flight segments had completion rates that were below the industry average

Source: PlaneStats.com Operations & Productivity > Ontime Segment. Comair (OH) and Pinnacle (9E) did not report.

The average taxi-out time in March was 15.0 minutes



Source: PlaneStats.com Operations & Productivity > Ontime Segment. Comair (OH) and Pinnacle (9E) did not report. Airports with more than 4,000 departures are identified individually, all others are grouped into "Other".

Airport codes used in this report

Code	Airport
ASE	Aspen, CO
ATL	Atlanta, GA
BHM	Birmingham, AL
BNA	Nashville, TN
BOS	Boston, MA
BWI	Baltimore, MD
CLE	Cleveland, OH
CLT	Charlotte, NC
DAL	Dallas, Love Field, TX
DCA	Washington, Reagan, DC
DEN	Denver, CO
DFW	Dallas/Fort Worth, TX
DTW	Detroit, MI
EWR	Newark, NJ
FLL	Fort Lauderdale, FL
HNL	Honolulu, HI

Code	Airport
HOU	Houston, Hobby, TX
IAD	Washington, Dulles, DC
IAH	Houston, Bush, TX
JFK	New York, Kennedy, NY
KOA	Kona, HI
LAS	Las Vegas, NV
LAX	Los Angeles, CA
LGA	New York, La Guardia, NY
LIH	Lihue, HI
MCO	Orlando, FL
MDW	Chicago, Midway, IL
MEM	Memphis, TN
MIA	Miami, FL
MRY	Monterrey, CA
MSP	Minneapolis/St. Paul, Mn

Code	Airport
MSY	New Orleans, LA
OAK	Oakland, CA
OGG	Maui, HI
ORD	Chicago, O'Hare, IL
PDX	Portland, OR
PHL	Philadelphia, PA
PHX	Phoenix, AZ
SAN	San Diego, CA
SEA	Seattle, WA
SFO	San Francisco, CA
SLC	Salt Lake City, UT
SNA	Orange County, CA
STL	St. Louis, MO
SUN	Sun Valley, ID
TPA	Tampa, FL

About Oliver Wyman and PlaneStats.com

Oliver Wyman's global Aviation, Aerospace & Defense practice helps passenger and cargo carriers, OEM and parts manufacturers, aerospace / defense companies, airports, and MRO and other service providers develop value growth strategies, improve operations, and maximize organizational effectiveness. Our deep industry expertise and our specialized capabilities make us a leader in serving the needs of the industry. For more information on Oliver Wyman, please visit

www.OliverWyman.com

PlaneStats.com by Oliver Wyman brings together reliable cross-industry data and a powerful collection of analytical tools that facilitate the development of actionable insights. PlaneStats.com makes it possible to easily access and analyze worldwide airline schedules and fleet composition. For the U.S. market, it is also possible to analyze aircraft-specific operating costs, route-level P&L reporting, the O&D composition of onboard passenger loads, and average fare comparisons across carriers and markets.

For more information about this report, or about PlaneStats.com, please contact Peter Otradovec

– Phone

- Business +1 (214) 758-1876

- Mobile +1 (214) 668-3897

– Email Peter.Otradovec@OliverWyman.com

OLIVER WYMAN