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of Transportation



Air Travel Consumer Report

A Product Of The
OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS
Aviation Consumer Protection Division

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Flight Delays¹	July 2013 12 Months ending July 2013
Mishandled Baggage¹	July 2013
Oversales¹	2nd Quarter 2013 January-June 2013
Consumer Complaints² (Includes Disability and Discrimination Complaints)	July 2013
Customer Service Reports to the Dept. of Homeland Security³	July 2013
Airline Animal Incident Reports⁴	July 2013

¹ Data collected by the Bureau of Transportation Statistics. Website: <http://www.bts.gov/>

² Data compiled by the Aviation Consumer Protection Division. Website: <http://www.dot.gov/airconsumer>

³ Data provided by the Department of Homeland Security, Transportation Security Administration

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

The *Air Travel Consumer Report* is a monthly product of the Department of Transportation's Office of Aviation Enforcement and Proceedings (OAEP). The report is designed to assist consumers with information on the quality of services provided by the airlines.

The report is divided into six sections (Flight Delays, Mishandled Baggage, Oversales, Consumer Complaints, Customer Service Reports to the Transportation Security Administration, and Airline Reports of the Loss, Injury, or Death of Animals During Air Transportation). The sections that deal with flight delays, mishandled baggage and oversales are based on data collected by the Department's Bureau of Transportation Statistics. The section that deals with consumer complaints is based on data compiled by the OAEP's Aviation Consumer Protection Division (ACPD). The section that deals with customer service reports to the Department of Homeland Security's Transportation Security Administration (TSA) is based on data provided by TSA. The section that deals with animal incidents during air transport is based on reports required to be submitted by airlines to the ACPD. Each section of the report is preceded by a brief explanation of how to read and understand the information provided.

The report normally is released by the end of the second week of each month. The report is available via the Internet at:
<http://www.dot.gov/airconsumer>

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the fifteen (15) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the one (1**) carrier that currently reports flight delay data voluntarily.

The rule requires carriers to currently report on operations to and from the 29 U.S. airports that account for at least one percent of the nation's total domestic scheduled-service passenger enplanements (see Appendix for a complete list of the reportable airports). However, all reporting airlines have voluntarily provided data for their entire domestic systems, and that information is included in this report.

A flight is counted as "on time" if it operated less than 15 minutes after the scheduled time shown in the carriers' Computerized Reservations Systems (CRS). All tables in this report except Table 4 are based on gate arrival times; Table 4 is based on gate departure times.

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 16 reporting air carriers, 9 carriers (AirTran, American Eagle, ExpressJet, Frontier, Hawaiian, SkyWest, Southwest, US Airways and Virgin America) use ACARS exclusively; 2 carriers (American and United) use a combination of ACARS and DGS; and 5 carriers (Alaska, Delta, JetBlue, Mesa and Pinnacle) use a combination of ACARS and manual reporting systems.

As indicated above, a carrier may voluntarily file data for its entire domestic system. Tables 2, 3, and 4 are limited to the 29 required or "reportable" airports; Tables 5, 6 and 7 contain data on flights to/from all airports that were reported. Tables 1 and 8 each have one column for the 29 "reportable" airports and another for all of the airports reported; see footnote C for additional explanation.

Tables 1 through 4 display percentages of flight operations that were on time, while Tables 5 and 6 show service that was late. Tables 1, 1A, and 2 present data by carrier; airlines are ranked by performance in Table 1 and are listed in alphabetical order by carrier code in Table 2 (see Appendix for codes). Beginning with the February 1988 report, Table 1A shows carrier rankings by month and time-series data on the percentage of flight operations that arrived on time.

Tables 3 and 4 provide information by airport and time of day. Table 5 is a list of the regularly scheduled flights with more than 50% delayed arrivals of more than 30 minutes for two or more consecutive months. Table 6, like Tables 1, 1A, and 2, presents data by carrier, but lists the carriers in rank order from worst to best based on the number of flights which were late 70% of the time or more. Table 7 lists more than 200 cities in alphabetical order with the corresponding on-time arrival and departure percentages.

Tables 3, 4, and 5 contain information on the time of day that a flight operated. All times are local. A 10:50 a.m. departure from Atlanta is 10:50 a.m. Atlanta time; if that flight arrived in Dallas at 11:45 a.m., that is 11:45 a.m. Dallas time. If a flight's scheduled operating time changed during the month, Table 5 shows the time that was in effect for the last flight operation performed that month.

Table 8 displays the number of operations, number of flight cancellations, and percentage of cancellations by air carrier for the reportable airports and for the air carriers' domestic system. Table 8A displays the number and percentage of regularly scheduled flights canceled 5% or more of the time.

Table 9 displays airline flight delay causation data by categories, and Table 10 provides an overall graphic representation of that data.

Table 11 lists the regularly scheduled flights with tarmac delays of more than 3 hours and Table 11A lists the regularly scheduled international flights with tarmac delays of more than 4 hours. Table 12 displays the number and percentage of regularly scheduled flights with tarmac delays of 2 hours or more.

Except for the flights listed in Tables 5, 11 and 11A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at http://www.bts.gov/programs/airline_information/airline_ontime_statistics/. Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml>. CDs for earlier months can be purchased by sending an email to: Orders@bts.gov. Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>. Cause of delay data for airports and airlines can be found at: http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp

Information on the performance of specific flights is displayed on the CRS used by most airlines and travel agencies. Each of the reporting carriers' flights have a one-digit code between 0 and 9 representing that flight's percentage of on-time operations for the latest reported month. For example, "8" means that flight arrived on time (within 15 minutes) between 80% and 89.9% of the time during the latest reported month.

****Mesa Airlines currently reports flight delay data voluntarily, as permitted by Part 234.**

JULY 2013

AIR TRAVEL CONSUMER REPORT

TABLE 1. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME BY CARRIER *

CARRIER*	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	86.0	17	94.6
ALASKA AIRLINES S/	20	84.0	57	84.5
SKYWEST AIRLINES S/	20	76.7	155	77.0
SOUTHWEST AIRLINES S/	24	75.4	85	76.0
DELTA AIR LINES S/	29	74.8	132	74.6
US AIRWAYS S/	27	73.5	75	74.0
AMERICAN AIRLINES S/	28	74.4	82	73.6
UNITED AIRLINES S/	28	73.1	77	73.4
PINNACLE AIRLINES S/	21	73.1	111	72.7
MESA AIRLINES S/V/	12	73.7	76	71.0
FRONTIER AIRLINES S/	21	70.8	68	70.9
VIRGIN AMERICA S/	16	68.4	19	68.9
AIRTRAN AIRWAYS S/	16	67.6	39	68.6
EXPRESSJET AIRLINES S/	21	68.8	158	68.3
AMERICAN EAGLE S/	18	66.5	125	64.4
JETBLUE AIRWAYS S/	23	62.4	57	63.9
TOTAL		72.9		73.1

➤ For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Mishandled Baggage" and "Consumer Complaints" sections of this report.

JULY 2013

AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME AND CARRIER RANK, BY MONTH, QUARTER, AND DATABASE TO DATE

Carrier*	3rd Quarter 07-09 2012		4th Quarter 10-12 2012		1st Quarter 01-03 2013		2nd Quarter 04-06 2013		May-13		Jun-13		Jul-13		12 Months Ending Jul 2013		Database 9/87-7/2013	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	82.9	6	86.2	3	83.8	5	76.7	7	83.1	4	65.9	15	68.6	13	81.8	4	(--)	(--)
ALASKA	89.2	2	85.8	4	87.5	3	88.0	2	89.6	2	87.5	2	84.5	2	87.3	2	76.5	5
AMERICAN	70.0	15	74.1	15	80.0	10	72.8	14	76.2	12	69.8	11	73.6	7	74.0	14	78.0	3
AMERICAN EAGLE	80.0	11	80.6	9	74.7	13	66.2	16	69.9	16	61.8	16	64.4	15	74.6	13	(--)	(--)
DELTA	84.4	3	87.2	2	86.2	4	82.5	3	86.2	3	76.1	5	74.6	5	84.5	3	77.6	4
EXPRESSJET	73.9	13	77.4	12	70.9	16	70.2	15	73.9	13	66.0	14	68.3	14	73.2	16	(--)	(--)
FRONTIER	80.7	10	74.3	14	71.3	15	73.4	12	73.2	15	77.9	3	70.9	11	74.6	12	(--)	(--)
HAWAIIAN	92.8	1	94.1	1	91.8	1	92.8	1	92.4	1	93.1	1	94.6	1	93.3	1	(--)	(--)
JETBLUE	77.2	12	75.3	13	73.3	14	73.9	11	80.3	8	69.6	12	63.9	16	73.8	15	(--)	(--)
MESA	81.5	8	84.8	5	80.7	9	73.3	13	73.8	14	69.0	13	71.0	10	79.0	9	(--)	(--)
PINNACLE	(--)	(--)	(--)	(--)	78.9	12	78.2	6	81.2	7	73.8	6	72.7	9	77.7	11	(--)	(--)
SKYWEST	81.7	7	78.8	11	79.2	11	79.7	4	82.2	5	77.3	4	77.0	3	79.7	8	(--)	(--)
SOUTHWEST	81.0	9	80.8	8	83.1	6	76.7	8	79.0	10	72.5	8	76.0	4	80.2	7	81.9	1
UNITED	72.4	14	80.1	10	81.4	8	75.6	10	79.7	9	71.1	9	73.4	8	78.1	10	76.2	6
US AIRWAYS	84.2	4	84.7	6	82.4	7	78.7	5	82.0	6	73.0	7	74.0	6	81.7	5	78.3	2
VIRGIN AMERICA	83.3	5	82.6	7	89.7	2	76.3	9	78.1	11	70.6	10	68.9	12	81.5	6	(--)	(--)
Total	79.4		80.8		80.1		76.2		79.4		71.9		73.1		78.8		78.5	

For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, plus other carriers that report voluntarily (Mesa).

JULY 2013

AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
PINNACLE	549	63.9	164	65.9	240	59.6	143	65.7	210	66.2	14	78.6	147	69.4	6602	76.5
AMERICAN	417	64.5	1063	67.6	272	70.6	175	58.9	978	66.9	425	68.0	13570	77.5	238	66.0
ALASKA	61	91.8	155	78.7	H/		H/		124	89.5	186	92.5	93	87.1	H/	
JETBLUE	H/		3489	67.4	172	75.6	124	70.2	546	67.8	93	31.2	89	60.7	H/	
DELTA	18649	70.7	1015	74.6	641	72.7	518	67.8	808	71.9	677	70.9	525	77.0	4610	78.1
EXPRESSJET	9017	63.2	169	79.3	63	58.7	684	58.9	233	52.8	1474	74.2	1473	65.2	1956	71.9
FRONTIER	49	49.0	H/		H/		H/		91	51.6	3182	73.3	121	69.4	48	68.8
AIRTRAN	4521	66.1	395	66.1	1057	68.1	H/		372	75.0	80	47.5	H/		178	73.0
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
AMERICAN EAGLE	517	49.1	H/		171	64.9	473	53.3	513	61.4	214	54.7	7464	68.6	440	56.8
SKYWEST	160	63.8	H/		27	92.6	5	100.0	H/		4643	76.1	395	65.3	163	71.8
UNITED	55	70.9	1214	69.1	343	71.7	21	71.4	613	71.9	3792	77.5	304	73.7	32	84.4
US AIRWAYS	468	61.3	1569	69.3	411	73.2	7662	75.1	1665	72.9	455	65.9	584	73.5	299	76.9
VIRGIN AMERICA	H/		196	65.3	H/		H/		31	83.9	H/		181	76.2	H/	
SOUTHWEST	913	67.5	759	64.3	5737	75.0	186	67.2	93	63.4	5019	75.8	H/		549	66.8
MESA	165	60.6	103	78.6	H/		3379	70.1	H/		H/		71	88.7	130	59.2
TOTAL	35541	67.5	10291	68.8	9134	73.0	13370	71.5	6277	69.4	20254	74.7	25017	73.7	15245	75.1

* See Appendix at end of this section for list of airport and carrier codes.

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AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*																
CARRIER	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
PINNACLE	94	57.4	30	86.7	232	69.0	61	59.0	1289	55.3	H/		H/		112	64.3
AMERICAN	303	65.7	276	75.4	304	65.1	427	70.7	1203	69.2	845	73.7	2732	78.4	1376	65.5
ALASKA	62	82.3	31	90.3	H/		31	64.5	H/		424	83.0	648	79.6	H/	
JETBLUE	546	55.3	1352	56.1	240	66.7	H/		3941	61.7	328	61.3	336	54.5	496	54.4
DELTA	341	64.8	832	72.2	174	75.3	272	71.7	1928	69.1	1141	80.8	2093	79.8	1982	66.1
EXPRESSJET	3715	58.5	H/		2110	68.1	7144	79.2	124	46.0	H/		H/		772	52.7
FRONTIER	H/		41	70.7	H/		83	73.5	H/		131	70.2	123	62.6	58	62.1
AIRTRAN	H/		815	66.7	H/		H/		H/		133	63.2	93	60.2	263	58.9
HAWAIIAN	H/		H/		H/		H/		31	83.9	75	89.3	151	84.8	H/	
AMERICAN EAGLE	228	40.4	H/		H/		212	60.4	592	61.8	H/		642	70.1	1441	58.0
SKYWEST	H/		H/		174	70.1	1444	80.8	H/		359	66.6	5510	77.1	H/	
UNITED	4044	69.4	511	75.3	2041	72.0	5586	80.1	369	64.5	1099	80.0	3244	74.2	652	57.4
US AIRWAYS	402	57.0	486	68.1	H/		494	76.7	239	53.6	562	73.1	542	69.4	1146	64.0
VIRGIN AMERICA	181	68.0	91	72.5	161	65.8	H/		307	60.3	315	73.7	1365	78.4	H/	
SOUTHWEST	526	58.0	1016	76.3	242	61.6	H/		H/		6697	81.8	3314	73.5	550	65.5
MESA	H/		H/		881	68.7	5	80.0	H/		H/		H/		81	54.3
TOTAL	10442	62.8	5481	68.5	6559	69.2	15759	78.9	10023	63.0	12109	79.1	20793	75.8	8929	61.6

* See Appendix at end of this section for list of airport and carrier codes.

JULY 2013

AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
PINNACLE	1	100.0	171	74.9	H/		3124	80.4	304	63.5	H/		249	53.8	H/	
AMERICAN	833	73.1	H/		4122	78.0	321	72.0	4637	77.5	216	64.8	336	61.9	354	72.0
ALASKA	60	78.3	H/		H/		62	90.3	151	90.1	971	86.8	31	74.2	185	76.2
JETBLUE	1646	64.5	H/		H/		H/		186	59.1	173	60.7	151	64.2	62	45.2
DELTA	1482	75.4	196	76.0	693	68.1	5437	84.8	561	76.6	547	78.6	566	67.1	607	78.3
EXPRESSJET	4	50.0	3	66.7	H/		746	72.0	5235	74.4	H/		108	66.7	30	96.7
FRONTIER	111	83.8	135	82.2	H/		96	68.8	4	50.0	144	74.3	H/		96	59.4
AIRTRAN	1809	72.1	403	71.5	H/		155	68.4	H/		H/		387	62.5	H/	
HAWAIIAN	H/		H/		H/		H/		H/		31	87.1	H/		31	77.4
AMERICAN EAGLE	H/		H/		1557	74.8	233	54.9	7559	69.3	H/		148	44.6	H/	
SKYWEST	H/		24	87.5	55	65.5	2482	89.2	2611	76.8	868	85.7	H/		2206	85.1
UNITED	1039	78.3	H/		216	78.2	82	67.1	5002	75.3	656	72.9	362	61.3	346	76.6
US AIRWAYS	787	70.8	H/		277	67.5	371	77.6	634	64.8	239	77.4	4087	69.9	5270	85.5
VIRGIN AMERICA	40	80.0	H/		H/		H/		149	64.4	92	73.9	93	65.6	H/	
SOUTHWEST	2391	75.3	7427	76.9	H/		643	76.4	H/		1095	78.5	589	60.8	5147	79.2
MESA	H/		H/		39	56.4	H/		937	77.6	H/		64	59.4	1104	90.2
TOTAL	10203	72.9	8359	76.7	6959	75.7	13752	82.1	27970	73.7	5032	79.2	7171	66.3	15438	82.5

* See Appendix at end of this section for list of airport and carrier codes.

JULY 2013

AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
PINNACLE	H/		H/		H/		179	79.3	25	88.0
AMERICAN	461	73.3	524	74.4	945	56.1	153	68.0	551	71.7
ALASKA	566	76.0	4568	87.0	385	59.0	62	91.9	H/	
JETBLUE	123	76.4	309	75.7	395	49.1	93	68.8	495	59.0
DELTA	621	78.6	1137	80.2	911	66.0	3101	86.2	867	74.4
EXPRESSJET	H/		H/		H/		24	70.8	4	100.0
FRONTIER	102	64.7	135	68.1	121	38.0	145	67.6	53	71.7
AIRTRAN	H/		H/		93	59.1	H/		793	69.6
HAWAIIAN	31	93.5	62	88.7	31	80.6	H/		H/	
AMERICAN EAGLE	90	78.9	H/		H/		123	69.1	H/	
SKYWEST	873	78.5	558	78.9	4365	49.8	5179	88.8	H/	
UNITED	807	75.1	1084	72.0	4761	62.8	91	73.6	553	78.3
US AIRWAYS	390	78.7	411	69.8	483	48.7	216	75.5	593	69.8
VIRGIN AMERICA	143	71.3	294	77.6	1524	57.1	H/		H/	
SOUTHWEST	2808	77.4	1386	75.7	1387	55.2	962	74.1	1750	77.7
MESA	H/		H/		H/		H/		H/	
TOTAL	7015	76.8	10468	80.6	15401	56.6	10328	85.1	5684	73.1

* See Appendix at end of this section for list of airport and carrier codes.

JULY 2013

AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	85.3	54.8	73.7	80.6	90.5	85.4	86.1	86.1	66.4	63.4	69.4	88.5	70.9	97.6	89.3	100.0	66.7	98.1
700 - 759 AM	87.6	76.5	92.9	89.8	92.3	91.6	84.9	89.3	84.0	100.0	81.5	92.6	74.5	95.0	88.5	84.0	43.8	86.8
800 - 859 AM	83.0	84.7	88.8	84.9	89.6	90.4	85.4	90.6	84.6	79.7	91.5	88.9	77.8	91.6	89.4	86.9	94.1	92.8
900 - 959 AM	80.1	88.9	91.7	75.1	88.2	88.5	85.9	86.8	89.3	84.3	87.8	88.2	81.2	93.1	86.9	82.6	89.3	93.1
1000 - 1059 AM	79.4	87.3	90.0	83.5	89.3	84.0	83.2	88.7	87.8	85.8	81.3	88.5	82.5	89.5	87.7	80.5	86.0	92.1
1100 - 1159 AM	83.0	87.0	86.9	81.8	86.7	80.6	85.8	86.4	81.1	81.2	86.7	86.7	80.5	86.7	82.3	79.4	85.7	89.4
1200 - 1259 PM	80.4	84.1	84.3	81.0	79.6	77.9	81.3	83.0	75.0	79.2	75.2	87.7	80.8	85.9	82.6	79.6	83.2	86.4
100 - 159 PM	75.5	80.8	79.2	77.8	82.2	75.3	79.7	84.6	76.8	77.8	80.6	86.5	75.2	84.2	80.1	74.8	82.6	85.8
200 - 259 PM	69.5	80.3	80.0	68.7	74.2	78.2	76.0	77.9	67.9	74.7	76.3	82.8	68.8	80.8	77.9	64.6	76.7	78.8
300 - 359 PM	66.2	70.1	80.3	72.1	64.5	73.5	71.7	69.1	62.7	62.3	74.0	72.6	64.3	78.0	77.5	58.8	77.0	71.6
400 - 459 PM	58.5	69.7	74.3	63.1	66.1	68.9	68.6	73.0	53.0	67.9	59.5	70.6	58.6	73.3	76.3	54.8	72.4	78.1
500 - 559 PM	51.8	61.2	61.9	58.6	59.5	66.2	68.1	67.5	48.8	67.4	65.3	70.0	60.5	74.9	71.5	52.1	66.8	69.7
600 - 659 PM	52.2	54.2	62.7	63.5	56.9	64.4	59.9	61.7	48.3	64.3	62.1	69.6	52.5	74.1	68.6	45.7	61.1	63.4
700 - 759 PM	50.1	56.0	54.7	53.4	57.1	59.0	58.1	56.1	45.7	62.8	59.5	62.8	44.6	66.5	67.9	39.8	64.0	66.9
800 - 859 PM	45.7	53.9	57.1	61.1	55.9	57.9	60.3	60.3	43.2	64.1	55.6	66.3	45.2	62.5	63.7	38.3	60.5	59.4
900 - 959 PM	49.8	58.1	54.5	59.7	55.3	62.2	59.0	64.8	49.6	49.6	58.8	56.8	45.7	68.8	60.8	42.1	66.8	58.8
1000 - 1059 PM	58.4	59.1	54.1	60.0	54.9	61.8	62.1	53.3	47.0	46.2	51.4	64.3	42.8	66.9	62.1	49.2	54.5	61.9
1100 - 559 AM	63.1	56.4	52.8	59.5	58.4	66.8	70.1	59.1	61.2	56.4	59.2	73.4	60.6	58.1	71.6	52.6	57.3	64.5
TOTAL, ALL ARRIVALS, BY AIRPORT	67.5	68.8	73.0	71.5	69.4	74.7	73.7	75.1	62.8	68.5	69.2	78.9	63.0	79.1	75.8	61.6	72.9	76.7

* See Appendix at end of this section for list of airport codes.

JULY 2013

AIR TRAVEL CONSUMER REPORT

TABLE 3. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS ARRIVING ON TIME D/
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	76.3	87.1	89.1	93.9	74.0	94.2	J/	94.5	87.0	J/	88.7	84.3
700 - 759 AM	89.8	88.5	88.5	93.6	81.5	91.3	88.0	85.7	87.7	97.0	J/	88.1
800 - 859 AM	87.9	86.9	86.2	94.2	76.8	93.7	91.5	95.5	86.2	93.6	91.6	87.0
900 - 959 AM	87.1	88.3	83.9	95.5	75.9	89.4	92.3	92.9	62.6	94.2	90.1	85.8
1000 - 1059 AM	82.5	87.0	85.1	86.7	76.9	89.2	85.5	88.1	58.6	89.5	89.7	84.7
1100 - 1159 AM	81.2	85.0	82.0	89.4	86.1	88.9	86.7	89.6	56.6	82.1	85.9	83.4
1200 - 1259 PM	79.8	89.1	79.9	86.6	78.9	87.8	82.3	86.8	45.9	91.1	82.5	81.0
100 - 159 PM	81.1	86.0	76.0	85.0	71.7	83.2	82.2	83.9	51.0	89.2	76.3	79.0
200 - 259 PM	81.0	84.7	73.1	82.7	67.6	82.3	85.3	77.6	48.3	89.1	81.1	75.5
300 - 359 PM	77.0	74.9	73.1	87.7	64.4	84.3	79.2	80.1	47.1	84.2	67.8	71.3
400 - 459 PM	73.1	82.0	67.3	80.2	62.2	70.6	75.2	79.0	55.8	86.9	65.1	68.9
500 - 559 PM	73.5	76.4	64.0	78.9	57.4	75.0	75.3	77.2	52.9	74.2	68.6	65.0
600 - 659 PM	67.9	80.5	62.7	66.8	59.5	76.9	70.8	76.8	53.7	80.0	71.5	63.4
700 - 759 PM	67.1	63.1	61.4	74.8	59.5	77.2	66.1	76.1	52.8	81.2	63.1	61.0
800 - 859 PM	63.4	72.1	59.3	77.9	50.9	72.8	65.2	72.3	53.6	74.5	65.2	59.6
900 - 959 PM	61.3	61.5	56.3	68.3	56.1	73.1	69.4	78.2	49.0	77.7	60.6	59.0
1000 - 1059 PM	66.2	53.4	57.1	66.1	57.1	70.6	62.0	68.6	47.9	51.0	52.9	57.8
1100 - 559 AM	71.5	76.4	72.2	65.8	56.2	75.4	67.8	75.4	52.8	57.2	56.7	63.7
TOTAL, ALL ARRIVALS, BY AIRPORT	75.7	82.1	73.7	79.2	66.3	82.5	76.8	80.6	56.6	85.1	73.1	72.9

* See Appendix at end of this section for list of airport codes.

JULY 2013

AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	87.8	92.0	89.8	88.5	89.7	93.0	89.7	91.8	87.7	94.6	92.1	91.4	86.7	94.4	93.1	87.9	93.2	95.3
700 - 759 AM	90.1	85.2	84.4	86.5	90.9	88.5	86.4	88.7	86.9	94.0	84.6	90.3	89.8	92.4	88.4	88.5	91.0	90.8
800 - 859 AM	85.8	75.5	84.2	80.9	90.9	84.6	83.0	89.1	85.9	93.4	83.1	89.2	84.4	84.9	86.4	84.4	91.1	76.1
900 - 959 AM	81.1	80.9	78.6	84.5	84.3	82.9	77.8	88.7	83.0	78.3	78.9	84.5	79.5	83.5	84.1	83.0	87.3	81.9
1000 - 1059 AM	80.1	86.6	78.9	75.5	86.8	77.2	75.4	84.9	81.3	83.2	85.1	80.7	80.8	78.7	80.1	79.2	84.6	84.8
1100 - 1159 AM	75.0	84.3	75.9	84.3	86.8	76.6	72.6	88.6	83.0	73.2	80.6	77.0	79.2	79.4	78.7	80.7	83.2	78.8
1200 - 1259 PM	77.1	81.5	73.8	76.6	85.7	67.6	71.9	81.7	73.1	71.1	77.1	79.6	80.2	79.0	77.2	77.0	77.8	76.1
100 - 159 PM	72.0	79.8	63.1	76.9	76.7	69.7	65.1	77.3	68.4	69.9	73.9	76.4	72.1	77.4	73.8	71.4	73.6	58.3
200 - 259 PM	67.3	71.3	57.1	73.7	72.8	70.4	64.9	73.3	64.9	69.0	64.8	72.7	68.6	68.3	74.6	67.6	67.9	70.5
300 - 359 PM	63.0	67.2	57.4	61.5	70.3	66.4	62.8	71.1	57.4	65.5	63.8	70.9	58.6	71.0	70.2	63.9	62.1	65.6
400 - 459 PM	58.5	62.6	55.7	68.2	60.5	61.0	55.1	63.2	52.2	63.6	57.0	62.3	58.0	64.8	75.9	53.7	57.0	50.6
500 - 559 PM	51.2	57.6	54.6	55.4	59.4	55.6	55.9	64.5	48.6	57.9	54.3	64.8	57.8	60.6	74.8	52.9	57.1	55.7
600 - 659 PM	49.6	51.0	52.0	54.4	56.2	54.2	51.2	62.7	49.7	55.1	52.1	63.4	50.3	64.3	71.3	51.4	50.3	47.8
700 - 759 PM	51.3	47.7	40.8	59.8	58.6	56.2	51.4	56.6	40.1	56.2	53.0	61.7	45.3	59.5	67.5	46.7	49.2	40.0
800 - 859 PM	45.2	48.2	36.0	54.8	62.2	55.4	47.4	60.6	44.3	54.3	63.3	54.2	43.9	57.8	68.6	41.0	59.3	44.4
900 - 959 PM	45.6	33.3	37.0	60.7	54.5	57.1	54.4	58.3	44.4	57.6	59.1	59.7	39.6	63.1	68.5	47.2	45.8	33.6
1000 - 1059 PM	50.1	J/	29.2	70.7	75.0	65.4	54.9	59.9	J/	41.9	67.5	75.0	40.9	63.6	70.8	30.2	58.1	J/
1100 - 559 AM	63.8	89.8	92.0	89.9	94.6	77.5	85.1	J/	86.4	95.2	90.2	75.6	57.5	84.5	75.5	88.9	65.1	92.0
TOTAL, ALL DEPARTURES, BY AIRPORT	65.8	72.6	64.5	72.2	76.1	69.8	65.9	74.1	66.9	72.9	69.2	74.2	65.9	75.1	77.7	69.4	71.8	64.5

* See Appendix at end of this section for list of airport codes.

JULY 2013

AIR TRAVEL CONSUMER REPORT

TABLE 4. PERCENTAGE OF ALL CARRIERS' REPORTED FLIGHT OPERATIONS DEPARTING ON TIME E/
BY AIRPORT AND TIME OF DAY (REPORTABLE AIRPORTS ONLY)

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	90.8	91.1	84.7	97.2	89.1	93.2	94.2	92.9	89.5	93.4	95.0	91.1
700 - 759 AM	89.9	86.4	84.9	92.1	86.0	89.8	89.8	90.8	88.4	93.3	94.9	88.6
800 - 859 AM	87.9	88.9	83.7	83.7	89.3	88.2	85.3	92.9	83.6	89.5	92.8	85.7
900 - 959 AM	85.0	84.0	80.1	94.5	79.1	81.8	85.9	84.6	77.9	91.5	92.3	82.6
1000 - 1059 AM	80.0	85.4	74.4	84.0	82.9	85.2	83.9	86.2	66.0	82.4	82.7	80.3
1100 - 1159 AM	74.9	84.4	74.0	84.0	77.5	81.0	82.2	80.1	58.5	90.4	87.7	79.2
1200 - 1259 PM	73.0	81.0	73.5	78.9	78.0	84.2	81.6	81.8	54.4	81.0	84.1	76.4
100 - 159 PM	69.0	82.1	68.2	78.4	77.8	82.1	76.2	75.8	50.8	87.0	71.9	72.5
200 - 259 PM	69.5	81.2	62.3	77.6	76.1	76.1	82.4	80.4	50.5	78.5	66.5	69.4
300 - 359 PM	68.3	78.2	61.4	88.2	67.5	78.0	72.8	78.3	52.9	86.7	64.4	67.2
400 - 459 PM	67.9	58.0	59.9	82.6	62.6	77.8	79.7	75.7	51.8	82.1	60.8	62.5
500 - 559 PM	65.9	78.2	57.8	83.5	62.8	66.4	73.3	81.6	56.3	81.5	64.5	61.6
600 - 659 PM	71.6	69.6	56.7	78.4	57.8	71.0	71.6	76.8	56.4	71.6	60.5	58.1
700 - 759 PM	61.2	78.0	57.6	78.9	60.6	65.7	76.0	84.1	58.5	68.6	59.4	57.2
800 - 859 PM	66.9	71.1	55.4	84.7	67.4	78.8	64.8	76.7	58.7	84.4	58.2	57.1
900 - 959 PM	70.9	73.2	58.1	86.9	74.4	65.2	69.9	76.0	58.4	93.4	76.0	56.7
1000 - 1059 PM	67.1	71.9	51.4	79.9	66.7	77.5	90.1	79.1	60.8	89.1	J/	65.1
1100 - 559 AM	J/	92.4	87.9	89.6	89.5	82.4	88.5	80.1	66.0	71.3	78.3	78.5
TOTAL, ALL DEPARTURES, BY AIRPORT	73.8	80.9	68.3	85.4	74.0	80.4	81.1	82.8	64.3	86.4	76.6	72.1

* See Appendix at end of this section for list of airport codes.

JULY 2013

AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

EXPRESSJET	4321	Apr	GSO-EWR	1512	23	12	52.2	90.8
EXPRESSJET	3267	May	GSO-EWR	1507	28	15	53.6	64.4
EXPRESSJET	4552	Jun	GSO-EWR	1514	29	16	55.2	142.8
EXPRESSJET	4552	Jul	GSO-EWR	1516	10	6	60.0	75.0
EXPRESSJET	4381	Apr	DTW-EWR	1735	21	12	57.1	136.8
EXPRESSJET	4381	May	DTW-EWR	1729	26	16	61.5	72.6
EXPRESSJET	4381	Jun	DTW-EWR	1725	19	11	57.9	122.1
EXPRESSJET	5074	Jul	DTW-EWR	1726	30	19	63.3	95.1
SOUTHWEST	3130	Apr	BWI-BUF	2145	20	11	55.0	54.4
SOUTHWEST	3130	May	BWI-BUF	2145	26	20	76.9	73.1
SOUTHWEST	416	Jun	BWI-BUF	2155	25	16	64.0	91.3
SOUTHWEST	416	Jul	BWI-BUF	2155	26	15	57.7	67.6

* Minimum of 10 flights per month

** Includes canceled and diverted flights

*** For flights late more than 30 minutes only. Excludes canceled and diverted flights

Chronically Delayed Flights for individual months can be found on the BTS website <http://www.bts.gov>

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AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

AIRTRAN	664	May	PHL-ATL	1821	27	14	51.9	99.9
AIRTRAN	664	Jun	PHL-ATL	1808	25	20	80.0	128.5
AIRTRAN	664	Jul	PHL-ATL	1808	27	16	59.3	91.2
EXPRESSJET	3267	May	GSO-EWR	1507	28	15	53.6	64.4
EXPRESSJET	4552	Jun	GSO-EWR	1514	29	16	55.2	142.8
EXPRESSJET	4552	Jul	GSO-EWR	1516	10	6	60.0	75.0
EXPRESSJET	4361	May	EWR-TYS	1935	26	18	69.2	89.4
EXPRESSJET	4361	Jun	EWR-TYS	1945	29	16	55.2	126.3
EXPRESSJET	4361	Jul	EWR-TYS	1940	26	18	69.2	129.8
EXPRESSJET	4131	May	EWR-RIC	1900	26	14	53.9	78.4
EXPRESSJET	4131	Jun	EWR-RIC	1859	29	15	51.7	146.2
EXPRESSJET	4131	Jul	EWR-RIC	1901	26	14	53.9	124.2
EXPRESSJET	3829	May	EWR-IAD	1451	26	15	57.7	100.5
EXPRESSJET	4175	Jun	EWR-IAD	1455	29	16	55.2	98.0
EXPRESSJET	6049	Jul	EWR-IAD	1445	19	13	68.4	75.9
EXPRESSJET	3828	May	EWR-DTW	1724	23	15	65.2	100.1
EXPRESSJET	4382	Jun	EWR-DTW	1729	24	14	58.3	100.6
EXPRESSJET	4382	Jul	EWR-DTW	1728	24	14	58.3	84.6
EXPRESSJET	4191	May	EWR-BNA	1900	26	14	53.9	75.3
EXPRESSJET	4191	Jun	EWR-BNA	1903	30	16	53.3	126.8
EXPRESSJET	4191	Jul	EWR-BNA	1930	27	16	59.3	97.1

* Minimum of 10 flights per month

** Includes canceled and diverted flights

*** For flights late more than 30 minutes only. Excludes canceled and diverted flights

Chronically Delayed Flights for individual months can be found on the BTS website <http://www.bts.gov>

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AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS (CONTINUE)

EXPRESSJET	4381	May	DTW-EWR	1729	26	16	61.5	72.6
EXPRESSJET	4381	Jun	DTW-EWR	1725	19	11	57.9	122.1
EXPRESSJET	5074	Jul	DTW-EWR	1726	30	19	63.3	95.1
EXPRESSJET	4129	May	DCA-EWR	1439	26	15	57.7	82.9
EXPRESSJET	4129	Jun	DCA-EWR	1439	25	19	76.0	136.1
EXPRESSJET	5817	Jul	DCA-EWR	1456	30	21	70.0	90.9
PINNACLE	4208	May	BWI-JFK	1716	31	18	58.1	79.2
PINNACLE	3749	Jun	BWI-JFK	1729	30	16	53.3	112.4
PINNACLE	3981	Jul	BWI-JFK	1730	26	17	65.4	104.8
PINNACLE	3458	May	BNA-JFK	1509	31	18	58.1	100.9
PINNACLE	3458	Jun	BNA-JFK	1512	30	20	66.7	78.9
PINNACLE	3458	Jul	BNA-JFK	1512	28	17	60.7	104.1
SOUTHWEST	841	May	BWI-PVD	2150	26	19	73.1	70.8
SOUTHWEST	1364	Jun	BWI-PVD	2200	25	17	68.0	89.7
SOUTHWEST	1364	Jul	BWI-PVD	2200	27	18	66.7	55.1
SOUTHWEST	3130	May	BWI-BUF	2145	26	20	76.9	73.1
SOUTHWEST	416	Jun	BWI-BUF	2155	25	16	64.0	91.3
SOUTHWEST	416	Jul	BWI-BUF	2155	26	15	57.7	67.6
UNITED	502	May	ORD-LGA	1805	26	14	53.9	89.3
UNITED	1577	Jun	ORD-LGA	1806	29	18	62.1	112.2
UNITED	688	Jul	ORD-LGA	1807	29	17	58.6	99.9

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** Includes canceled and diverted flights

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JULY 2013

AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

AIRTRAN	115	Jun	ATL-LGA	1740	26	19	73.1	132.7
AIRTRAN	115	Jul	ATL-LGA	1740	27	20	74.1	119.1
AIRTRAN	822	Jun	BWI-TPA	1420	25	13	52.0	71.4
AIRTRAN	277	Jul	BWI-TPA	1410	27	15	55.6	78.6
AIRTRAN	771	Jun	LGA-ATL	1734	30	20	66.7	136.0
AIRTRAN	771	Jul	LGA-ATL	1734	31	20	64.5	122.6
AIRTRAN	485	Jun	LGA-CAK	2030	26	16	61.5	130.8
AIRTRAN	485	Jul	LGA-CAK	2030	27	18	66.7	119.4
AIRTRAN	664	Jun	PHL-ATL	1808	25	20	80.0	128.5
AIRTRAN	664	Jul	PHL-ATL	1808	27	16	59.3	91.2
AIRTRAN	753	Jun	TPA-ATL	1905	29	16	55.2	92.0
AIRTRAN	753	Jul	TPA-ATL	1905	31	17	54.8	81.1
AMERICAN EAGLE	3658	Jun	ATL-LGA	1505	30	19	63.33	139.73
AMERICAN EAGLE	3658	Jul	ATL-LGA	1505	31	21	67.74	136.13
AMERICAN EAGLE	3357	Jun	ATL-LGA	1920	25	15	60.00	126.40
AMERICAN EAGLE	3357	Jul	ATL-LGA	1920	26	16	61.54	95.18
AMERICAN EAGLE	3716	Jun	ATL-ORD	1540	30	19	63.33	84.67
AMERICAN EAGLE	3625	Jul	ATL-ORD	1520	31	16	51.61	83.93
AMERICAN EAGLE	3143	Jun	ATL-ORD	2035	25	14	56.00	84.00
AMERICAN EAGLE	3143	Jul	ATL-ORD	2035	26	16	61.54	111.42
AMERICAN EAGLE	3622	Jun	BNA-LGA	1745	25	15	60.0	106.6
AMERICAN EAGLE	3622	Jul	BNA-LGA	1745	27	15	55.6	79.3

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JULY 2013

AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUE)

AMERICAN EAGLE	3493	Jun	CLE-LGA	1535	25	14	56.0	98.5
AMERICAN EAGLE	3493	Jul	CLE-LGA	1535	26	15	57.7	79.0
AMERICAN EAGLE	3567	Jun	CLT-LGA	1625	30	18	60.0	135.3
AMERICAN EAGLE	3567	Jul	CLT-LGA	1625	31	21	67.7	103.6
AMERICAN EAGLE	3199	Jun	CLT-LGA	1800	25	16	64.0	102.5
AMERICAN EAGLE	3199	Jul	CLT-LGA	1800	26	16	61.5	96.6
AMERICAN EAGLE	3703	Jun	CMH-ORD	720	30	16	53.3	163.8
AMERICAN EAGLE	3703	Jul	CMH-ORD	720	31	16	51.6	157.6
AMERICAN EAGLE	3425	Jun	DCA-JFK	1710	30	17	56.7	104.1
AMERICAN EAGLE	3425	Jul	DCA-JFK	1710	31	21	67.7	82.1
AMERICAN EAGLE	3365	Jun	DCA-JFK	1920	30	17	56.7	78.5
AMERICAN EAGLE	3365	Jul	DCA-JFK	1930	31	17	54.8	85.0
AMERICAN EAGLE	4527	Jun	DCA-RDU	1945	25	13	52.0	70.0
AMERICAN EAGLE	3534	Jul	DCA-RDU	1935	25	14	56.0	78.6
AMERICAN EAGLE	3137	Jun	DEN-ORD	1245	30	19	63.3	87.3
AMERICAN EAGLE	3137	Jul	DEN-ORD	1245	31	19	61.3	81.5
AMERICAN EAGLE	4615	Jun	DTW-LGA	1310	22	12	54.6	120.0
AMERICAN EAGLE	3689	Jul	DTW-LGA	1300	27	14	51.9	170.3
AMERICAN EAGLE	3556	Jun	DTW-LGA	1915	25	13	52.0	95.0
AMERICAN EAGLE	3556	Jul	DTW-LGA	1915	27	15	55.6	151.0
AMERICAN EAGLE	2962	Jun	DTW-ORD	1800	30	17	56.7	128.3
AMERICAN EAGLE	2962	Jul	DTW-ORD	1800	31	16	51.6	85.5

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AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUE)

AMERICAN EAGLE	3604	Jun	EWR-ORD	2105	25	16	64.0	69.1
AMERICAN EAGLE	3604	Jul	EWR-ORD	2105	26	15	57.7	91.4
AMERICAN EAGLE	3535	Jun	JFK-CMH	1935	30	18	60.0	157.9
AMERICAN EAGLE	3535	Jul	JFK-CMH	1935	31	22	71.0	101.1
AMERICAN EAGLE	3662	Jun	LGA-ATL	2000	25	15	60.0	89.8
AMERICAN EAGLE	3662	Jul	LGA-ATL	2000	26	15	57.7	114.7
AMERICAN EAGLE	3384	Jun	LGA-CLT	2100	25	14	56.0	110.7
AMERICAN EAGLE	3384	Jul	LGA-CLT	2100	26	17	65.4	60.1
AMERICAN EAGLE	4555	Jun	LGA-CMH	2005	25	14	56.0	97.6
AMERICAN EAGLE	3573	Jul	LGA-CMH	1955	27	14	51.9	69.8
AMERICAN EAGLE	3603	Jun	LGA-DTW	2040	25	14	56.0	101.5
AMERICAN EAGLE	3603	Jul	LGA-DTW	2040	26	14	53.9	78.3
AMERICAN EAGLE	3349	Jun	LGA-MSP	1855	25	16	64.0	82.8
AMERICAN EAGLE	3349	Jul	LGA-MSP	1855	26	15	57.7	74.1
AMERICAN EAGLE	4617	Jun	LGA-RDU	2130	25	13	52.0	76.7
AMERICAN EAGLE	3317	Jul	LGA-RDU	2140	27	14	51.9	82.5
AMERICAN EAGLE	3588	Jun	MSP-LGA	1655	25	15	60.0	94.7
AMERICAN EAGLE	3588	Jul	MSP-LGA	1655	26	14	53.9	122.3
AMERICAN EAGLE	3647	Jun	ORD-ABQ	2010	30	18	60.0	63.7
AMERICAN EAGLE	3647	Jul	ORD-ABQ	2010	30	19	63.3	92.5

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AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUE)

AMERICAN EAGLE	3625	Jun	ORD-ATL	1155	30	20	66.7	68.2
AMERICAN EAGLE	3625	Jul	ORD-ATL	1155	31	16	51.6	65.4
AMERICAN EAGLE	3143	Jun	ORD-ATL	1705	27	16	59.3	81.5
AMERICAN EAGLE	3143	Jul	ORD-ATL	1705	27	15	55.6	77.2
AMERICAN EAGLE	3012	Jun	ORD-CMH	2040	25	17	68.0	110.1
AMERICAN EAGLE	3012	Jul	ORD-CMH	2040	26	18	69.2	89.9
AMERICAN EAGLE	3126	Jun	ORD-DTW	2125	25	16	64.0	76.9
AMERICAN EAGLE	3126	Jul	ORD-DTW	2125	26	15	57.7	69.6
AMERICAN EAGLE	3134	Jun	ORD-EWR	1430	30	18	60.0	64.2
AMERICAN EAGLE	3134	Jul	ORD-EWR	1430	31	18	58.1	59.5
AMERICAN EAGLE	3604	Jun	ORD-EWR	1715	30	19	63.3	99.4
AMERICAN EAGLE	3604	Jul	ORD-EWR	1715	30	21	70.0	86.4
AMERICAN EAGLE	3136	Jun	ORD-EWR	1830	28	16	57.1	153.8
AMERICAN EAGLE	3136	Jul	ORD-EWR	1830	31	17	54.8	98.8
AMERICAN EAGLE	3017	Jun	ORD-EWR	2225	25	15	60.0	75.1
AMERICAN EAGLE	3017	Jul	ORD-EWR	2225	26	16	61.5	62.6
AMERICAN EAGLE	3614	Jun	ORD-MSY	2030	19	14	73.7	91.2
AMERICAN EAGLE	3614	Jul	ORD-MSY	2030	31	22	71.0	75.3
AMERICAN EAGLE	3299	Jun	ORD-PIT	1930	19	12	63.2	113.2
AMERICAN EAGLE	3299	Jul	ORD-PIT	1930	30	16	53.3	67.3
AMERICAN EAGLE	3078	Jun	ORD-SYR	1910	25	13	52.0	105.6
AMERICAN EAGLE	3078	Jul	ORD-SYR	1910	26	14	53.9	66.9

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AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUE)

AMERICAN EAGLE	3683	Jun	ORD-XNA	1935	22	15	68.2	108.9
AMERICAN EAGLE	3683	Jul	ORD-XNA	1935	31	19	61.3	89.4
AMERICAN EAGLE	3416	Jun	RDU-LGA	1755	28	15	53.6	136.9
AMERICAN EAGLE	3416	Jul	RDU-LGA	1755	31	19	61.3	99.2
AMERICAN EAGLE	3411	Jun	RDU-LGA	1850	27	15	55.6	110.0
AMERICAN EAGLE	3411	Jul	RDU-LGA	1850	26	18	69.2	122.3
AMERICAN EAGLE	3301	Jun	RDU-LGA	2000	25	16	64.0	108.2
AMERICAN EAGLE	3301	Jul	RDU-LGA	2000	26	14	53.9	69.9
DELTA	826	Jun	CLT-ATL	1815	27	15	55.6	104.4
DELTA	826	Jul	CLT-ATL	1815	31	17	54.8	87.3
DELTA	926	Jun	EWR-ATL	1820	30	17	56.7	145.5
DELTA	926	Jul	EWR-ATL	1815	31	16	51.6	115.2
DELTA	73	Jun	JFK-ATL	1805	21	11	52.4	114.8
DELTA	569	Jul	JFK-ATL	1805	31	24	77.4	78.1
DELTA	1147	Jun	LGA-ATL	2000	24	14	58.3	116.8
DELTA	1147	Jul	LGA-ATL	2000	25	15	60.0	116.6
DELTA	1661	Jun	PHL-ATL	1810	30	16	53.3	122.6
DELTA	1661	Jul	PHL-ATL	1815	31	16	51.6	83.6
EXPRESSJET	4705	Jun	ATL-EWR	1953	25	15	60.0	118.8
EXPRESSJET	3854	Jul	ATL-EWR	1943	23	15	65.2	87.6
EXPRESSJET	5248	Jun	ATL-TYS	1725	27	14	51.9	70.3
EXPRESSJET	4968	Jul	ATL-TYS	1730	29	16	55.2	105.7
EXPRESSJET	4109	Jun	BNA-EWR	1510	21	14	66.7	98.9
EXPRESSJET	4109	Jul	BNA-EWR	1512	23	12	52.2	131.5

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AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUE)

EXPRESSJET	4502	Jun	BNA-EWR	1822	17	9	52.9	87.6
EXPRESSJET	4162	Jul	BNA-EWR	1757	31	16	51.6	92.2
EXPRESSJET	4444	Jun	BNA-EWR	1930	24	15	62.5	97.5
EXPRESSJET	4187	Jul	BNA-EWR	1918	23	15	65.2	103.5
EXPRESSJET	4974	Jun	BNA-LGA	1825	25	14	56.0	97.9
EXPRESSJET	5531	Jul	BNA-LGA	1823	22	15	68.2	90.4
EXPRESSJET	4249	Jun	BWI-EWR	1724	21	12	57.1	115.8
EXPRESSJET	4249	Jul	BWI-EWR	1719	21	12	57.1	130.9
EXPRESSJET	5599	Jun	CHS-LGA	1759	25	15	60.0	119.0
EXPRESSJET	5199	Jul	CHS-LGA	1759	24	14	58.3	97.3
EXPRESSJET	4649	Jun	CLE-LGA	1754	25	13	52.0	82.5
EXPRESSJET	6120	Jul	CLE-LGA	1755	23	13	56.5	85.2
EXPRESSJET	4976	Jun	CLT-LGA	1745	18	12	66.7	114.6
EXPRESSJET	4976	Jul	CLT-LGA	1745	20	13	65.0	90.6
EXPRESSJET	4640	Jun	DAY-EWR	1434	29	18	62.1	92.9
EXPRESSJET	4640	Jul	DAY-EWR	1419	31	18	58.1	108.6
EXPRESSJET	4129	Jun	DCA-EWR	1439	25	19	76.0	136.1
EXPRESSJET	5817	Jul	DCA-EWR	1456	30	21	70.0	90.9
EXPRESSJET	4373	Jun	DCA-EWR	2130	20	12	60.0	88.9
EXPRESSJET	4373	Jul	DCA-EWR	2130	19	12	63.2	105.2
EXPRESSJET	2566	Jun	DFW-BPT	1915	16	10	62.5	76.9
EXPRESSJET	2566	Jul	DFW-BPT	1915	27	16	59.3	79.8
EXPRESSJET	2560	Jun	DFW-BRO	2030	25	15	60.0	85.6
EXPRESSJET	2560	Jul	DFW-BRO	2030	27	18	66.7	83.4

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AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUE)

EXPRESSJET	2530	Jun	DFW-RAP	1940	20	12	60.0	86.1
EXPRESSJET	2530	Jul	DFW-RAP	1940	30	16	53.3	91.2
EXPRESSJET	5074	Jun	DTW-EWR	1725	27	17	63.0	87.6
EXPRESSJET	5074	Jul	DTW-EWR	1726	30	19	63.3	95.1
EXPRESSJET	4382	Jun	DTW-EWR	1959	24	13	54.2	98.3
EXPRESSJET	4382	Jul	DTW-EWR	2008	23	13	56.5	86.9
EXPRESSJET	5959	Jun	DTW-ORD	1723	25	15	60.0	113.6
EXPRESSJET	6011	Jul	DTW-ORD	1744	29	15	51.7	109.3
EXPRESSJET	4705	Jun	EWR-ATL	1655	30	19	63.3	92.5
EXPRESSJET	3854	Jul	EWR-ATL	1641	26	15	57.7	99.6
EXPRESSJET	5092	Jun	EWR-ATL	1950	25	15	60.0	108.7
EXPRESSJET	5092	Jul	EWR-ATL	1950	24	13	54.2	114.0
EXPRESSJET	4191	Jun	EWR-BNA	1903	30	16	53.3	126.8
EXPRESSJET	4191	Jul	EWR-BNA	1930	27	16	59.3	97.1
EXPRESSJET	4372	Jun	EWR-CLT	1853	10	7	70.0	151.9
EXPRESSJET	4434	Jul	EWR-CLT	1920	27	15	55.6	113.6
EXPRESSJET	5678	Jun	EWR-CVG	1721	24	19	79.2	104.5
EXPRESSJET	3841	Jul	EWR-CVG	1720	26	18	69.2	125.4
EXPRESSJET	4312	Jun	EWR-DCA	1945	20	12	60.0	78.9
EXPRESSJET	4373	Jul	EWR-DCA	1942	23	14	60.9	106.1
EXPRESSJET	4141	Jun	EWR-DCA	2120	22	16	72.7	88.9
EXPRESSJET	3832	Jul	EWR-DCA	2142	23	14	60.9	63.2
EXPRESSJET	4382	Jun	EWR-DTW	1729	24	14	58.3	100.6
EXPRESSJET	4382	Jul	EWR-DTW	1728	24	14	58.3	84.6

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TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUE)

EXPRESSJET	5550	Jun	EWR-DTW	1935	17	12	70.6	79.8
EXPRESSJET	5454	Jul	EWR-DTW	1935	22	15	68.2	89.2
EXPRESSJET	4175	Jun	EWR-IAD	1455	29	16	55.2	98.0
EXPRESSJET	6049	Jul	EWR-IAD	1445	19	13	68.4	75.9
EXPRESSJET	3829	Jun	EWR-JAX	2029	29	16	55.2	96.4
EXPRESSJET	4351	Jul	EWR-JAX	2055	31	18	58.1	106.7
EXPRESSJET	4397	Jun	EWR-MCI	1911	21	12	57.1	123.2
EXPRESSJET	4453	Jul	EWR-MCI	1849	31	18	58.1	102.5
EXPRESSJET	5818	Jun	EWR-MEM	1629	26	15	57.7	98.4
EXPRESSJET	4411	Jul	EWR-MEM	1636	25	19	76.0	115.0
EXPRESSJET	4225	Jun	EWR-MSP	1738	13	11	84.6	87.5
EXPRESSJET	4678	Jul	EWR-MSP	1713	24	17	70.8	117.6
EXPRESSJET	4131	Jun	EWR-RIC	1859	29	15	51.7	146.2
EXPRESSJET	4131	Jul	EWR-RIC	1901	26	14	53.9	124.2
EXPRESSJET	3832	Jun	EWR-RIC	2059	21	13	61.9	125.0
EXPRESSJET	3830	Jul	EWR-RIC	2059	25	13	52.0	96.4
EXPRESSJET	4361	Jun	EWR-TYS	1945	29	16	55.2	126.3
EXPRESSJET	4361	Jul	EWR-TYS	1940	26	18	69.2	129.8
EXPRESSJET	4108	Jun	GRR-EWR	1834	25	13	52.0	119.6
EXPRESSJET	4108	Jul	GRR-EWR	1834	25	13	52.0	104.7
EXPRESSJET	4552	Jun	GSO-EWR	1514	29	16	55.2	142.8
EXPRESSJET	4552	Jul	GSO-EWR	1516	10	6	60.0	75.0
EXPRESSJET	4962	Jun	GSO-LGA	1705	18	13	72.2	106.1
EXPRESSJET	4962	Jul	GSO-LGA	1715	24	16	66.7	86.8

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JULY 2013

AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUE)

EXPRESSJET	5038	Jun	LGA-BHM	1910	25	14	56.0	105.0
EXPRESSJET	5038	Jul	LGA-BHM	1910	25	16	64.0	108.0
EXPRESSJET	5268	Jun	LGA-CLT	1915	18	11	61.1	124.4
EXPRESSJET	5268	Jul	LGA-CLT	1915	24	17	70.8	89.1
EXPRESSJET	5254	Jun	LGA-DSM	2059	18	11	61.1	77.8
EXPRESSJET	5254	Jul	LGA-DSM	2059	23	13	56.5	70.0
EXPRESSJET	4969	Jun	LGA-MHT	1955	17	11	64.7	77.4
EXPRESSJET	4969	Jul	LGA-MHT	1955	20	13	65.0	61.0
EXPRESSJET	5258	Jun	LGA-MHT	2225	15	8	53.3	91.4
EXPRESSJET	5258	Jul	LGA-MHT	2225	21	11	52.4	113.2
EXPRESSJET	5048	Jun	LGA-RIC	2030	24	16	66.7	84.0
EXPRESSJET	5048	Jul	LGA-RIC	2030	23	13	56.5	67.9
EXPRESSJET	5818	Jun	MEM-EWR	1853	21	13	61.9	121.0
EXPRESSJET	4411	Jul	MEM-EWR	1853	25	16	64.0	131.3
EXPRESSJET	5215	Jun	MEM-LGA	1437	25	14	56.0	72.2
EXPRESSJET	5215	Jul	MEM-LGA	1437	25	14	56.0	125.9
EXPRESSJET	5094	Jun	MSP-EWR	1511	28	16	57.1	108.3
EXPRESSJET	5094	Jul	MSP-EWR	1511	26	15	57.7	118.8
EXPRESSJET	5806	Jun	OMA-EWR	1310	25	15	60.0	104.8
EXPRESSJET	5806	Jul	OMA-EWR	1252	26	15	57.7	93.0
EXPRESSJET	4417	Jun	OMA-EWR	1537	21	12	57.1	110.2
EXPRESSJET	4417	Jul	OMA-EWR	1540	25	14	56.0	106.1
EXPRESSJET	5140	Jun	PIT-LGA	1702	23	14	60.9	111.8
EXPRESSJET	5140	Jul	PIT-LGA	1702	23	17	73.9	87.9

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AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUE)

EXPRESSJET	4606	Jun	RDU-EWR	1443	29	16	55.2	152.1
EXPRESSJET	4548	Jul	RDU-EWR	1419	27	15	55.6	126.6
EXPRESSJET	5977	Jun	RDU-EWR	1916	25	15	60.0	97.2
EXPRESSJET	4288	Jul	RDU-EWR	1846	30	16	53.3	110.7
EXPRESSJET	4982	Jun	RDU-LGA	1825	18	12	66.7	100.3
EXPRESSJET	4982	Jul	RDU-LGA	1825	26	15	57.7	93.9
EXPRESSJET	4272	Jun	RIC-CLE	1852	25	13	52.0	107.9
EXPRESSJET	4272	Jul	RIC-CLE	1841	25	13	52.0	105.3
EXPRESSJET	5894	Jun	RIC-EWR	1710	29	17	58.6	106.9
EXPRESSJET	4322	Jul	RIC-EWR	1720	28	15	53.6	131.4
EXPRESSJET	5248	Jun	TYS-ATL	1845	25	13	52.0	81.8
EXPRESSJET	4968	Jul	TYS-ATL	1854	29	17	58.6	110.5
JETBLUE	715	Jun	BOS-DFW	1830	11	6	54.6	106.2
JETBLUE	715	Jul	BOS-DFW	1830	31	16	51.6	85.4
JETBLUE	1269	Jun	BOS-FLL	2115	11	7	63.6	130.1
JETBLUE	1269	Jul	BOS-FLL	2115	31	18	58.1	85.9
JETBLUE	1001	Jun	BUF-JFK	2051	27	14	51.9	106.4
JETBLUE	1001	Jul	BUF-JFK	2053	30	18	60.0	87.1
JETBLUE	2680	Jun	EWR-BOS	2045	25	13	52.0	101.4
JETBLUE	2680	Jul	EWR-BOS	2045	27	14	51.9	94.9
JETBLUE	327	Jun	EWR-MCO	1709	11	6	54.6	158.0
JETBLUE	327	Jul	EWR-MCO	1709	31	16	51.6	111.8

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AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUE)

JETBLUE	402	Jun	FLL-JFK	1708	11	6	54.6	166.2
JETBLUE	402	Jul	FLL-JFK	1724	31	17	54.8	112.9
JETBLUE	378	Jun	FLL-LGA	1822	30	17	56.7	125.3
JETBLUE	672	Jul	FLL-LGA	1821	31	20	64.5	98.1
JETBLUE	277	Jun	FLL-SFO	1830	11	6	54.6	105.3
JETBLUE	277	Jul	FLL-SFO	1830	30	19	63.3	105.0
JETBLUE	1808	Jun	IAD-JFK	1957	25	14	56.0	102.5
JETBLUE	1808	Jul	IAD-JFK	1957	27	16	59.3	114.3
JETBLUE	1202	Jun	JFK-BUF	1836	30	16	53.3	105.1
JETBLUE	1202	Jul	JFK-BUF	1838	31	19	61.3	93.8
JETBLUE	702	Jun	JFK-BUF	2110	27	15	55.6	119.7
JETBLUE	702	Jul	JFK-BUF	2110	31	17	54.8	108.2
JETBLUE	1201	Jun	JFK-FLL	2136	14	8	57.1	112.4
JETBLUE	1201	Jul	JFK-FLL	2135	29	20	69.0	86.6
JETBLUE	1677	Jun	JFK-JAX	2130	27	14	51.9	105.6
JETBLUE	1677	Jul	JFK-JAX	2130	31	19	61.3	97.1
JETBLUE	623	Jun	JFK-LAX	2245	18	10	55.6	72.1
JETBLUE	623	Jul	JFK-LAX	2245	31	19	61.3	86.2
JETBLUE	1183	Jun	JFK-MCO	2146	11	9	81.8	123.2
JETBLUE	1183	Jul	JFK-MCO	2146	30	18	60.0	89.2
JETBLUE	1103	Jun	JFK-SJU	2101	11	8	72.7	135.3
JETBLUE	1103	Jul	JFK-SJU	2101	31	19	61.3	82.8

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AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUE)

JETBLUE	425	Jun	JFK-TPA	2155	21	13	61.9	110.8
JETBLUE	425	Jul	JFK-TPA	2155	31	21	67.7	88.2
JETBLUE	428	Jun	MCO-EWR	2135	11	6	54.6	159.0
JETBLUE	428	Jul	MCO-EWR	2135	31	19	61.3	90.8
JETBLUE	58	Jun	MCO-JFK	2015	29	18	62.1	115.1
JETBLUE	484	Jul	MCO-JFK	1955	31	16	51.6	106.5
JETBLUE	58	Jun	MCO-JFK	2015	29	18	62.1	115.1
JETBLUE	384	Jul	MCO-JFK	2040	31	18	58.1	112.2
JETBLUE	396	Jun	MCO-LGA	1909	30	18	60.0	117.5
JETBLUE	698	Jul	MCO-LGA	1915	31	18	58.1	87.9
JETBLUE	667	Jun	MCO-PSE	2159	11	7	63.6	72.7
JETBLUE	667	Jul	MCO-PSE	2159	31	16	51.6	88.4
JETBLUE	585	Jun	ROC-JFK	1934	21	11	52.4	92.7
JETBLUE	585	Jul	ROC-JFK	1934	19	11	57.9	103.8
JETBLUE	304	Jun	SJU-JFK	211	11	6	54.6	155.2
JETBLUE	304	Jul	SJU-JFK	211	31	18	58.1	74.0
JETBLUE	28	Jun	TPA-JFK	1835	30	18	60.0	128.5
JETBLUE	426	Jul	TPA-JFK	1809	31	19	61.3	94.7
JETBLUE	1116	Jun	TPA-LGA	1904	30	16	53.3	146.1
JETBLUE	1116	Jul	TPA-LGA	1904	31	19	61.3	102.6
MESA	1007	Jun	HNL-KOA	2030	14	9	64.3	104.3
MESA	1007	Jul	HNL-KOA	2030	31	16	51.6	107.0

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AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUE)

MESA	1005	Jun	OGG-HNL	1445	14	11	78.6	72.8
MESA	1005	Jul	OGG-HNL	1445	12	7	58.3	85.0
MESA	3752	Jun	ORD-DTW	2200	17	12	70.6	113.0
MESA	3783	Jul	ORD-DTW	2224	25	13	52.0	91.7
PINNACLE	3458	Jun	BNA-JFK	1512	30	20	66.7	78.9
PINNACLE	3458	Jul	BNA-JFK	1512	28	17	60.7	104.1
PINNACLE	3749	Jun	BWI-JFK	1729	30	16	53.3	112.4
PINNACLE	3981	Jul	BWI-JFK	1730	26	17	65.4	104.8
PINNACLE	3803	Jun	CAE-LGA	1714	25	17	68.0	90.9
PINNACLE	3803	Jul	CAE-LGA	1740	23	14	60.9	74.8
PINNACLE	4129	Jun	CLT-CVG	1746	25	15	60.0	98.6
PINNACLE	4129	Jul	CLT-CVG	1746	25	13	52.0	63.3
PINNACLE	4284	Jun	CLT-JFK	1752	21	13	61.9	97.2
PINNACLE	4284	Jul	CLT-JFK	1752	31	18	58.1	91.5
PINNACLE	3339	Jun	CVG-JFK	1636	30	17	56.7	97.2
PINNACLE	3339	Jul	CVG-JFK	1640	31	19	61.3	106.5
PINNACLE	4275	Jun	IAD-JFK	1720	27	17	63.0	115.0
PINNACLE	4116	Jul	IAD-JFK	1721	29	18	62.1	89.5
PINNACLE	3385	Jun	JFK-BOS	1930	21	14	66.7	109.3
PINNACLE	3385	Jul	JFK-BOS	1930	29	16	55.2	92.0
PINNACLE	3398	Jun	JFK-CVG	1700	30	17	56.7	99.8
PINNACLE	3398	Jul	JFK-CVG	1700	31	16	51.6	103.6

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AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUE)

PINNACLE	3476	Jun	JFK-DTW	1820	28	18	64.3	80.8
PINNACLE	3472	Jul	JFK-DTW	1820	26	16	61.5	113.9
PINNACLE	3380	Jun	JFK-JAX	1935	30	16	53.3	123.2
PINNACLE	3429	Jul	JFK-JAX	1935	31	18	58.1	112.7
PINNACLE	3285	Jun	JFK-MSY	1930	21	14	66.7	83.3
PINNACLE	3285	Jul	JFK-MSY	1930	30	20	66.7	97.1
PINNACLE	4191	Jun	JFK-PHL	2030	21	12	57.1	99.0
PINNACLE	4218	Jul	JFK-PHL	2030	24	14	58.3	88.3
PINNACLE	4033	Jun	LGA-TYS	2030	25	14	56.0	81.0
PINNACLE	4033	Jul	LGA-TYS	2030	24	13	54.2	73.9
PINNACLE	3522	Jun	ORD-JFK	1824	30	19	63.3	87.4
PINNACLE	3522	Jul	ORD-JFK	1824	31	16	51.6	69.8
SKYWEST	6233	Jun	ACV-SFO	1424	22	12	54.6	114.0
SKYWEST	6233	Jul	ACV-SFO	1419	26	20	76.9	98.8
SKYWEST	6293	Jun	ACV-SFO	2013	21	12	57.1	104.4
SKYWEST	6293	Jul	ACV-SFO	2004	27	14	51.9	103.4
SKYWEST	6220	Jun	DFW-SFO	1910	25	13	52.0	121.8
SKYWEST	6220	Jul	DFW-SFO	1859	25	13	52.0	104.4
SKYWEST	6294	Jun	MFR-SFO	2020	15	8	53.3	122.3
SKYWEST	5529	Jul	MFR-SFO	2012	31	16	51.6	75.8
SKYWEST	6354	Jun	RNO-SFO	2036	25	13	52.0	87.9
SKYWEST	6354	Jul	RNO-SFO	2033	31	18	58.1	63.8

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AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUE)

SKYWEST	5646	Jun	SBA-SFO	1244	25	13	52.0	125.9
SKYWEST	5646	Jul	SBA-SFO	1248	31	21	67.7	94.2
SKYWEST	6233	Jun	SFO-ACV	1235	26	14	53.9	87.5
SKYWEST	6233	Jul	SFO-ACV	1235	27	15	55.6	106.1
SOUTHWEST	1607	Jun	ATL-AUS	1745	25	17	68.0	109.8
SOUTHWEST	1607	Jul	ATL-AUS	1745	26	17	65.4	132.9
SOUTHWEST	315	Jun	ATL-DEN	1820	25	13	52.0	75.3
SOUTHWEST	315	Jul	ATL-DEN	1820	25	14	56.0	76.1
SOUTHWEST	1607	Jun	AUS-DAL	1940	25	15	60.0	104.9
SOUTHWEST	1607	Jul	AUS-DAL	1940	26	17	65.4	120.4
SOUTHWEST	1996	Jun	BOS-STL	1815	25	15	60.0	89.7
SOUTHWEST	1996	Jul	BOS-STL	1815	27	14	51.9	78.7
SOUTHWEST	1607	Jun	BWI-ATL	1520	25	13	52.0	102.6
SOUTHWEST	1607	Jul	BWI-ATL	1520	27	15	55.6	130.5
SOUTHWEST	1281	Jun	BWI-BDL	1955	29	16	55.2	80.9
SOUTHWEST	1281	Jul	BWI-BDL	1955	30	16	53.3	95.4
SOUTHWEST	390	Jun	BWI-BDL	2200	25	20	80.0	83.3
SOUTHWEST	390	Jul	BWI-BDL	2200	26	14	53.9	46.2
SOUTHWEST	2957	Jun	BWI-BOS	2200	25	16	64.0	66.2
SOUTHWEST	2957	Jul	BWI-BOS	2200	25	15	60.0	61.5
SOUTHWEST	416	Jun	BWI-BUF	2155	25	16	64.0	91.3
SOUTHWEST	416	Jul	BWI-BUF	2155	26	15	57.7	67.6

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUE)

SOUTHWEST	3694	Jun	BWI-MCO	2025	29	19	65.5	98.0
SOUTHWEST	3694	Jul	BWI-MCO	2025	29	17	58.6	76.7
SOUTHWEST	1364	Jun	BWI-PVD	2200	25	17	68.0	89.7
SOUTHWEST	1364	Jul	BWI-PVD	2200	27	18	66.7	55.1
SOUTHWEST	392	Jun	BWI-TPA	2020	29	17	58.6	104.2
SOUTHWEST	392	Jul	BWI-TPA	2020	31	19	61.3	78.6
SOUTHWEST	202	Jun	DEN-SEA	2155	25	13	52.0	75.5
SOUTHWEST	202	Jul	DEN-SEA	2155	25	13	52.0	48.9
SOUTHWEST	473	Jun	DEN-SFO	2155	25	15	60.0	110.4
SOUTHWEST	473	Jul	DEN-SFO	2155	26	14	53.9	59.7
SOUTHWEST	580	Jun	EWR-HOU	1710	25	18	72.0	119.8
SOUTHWEST	580	Jul	EWR-HOU	1710	27	18	66.7	110.6
SOUTHWEST	2426	Jun	HOU-LAX	2000	26	20	76.9	67.1
SOUTHWEST	2426	Jul	HOU-LAX	2000	26	16	61.5	45.7
SOUTHWEST	3590	Jun	HOU-OKC	2115	25	13	52.0	92.5
SOUTHWEST	3590	Jul	HOU-OKC	2115	25	16	64.0	101.8
SOUTHWEST	609	Jun	HOU-SAT	2115	25	14	56.0	78.8
SOUTHWEST	609	Jul	HOU-SAT	2115	26	14	53.9	69.4
SOUTHWEST	315	Jun	LAX-OAK	2200	25	13	52.0	82.3
SOUTHWEST	315	Jul	LAX-OAK	2200	25	13	52.0	76.2
SOUTHWEST	3940	Jun	MDW-ABQ	1955	25	16	64.0	80.4
SOUTHWEST	3940	Jul	MDW-ABQ	1955	26	14	53.9	81.6

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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUE)

SOUTHWEST	580	Jun	MDW-EWR	1335	30	16	53.3	136.0
SOUTHWEST	580	Jul	MDW-EWR	1335	31	16	51.6	89.1
SOUTHWEST	318	Jun	MDW-IAD	2110	25	16	64.0	71.6
SOUTHWEST	318	Jul	MDW-IAD	2110	27	14	51.9	51.9
SOUTHWEST	511	Jun	MDW-TUS	1955	25	13	52.0	66.8
SOUTHWEST	511	Jul	MDW-TUS	1955	26	15	57.7	85.8
SOUTHWEST	194	Jun	MKE-LGA	1815	25	14	56.0	94.7
SOUTHWEST	194	Jul	MKE-LGA	1815	27	15	55.6	106.3
SOUTHWEST	1996	Jun	STL-DAL	2025	25	14	56.0	99.8
SOUTHWEST	1996	Jul	STL-DAL	2055	31	21	67.7	74.2
SOUTHWEST	110	Jun	STL-DAL	2025	29	17	58.6	86.1
SOUTHWEST	110	Jul	STL-DAL	2055	25	16	64.0	106.1
UNITED	453	Jun	CLE-EWR	1709	25	13	52.0	104.6
UNITED	1044	Jul	CLE-EWR	1717	27	16	59.3	94.8

* Minimum of 10 flights per month

** Includes canceled and diverted flights

*** For flights late more than 30 minutes only. Excludes canceled and diverted flights

Chronically Delayed Flights for individual months can be found on the BTS website <http://www.bts.gov>

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AIR TRAVEL CONSUMER REPORT

TABLE 5. LIST OF REGULARLY SCHEDULED FLIGHTS WITH MORE THAN 50% DELAYED ARRIVALS OF MORE THAN 30 MINUTES FOR TWO OR MORE CONSECUTIVE MONTHS K/

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUE)

UNITED	212	Jun	EWR-SFO	1836	29	18	62.1	101.8
UNITED	212	Jul	EWR-SFO	1822	29	16	55.2	109.5
UNITED	389	Jun	JFK-SFO	1830	25	15	60.0	75.6
UNITED	389	Jul	JFK-SFO	1830	22	13	59.1	111.1
UNITED	1641	Jun	MCO-EWR	1859	21	12	57.1	75.7
UNITED	1641	Jul	MCO-EWR	1902	27	14	51.9	88.7
UNITED	1577	Jun	ORD-LGA	1806	29	18	62.1	112.2
UNITED	688	Jul	ORD-LGA	1807	29	17	58.6	99.9
UNITED	1117	Jun	PBI-EWR	1704	25	14	56.0	96.0
UNITED	812	Jul	PBI-EWR	1645	26	14	53.9	76.2
UNITED	1135	Jun	PHL-DEN	1824	23	16	69.6	85.2
UNITED	271	Jul	PHL-DEN	1835	23	12	52.2	74.5
UNITED	543	Jun	PHL-SFO	1853	21	13	61.9	118.3
UNITED	1526	Jul	PHL-SFO	1847	25	13	52.0	79.7
US AIRWAYS	1630	Jun	CLT-LGA	1845	30	18	60.0	72.4
US AIRWAYS	1630	Jul	CLT-LGA	1845	31	16	51.6	86.0
US AIRWAYS	2180	Jun	DCA-LGA	1700	25	16	64.0	104.6
US AIRWAYS	2180	Jul	DCA-LGA	1700	25	14	56.0	76.9
US AIRWAYS	2187	Jun	LGA-DCA	1900	25	15	60.0	115.3
US AIRWAYS	2187	Jul	LGA-DCA	1900	25	15	60.0	69.3
VIRGIN AMERICA	29	Jun	JFK-SFO	1855	30	16	53.3	159.1
VIRGIN AMERICA	29	Jul	JFK-SFO	1855	31	18	58.1	163.3

* Minimum of 10 flights per month

** Includes canceled and diverted flights

*** For flights late more than 30 minutes only. Excludes canceled and diverted flights

Chronically Delayed Flights for individual months can be found on the BTS website <http://www.bts.gov>

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AIR TRAVEL CONSUMER REPORT

TABLE 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS // ARRIVING LATE 70% OF THE TIME OR MORE

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
JETBLUE	720	39	5.4
AMERICAN EAGLE	1,314	40	3.0
FRONTIER	222	6	2.7
AIRTRAN	519	13	2.5
SOUTHWEST	3,396	76	2.2
EXPRESSJET	2,262	49	2.2
SKYWEST	1,865	38	2.0
MESA	435	8	1.8
VIRGIN AMERICA	178	2	1.1
PINNACLE	946	10	1.1
UNITED	1,096	8	0.7
US AIRWAYS	1,214	7	0.6
DELTA	2,353	12	0.5
AMERICAN	1,558	4	0.3
ALASKA	486	1	0.2
HAWAIIAN	212	0	0.0
TOTAL	18,776	313	1.7

For simplicity, statistics are displayed to one decimal place.

Actual ranking order is based on our computer carrying out the number of decimal places to nine.

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AIR TRAVEL CONSUMER REPORT

TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	95.2	96.8	62	62
ABILENE TX (ABI)	64.9	76.9	242	242
ADAK ISLAND AK (ADK)	87.5	87.5	8	8
AGUADILLA PR (BQN)	61.9	71.6	155	155
AKRON OH (CAK)	63.7	75.4	826	826
ALBANY GA (ABY)	62.5	70.5	88	88
ALBANY NY (ALB)	69.4	79.8	940	939
ALBUQUERQUE NM (ABQ)	74.5	78.0	2,679	2,680
ALEXANDRIA LA (AEX)	67.7	76.0	359	359
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	70.2	78.3	235	235
ALPENA MI (APN)	88.9	81.5	54	54
AMARILLO TX (AMA)	69.9	74.1	675	676
ANCHORAGE AK (ANC)	84.5	87.4	2,208	2,207
APPLETON WI (ATW)	68.5	75.7	461	461
ARCATA/EUREKA CA (ACV)	59.6	48.8	287	287
ARLINGTON VA (DCA)	69.4	76.1	6,277	6,276
ASHEVILLE NC (AVL)	68.7	72.5	422	422
ASPEN CO (ASE)	70.4	77.0	479	479
ATLANTA GA (ATL)	67.5	65.8	35,541	35,555
AUGUSTA GA (AGS)	61.8	68.9	238	238
AUSTIN TX (AUS)	73.3	78.5	4,203	4,205
BAKERSFIELD CA (BFL)	76.0	81.0	321	321
BALTIMORE MD (BWI)	73.0	64.5	9,134	9,134
BANGOR ME (BGR)	62.1	75.9	87	87
BARROW AK (BRW)	77.5	83.8	80	80
BATON ROUGE LA (BTR)	63.8	65.4	763	761
BEAUMONT/PORT ARTHUR TX (BPT)	65.0	71.7	120	120
BELLINGHAM WA (BLI)	93.8	95.0	80	80
BEMIDJI MN (BJI)	82.7	85.3	75	75
BEND/REDMOND OR (RDM)	79.9	82.3	328	328
BETHEL AK (BET)	86.7	89.2	83	83
BILLINGS MT (BIL)	80.2	88.0	268	267
BINGHAMTON NY (BGM)	67.1	84.7	85	85
BIRMINGHAM AL (BHM)	67.5	73.7	1,419	1,419
BISMARCK/MANDAN ND (BIS)	77.9	84.2	317	317
BLOOMINGTON/NORMAL IL (BMI)	65.0	74.7	294	293
BOISE ID (BOI)	78.3	81.2	904	904
BOSTON MA (BOS)	68.8	72.6	10,291	10,288
BOZEMAN MT (BZN)	82.8	84.5	524	524
BRAINERD MN (BRD)	88.1	91.7	84	84
BRANSON MO (BKG)	73.6	75.5	159	159
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	64.2	72.6	226	226
BROWNSVILLE TX (BRO)	67.6	81.4	204	204

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	62.1	64.8	87	88
BUFFALO NY (BUF)	68.8	77.8	2,282	2,281
BURBANK CA (BUR)	81.6	84.3	2,116	2,116
BURLINGTON VT (BTV)	65.9	73.4	607	606
BUTTE MT (BTM)	94.4	90.1	71	71
CARLSBAD CA (CLD)	80.6	83.2	232	232
CASPER WY (CPR)	75.9	83.3	203	203
CEDAR CITY UT (CDC)	81.5	88.9	54	54
CEDAR RAPIDS/IOWA CITY IA (CID)	71.7	78.3	784	783
CHAMPAIGN/URBANA IL (CMI)	57.1	74.8	210	210
CHANTILLY VA (IAD)	69.2	69.2	6,559	6,512
CHARLESTON SC (CHS)	67.0	71.4	1,514	1,513
CHARLESTON/DUNBAR WV (CRW)	64.5	71.3	344	341
CHARLOTTE AMALIE VI (STT)	79.7	87.0	315	315
CHARLOTTE NC (CLT)	71.5	72.2	13,370	13,370
CHARLOTTESVILLE VA (CHO)	57.5	75.2	146	145
CHATTANOOGA TN (CHA)	62.7	72.1	391	390
CHICAGO IL (MDW)	76.7	64.5	8,359	8,361
CHICAGO IL (ORD)	73.7	68.3	27,970	27,980
CHICO CA (CIC)	44.1	53.8	93	93
CHRISTIANSTED VI (STX)	78.3	83.0	106	106
CLEVELAND OH (CLE)	70.8	75.7	3,921	3,917
CODY WY (COD)	76.9	77.9	104	104
COLLEGE STATION/BRYAN TX (CLL)	69.6	78.3	240	240
COLORADO SPRINGS CO (COS)	65.7	78.6	813	813
COLUMBIA MO (COU)	53.4	62.5	88	88
COLUMBIA SC (CAE)	61.0	64.9	646	646
COLUMBUS GA (CSG)	66.1	73.0	115	115
COLUMBUS MS (GTR)	70.2	70.2	84	84
COLUMBUS OH (CMH)	70.4	75.9	2,538	2,540
CORDOVA AK (CDV)	90.3	91.9	62	62
CORPUS CHRISTI TX (CRP)	71.0	79.2	510	510
COVINGTON KY (CVG)	73.9	75.5	3,670	3,668
CRESCENT CITY CA (CEC)	44.7	35.3	85	85
DALLAS TX (DAL)	76.7	74.9	4,052	4,052
DALLAS/FORT WORTH TX (DFW)	73.7	65.9	25,017	25,017
DAYTON OH (DAY)	67.6	72.7	1,150	1,154
DAYTONA BEACH FL (DAB)	75.0	85.7	168	168
DEADHORSE AK (SCC)	83.8	86.3	80	80
DENVER CO (DEN)	74.7	69.8	20,254	20,249
DES MOINES IA (DSM)	68.6	79.1	1,425	1,425
DETROIT MI (DTW)	75.1	74.1	15,245	15,246
DICKINSON ND (DIK)	81.3	87.8	123	123

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TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DILLINGHAM AK (DLG)	71.0	61.3	31	31
DOTHAN AL (DHN)	65.2	64.3	115	115
DULUTH MN (DLH)	75.3	80.6	320	319
DURANGO CO (DRO)	76.2	78.6	181	182
EAGLE CO (EGE)	48.1	96.2	52	53
EAU CLAIRE WI (EAU)	79.0	85.5	62	62
EL PASO TX (ELP)	74.2	81.7	1,769	1,769
ELKO NV (EKO)	86.7	89.4	113	113
ELMIRA/CORNING NY (ELM)	68.0	85.6	125	125
ERIE PA (ERI)	70.1	79.3	117	116
ESCANABA MI (ESC)	66.7	83.3	54	54
EUGENE OR (EUG)	76.3	77.7	520	520
EVANSVILLE IN (EVV)	64.8	72.7	443	443
FAIRBANKS AK (FAI)	86.3	89.3	503	503
FARGO ND (FAR)	77.2	84.2	601	600
FAYETTEVILLE AR (XNA)	62.7	71.2	1,141	1,141
FAYETTEVILLE NC (FAY)	67.7	70.7	291	290
FLAGSTAFF AZ (FLG)	84.7	85.3	170	170
FLINT MI (FNT)	70.9	83.8	388	388
FORT LAUDERDALE FL (FLL)	68.5	72.9	5,481	5,482
FORT MYERS FL (RSW)	75.0	78.8	1,680	1,680
FORT SMITH AR (FSM)	63.3	75.4	207	207
FORT WAYNE IN (FWA)	69.1	78.0	564	564
FRESNO CA (FAT)	73.2	74.9	1,005	1,006
GAINESVILLE FL (GNV)	69.4	74.0	265	265
GARDEN CITY KS (GCK)	59.7	87.1	62	62
GILLETTE WY (GCC)	81.3	93.5	123	123
GRAND FORKS ND (GFK)	81.1	87.1	233	233
GRAND ISLAND NE (GRI)	62.1	82.8	58	58
GRAND JUNCTION CO (GJT)	72.4	81.7	409	410
GRAND RAPIDS MI (GRR)	70.1	77.8	1,060	1,061
GREAT FALLS MT (GTF)	82.0	88.8	250	250
GREEN BAY WI (GRB)	71.9	81.3	563	562
GREENSBORO/HIGH POINT NC (GSO)	67.0	73.9	820	820
GREER SC (GSP)	64.7	76.3	858	858
GUAM TT (GUM)	74.2	54.8	31	31
GULFPORT/BILOXI MS (GPT)	65.6	71.4	419	419
GUNNISON CO (GUC)	78.7	78.7	61	61
GUSTAVUS AK (GST)	74.2	61.3	31	31
HANCOCK/HOUGHTON MI (CMX)	66.7	69.0	84	84
HARLINGEN/SAN BENITO TX (HRL)	79.9	86.2	354	354
HARRISBURG PA (MDT)	66.1	79.2	632	634
HARTFORD CT (BDL)	67.7	79.0	1,814	1,815

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HELENA MT (HLN)	83.9	94.1	118	118
HIBBING MN (HIB)	90.6	92.5	53	53
HILO HI (ITO)	91.4	91.7	638	638
HOBBS NM (HOB)	73.2	85.7	56	56
HONOLULU HI (HNL)	84.9	88.9	4,824	4,820
HOUSTON TX (HOU)	76.7	72.8	5,094	5,094
HOUSTON TX (IAH)	78.9	74.2	15,759	15,761
HUNTSVILLE AL (HSV)	65.3	73.8	683	683
IDAHO FALLS ID (IDA)	86.4	93.0	287	285
INDIANAPOLIS IN (IND)	72.3	80.0	2,681	2,680
INTERNATIONAL FALLS MN (INL)	97.0	86.4	66	66
INYOKERN CA (IYK)	96.1	98.0	51	51
IRON MOUNTAIN/KINGSFID MI (IMT)	89.7	89.7	58	58
ISLIP NY (ISP)	61.8	77.2	403	403
ITHACA/CORTLAND NY (ITH)	67.4	79.1	86	86
JACKSON WY (JAC)	76.9	83.3	446	442
JACKSON/VICKSBURG MS (JAN)	71.8	75.5	841	841
JACKSONVILLE FL (JAX)	68.4	76.9	2,215	2,214
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	64.9	67.0	188	188
JOPLIN MO (JLN)	65.6	75.4	61	61
JUNEAU AK (JNU)	86.0	89.3	487	487
KAHULUI HI (OGG)	87.3	88.8	2,177	2,177
KALAMAZOO MI (AZO)	69.0	80.8	197	198
KALISPELL MT (FCA)	85.1	88.2	342	340
KANSAS CITY MO (MCI)	75.0	81.1	4,683	4,684
KETCHIKAN AK (KTN)	87.3	88.9	244	244
KEY WEST FL (EYW)	80.9	78.5	377	377
KILLEEN TX (GRK)	60.3	76.0	413	413
KING SALMON AK (AKN)	93.5	71.0	31	31
KLAMATH FALLS OR (LMT)	88.7	91.9	62	62
KNOXVILLE TN (TYS)	60.3	74.6	1,144	1,144
KODIAK AK (ADQ)	87.5	89.3	56	56
KONA HI (KOA)	86.3	91.3	1,189	1,189
KOTZEBUE AK (OTZ)	77.2	76.1	92	92
LA CROSSE WI (LSE)	87.5	82.5	120	120
LAFAYETTE LA (LFT)	67.9	73.7	552	551
LAKE CHARLES LA (LCH)	76.0	84.4	167	167
LANSING MI (LAN)	67.2	75.8	360	360
LARAMIE WY (LAR)	88.9	88.7	63	62
LAREDO TX (LRD)	65.1	78.4	195	194
LAS VEGAS NV (LAS)	79.1	75.1	12,109	12,114
LAWTON/FORT SILL OK (LAW)	56.3	72.8	158	158
LEWISTON ID (LWS)	98.4	98.4	61	61

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AIR TRAVEL CONSUMER REPORT

TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LEXINGTON KY (LEX)	66.4	76.1	739	740
LIHUE HI (LIH)	88.0	89.5	1,076	1,078
LINCOLN NE (LNK)	82.5	89.5	286	287
LITTLE ROCK AR (LIT)	69.0	77.0	1,339	1,340
LONG BEACH CA (LGB)	81.5	81.7	1,289	1,289
LONGVIEW TX (GGG)	70.5	73.8	61	61
LOS ANGELES CA (LAX)	75.8	77.7	20,793	20,792
LOUISVILLE KY (SDF)	69.9	76.2	1,731	1,733
LUBBOCK TX (LBB)	75.0	82.3	571	571
MADISON WI (MSN)	68.4	75.7	1,008	1,008
MANCHESTER NH (MHT)	66.3	81.9	937	936
MANHATTAN/FT. RILEY KS (MHK)	57.8	72.7	154	154
MARQUETTE MI (MQT)	64.4	77.1	118	118
MARTHA'S VINEYARD MA (MVY)	73.8	63.1	65	65
MEDFORD OR (MFR)	66.4	63.6	327	327
MELBOURNE FL (MLB)	80.3	78.7	122	122
MEMPHIS TN (MEM)	74.8	76.6	2,851	2,851
MIAMI FL (MIA)	75.7	73.8	6,959	6,958
MIDLAND/ODESSA TX (MAF)	69.6	78.7	827	827
MILWAUKEE WI (MKE)	72.7	77.2	3,162	3,160
MINNEAPOLIS MN (MSP)	82.1	80.9	13,752	13,756
MINOT ND (MOT)	77.4	85.3	274	273
MISSION/MCALLEN/EDINBURG TX (MFE)	70.0	82.4	380	380
MISSOULA MT (MSO)	79.4	76.5	412	412
MOBILE AL (MOB)	66.7	71.6	511	511
MODESTO CA (MOD)	62.4	55.9	93	93
MOLINE IL (MLI)	68.0	81.5	535	535
MONROE LA (MLU)	64.6	71.6	314	313
MONTEREY CA (MRY)	65.5	68.8	490	490
MONTGOMERY AL (MGM)	57.5	69.5	334	334
MONTROSE/DELTA CO (MTJ)	84.9	81.1	73	74
MOSINEE WI (CWA)	69.0	81.7	284	284
MUSKEGON MI (MKG)	75.8	75.8	62	62
MYRTLE BEACH SC (MYR)	66.7	76.2	408	407
NANTUCKET MA (ACK)	78.4	75.3	97	97
NASHVILLE TN (BNA)	73.9	74.6	5,282	5,280
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	61.6	68.8	125	125
NEW ORLEANS LA (MSY)	74.0	78.8	3,721	3,721
NEW YORK NY (JFK)	63.0	65.9	10,023	10,023
NEW YORK NY (LGA)	61.6	69.4	8,929	8,927
NEWARK NJ (EWR)	62.8	66.9	10,442	10,475
NEWBURGH/POUGHKEEPSIE NY (SWF)	65.5	75.1	177	177
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	59.1	65.8	198	199

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
NOME AK (OME)	76.1	75.0	92	92
NORFOLK VA (ORF)	66.8	74.1	1,584	1,583
NORTH BEND/COOS BAY OR (OTH)	38.7	27.4	62	62
OAKLAND CA (OAK)	81.4	82.6	3,954	3,954
OKLAHOMA CITY OK (OKC)	69.3	78.2	2,113	2,114
OMAHA NE (OMA)	71.0	80.7	2,050	2,052
ONTARIO CA (ONT)	78.6	84.0	1,868	1,867
ORLANDO FL (MCO)	72.9	71.8	10,203	10,205
PADUCAH KY (PAH)	82.3	91.9	62	62
PAGO PAGO TT (PPG)	100.0	100.0	9	9
PALM SPRINGS CA (PSP)	77.6	80.5	642	642
PANAMA CITY FL (ECP)	65.3	73.3	498	498
PASCO/KENNEWICK/RICHLAND WA (PSC)	74.9	85.3	347	347
PELLSTON MI (PLN)	76.5	85.7	119	119
PENSACOLA FL (PNS)	64.8	72.9	916	916
PEORIA IL (PIA)	63.0	77.0	492	492
PETERSBURG AK (PSG)	85.5	90.3	62	62
PHILADELPHIA PA (PHL)	66.3	74.0	7,171	7,171
PHOENIX AZ (PHX)	82.5	80.4	15,438	15,438
PITTSBURGH PA (PIT)	69.9	78.0	3,159	3,161
POCATTELLO ID (PIH)	90.4	89.2	83	83
PONCE PR (PSE)	25.8	55.9	93	93
PORTLAND ME (PWM)	66.4	72.8	761	761
PORTLAND OR (PDX)	79.2	85.4	5,032	5,031
PROVIDENCE RI (PVD)	68.9	81.6	1,379	1,379
RALEIGH/DURHAM NC (RDU)	70.6	76.8	4,184	4,182
RAPID CITY SD (RAP)	76.8	83.8	478	476
REDDING CA (RDD)	58.9	58.1	124	124
RENO NV (RNO)	80.1	78.2	1,609	1,609
RHINELANDER WI (RHI)	84.3	79.8	89	89
RICHMOND VA (RIC)	67.2	76.9	1,813	1,812
ROANOKE VA (ROA)	65.7	73.1	216	216
ROCHESTER MN (RST)	81.3	87.5	128	128
ROCHESTER NY (ROC)	65.1	72.8	860	861
ROCK SPRINGS WY (RKS)	83.9	87.1	155	155
ROCKFORD IL (RFD)	84.6	92.3	13	13
ROSWELL NM (ROW)	62.5	75.0	88	88
SACRAMENTO CA (SMF)	80.5	84.7	3,844	3,844
SAGINAW/BAY CITY/MIDLAND MI (MBS)	77.4	85.4	288	288
SALT LAKE CITY UT (SLC)	85.1	86.4	10,328	10,334
SAN ANGELO TX (SAT)	55.2	60.4	154	154
SAN ANTONIO TX (SAT)	73.2	81.3	3,485	3,484
SAN DIEGO CA (SAN)	76.8	81.1	7,015	7,014

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TABLE 7. ON-TIME ARRIVAL AND DEPARTURE PERCENTAGE BY AIRPORT

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAN FRANCISCO CA (SFO)	56.6	64.3	15,401	15,406
SAN JOSE CA (SJC)	80.9	83.1	3,728	3,729
SAN JUAN PR (SJU)	66.9	71.5	2,431	2,431
SAN LUIS OBISPO CA (SBP)	77.8	72.8	400	400
SANTA ANA CA (SNA)	82.9	81.8	3,505	3,505
SANTA BARBARA CA (SBA)	72.5	68.3	923	924
SANTA FE NM (SAF)	61.6	64.4	216	216
SANTA MARIA CA (SMX)	88.0	88.9	117	117
SARASOTA/BRADENTON FL (SRQ)	75.8	80.6	330	330
SAULT STE. MARIE MI (CIU)	53.4	72.4	58	58
SAVANNAH GA (SAV)	67.9	70.3	863	864
SCRANTON/WILKES-BARRE PA (AVP)	60.3	81.8	209	209
SEATTLE WA (SEA)	80.6	82.8	10,468	10,464
SHREVEPORT LA (SHV)	62.5	70.5	658	658
SIOUX CITY IA (SUX)	55.2	74.1	58	58
SIOUX FALLS SD (FSD)	70.1	77.7	652	654
SITKA AK (SIT)	86.4	90.3	154	154
SOUTH BEND IN (SBN)	69.1	77.5	502	502
SPOKANE WA (GEG)	80.4	88.6	833	833
SPRINGFIELD IL (SPI)	76.9	85.7	182	182
SPRINGFIELD MO (SGF)	64.3	73.6	561	561
ST. GEORGE UT (SGU)	86.4	87.1	147	147
ST. LOUIS MO (STL)	76.6	74.6	5,105	5,106
STATE COLLEGE PA (SCE)	72.9	80.0	85	85
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	90.1	89.7	212	213
SYRACUSE NY (SYR)	68.5	74.1	790	791

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TALLAHASSEE FL (TLH)	65.7	69.1	385	385
TAMPA FL (TPA)	73.1	76.6	5,684	5,683
TEXARKANA AR (TXK)	63.0	79.3	92	92
TRAVERSE CITY MI (TVC)	70.8	75.8	619	620
TRENTON NJ (TTN)	74.1	82.2	158	157
TUCSON AZ (TUS)	76.6	87.1	1,516	1,516
TULSA OK (TUL)	72.5	81.0	1,803	1,804
TWIN FALLS ID (TWF)	87.0	93.9	115	115
TYLER TX (TYR)	70.9	78.4	227	227
VALDOSTA GA (VLD)	65.2	73.9	89	88
VALPARAISO FL (VPS)	64.3	68.1	653	653
WACO TX (ACT)	56.4	69.1	149	149
WATERLOO IA (ALO)	56.1	71.9	57	57
WATERTOWN NY (ART)	64.8	74.1	54	54
WEST PALM BEACH/PALM BEACH FL (PBI)	68.2	73.1	1,567	1,566
WEST YELLOWSTONE MT (WYS)	90.0	94.3	70	70
WHITE PLAINS NY (HPN)	65.6	73.7	720	719
WICHITA FALLS TX (SPS)	54.9	71.3	122	122
WICHITA KS (ICT)	70.2	80.2	1,062	1,061
WILLISTON ND (ISN)	81.8	85.1	181	181
WILMINGTON DE (ILG)	77.4	88.7	62	62
WILMINGTON NC (ILM)	70.6	75.4	439	439
WRANGELL AK (WRG)	88.7	88.7	62	62
YAKUTAT AK (YAK)	93.5	95.2	62	62
YUMA AZ (YUM)	86.6	91.2	261	261

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TABLE 8. OVERALL NUMBER AND PERCENTAGE OF FLIGHT CANCELLATIONS
BY CARRIER

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
PINNACLE	21	13,941	614	4.4	111	26,813	1,125	4.2
EXPRESSJET	21	35,084	1,072	3.1	157	67,011	2,006	3.0
MESA	12	6,961	203	2.9	76	13,209	385	2.9
SKYWEST	20	32,100	873	2.7	156	56,077	1,562	2.8
AMERICAN EAGLE	18	22,617	574	2.5	125	39,150	930	2.4
AMERICAN	28	38,057	710	1.9	82	47,225	867	1.8
UNITED	28	38,922	516	1.3	77	44,777	606	1.4
AIRTRAN	16	11,547	160	1.4	39	16,293	214	1.3
US AIRWAYS	27	30,741	381	1.2	75	35,882	418	1.2
JETBLUE	23	15,385	164	1.1	57	22,146	234	1.1
VIRGIN AMERICA	16	5,163	54	1.0	19	5,332	54	1.0
SOUTHWEST	24	51,186	468	0.9	85	100,309	766	0.8
ALASKA	20	8,856	38	0.4	57	14,762	92	0.6
DELTA	29	52,951	241	0.5	132	69,175	312	0.5
FRONTIER	21	5,067	17	0.3	68	6,816	24	0.4
HAWAIIAN	8	444	0	0.0	17	6,646	4	0.1
Total		369,022	6,085	1.6	Total	571,623	9,599	1.7

For simplicity, statistics are displayed to one decimal place.

Actual ranking order is based on our computer carrying out the number of decimal places to nine.

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TABLE 8A. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
PINNACLE	1,738	330	19.0
AMERICAN EAGLE	1,341	211	15.7
MESA	914	138	15.1
EXPRESSJET	5,418	700	12.9
SKYWEST	3,388	406	12.0
AMERICAN	1,685	197	11.7
VIRGIN AMERICA	192	13	6.8
AIRTRAN	900	58	6.4
JETBLUE	745	48	6.4
UNITED	7,005	379	5.4
US AIRWAYS	1,958	100	5.1
ALASKA	506	20	4.0
SOUTHWEST	9,482	225	2.4
FRONTIER	338	7	2.1
DELTA	2,745	37	1.3
HAWAIIAN	239	0	0.0
TOTAL	38,594	2,869	7.4

For simplicity, statistics are displayed to one decimal place. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

NOTE: For a complete list of flights canceled 5% or more of the time, go to <http://www.bts.gov/5PctCancels/index.html>

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AIR TRAVEL CONSUMER REPORT
TABLE 9. CAUSES OF DELAY*, BY CARRIER**

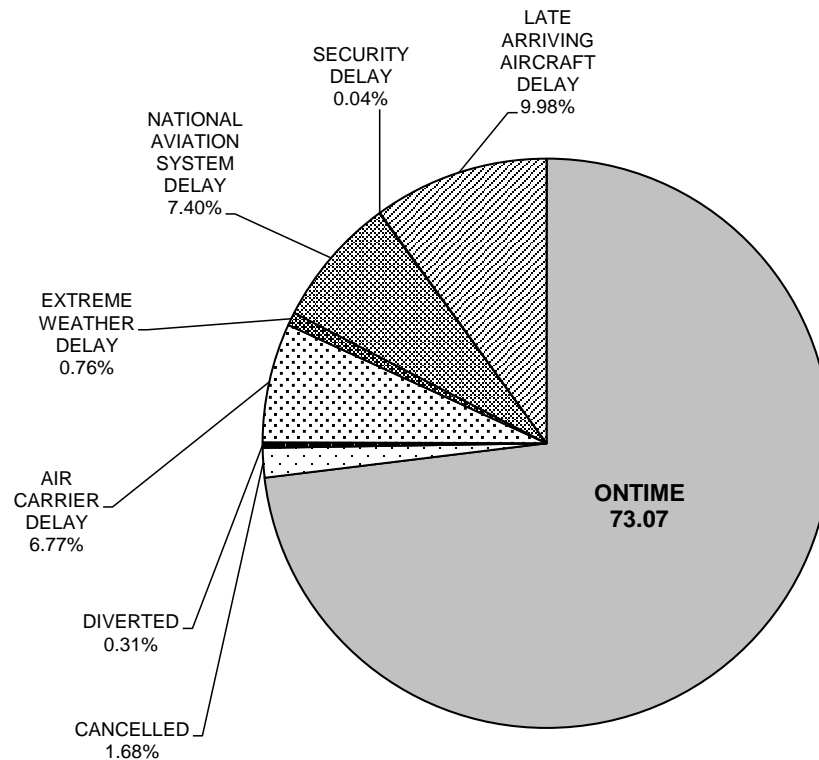
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
PINNACLE	26813	19490	72.69%	1125	4.20%	69	0.26%	2017	7.52%	213	0.80%	1716	6.40%	5	0.02%	2179	8.13%
AMERICAN	47225	34756	73.60%	867	1.84%	250	0.53%	3135	6.64%	482	1.02%	3267	6.92%	2	0.00%	4467	9.46%
ALASKA	14762	12477	84.52%	92	0.62%	45	0.30%	480	3.25%	34	0.23%	995	6.74%	21	0.14%	618	4.19%
JETBLUE	22146	14145	63.87%	234	1.06%	82	0.37%	2104	9.50%	154	0.69%	2285	10.32%	34	0.15%	3109	14.04%
DELTA	69175	51604	74.60%	312	0.45%	261	0.38%	5350	7.73%	592	0.86%	5817	8.41%	3	0.00%	5235	7.57%
EXPRESSJET	67011	45764	68.29%	2006	2.99%	253	0.38%	4662	6.96%	515	0.77%	5433	8.11%	10	0.01%	8368	12.49%
FRONTIER	6816	4833	70.91%	24	0.35%	15	0.22%	396	5.81%	28	0.42%	929	13.62%	0	0.00%	591	8.67%
AIRTRAN	16293	11182	68.63%	214	1.31%	52	0.32%	1127	6.92%	167	1.03%	1547	9.49%	0	0.00%	2004	12.30%
HAWAIIAN	6646	6284	94.55%	4	0.06%	2	0.03%	220	3.32%	7	0.11%	13	0.20%	0	0.00%	115	1.73%
AMERICAN EAGLE	39150	25208	64.39%	930	2.38%	102	0.26%	3488	8.91%	504	1.29%	3250	8.30%	4	0.01%	5665	14.47%
SKYWEST	56077	43197	77.03%	1562	2.79%	136	0.24%	2480	4.42%	197	0.35%	2906	5.18%	9	0.02%	5590	9.97%
UNITED	44777	32877	73.42%	606	1.35%	169	0.38%	3119	6.97%	307	0.69%	4099	9.15%	5	0.01%	3596	8.03%
US AIRWAYS	35882	26552	74.00%	418	1.16%	79	0.22%	2313	6.45%	267	0.74%	4055	11.30%	37	0.10%	2162	6.02%
VIRGIN AMERICA	5332	3673	68.89%	54	1.01%	17	0.32%	276	5.17%	105	1.98%	648	12.15%	3	0.05%	557	10.44%
SOUTHWEST	100309	76284	76.05%	766	0.76%	219	0.22%	6608	6.59%	723	0.72%	4396	4.38%	72	0.07%	11240	11.21%
MESA	13209	9372	70.95%	385	2.91%	16	0.12%	900	6.82%	65	0.49%	923	6.99%	15	0.12%	1533	11.60%
TOTAL	571623	417698	73.07%	9599	1.68%	1767	0.31%	38675	6.77%	4361	0.76%	42276	7.40%	219	0.04%	57028	9.98%

***Causes of Delay:**

- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

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TABLE 10. OVERALL CAUSES OF DELAY*



Causes of Delay:

- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

Note: For additional airline-specific information, visit <http://www.bts.gov>

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TABLE 11. LIST OF DOMESTIC FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS
BY CARRIER

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
US AIRWAYS	2179	LGA	DCA	7/22/2013	Origin Airport	241
AIR WISCONSIN	3996	LGA	PIT	7/22/2013	Origin Airport	234
UNITED	745	LGA	DEN	7/22/2013	Origin Airport	226
COMPASS	5845	LGA	IND	7/22/2013	Origin Airport	217
US AIRWAYS	1899	LGA	CLT	7/22/2013	Origin Airport	210
DELTA	1619	LGA	MSP	7/22/2013	Origin Airport	206
COMPASS	5759	LGA	JAX	7/22/2013	Origin Airport	202
AIR WISCONSIN	3723	LGA	PIT	7/22/2013	Origin Airport	195
AMERICAN	1467	LGA	MIA	7/22/2013	Origin Airport	191
SOUTHWEST	2584	BWI	SJU	7/18/2013	Diversion Airport	184
CHAUTAUQUA	6035	LGA	MHT	7/22/2013	Origin Airport	184
EXPRESSJET	5432	LGA	BNA	7/22/2013	Origin Airport	181
UNITED	1542	LGA	CLE	7/22/2013	Origin Airport	181

Note: Tarmac delays of more than 3 hours on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244).

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TABLE 11A. LIST OF INTERNATIONAL FLIGHTS WITH TARMAC DELAYS OVER 4 HOURS
BY CARRIER

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
SINGAPORE	16	ICN	SFO	7/6/2013	Diversion Airport	255
LUFTHANSA	401	JFK	FRA	7/24/2013	Origin Airport	255
AIR CHINA	982	JFK	PEK	7/23/2013	Origin Airport	253

Note: Tarmac delays of more than 4 hours on any international flight at its U.S. airport departure from or arrival in the U.S. based on reports from all U.S. and foreign carriers operating international flights to and from the U.S. (Part 244).

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TABLE 12. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED DOMESTIC FLIGHTS EXPERIENCING TARMAC DELAYS OVER 2 HOURS BY CARRIER

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
JETBLUE	22,146	54	0.2
US AIRWAYS	35,882	68	0.2
DELTA	69,175	111	0.2
UNITED	44,777	72	0.2
PINNACLE	26,813	42	0.2
VIRGIN AMERICA	5,332	7	0.1
AMERICAN	47,225	60	0.1
EXPRESSJET	67,011	63	0.1
AMERICAN EAGLE	39,150	36	0.1
MESA	13,209	8	0.1
FRONTIER	6,816	4	0.1
AIRTRAN	16,293	7	0.0
SOUTHWEST	100,309	13	0.0
SKYWEST	56,077	6	0.0
ALASKA	14,762	1	0.0
HAWAIIAN	6,646	0	0.0
TOTAL	571,623	552	0.1

Note: Tarmac delays of 2 hours or more on any scheduled domestic flight based on reports from carriers reporting Part 234 monthly on-time data.

FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)

- A** See Appendix for list of carrier codes.
- B** See Appendix for list of 29 airports for which data must be reported. Data include all reported domestic flight operations to the 29 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).
- C** All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 29 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).
- D** "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- E** "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.
- F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- H** Carrier did not serve airport.
- I** Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.
- J** Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.
- K** Flights listed arrived at the scheduled destination gate more than 30 minutes after the published arrival time more than 50 percent of the time in each month. Some flights on the list are a combination of flights operated by the same carrier between the same origin and destination with a change in scheduled departure time of 30 minutes or less.
- S** Carrier reported data for entire domestic system.
- V** Carrier reported data voluntarily.

APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

Airports Covered by the Rule (14 CFR PART 234 *)

Atlanta: Hartsfield-Jackson	ATL
Balt/Wash: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Portland: International	PDX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Dulles	IAD
Washington: Reagan National	DCA

Air Carriers Required to Report

Data to DOT and to CRS Vendors *

FL	AirTran Airways
AS	Alaska Airlines
AA	American Airlines
MQ	American Eagle Airlines
EV	ExpressJet Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
9E	Pinnacle Airlines (formerly Pinr
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways
VX	Virgin America

Air Carriers Voluntarily Reporting

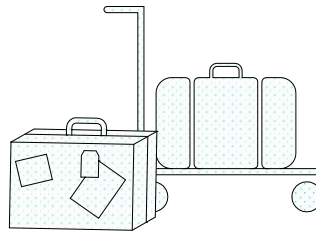
Data to DOT and to CRS Vendors

YV	Mesa Airlines
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* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #22, issued October 18, 2012, effective January 1, 2013.

MISHANDLED BAGGAGE

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. The reports of mishandled baggage do not distinguish between carriers that interline and those that do not. As with the data on flight delays in the previous section, these baggage statistics are filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues, plus any other airline that voluntarily submits the data. See 14 CFR Part 234.



**MISHANDLED BAGGAGE REPORTS
FILED BY PASSENGERS
U.S. AIRLINES***

RANK	AIRLINE	JULY 2013			JULY 2012		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	764	581,310	1.31	533	552,188	0.97
2	FRONTIER AIRLINES	2,210	1,022,878	2.16	2,225	969,404	2.30
3	JETBLUE AIRWAYS	5,830	2,529,100	2.31	5,301	2,433,885	2.18
4	HAWAIIAN AIRLINES	2,148	877,336	2.45	2,731	843,308	3.24
5	DELTA AIR LINES	26,662	9,581,928	2.78	22,706	9,341,042	2.43
6	US AIRWAYS	14,746	4,611,924	3.20	10,554	4,283,434	2.46
7	AMERICAN AIRLINES	19,904	6,194,653	3.21	18,349	6,127,447	2.99
8	PINNACLE AIRLINES	3,902	1,159,808	3.36	*	*	*
9	ALASKA AIRLINES	6,724	1,820,076	3.69	5,821	1,688,542	3.45
10	UNITED AIRLINES	23,091	6,191,287	3.73	32,165	6,648,316	4.84
11	SOUTHWEST AIRLINES	45,078	10,822,332	4.17	35,837	10,778,010	3.33
12	SKYWEST AIRLINES	12,004	2,405,012	4.99	14,410	2,391,397	6.03
13	AIRTRAN AIRWAYS	8,698	1,626,817	5.35	3,734	2,161,157	1.73
14	AMERICAN EAGLE AIRLINES	8,676	1,560,354	5.56	10,443	1,655,500	6.31
15	EXPRESSJET AIRLINES	15,935	2,842,783	5.61	19,314	2,824,173	6.84
16	MESA AIRLINES	4,627	803,197	5.76	3,727	664,914	5.61
TOTALS		200,999	54,630,795	3.68	187,850	53,362,717	3.52

For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay data voluntarily (Mesa). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report.

Pinnacle Airlines was ranked for the first time in January 2013.

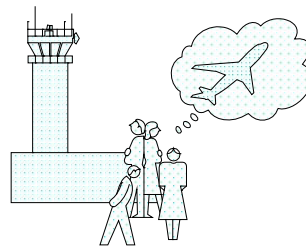
OVERSALES

This section furnishes data on the number of passengers who hold confirmed reservations and are denied boarding ("bumped") from a flight because it is oversold. These figures include only passengers whose oversold flight departs without them; they do not include passengers affected by cancelled, delayed or diverted flights.

The report includes U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues *and* operate aircraft with a passenger capacity of 30 or more seats (see footnote on chart for details). It provides system data for scheduled passenger service on domestic flights and data on international flight segments that originate in the United States. Information is displayed for the latest available quarter and for the year to date, for the current period and for the same period in the previous year. The data are reported quarterly to DOT's Bureau of Transportation Statistics (Office of Airline Information). The reporting requirement is found in 14 CFR 250.10.

These tables give information by carrier on the number of passengers bumped involuntarily and on the number who voluntarily gave up their seat on an oversold flight in exchange for compensation. Also shown is the rate of involuntary denied boardings per 10,000 passengers. This rate determines the order in which carriers are listed; the airline with the lowest rate appears first. The number and rate of involuntary denied boardings include both passengers who received denied boarding compensation and passengers who did not qualify for compensation because of one of the exceptions in the oversales rule. There are four exceptions: 1) passenger accommodated on another flight scheduled to arrive within one hour of the original flight; 2) passenger fails to comply with ticketing, check-in or reconfirmation procedures; 3) aircraft of smaller capacity is substituted; and (4) passenger is denied boarding due to safety-related weight restrictions on an aircraft with 60 or fewer seats. Totals appear at the end of each table.

The enplanements figures that are used to calculate the involuntary denied boarding rate do not include "shuttle" service on which reservations are not offered, nor do they include inbound international service, since the rule does not apply to these flights.



**PASSENGERS DENIED BOARDING
BY U.S. AIRLINES***

RANK	AIRLINE	APRIL-JUNE 2013				APRIL-JUNE 2012			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	126	15	7,188,445	0.02	114	12	6,832,293	0.02
2	VIRGIN AMERICA	68	12	1,708,688	0.07	3	4	1,600,351	0.02
3	HAWAIIAN AIRLINES	449	56	2,481,456	0.23	189	11	2,328,787	0.05
4	ALASKA AIRLINES	877	152	4,780,086	0.32	1,281	276	4,478,826	0.62
5	AMERICAN AIRLINES	13,609	647	19,581,262	0.33	15,263	1,349	19,749,730	0.68
6	US AIRWAYS	8,011	985	14,993,178	0.66	6,791	1,073	14,144,925	0.76
7	PINNACLE AIRLINES	5,144	281	3,350,594	0.84	*	*	*	*
8	DELTA AIR LINES	20,416	2,374	27,642,624	0.86	28,487	1,044	27,142,748	0.38
9	UNITED AIRLINES	12,781	1,856	19,942,776	0.93	22,500	4,450	21,099,463	2.11
10	AMERICAN EAGLE AIRLINES	5,301	509	4,420,134	1.15	6,767	528	4,820,334	1.10
11	AIRTRAN AIRWAYS	8,832	683	5,031,798	1.36	12,026	601	5,990,763	1.00
12	FRONTIER AIRLINES	908	357	2,589,674	1.38	798	261	2,597,591	1.00
13	SOUTHWEST AIRLINES	26,487	4,538	30,575,862	1.48	21,474	3,090	29,290,547	1.05
14	EXPRESSJET AIRLINES	11,602	1,593	8,226,123	1.94	14,476	1,577	7,989,888	1.97
15	SKYWEST AIRLINES	8,049	1,436	6,875,131	2.09	10,932	1,630	6,637,699	2.46
16	MESA AIRLINES	1,725	646	2,156,621	3.00	2,566	481	1,863,476	2.58
	TOTALS	124,385	16,140	161,544,452	1.00	143,667	16,387	156,567,421	1.05

For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay data voluntarily (Mesa). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report.

Pinnacle Airlines was ranked for the first time in 1st Quarter 2013.

**PASSENGERS DENIED BOARDING
BY U.S. AIRLINES***

RANK	AIRLINE	JANUARY - JUNE 2013				JANUARY - JUNE 2012			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	JETBLUE AIRWAYS	296	16	13,953,731	0.01	114	16	13,204,145	0.01
2	VIRGIN AMERICA	187	23	3,027,898	0.08	17	16	3,002,597	0.05
3	HAWAIIAN AIRLINES	781	107	4,878,613	0.22	363	91	4,546,932	0.20
4	ALASKA AIRLINES	2,032	342	8,983,272	0.38	2,746	523	8,389,711	0.62
5	AMERICAN AIRLINES	26,431	1,672	37,848,823	0.44	29,852	2,827	38,069,741	0.74
6	US AIRWAYS	14,410	1,991	28,754,973	0.69	14,266	2,047	27,659,366	0.74
7	DELTA AIR LINES	42,861	3,651	51,773,001	0.71	56,695	2,067	50,296,150	0.41
8	PINNACLE AIRLINES	10,882	594	6,379,953	0.93	*	*	*	*
9	FRONTIER AIRLINES	1,400	537	4,853,788	1.11	1,197	370	5,007,129	0.74
10	UNITED AIRLINES	26,874	4,448	38,086,239	1.17	43,620	7,534	38,949,615	1.93
11	AMERICAN EAGLE AIRLINES	10,621	1,052	8,390,865	1.25	13,204	1,131	8,918,805	1.27
12	SOUTHWEST AIRLINES	43,794	7,723	56,845,104	1.36	36,229	5,054	55,320,054	0.91
13	AIRTRAN AIRWAYS	19,168	1,524	9,556,910	1.59	22,453	1,032	11,179,229	0.92
14	EXPRESSJET AIRLINES	24,702	3,356	15,333,388	2.19	28,438	2,878	14,930,575	1.93
15	SKYWEST AIRLINES	18,591	3,279	13,189,192	2.49	22,833	2,602	12,579,857	2.07
16	MESA AIRLINES	2,927	1,185	3,991,414	2.97	4,466	927	3,741,350	2.48
	TOTALS	245,957	31,500	305,847,164	1.03	276,493	29,115	295,795,256	0.98

For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay data voluntarily (Mesa). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Consumer Complaints" sections of this report.

Pinnacle Airlines was ranked for the first time in 1st Quarter 2013.

CONSUMER COMPLAINTS

This section summarizes aviation consumer complaints filed with the Department in writing, by telephone, via e-mail, or in person. DOT has not determined the validity of the complaints. The report does not include safety complaints (which are handled by the Federal Aviation Administration) or security complaints (which are handled by the Transportation Security Administration). An explanation of each section of the report appears below:

Summary - Table 1 gives the total number of complaints, and also breaks down complaints by industry groups (U.S. airlines, tour operators, etc.). As with most other sections of the report, figures for the current month are compared to the same month in the previous year.

Complaint Categories - Table 2 ranks the categories of complaints (baggage, refunds, etc.). A detailed explanation of each category appears at the end of the report.

U.S. Airlines - Table 3 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by complaint category.

Incident Date - Table 4 shows the number of complaints against individual U.S. airlines, listed alphabetically and broken down by the percentage of complaints where the incident occurred in the most recent month versus previous periods (Incident Date data is not included in YTD section).

Companies Other Than U.S. Airlines - Table 5 (Table 4 in YTD reports) provides the same information as above for foreign airlines, and for tour operators, travel agents, etc.

Airline Rankings - Table 6 (Table 5 in YTD reports) ranks the largest U.S. airlines (those that each account for one percent of total domestic scheduled-service passenger revenues, plus any other carrier that voluntarily reports flight delay and mishandled baggage data to DOT) according to the rate of complaints per 100,000 passengers. This ranking takes into account airline size when identifying the carriers against whom the most complaints have been filed.

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	JULY 2013				JULY 2012			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1, 295	66	0	149	2, 056	132	9	188
FOREIGN AIRLINES	282	3	1	23	361	10	0	28
TRAVEL AGENTS	12	4	0	5	30	3	0	3
TOUR OPERATORS	0	0	0	0	1	0	0	0
MISCELLANEOUS	18	5	0	23	18	4	1	14
INDUSTRY TOTALS	1, 607	78	1	200	2, 466	149	10	233

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JULY 2013			JULY 2012		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	639		1	838	
CANCELLATIONS			254			378
DELAYS			230			271
MISCONNECTIONS			94			111
BAGGAGE	2	208		4	280	
RES/TKTG/BOARDING	3	208		2	497	
CUSTOMER SERVICE	4	201		3	311	
REFUNDS	5	104		5	151	
DISABILITY	6	88		7	101	
OVERSALES	7	65		8	63	
OTHER	8	40		9	44	
FREQUENT FLYER			20			24
FARES	9	30		6	142	
DISCRIMINATION	10	12		11	16	
ADVERTISING	11	12		10	23	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		1,607			2,466	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY COMPLAINT CATEGORY*

JULY 2013

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS- ABILITY	ADVER- TISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	5	0	0	0	0	0	0	0	0	1	0	0	6
AIRTRAN AIRWAYS	12	3	1	0	0	3	2	5	0	0	0	0	26
ALASKA AIRLINES	4	1	1	0	0	0	3	0	0	0	0	0	9
ALLEGiant AIR	15	1	0	0	7	1	7	4	1	1	0	0	37
AMERICAN AIRLINES	71	8	32	7	12	34	34	10	1	1	0	3	213
AMERICAN EAGLE AIRLINES	31	3	2	0	1	3	2	3	0	0	0	0	45
CHAUTAUQUA AIRLINES	5	0	0	0	0	0	1	0	0	0	0	0	6
DELTA AIR LINES	33	9	14	4	0	12	18	10	2	0	0	8	110
PINNACLE AIRLINES	13	0	0	0	1	1	1	0	0	0	0	0	16
EXPRESSJET AIRLINES	40	0	0	0	0	1	1	0	0	0	0	0	42
FRONTIER AIRLINES	10	1	4	0	0	1	3	1	0	0	0	2	22
GOJET AIRLINES	9	0	0	0	0	0	0	0	0	0	0	0	9
HAWAIIAN AIRLINES	3	1	0	1	1	0	1	1	2	0	0	1	11
JETBLUE AIRWAYS	12	1	5	0	1	4	4	3	0	0	0	1	31
MESA AIRLINES	11	0	0	0	0	1	0	0	0	0	0	0	12
REPUBLIC AIRLINES	25	1	2	0	0	0	0	0	0	1	0	0	29
SHUTTLE AMERICA	8	0	0	0	0	0	1	0	0	0	0	0	9
SKYWEST AIRLINES	19	2	0	0	0	2	0	2	0	0	0	0	25
SOUTHWEST AIRLINES	17	0	5	1	1	10	14	6	0	1	0	0	55
SPIRIT AIRLINES	69	3	15	1	22	17	10	1	1	0	0	1	140
UNITED AIRLINES	96	12	45	4	16	37	45	14	0	5	0	10	284
US AIRWAYS	52	8	9	2	7	5	9	13	0	0	0	1	106
VIRGIN AMERICA	7	0	2	1	1	7	1	0	0	0	0	1	20
OTHER U. S. AIRLINES	22	0	0	0	2	5	2	0	1	0	0	0	32
TOTAL JULY 2013	589	54	137	21	72	144	159	73	8	10	0	28	1,295
% OF TOTAL COMPLAINTS	45.5	4.2	10.6	1.6	5.6	11.1	12.3	5.6	0.6	0.8	0	2.2	
TOTAL JULY 2012	766	45	408	125	125	182	259	88	15	15	0	28	2,056
% OF TOTAL COMPLAINTS	37.3	2.2	19.8	6.1	6.1	8.9	12.6	4.3	0.7	0.7	0	1.4	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

** AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

Table 4

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY INCIDENT DATE
JULY 2013

U. S. AIRLINES*	COMPS RECD IN JULY	INCI- DENTS IN JULY	PERCENT	INCI- DENTS IN JUNE	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	6	4	66.7	2	33.3	0	0.0	0	0.0
AIRTRAN AIRWAYS	26	12	46.2	12	46.2	1	3.8	1	3.8
ALASKA AIRLINES	9	4	44.4	4	44.4	0	0.0	1	11.1
ALLEGiant AIR	37	21	56.8	9	24.3	5	13.5	2	5.4
AMERICAN AIRLINES	213	78	36.6	76	35.7	37	17.4	22	10.3
AMERICAN EAGLE AIRLINES	45	22	48.9	15	33.3	4	8.9	4	8.9
CHAUTAUQUA AIRLINES	6	4	66.7	0	0.0	1	16.7	1	16.7
DELTA AIR LINES	110	51	46.4	24	21.8	24	21.8	11	10.0
PINNACLE AIRLINES	16	10	62.5	5	31.2	0	0.0	1	6.2
EXPRESSJET AIRLINES	42	27	64.3	11	26.2	3	7.1	1	2.4
FRONTIER AIRLINES	22	12	54.5	1	4.5	4	18.2	5	22.7
GOJET AIRLINES	9	2	22.2	5	55.6	2	22.2	0	0.0
HAWAIIAN AIRLINES	11	2	18.2	2	18.2	5	45.5	2	18.2
JETBLUE AIRWAYS	31	12	38.7	8	25.8	8	25.8	3	9.7
MESA AIRLINES	12	9	75.0	2	16.7	1	8.3	0	0.0
REPUBLIC AIRLINES	29	15	51.7	8	27.6	2	6.9	4	13.8
SHUTTLE AMERICA	9	7	77.8	1	11.1	1	11.1	0	0.0
SKYWEST AIRLINES	25	15	60.0	7	28.0	1	4.0	2	8.0
SOUTHWEST AIRLINES	55	23	41.8	19	34.5	8	14.5	5	9.1
SPIRIT AIRLINES	140	70	50.0	47	33.6	13	9.3	10	7.1
UNITED AIRLINES	284	141	49.6	82	28.9	45	15.8	16	5.6
US AIRWAYS	106	42	39.6	42	39.6	12	11.3	10	9.4
VIRGIN AMERICA	20	14	70.0	2	10.0	2	10.0	2	10.0
OTHER U. S. AIRLINES	32	17	53.1	8	25.0	6	18.8	1	3.1
TOTALS	1,295	614	47.4	392	30.3	185	14.3	104	8.0
PREVIOUS YEAR'S TOTALS	2,056	880	42.8	453	22.0	535	26.0	188	9.1

*AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

Table 5

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U. S. AIRLINES*
BY COMPLAINT CATEGORY**

JULY 2013

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	0	1	4	1	3	3	1	0	0	1	0	0	14
AIR BERLIN	1	0	0	0	0	5	0	0	0	0	0	0	6
AIR CANADA	12	1	6	1	2	6	13	1	0	0	0	1	43
AIR FRANCE	6	4	1	0	2	8	2	2	0	0	0	0	25
ALITALIA AIRLINES	1	3	1	0	3	6	0	0	0	0	0	1	15
AVIANCA	1	0	1	3	0	0	1	0	1	0	0	0	7
BRITISH AIRWAYS	7	0	4	0	1	3	1	1	0	1	0	1	19
CARIBBEAN AIRLINES	0	0	4	1	1	0	1	0	0	0	0	0	7
EMIRATES AIRLINES	1	0	5	0	0	0	1	2	0	0	0	0	9
ETHIOPIAN AIRLINES	0	0	1	0	1	1	1	1	0	0	0	1	6
KLM	0	0	4	0	0	0	1	0	0	0	0	0	5
LUFTHANSA	2	0	6	0	2	7	1	0	0	0	0	0	18
PHILIPPINE AIRLINES	0	0	2	1	1	1	0	0	0	0	0	0	5
QATAR AIRWAYS	2	0	1	0	0	2	1	1	0	0	0	0	7
SWISS AIR	0	0	1	0	1	0	1	1	0	0	0	1	5
TURKISH AIRLINES	1	0	1	0	0	3	1	0	1	0	0	0	7
VIRGIN ATLANTIC AIRWAYS	1	0	0	0	0	0	3	1	0	0	0	0	5
VOLARIS AIRLINES	0	0	4	0	1	1	0	1	0	0	0	0	7
OTHER FOREIGN AIRLINES	13	2	18	1	9	13	7	3	2	0	0	4	72
TOTALS	48	11	64	8	27	59	36	14	4	2	0	9	282
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	5	1	4	0	1	0	0	0	0	1	12
TOTALS	0	0	5	1	4	0	1	0	0	0	0	1	12
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	2	0	2	0	1	5	5	1	0	0	0	2	18
TOTALS	2	0	2	0	1	5	5	1	0	0	0	2	18

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED FIVE (5) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

** A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

TABLE 6

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JULY 2013			JULY 2012		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	9	1,924,398	0.47	16	1,768,548	0.90
2	SOUTHWEST AIRLINES	55	10,520,209	0.52	33	10,445,784	0.32
3	DELTA AIR LINES	110	11,628,727	0.95	99	11,276,624	0.88
4	SKYWEST AIRLINES	25	2,480,311	1.01	35	2,422,448	1.44
5	JETBLUE AIRWAYS	31	2,945,689	1.05	23	2,789,266	0.82
6	HAWAIIAN AIRLINES	11	936,297	1.17	2	883,891	0.23
7	PINNACLE AIRLINES	16	1,188,960	1.35	*	*	*
8	EXPRESSJET AIRLINES	42	3,029,758	1.39	74	2,980,880	2.48
9	MESA AIRLINES	12	803,197	1.49	8	664,914	1.20
10	AIRTRAN AIRWAYS	26	1,697,108	1.53	13	2,210,221	0.59
11	US AIRWAYS	106	5,164,743	2.05	133	4,805,802	2.77
12	FRONTIER AIRLINES	22	1,007,399	2.18	8	841,057	0.95
13	AMERICAN AIRLINES	213	8,074,039	2.64	192	7,981,690	2.41
14	AMERICAN EAGLE AIRLINES	45	1,641,000	2.74	46	1,686,662	2.73
15	VIRGIN AMERICA	20	600,867	3.33	5	571,028	0.88
16	UNITED AIRLINES	284	8,430,529	3.37	997	8,847,537	11.27
	TOTAL	1,027	62,073,231	1.65	1,684	60,176,352	2.80

Note: For simplicity, statistics are displayed to two decimal places. Actual ranking order is based on our computer carrying out the number of decimal places to nine.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Oversales" sections of this report.

** Pinnacle Airlines was ranked for the first time in January 2013.

COMPLAINT CATEGORIES

Flight Problems: Cancellations, delays, or any other deviations from schedule, whether planned or unplanned.

Oversales: All bumping problems, whether or not the airline complied with DOT oversales regulations.

Reservations, Ticketing, Boarding: Airline or travel agent mistakes made in reservations and ticketing; problems in making reservations and obtaining tickets due to busy telephone lines or waiting in line, or delays in mailing tickets; problems boarding the aircraft (except oversales).

Fares: Incorrect or incomplete information about fares, discount fare conditions and availability, overcharges, fare increases and level of fares in general.

Refunds: Problems in obtaining refunds for unused or lost tickets, fare adjustments, or bankruptcies.

Baggage: Claims for lost, damaged or delayed baggage, charges for excess baggage, carry-on problems, and difficulties with airline claims procedures.

Customer Service: Rude or unhelpful employees, inadequate meals or cabin service, treatment of delayed passengers.

Disability: Civil rights complaints by air travelers with disabilities.

Advertising: Advertising that is unfair, misleading or offensive to consumers.

Discrimination: Civil rights complaints by air travelers (other than disability); for example, complaints based on race, national origin, religion, etc.

Animals: Loss, injury or death of an animal during air transport provided by an air carrier.

Other: Frequent flyer, smoking, tours credit, cargo problems, security, airport facilities, claims for bodily injury, and others not classified above.



**Customer Service Reports to the U.S. Department of Homeland Security for the Month of July 2013
as provided by the Transportation Security Administration^a**

The Transportation Security Administration (TSA) screened approximately 59 million airline passengers and their 47 million checked bags in the month of July as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of July.

Note: Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. Complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the U.S. Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report. TSA no longer reports claims data, as the number of claims received does not reflect the incidents for that month. However, the personal property data below includes complaints of mishandling of a passengers property in checked and carry-on luggage.

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
370	.0006	39	.00007	83	.0001	429	.0007

NOTES

^a Under Section 421(a) of Vision 100--Century of Aviation Reauthorization Act, Public Law 108-176 (December 12, 2003), 49 U.S.C. 329(e), the U.S. Department of Homeland Security, through TSA, has provided this customer service report on passenger and baggage screening complaints and incidents to the U.S. Department of Transportation.

^b The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or telephone, (866) 289-9673. Contact Center representatives are available from 8:00AM to 11:00PM EST Monday through Friday. Weekends and holidays 9:00AM to 8:00PM.

^c The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of July.

As of October 2007, TSA calculates the number of checked bags screened. In the past, TSA used data provided by the Air Transport Association to calculate the number of checked bags screened.

July 2013 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

[Section 710](#) of the Wendell H. Ford Aviation Investment and Reform Act for the 21st Century (“AIR-21”; P.L. 106-81) requires U.S. airlines that perform scheduled passenger transportation to file reports with the Department concerning incidents involving the loss, injury or death of animals during air transportation. This requirement was implemented through the issuance of 14 CFR 234.13 ([70 FR 7392](#)) as supplemented by a Reporting Directive published at [70 FR 9217](#).

An airline is required to submit a report for any month in which it experienced a loss, injury or death of a pet during air transportation. DOT publishes these reports monthly and also forwards the reports to the U.S. Department of Agriculture, which enforces the Animal Welfare Act. The copies of the reports that appear here are redacted to remove identifying information about individuals, including the owner of the pet.

A statistical summary of the reports appears in the table below. To see the actual (redacted) reports filed by these airlines, click the airline’s name in the web version of the report. (See: <http://www.dot.gov/individuals/air-consumer/air-travel-consumer-reports>).

Carrier	Death	Injury	Loss
<i>Alaska</i>	2		
<i>Delta</i>		1	
<i>United</i>	3		
Total	5	1	0