

**EXHIBIT 11: TARMAC DELAYS: GATE RETURNS AND RATES 2009 & 2010**

SOURCE: DEPARTMENT OF TRANSPORTATION

TYPES OF TARMAC DELAYS  
 DATA SOURCES

TAXI-IN, TAXI-OUT AND DIVERSIONS  
 PART 234 AIRLINE SERVICE QUALITY REPORTS

**GATE RETURNS AFTER 120+ MINUTE TAXI-OUT DELAY (NUMBER)**

	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Period</u>
2010	86	67	121	54	64	392
2009	24	168	103	80	18	393
<b>Change</b>	<b>62</b>	<b>(101)</b>	<b>18</b>	<b>(26)</b>	<b>46</b>	<b>(1)</b>

**GATE RETURNS AFTER TAXI-OUT DELAY 60-120 MINUTES (NUMBER)**

	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Period</u>
2010	335	370	432	266	146	1,549
2009	212	389	328	309	157	1,395
<b>Change</b>	<b>123</b>	<b>(19)</b>	<b>104</b>	<b>(43)</b>	<b>(11)</b>	<b>154</b>

**RATE OF GATE RETURNS AFTER 120+ MINUTE TAXI-OUT DELAY (% OF FLIGHTS)**

	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Period</u>
2010	50.0%	25.1%	40.3%	43.2%	36.2%	37.7%
2009	9.7%	27.7%	21.3%	16.6%	21.4%	20.6%
<b>Change</b>	<b>40.3%</b>	<b>-2.6%</b>	<b>19.1%</b>	<b>26.6%</b>	<b>14.7%</b>	<b>17.0%</b>

**RATE OF GATE RETURNS AFTER 60-120 MINUTE TAXI-OUT DELAY (% OF FLIGHTS)**

	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>Period</u>
2010	10.7%	9.0%	9.3%	8.0%	6.8%	8.9%
2009	5.0%	6.9%	6.0%	6.6%	7.7%	6.3%
<b>Change</b>	<b>5.6%</b>	<b>2.1%</b>	<b>3.4%</b>	<b>1.4%</b>	<b>-1.0%</b>	<b>2.6%</b>

**GATE RETURNS** after taxi-out times of 60+ minutes increased significantly in both quantity and rates  
**Demonstrates change in behavior** resulting from 3-hour tarmac rule