



## You may not recognize all our employees, but the Department of Transportation did.

**US Airways ranked #1 in on-time performance, baggage handling and customer satisfaction.**

The U.S. Department of Transportation just released its May 2010 Air Traveler Consumer Report. US Airways and our 31,000 employees ranked #1 in on-time performance, baggage handling and customer satisfaction among the 'Big Five' hub-and-spoke carriers.\* These are the three most important measures of air traveler satisfaction, and we topped all three!

Achieving a first-place finish in all three areas is a rare honor for any airline. Our performance reflects the spirit of service and operational excellence the US Airways team strives to deliver every day.

Please join us in congratulating our employees who are working hard to get you where you want to go, on time, with your bags and without any hassles.

\*The 'Big Five' hub-and-spoke carriers are American, Continental, Delta, United and US Airways. The DOT defines 'on time' as arriving within 14 minutes of our scheduled arrival, and we did that 85.3% of the time. Your bags? There were only 2.27 mishandled bags for every 1,000 passengers. And for customer satisfaction, there were only 1.19 complaints for every 100,000 customers. These are based on all systemwide domestic operations for all scheduled flights.