U.S. Department
of Transportation

Air Travel Consumer Report

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

Issued: May 2013

Flight Delays[1]	March 2013
	12 Months ending March 2013
Mishandled Baggage[1]	March 2013
	January – March 2013
Oversales[1]	1st Quarter 2013
Consumer Complaints[2]	March 2013
(Includes Disability and Discrimination Complaints)	January – March 2013
Customer Service Reports to the Dept. of Homeland Security[3]	March 2013
Airline Animal Incident Reports[4]	March 2013

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[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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<u>INTRODUCTION</u>

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.

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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	84.1	17	91.0
VIRGIN AMERICA S/	15	87.2	16	87.3
ALASKA AIRLINES S/	19	88.6	53	85.5
DELTA AIR LINES S/	29	84.9	134	85.0
US AIRWAYS S/	27	81.9	77	82.1
AMERICAN AIRLINES S/	28	82.3	82	81.8
MESA AIRLINES S/V/	11	84.7	71	81.0
UNITED AIRLINES S/	28	80.9	81	80.7
PINNACLE AIRLINES S/	20	79.7	117	80.3
SOUTHWEST AIRLINES S/	23	79.5	79	80.3
SKYWEST AIRLINES S/	17	80.5	147	80.2
AMERICAN EAGLE S/	18	78.5	133	78.1
AIRTRAN AIRWAYS S/	17	77.0	45	78.0
FRONTIER AIRLINES S/	21	74.5	63	74.0
JETBLUE AIRWAYS S/	22	71.2	52	72.3
EXPRESSJET AIRLINES S/	22	72.4	162	71.6
TOTAL		80.1		79.8

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). 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.

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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	2nd Quarter 04 - 06 2012		3rd Quarter 07 - 09 2012		4th Quarter 10 - 12 2012		1st Quarter 01 - 03 2013		Jan-13		Feb-13		Mar-13		12 Months Ending Mar 2013		Database To Date 09 1987-03 2013	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	89.1	3	82.9	6	86.2	3	83.8	5	89.5	3	84.4	6	78.0	13	85.6	4	(--)	(--)
ALASKA	90.1	2	89.2	2	85.8	4	87.5	3	86.7	5	90.6	2	85.5	3	88.2	2	76.5	5
AMERICAN	80.5	12	70.0	15	74.1	15	80.0	10	79.4	10	78.8	11	81.8	6	76.2	15	78.0	3
AMERICAN EAGLE	83.0	10	80.0	11	80.6	9	74.7	13	75.4	14	70.3	13	78.1	12	79.7	10	(--)	(--)
DELTA	87.5	4	84.4	3	87.2	2	86.2	4	87.5	4	86.2	4	85.0	4	86.3	3	77.6	4
EXPRESSJET	79.1	14	73.9	13	77.4	12	70.9	16	71.6	15	69.2	14	71.6	16	75.3	16	(--)	(--)
FRONTIER	79.4	13	80.7	10	74.3	14	71.3	15	71.3	16	68.4	16	74.0	14	76.7	14	(--)	(--)
HAWAIIAN	94.4	1	92.8	1	94.1	1	91.8	1	92.5	2	91.8	1	91.0	1	93.3	1	(--)	(--)
JETBLUE	82.4	11	77.2	12	75.3	13	73.3	14	78.3	11	68.8	15	72.3	15	77.0	13	(--)	(--)
MESA	87.1	6	81.5	8	84.8	5	80.7	9	80.4	9	80.9	8	81.0	7	83.6	7	(--)	(--)
PINNACLE	(--)	(--)	(--)	(--)	(--)	(--)	78.9	12	77.9	12	78.3	12	80.3	9	78.9	11	(--)	(--)
SKYWEST	84.2	8	81.7	7	78.8	11	79.2	11	77.6	13	80.0	10	80.2	11	81.0	9	(--)	(--)
SOUTHWEST	83.7	9	81.0	9	80.8	8	83.1	6	84.9	6	84.5	5	80.3	10	82.1	8	81.9	1
UNITED	76.4	15	72.4	14	80.1	10	81.4	8	82.8	8	80.8	9	80.7	8	77.4	12	76.2	6
US AIRWAYS	87.4	5	84.2	4	84.7	6	82.4	7	83.0	7	82.0	7	82.1	5	84.7	6	78.3	2
VIRGIN AMERICA	85.2	7	83.3	5	82.6	7	89.7	2	93.1	1	88.5	3	87.3	2	85.0	5	(--)	(--)
Total	**83.4**		**79.4**		**80.8**		**80.1**		**81.0**		**79.6**		**79.8**		**80.9**		**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).

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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*															
	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	1034	77.3	235	75.3	285	72.3	179	81.6	282	80.9	1	0.0	151	76.2	5904	83.9
AMERICAN	437	86.0	900	78.7	243	82.7	171	77.8	879	79.9	429	77.4	13167	85.1	202	82.7
ALASKA	62	96.8	65	87.7	H/		H/		124	93.5	113	93.8	62	88.7	H/	
JETBLUE	H/		3251	71.7	145	73.1	119	76.5	543	72.0	88	76.1	88	61.4	H/	
DELTA	17739	85.6	826	79.7	630	82.7	468	87.6	842	82.1	632	79.0	486	87.9	4212	87.2
EXPRESSJET	8434	78.7	288	77.1	110	61.8	540	63.1	310	49.4	1528	65.2	1596	79.4	1846	79.1
FRONTIER	26	65.4	H/		H/		H/		93	72.0	2739	77.7	114	76.3	26	57.7
AIRTRAN	4625	81.1	280	73.6	1097	75.7	161	77.6	362	84.8	63	74.6	H/		185	77.8
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
AMERICAN EAGLE	520	72.3	H/		145	67.6	445	73.0	583	71.0	204	69.1	7245	83.4	404	75.5
SKYWEST	292	78.4	H/		H/		24	83.3	H/		4512	76.3	427	73.5	226	78.3
UNITED	48	89.6	961	76.7	311	78.1	28	60.7	581	80.6	3938	82.2	339	84.4	76	84.2
US AIRWAYS	478	86.4	1593	73.7	410	82.4	7665	86.3	1824	78.6	401	77.1	580	81.6	321	85.4
VIRGIN AMERICA	H/		131	83.2	H/		H/		31	96.8	H/		166	89.2	H/	
SOUTHWEST	832	79.7	665	74.9	5306	83.5	H/		93	83.9	4872	76.6	H/		527	71.7
MESA	155	78.1	H/		3	66.7	2240	85.7	H/		H/		88	79.5	67	79.1
TOTAL	34682	82.7	9195	74.8	8685	81.1	12040	84.2	6547	77.6	19520	77.0	24509	83.8	13996	83.4

* See Appendix at end of this section for list of airport 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*															
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
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	90	57.8	H/		218	73.4	58	69.0	1428	72.1	H/		H/		108	69.4
AMERICAN	295	69.2	457	80.3	274	83.9	359	84.4	1235	81.5	798	81.5	2511	82.2	1256	76.5
ALASKA	62	79.0	31	77.4	H/		31	93.5	H/		403	91.8	488	88.7	H/	
JETBLUE	612	66.7	1579	64.9	181	72.4	H/		3632	73.5	310	78.4	269	72.1	527	63.2
DELTA	319	76.5	1048	77.1	117	87.2	225	88.4	1739	87.0	1134	86.6	1800	84.8	2133	78.0
EXPRESSJET	3997	56.7	26	80.8	1967	68.7	7203	80.2	124	58.1	H/		H/		607	64.1
FRONTIER	H/		44	63.6	H/		51	76.5	H/		141	68.8	118	70.3	57	50.9
AIRTRAN	H/		641	65.8	H/		H/		H/		93	82.8	62	88.7	315	68.3
HAWAIIAN	H/		H/		H/		H/		31	80.6	76	88.2	93	88.2	H/	
AMERICAN EAGLE	228	53.1	H/		H/		207	72.9	589	67.2	H/		574	78.2	1439	73.4
SKYWEST	H/		H/		196	76.0	2001	82.5	H/		619	82.7	5451	81.0	H/	
UNITED	3911	77.1	698	73.4	1994	78.7	5674	87.0	378	85.7	1077	85.3	2439	80.5	680	70.7
US AIRWAYS	372	71.2	660	72.3	H/		478	87.0	238	74.4	552	80.6	525	77.7	1111	73.6
VIRGIN AMERICA	H/		149	92.6	149	88.6	H/		303	79.2	240	92.1	1026	90.4	H/	
SOUTHWEST	532	66.7	1518	72.0	210	66.7	H/		H/		6397	83.4	3193	81.0	467	70.4
MESA	H/		H/		925	81.6	H/		H/		H/		H/		18	50.0
TOTAL	10418	67.0	6851	71.7	6231	75.8	16287	83.2	9697	76.9	11840	83.7	18549	81.9	8718	72.9

* See Appendix at end of this section for list of airport 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)

| CARRIER* | ARRIVAL AIRPORT* | | | | | | | | | | | | | | | |
| | MCO | | MDW | | MIA | | MSP | | ORD | | PDX | | PHL | | PHX | |
	# 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	28	82.1	201	81.1	H/		2849	80.8	368	69.8	H/		356	70.5	H/	
AMERICAN	821	81.1	H/		4151	82.7	264	84.5	4153	82.4	124	65.3	331	78.5	514	79.0
ALASKA	64	100.0	H/		H/		62	90.3	142	91.5	933	90.6	31	83.9	237	89.5
JETBLUE	1660	71.7	H/		H/		H/		150	70.7	91	86.8	H/		62	79.0
DELTA	1574	83.4	186	85.5	773	79.7	4636	85.8	474	82.9	403	86.6	529	81.3	749	87.6
EXPRESSJET	38	71.1	H/		38	76.3	586	73.4	4895	65.5	H/		112	62.5	31	83.9
FRONTIER	217	71.9	71	74.6	H/		95	65.3	5	40.0	109	72.5	H/		164	75.0
AIRTRAN	1629	72.3	326	77.0	H/		133	85.0	H/		H/		263	75.3	H/	
HAWAIIAN	H/		H/		H/		H/		H/		36	86.1	H/		31	87.1
AMERICAN EAGLE	H/		H/		1643	83.1	290	66.2	6625	78.5	H/		132	59.1	H/	
SKYWEST	H/		H/		H/		2433	80.6	2200	74.0	857	88.9	H/		1912	90.0
UNITED	1158	83.3	H/		341	80.9	211	82.9	4956	79.8	421	75.8	370	77.6	650	83.1
US AIRWAYS	841	74.7	H/		341	77.7	384	81.0	625	76.5	189	84.7	4045	77.9	5266	89.0
VIRGIN AMERICA	58	98.3	H/		H/		H/		109	83.5	93	94.6	117	88.0	H/	
SOUTHWEST	2932	78.6	6743	78.9	H/		671	73.8	H/		1031	83.6	878	71.2	5154	83.3
MESA	H/		H/		103	80.6	H/		803	78.0	H/		52	61.5	1309	92.5
TOTAL	11020	77.8	7527	79.0	7390	82.1	12614	81.6	25505	76.4	4287	85.3	7216	76.4	16079	86.7

* See Appendix at end of this section for list of airport 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*									
	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/		220	82.3	25	72.0
AMERICAN	421	79.1	398	74.4	907	72.5	155	70.3	527	83.7
ALASKA	405	87.7	3797	87.7	348	83.3	H/		H/	
JETBLUE	81	76.5	124	83.1	340	72.1	93	87.1	538	65.1
DELTA	520	85.2	716	85.3	650	83.8	2693	88.7	1021	81.1
EXPRESSJET	H/		H/		H/		71	71.8	24	66.7
FRONTIER	106	68.9	94	61.7	110	61.8	138	76.1	44	68.2
AIRTRAN	H/		H/		62	83.9	H/		755	70.9
HAWAIIAN	31	80.6	62	67.7	31	96.8	H/		H/	
AMERICAN EAGLE	62	64.5	H/		H/		124	76.6	H/	
SKYWEST	937	80.6	468	84.4	4484	72.5	5326	88.0	H/	
UNITED	736	81.1	841	75.9	3885	79.9	86	76.7	699	83.0
US AIRWAYS	359	81.3	289	82.0	432	76.6	186	79.6	682	79.3
VIRGIN AMERICA	134	91.0	240	87.9	1316	83.7	H/		H/	
SOUTHWEST	2704	80.3	965	75.2	1306	71.2	1000	79.3	2235	79.5
MESA	H/		H/		H/		H/		H/	
TOTAL	**6496**	**81.1**	**7994**	**83.1**	**13871**	**76.5**	**10092**	**86.3**	**6550**	**78.1**

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

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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	92.6	84.0	85.4	90.4	81.0	80.2	91.4	92.9	77.2	75.0	85.2	90.9	86.7	98.4	89.5	J/	76.1	95.3
700 - 759 AM	90.1	78.8	84.6	89.7	81.8	87.4	88.7	87.6	78.6	89.6	79.8	92.9	87.1	94.2	89.2	84.7	87.5	90.8
800 - 859 AM	83.3	83.4	88.7	90.5	76.9	82.3	83.3	93.7	83.9	94.4	83.1	87.2	90.5	91.0	88.8	82.4	87.4	93.5
900 - 959 AM	84.3	80.7	87.3	75.7	84.4	85.8	88.1	88.2	85.9	81.0	80.0	88.4	85.9	91.9	86.8	82.2	81.0	89.6
1000 - 1059 AM	86.9	79.2	91.5	87.5	83.2	82.1	85.6	79.2	84.7	76.3	81.0	90.4	84.9	88.9	85.0	82.0	81.9	84.2
1100 - 1159 AM	87.2	81.0	89.0	81.6	85.6	82.1	87.7	88.6	75.8	76.1	79.1	87.6	88.7	85.5	82.7	80.1	82.4	87.5
1200 - 1259 PM	85.6	83.5	85.2	87.9	81.6	81.0	86.7	85.7	74.4	70.9	79.8	85.3	80.6	86.0	83.0	81.0	81.9	81.5
100 - 159 PM	84.9	81.1	81.0	87.8	78.7	77.7	86.7	85.3	73.9	72.8	84.6	86.2	80.0	85.0	82.8	79.4	80.5	79.9
200 - 259 PM	84.1	81.2	85.7	83.7	70.9	76.9	83.9	83.7	67.3	71.9	81.7	84.1	75.7	83.7	78.3	74.0	79.4	83.1
300 - 359 PM	81.2	78.4	84.6	85.3	74.0	73.2	82.1	84.1	62.2	72.7	73.8	79.8	74.5	80.5	84.7	70.2	76.9	78.5
400 - 459 PM	82.6	77.0	81.0	82.0	78.8	74.5	82.2	83.3	57.9	73.0	73.7	79.9	72.6	81.4	81.8	68.3	73.3	78.2
500 - 559 PM	79.9	73.8	77.1	81.0	74.7	70.2	79.1	83.1	60.9	68.7	74.3	76.9	75.1	79.9	80.3	69.8	79.1	74.2
600 - 659 PM	77.3	69.7	82.6	83.0	74.3	70.4	80.5	78.2	54.7	57.6	78.5	79.0	66.3	78.8	79.2	65.2	77.3	71.1
700 - 759 PM	77.1	70.9	69.1	79.4	79.9	67.2	80.2	70.1	58.2	65.5	63.9	76.2	70.8	81.5	77.9	66.1	70.2	70.5
800 - 859 PM	77.3	69.0	77.3	80.2	70.5	69.8	82.0	80.7	52.2	65.4	69.7	76.2	72.4	76.9	79.7	65.0	69.0	71.2
900 - 959 PM	81.0	65.0	74.3	79.3	76.8	70.0	84.0	79.7	56.0	71.2	72.4	81.0	70.4	80.5	76.4	61.1	77.1	68.2
1000 - 1059 PM	87.6	65.0	69.2	69.3	74.3	74.1	77.1	77.0	58.2	72.3	79.2	74.9	72.5	77.4	80.0	68.0	77.7	69.8
1100 - 559 AM	78.6	71.0	77.8	75.8	79.8	73.1	82.3	74.3	74.2	70.0	75.4	81.3	75.7	82.0	80.3	72.1	75.3	69.6
TOTAL, ALL ARRIVALS, BY AIRPORT	82.7	74.8	81.1	84.2	77.6	77.0	83.8	83.4	67.0	71.7	75.8	83.2	76.9	83.7	81.9	72.9	77.8	79.0

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

MARCH 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	84.9	89.3	83.4	97.2	86.0	90.5	100.0	90.3	87.7	J/	89.1	88.2
700 - 759 AM	93.7	84.2	83.3	96.1	79.4	93.9	85.7	91.7	91.0	94.0	96.3	87.8
800 - 859 AM	90.8	82.6	83.7	93.4	82.5	92.3	89.1	92.1	90.5	93.2	86.9	86.3
900 - 959 AM	88.0	79.8	81.6	93.2	80.3	90.6	85.8	93.2	80.9	88.9	86.2	85.7
1000 - 1059 AM	88.8	82.2	80.1	88.1	80.4	90.9	83.0	87.7	74.7	87.3	80.8	84.5
1100 - 1159 AM	87.1	76.0	75.7	87.0	72.8	92.8	85.7	82.5	80.3	89.7	80.7	84.0
1200 - 1259 PM	80.6	85.8	79.1	89.4	81.2	87.9	85.3	87.9	73.7	86.0	81.0	83.0
100 - 159 PM	79.4	81.7	76.6	84.2	74.6	85.6	84.3	85.6	75.3	87.4	80.6	82.2
200 - 259 PM	81.6	80.8	78.1	87.7	76.7	87.7	85.4	87.7	77.5	89.7	74.5	80.9
300 - 359 PM	81.5	83.7	75.6	89.1	80.0	85.2	87.9	84.4	76.2	86.5	82.5	79.4
400 - 459 PM	82.0	79.5	74.8	78.3	74.9	85.6	84.0	85.6	79.7	85.8	77.3	78.4
500 - 559 PM	79.6	75.8	71.8	84.9	76.3	83.4	83.6	85.6	75.6	66.7	75.8	76.7
600 - 659 PM	78.0	83.5	72.8	85.8	68.7	83.6	79.7	80.9	73.8	85.1	78.3	76.0
700 - 759 PM	80.2	79.3	68.6	80.0	72.2	81.0	80.1	81.6	71.0	87.0	76.4	75.3
800 - 859 PM	74.2	81.6	65.9	83.9	71.0	85.5	74.0	79.8	71.5	82.4	68.8	74.8
900 - 959 PM	74.4	69.6	71.1	86.0	72.2	82.6	71.5	79.3	67.1	82.3	76.2	74.6
1000 - 1059 PM	77.8	80.4	73.4	82.9	71.1	82.4	71.2	74.2	71.6	64.2	77.7	74.2
1100 - 559 AM	81.9	78.9	83.1	76.5	77.9	80.5	74.0	77.0	76.7	73.1	72.9	76.7
TOTAL, ALL ARRIVALS, BY AIRPORT	**82.1**	**81.6**	**76.4**	**85.3**	**76.4**	**86.7**	**81.1**	**83.1**	**76.5**	**86.3**	**78.1**	**80.1**

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

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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	91.1	87.6	91.9	94.8	89.8	91.6	91.6	94.5	85.3	94.4	83.8	93.4	90.6	95.4	92.2	91.0	93.2	89.5
700 - 759 AM	90.8	84.3	88.3	90.9	88.3	84.9	91.0	90.5	86.8	93.3	92.5	89.7	92.1	91.9	91.8	90.9	94.4	89.1
800 - 859 AM	87.0	81.2	82.7	91.8	88.7	83.9	87.9	89.7	80.8	91.4	77.3	85.2	88.9	87.2	88.7	87.2	92.7	86.1
900 - 959 AM	82.9	81.1	83.6	88.6	82.4	79.3	81.9	93.5	80.6	83.8	79.2	88.5	85.2	88.4	85.7	84.4	86.2	84.5
1000 - 1059 AM	82.7	80.5	82.7	79.9	86.7	78.1	82.2	86.7	76.3	79.7	86.4	85.7	85.5	86.3	82.6	81.9	81.2	79.5
1100 - 1159 AM	82.0	76.0	87.0	85.5	84.7	76.0	80.6	82.9	78.5	74.3	94.3	84.1	80.7	84.3	79.4	78.4	76.8	78.1
1200 - 1259 PM	83.2	80.0	83.2	84.7	80.4	76.9	82.8	83.4	70.5	68.8	76.8	81.1	82.1	79.3	80.0	83.0	82.1	78.8
100 - 159 PM	81.0	78.5	77.8	86.4	81.3	71.4	79.6	81.3	70.2	67.6	72.4	78.1	81.8	77.2	81.8	76.9	79.1	63.8
200 - 259 PM	79.6	78.5	73.1	82.9	71.7	71.5	80.0	83.8	64.6	68.3	72.8	79.9	77.9	80.2	73.0	73.5	72.8	66.8
300 - 359 PM	79.5	73.0	73.2	87.5	74.6	71.0	76.6	80.0	62.3	67.4	71.1	81.2	72.1	74.4	76.9	75.7	75.1	69.5
400 - 459 PM	78.4	70.5	72.6	81.4	75.4	63.8	77.4	79.5	58.4	67.6	70.8	72.2	72.9	75.7	79.7	71.0	70.9	64.4
500 - 559 PM	77.8	73.8	73.8	74.7	77.1	65.1	77.2	78.7	58.9	67.7	71.6	70.5	72.7	68.3	79.2	68.8	72.3	52.9
600 - 659 PM	75.4	66.3	73.6	82.2	73.0	65.8	77.9	74.0	62.7	58.8	67.2	71.6	73.3	73.9	77.4	71.2	75.8	61.8
700 - 759 PM	76.4	67.6	69.1	80.0	77.6	65.0	77.2	77.8	54.0	61.9	70.1	71.4	67.9	71.4	75.0	65.6	68.1	51.6
800 - 859 PM	75.5	64.2	67.4	80.1	79.1	63.1	75.2	80.6	54.0	63.6	52.5	69.8	70.2	70.1	78.0	67.3	69.6	55.2
900 - 959 PM	75.3	67.2	62.1	84.6	64.4	58.2	78.1	77.9	47.0	57.5	63.9	74.7	63.1	67.4	78.6	67.0	67.4	54.3
1000 - 1059 PM	77.2	J/	J/	87.4	78.8	74.1	80.0	J/	50.0	J/	63.4	100.0	65.6	85.6	81.4	61.5	74.2	J/
1100 - 559 AM	93.5	90.9	94.7	84.8	92.3	85.0	90.3	100.0	97.1	92.6	72.5	96.3	81.4	91.0	89.9	84.6	85.2	96.2
TOTAL, ALL DEPARTURES, BY AIRPORT	**80.3**	**77.3**	**77.9**	**84.5**	**80.9**	**72.8**	**80.7**	**82.8**	**68.9**	**74.8**	**73.5**	**79.8**	**78.0**	**80.6**	**82.3**	**78.1**	**79.2**	**69.8**

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

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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	95.0	92.6	86.7	95.4	95.3	95.0	90.8	94.7	94.3	96.2	96.5	91.9
700 - 759 AM	90.3	89.1	84.4	95.9	89.8	93.3	87.9	92.0	90.8	94.3	96.7	90.3
800 - 859 AM	90.7	88.2	78.2	93.5	89.4	89.7	87.1	91.4	89.4	88.4	93.8	86.3
900 - 959 AM	86.0	85.2	78.6	89.9	84.4	89.0	85.9	90.5	90.0	90.9	91.7	84.8
1000 - 1059 AM	84.3	81.8	74.9	89.6	79.0	86.1	80.2	90.1	80.7	79.2	84.2	82.2
1100 - 1159 AM	84.9	82.2	73.6	86.0	80.8	87.6	84.4	85.5	74.7	89.4	77.8	81.3
1200 - 1259 PM	81.6	75.3	70.4	86.9	76.6	84.9	81.5	82.1	74.9	77.4	82.9	79.8
100 - 159 PM	80.0	82.8	71.4	85.6	84.2	83.7	78.0	84.5	74.1	81.8	80.0	78.2
200 - 259 PM	82.7	82.1	69.2	76.1	77.8	81.1	84.5	82.0	71.8	81.8	75.4	76.9
300 - 359 PM	75.9	79.8	68.6	87.6	80.1	82.7	79.5	80.8	72.6	90.5	71.9	76.4
400 - 459 PM	78.3	80.4	64.2	81.9	74.3	83.3	86.3	84.7	75.8	82.1	73.7	74.4
500 - 559 PM	78.7	81.0	65.9	81.7	73.7	83.4	78.5	82.8	77.8	87.3	75.7	74.1
600 - 659 PM	71.6	73.7	66.2	90.9	75.9	76.4	78.6	86.0	79.2	71.9	73.5	72.9
700 - 759 PM	77.3	81.6	66.7	79.9	62.4	68.3	79.4	81.8	73.3	72.1	77.7	71.9
800 - 859 PM	78.5	66.2	66.1	85.1	77.8	79.1	80.4	79.2	73.7	89.6	68.2	73.0
900 - 959 PM	77.4	86.0	64.0	87.2	78.8	80.3	69.4	78.8	68.3	90.9	52.8	72.0
1000 - 1059 PM	73.5	J/	75.2	90.6	75.0	85.9	91.0	86.1	76.7	93.4	J/	79.4
1100 - 559 AM	91.7	89.6	90.6	97.2	98.1	90.2	J/	87.9	86.5	83.6	92.7	89.3
TOTAL, ALL DEPARTURES, BY AIRPORT	**82.0**	**82.9**	**71.8**	**88.8**	**81.0**	**84.6**	**83.1**	**86.6**	**79.6**	**87.7**	**81.0**	**79.4**

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

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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***

CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

NONE

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

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
EXPRESSJET	4705	Mar	ATL-EWR	1955	21	12	57.1	59.5
EXPRESSJET	4705	Feb	ATL-EWR	1932	11	6	54.6	79.5
EXPRESSJET	4338	Mar	CMH-EWR	2004	26	15	57.7	99.6
EXPRESSJET	3821	Feb	CMH-EWR	2008	13	8	61.5	72.4
EXPRESSJET	4593	Mar	EWR-CHS	1929	26	14	53.9	69.1
EXPRESSJET	4532	Feb	EWR-CHS	1928	12	7	58.3	85.2
EXPRESSJET	4644	Mar	EWR-CMH	1749	26	16	61.5	96.6
EXPRESSJET	3822	Feb	EWR-CMH	1754	13	8	61.5	56.6
EXPRESSJET	4588	Mar	GRR-EWR	1830	26	15	57.7	107.8
EXPRESSJET	4588	Feb	GRR-EWR	1846	13	8	61.5	140.9
EXPRESSJET	4492	Mar	MSN-EWR	1818	26	14	53.9	108.1
EXPRESSJET	4414	Feb	MSN-EWR	1833	24	14	58.3	119.4
EXPRESSJET	5832	Mar	ORD-BNA	1908	26	14	53.9	84.1
EXPRESSJET	5982	Feb	ORD-BNA	1910	15	9	60.0	89.2
EXPRESSJET	4255	Mar	ROC-ORD	1831	26	15	57.7	88.3
EXPRESSJET	5720	Feb	ROC-ORD	1827	11	6	54.6	116.6

* 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 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/ 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
MESA	376	8	2.1
EXPRESSJET	2,016	18	0.9
SOUTHWEST	3,378	24	0.7
JETBLUE	685	3	0.4
UNITED	1,068	3	0.3
AIRTRAN	522	1	0.2
SKYWEST	1,807	1	0.1
DELTA	2,136	1	0.0
AMERICAN	1,513	0	0.0
AMERICAN EAGLE	1,247	0	0.0
US AIRWAYS	1,230	0	0.0
PINNACLE	931	0	0.0
ALASKA	422	0	0.0
FRONTIER	197	0	0.0
HAWAIIAN	193	0	0.0
VIRGIN AMERICA	145	0	0.0
TOTAL	17,866	59	0.3

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		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	80.6	87.1	62	62	BRUNSWICK GA (BQK)	79.6	82.8	93	93
ABILENE TX (ABI)	82.3	86.0	243	243	BUFFALO NY (BUF)	74.7	78.9	2,117	2,118
ADAK ISLAND AK (ADK)	77.8	88.9	9	9	BURBANK CA (BUR)	87.3	89.1	2,091	2,093
AGUADILLA PR (BQN)	70.2	81.5	124	124	BURLINGTON VT (BTV)	64.9	73.5	439	438
AKRON OH (CAK)	75.4	81.7	828	825	BUTTE MT (BTM)	88.7	91.9	62	62
ALBANY GA (ABY)	74.2	76.3	93	93	CARLSBAD CA (CLD)	71.7	74.7	233	233
ALBANY NY (ALB)	76.4	83.3	1,027	1,028	CASPER WY (CPR)	79.9	83.9	199	199
ALBUQUERQUE NM (ABQ)	80.5	82.7	2,407	2,408	CEDAR CITY UT (CDC)	90.4	90.4	52	52
ALEXANDRIA LA (AEX)	82.9	87.0	339	338	CEDAR RAPIDS/IOWA CITY IA (CID)	77.2	81.6	771	771
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	74.1	79.9	344	344	CHAMPAIGN/URBANA IL (CMI)	70.5	80.1	176	176
ALPENA MI (APN)	88.5	90.4	52	52	CHANTILLY VA (IAD)	75.8	73.5	6,231	6,267
AMARILLO TX (AMA)	78.2	84.4	639	640	CHARLESTON SC (CHS)	74.9	79.3	1,416	1,416
ANCHORAGE AK (ANC)	77.3	88.6	1,313	1,312	CHARLESTON/DUNBAR WV (CRW)	73.2	72.6	321	321
APPLETON WI (ATW)	76.9	80.9	445	445	CHARLOTTE AMALIE VI (STT)	80.0	83.6	414	414
ARCATA/EUREKA CA (ACV)	72.0	70.5	264	264	CHARLOTTE NC (CLT)	84.2	84.5	12,040	12,036
ARLINGTON VA (DCA)	77.6	80.9	6,547	6,547	CHARLOTTESVILLE VA (CHO)	72.6	78.9	186	185
ASHEVILLE NC (AVL)	78.7	82.0	324	323	CHATTANOOGA TN (CHA)	81.2	83.8	394	394
ASPEN CO (ASE)	67.0	68.0	672	671	CHICAGO IL (MDW)	79.0	69.8	7,527	7,527
ATLANTA GA (ATL)	82.7	80.3	34,682	34,691	CHICAGO IL (ORD)	76.4	71.8	25,505	25,471
AUGUSTA GA (AGS)	73.1	76.7	253	253	CHICO CA (CIC)	64.5	68.8	93	93
AUSTIN TX (AUS)	80.8	83.7	4,131	4,131	CHRISTIANSTED VI (STX)	73.8	75.3	80	81
BAKERSFIELD CA (BFL)	80.4	82.3	327	328	CLEVELAND OH (CLE)	77.4	82.2	4,027	4,028
BALTIMORE MD (BWI)	81.1	77.9	8,685	8,685	CODY WY (COD)	69.4	85.5	62	62
BANGOR ME (BGR)	66.7	81.8	33	33	COLLEGE STATION/BRYAN TX (CLL)	83.9	88.4	249	249
BARROW AK (BRW)	80.3	81.7	71	71	COLORADO SPRINGS CO (COS)	75.4	81.5	875	874
BATON ROUGE LA (BTR)	78.7	78.8	812	813	COLUMBIA MO (COU)	75.3	68.0	97	97
BEAUMONT/PORT ARTHUR TX (BPT)	83.2	92.4	119	119	COLUMBIA SC (CAE)	74.0	76.1	589	585
BELLINGHAM WA (BLI)	89.1	94.6	92	93	COLUMBUS GA (CSG)	87.0	89.3	177	177
BEMIDJI MN (BJI)	83.9	85.5	62	62	COLUMBUS MS (GTR)	79.5	83.0	88	88
BEND/REDMOND OR (RDM)	86.0	90.9	243	243	COLUMBUS OH (CMH)	76.6	80.0	2,531	2,530
BETHEL AK (BET)	79.5	85.5	83	83	CORDOVA AK (CDV)	80.6	82.3	62	62
BILLINGS MT (BIL)	80.7	87.6	332	330	CORPUS CHRISTI TX (CRP)	81.7	87.2	619	619
BINGHAMTON NY (BGM)	73.3	84.9	86	86	COVINGTON KY (CVG)	81.3	81.9	3,766	3,767
BIRMINGHAM AL (BHM)	77.3	80.6	1,466	1,466	CRESCENT CITY CA (CEC)	62.7	56.6	83	83
BISMARCK/MANDAN ND (BIS)	76.0	81.8	325	325	DALLAS TX (DAL)	83.3	82.9	4,017	4,017
BLOOMINGTON/NORMAL IL (BMI)	68.7	73.6	268	269	DALLAS/FORT WORTH TX (DFW)	83.8	80.7	24,509	24,510
BOISE ID (BOI)	80.8	85.4	992	991	DAYTON OH (DAY)	73.9	79.5	1,179	1,178
BOSTON MA (BOS)	74.8	77.3	9,195	9,189	DAYTONA BEACH FL (DAB)	84.1	86.1	157	158
BOZEMAN MT (BZN)	82.6	90.3	339	339	DEADHORSE AK (SCC)	80.7	73.7	57	57
BRAINERD MN (BRD)	76.7	80.8	73	73	DEL RIO TX (DRT)	80.7	91.2	57	57
BRANSON MO (BKG)	73.6	78.2	87	87	DENVER CO (DEN)	77.0	72.8	19,520	19,517
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	76.1	77.1	201	201	DES MOINES IA (DSM)	72.8	77.9	1,292	1,289
BROWNSVILLE TX (BRO)	80.0	84.2	240	240	DETROIT MI (DTW)	83.4	82.8	13,996	14,008

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
DOTHAN AL (DHN)	84.0	90.8	119	119	HELENA MT (HLN)	83.3	89.3	120	121
DULUTH MN (DLH)	79.9	73.8	299	298	HIBBING MN (HIB)	81.1	86.8	53	53
DURANGO CO (DRO)	79.3	83.6	188	189	HILO HI (ITO)	90.7	93.0	604	604
EAGLE CO (EGE)	82.9	83.2	310	310	HOBBS NM (HOB)	71.4	87.8	49	49
EAU CLAIRE WI (EAU)	74.2	77.4	62	62	HONOLULU HI (HNL)	77.1	85.9	4,587	4,586
EL CENTRO CA (IPL)	77.2	78.9	57	57	HOUSTON TX (HOU)	82.3	76.3	4,988	4,987
EL PASO TX (ELP)	81.8	86.6	1,740	1,740	HOUSTON TX (IAH)	83.2	79.8	16,287	16,293
ELKO NV (EKO)	89.2	92.8	83	83	HUNTSVILLE AL (HSV)	78.2	83.0	643	643
ELMIRA/CORNING NY (ELM)	80.5	87.9	149	149	IDAHO FALLS ID (IDA)	85.7	90.0	230	230
ERIE PA (ERI)	73.1	88.2	93	93	INDIANAPOLIS IN (IND)	77.7	82.2	2,864	2,864
ESCANABA MI (ESC)	92.3	96.2	52	52	INTERNATIONAL FALLS MN (INL)	86.5	84.6	52	52
EUGENE OR (EUG)	79.1	79.9	393	393	INYOKERN CA (IYK)	69.4	83.9	62	62
EVANSVILLE IN (EVV)	78.7	84.0	413	413	IRON MOUNTAIN/KINGSFD MI (IMT)	84.2	86.0	57	57
FAIRBANKS AK (FAI)	81.5	90.4	324	324	ISLIP NY (ISP)	79.8	85.2	521	521
FARGO ND (FAR)	66.3	73.8	621	621	ITHACA/CORTLAND NY (ITH)	74.2	83.9	62	62
FAYETTEVILLE AR (XNA)	74.8	80.7	1,084	1,083	JACKSON WY (JAC)	79.6	81.6	245	245
FAYETTEVILLE NC (FAY)	83.7	86.3	227	227	JACKSON/VICKSBURG MS (JAN)	80.9	84.9	880	882
FLAGSTAFF AZ (FLG)	92.1	91.4	152	152	JACKSONVILLE FL (JAX)	81.9	83.2	2,156	2,156
FLINT MI (FNT)	80.5	88.7	389	389	JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	78.0	77.3	150	150
FORT LAUDERDALE FL (FLL)	71.7	74.8	6,851	6,852	JOPLIN MO (JLN)	87.1	85.5	62	62
FORT MYERS FL (RSW)	78.4	82.9	3,769	3,768	JUNEAU AK (JNU)	82.6	85.6	305	305
FORT SMITH AR (FSM)	86.5	91.3	207	207	KAHULUI HI (OGG)	80.4	85.4	2,038	2,038
FORT WAYNE IN (FWA)	76.8	80.4	474	474	KALAMAZOO MI (AZO)	72.2	88.5	158	157
FRESNO CA (FAT)	81.4	81.8	963	963	KALISPELL MT (FCA)	87.4	94.1	119	119
GAINESVILLE FL (GNV)	80.0	83.6	270	269	KANSAS CITY MO (MCI)	77.0	81.1	4,339	4,337
GARDEN CITY KS (GCK)	85.5	90.3	62	62	KETCHIKAN AK (KTN)	86.0	84.4	186	186
GILLETTE WY (GCC)	80.7	86.0	150	150	KEY WEST FL (EYW)	80.8	80.8	400	400
GRAND FORKS ND (GFK)	78.9	84.6	246	246	KILLEEN TX (GRK)	83.3	88.6	438	438
GRAND ISLAND NE (GRI)	80.7	87.7	57	57	KLAMATH FALLS OR (LMT)	83.9	93.5	62	62
GRAND JUNCTION CO (GJT)	79.3	87.6	410	411	KNOXVILLE TN (TYS)	72.9	79.6	977	974
GRAND RAPIDS MI (GRR)	73.7	81.5	1,039	1,037	KODIAK AK (ADQ)	82.5	84.2	57	57
GREAT FALLS MT (GTF)	85.3	89.3	150	150	KONA HI (KOA)	79.7	84.1	1,176	1,176
GREEN BAY WI (GRB)	77.4	81.3	513	513	KOTZEBUE AK (OTZ)	77.4	75.3	93	93
GREENSBORO/HIGH POINT NC (GSO)	76.7	80.1	867	865	LA CROSSE WI (LSE)	76.1	81.8	88	88
GREER SC (GSP)	79.8	85.5	791	791	LAFAYETTE LA (LFT)	81.0	79.8	543	540
GUAM TT (GUM)	25.8	58.1	31	31	LAKE CHARLES LA (LCH)	85.9	88.1	185	185
GULFPORT/BILOXI MS (GPT)	79.0	83.3	400	400	LANSING MI (LAN)	74.9	80.9	347	346
GUNNISON CO (GUC)	74.2	80.6	62	62	LARAMIE WY (LAR)	80.6	82.3	62	62
HANCOCK/HOUGHTON MI (CMX)	64.5	72.6	62	62	LAREDO TX (LRD)	81.6	89.3	206	206
HARLINGEN/SAN BENITO TX (HRL)	84.3	88.2	363	363	LAS VEGAS NV (LAS)	83.7	80.6	11,840	11,841
HARRISBURG PA (MDT)	76.6	87.9	538	538	LAWTON/FORT SILL OK (LAW)	85.8	89.7	155	155
HARTFORD CT (BDL)	73.5	82.6	1,880	1,880	LEWISTON ID (LWS)	93.0	98.2	57	57
HAYDEN CO (HDN)	85.0	86.7	173	173	LEXINGTON KY (LEX)	76.0	79.3	693	692

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CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
LIHUE HI (LIH)	79.1	87.8	1,059	1,059	NORTH BEND/COOS BAY OR (OTH)	74.2	67.7	31	31
LINCOLN NE (LNK)	64.9	75.3	279	279	OAKLAND CA (OAK)	86.8	85.4	3,716	3,715
LITTLE ROCK AR (LIT)	77.7	80.8	1,299	1,299	OKLAHOMA CITY OK (OKC)	76.4	83.6	2,033	2,031
LONG BEACH CA (LGB)	87.8	89.9	1,086	1,086	OMAHA NE (OMA)	75.6	81.2	1,868	1,868
LONGVIEW TX (GGG)	87.1	85.5	62	62	ONTARIO CA (ONT)	84.2	85.6	1,840	1,839
LOS ANGELES CA (LAX)	81.9	82.3	18,549	18,544	ORLANDO FL (MCO)	77.8	79.2	11,020	11,023
LOUISVILLE KY (SDF)	77.4	79.9	1,461	1,459	PADUCAH KY (PAH)	74.2	83.9	62	62
LUBBOCK TX (LBB)	80.4	86.2	668	667	PAGO PAGO TT (PPG)	12.5	37.5	8	8
MADISON WI (MSN)	72.0	78.7	961	962	PALM SPRINGS CA (PSP)	81.5	79.1	1,371	1,371
MAMMOTH LAKES CA (MMH)	76.5	66.0	98	97	PANAMA CITY FL (ECP)	79.4	85.8	451	450
MANCHESTER NH (MHT)	73.2	81.6	873	873	PASCO/KENNEWICK/RICHLAND WA (PSC)	82.4	90.7	290	290
MANHATTAN/FT. RILEY KS (MHK)	76.2	86.4	147	147	PELLSTON MI (PLN)	86.0	89.5	57	57
MARQUETTE MI (MQT)	78.8	84.1	113	113	PENSACOLA FL (PNS)	81.6	87.6	825	825
MEDFORD OR (MFR)	76.6	79.9	274	274	PEORIA IL (PIA)	75.5	82.7	445	445
MELBOURNE FL (MLB)	89.1	89.1	129	129	PETERSBURG AK (PSG)	79.0	82.3	62	62
MEMPHIS TN (MEM)	84.1	85.1	3,245	3,243	PHILADELPHIA PA (PHL)	76.4	81.0	7,216	7,218
MIAMI FL (MIA)	82.1	82.0	7,390	7,387	PHOENIX AZ (AZA)	87.0	91.3	23	23
MIDLAND/ODESSA TX (MAF)	79.4	85.5	785	784	PHOENIX AZ (PHX)	86.7	84.6	16,079	16,075
MILWAUKEE WI (MKE)	78.1	79.8	3,191	3,193	PITTSBURGH PA (PIT)	78.1	83.5	2,990	2,989
MINNEAPOLIS MN (MSP)	81.6	82.9	12,614	12,617	POCATELLO ID (PIH)	86.7	91.6	83	83
MINOT ND (MOT)	66.8	71.4	265	266	PONCE PR (PSE)	69.4	83.9	62	62
MISSION/MCALLEN/EDINBURG TX (MFE)	80.1	83.4	367	367	PORTLAND ME (PWM)	73.0	79.8	525	525
MISSOULA MT (MSO)	83.3	86.2	239	239	PORTLAND OR (PDX)	85.3	88.8	4,287	4,287
MOBILE AL (MOB)	77.9	82.5	456	457	PROVIDENCE RI (PVD)	77.9	83.8	1,439	1,440
MODESTO CA (MOD)	69.9	73.1	93	93	RALEIGH/DURHAM NC (RDU)	79.6	81.7	4,093	4,092
MOLINE IL (MLI)	69.8	76.9	520	520	RAPID CITY SD (RAP)	80.8	83.6	286	287
MONROE LA (MLU)	82.6	87.2	282	282	REDDING CA (RDD)	68.8	80.6	93	93
MONTEREY CA (MRY)	78.2	79.6	509	509	RENO NV (RNO)	84.1	84.0	1,528	1,527
MONTGOMERY AL (MGM)	80.5	86.3	323	322	RHINELANDER WI (RHI)	84.1	85.2	88	88
MONTROSE/DELTA CO (MTJ)	74.5	73.1	271	271	RICHMOND VA (RIC)	76.1	81.9	1,499	1,502
MOSINEE WI (CWA)	70.6	81.2	293	293	ROANOKE VA (ROA)	60.8	66.8	186	187
MUSKEGON MI (MKG)	67.7	69.4	62	62	ROCHESTER MN (RST)	82.3	86.7	181	181
MYRTLE BEACH SC (MYR)	84.6	85.5	311	311	ROCHESTER NY (ROC)	75.2	82.1	961	961
NASHVILLE TN (BNA)	79.3	78.1	5,089	5,090	ROCK SPRINGS WY (RKS)	81.7	84.9	186	186
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	75.9	87.4	87	87	ROCKFORD IL (RFD)	75.0	87.5	8	8
NEW ORLEANS LA (MSY)	81.3	83.4	3,808	3,806	ROSWELL NM (ROW)	73.9	79.5	88	88
NEW YORK NY (JFK)	76.9	78.0	9,697	9,697	SACRAMENTO CA (SMF)	82.9	85.3	3,590	3,590
NEW YORK NY (LGA)	72.9	78.1	8,718	8,717	SAGINAW/BAY CITY/MIDLAND MI (MBS)	76.1	83.2	159	161
NEWARK NJ (EWR)	67.0	68.9	10,418	10,420	SALT LAKE CITY UT (SLC)	86.3	87.7	10,092	10,095
NEWBURGH/POUGHKEEPSIE NY (SWF)	75.4	85.4	171	171	SAN ANGELO TX (SJT)	78.0	86.7	150	150
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	82.7	83.2	202	202	SAN ANTONIO TX (SAT)	81.2	84.6	3,496	3,496
NOME AK (OME)	73.1	74.2	93	93	SAN DIEGO CA (SAN)	81.1	83.1	6,496	6,495
NORFOLK VA (ORF)	77.8	85.4	1,472	1,473	SAN FRANCISCO CA (SFO)	76.5	79.6	13,871	13,871

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS		CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.		ARR.	DEP.	ARR.	DEP.
SAN JOSE CA (SJC)	84.3	86.2	3,220	3,221	SYRACUSE NY (SYR)	73.2	79.2	628	630
SAN JUAN PR (SJU)	80.6	82.5	2,435	2,434	TALLAHASSEE FL (TLH)	81.2	83.7	436	436
SAN LUIS OBISPO CA (SBP)	80.4	80.4	398	398	TAMPA FL (TPA)	78.1	81.0	6,550	6,548
SANTA ANA CA (SNA)	86.0	84.5	3,407	3,408	TEXARKANA AR (TXK)	84.0	85.7	119	119
SANTA BARBARA CA (SBA)	76.3	77.0	926	926	TRAVERSE CITY MI (TVC)	65.7	79.6	137	137
SANTA FE NM (SAF)	75.3	81.7	93	93	TRENTON NJ (TTN)	38.7	61.3	62	62
SANTA MARIA CA (SMX)	79.2	76.4	106	106	TUCSON AZ (TUS)	83.8	87.2	1,937	1,936
SARASOTA/BRADENTON FL (SRQ)	80.0	80.3	474	473	TULSA OK (TUL)	72.5	80.4	1,663	1,665
SAULT STE. MARIE MI (CIU)	71.9	87.7	57	57	TWIN FALLS ID (TWF)	89.8	94.4	88	89
SAVANNAH GA (SAV)	77.1	78.0	822	822	TYLER TX (TYR)	83.6	86.1	238	238
SCRANTON/WILKES-BARRE PA (AVP)	69.3	89.3	205	205	VALDOSTA GA (VLD)	72.7	79.5	88	88
SEATTLE WA (SEA)	83.1	86.6	7,994	8,000	VALPARAISO FL (VPS)	76.1	83.7	552	552
SHREVEPORT LA (SHV)	83.7	86.0	650	650	WACO TX (ACT)	86.0	89.3	150	150
SIOUX CITY IA (SUX)	73.7	80.7	57	57	WATERLOO IA (ALO)	71.9	80.7	57	57
SIOUX FALLS SD (FSD)	72.4	80.4	601	602	WATERTOWN NY (ART)	69.2	82.7	52	52
SITKA AK (SIT)	88.2	89.2	93	93	WEST PALM BEACH/PALM BEACH FL (PBI)	74.6	75.9	2,638	2,635
SOUTH BEND IN (SBN)	74.9	76.6	442	441	WHITE PLAINS NY (HPN)	70.5	75.7	746	745
SPOKANE WA (GEG)	80.6	89.6	758	758	WICHITA FALLS TX (SPS)	79.0	86.3	124	124
SPRINGFIELD IL (SPI)	76.0	80.7	150	150	WICHITA KS (ICT)	72.6	78.3	862	862
SPRINGFIELD MO (SGF)	73.8	79.3	560	560	WILLISTON ND (ISN)	69.4	71.4	186	185
ST. GEORGE UT (SGU)	82.5	83.6	171	171	WILMINGTON NC (ILM)	84.7	86.6	313	313
ST. LOUIS MO (STL)	80.0	77.3	4,913	4,920	WRANGELL AK (WRG)	79.0	79.0	62	62
STATE COLLEGE PA (SCE)	80.2	94.2	86	86	YAKUTAT AK (YAK)	75.8	83.9	62	62
STAUNTON VA (SHD)	92.9	78.6	14	14	YUMA AZ (YUM)	87.4	89.8	254	254
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	80.8	80.0	156	155					

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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
EXPRESSJET	22	34,375	1,177	3.4	162	65,803	2,195	3.3
MESA	11	5,762	154	2.7	71	11,397	322	2.8
PINNACLE	20	14,020	397	2.8	117	27,041	664	2.5
SKYWEST	17	32,364	661	2.0	147	55,648	1,346	2.4
AMERICAN EAGLE	18	21,459	507	2.4	133	36,854	849	2.3
UNITED	28	37,488	552	1.5	81	44,062	611	1.4
US AIRWAYS	27	30,846	452	1.5	77	36,210	490	1.4
AIRTRAN	17	11,061	136	1.2	45	16,882	192	1.1
SOUTHWEST	23	50,228	676	1.3	79	99,142	1,095	1.1
AMERICAN	28	36,378	352	1.0	82	45,602	432	0.9
DELTA	29	49,291	395	0.8	134	63,929	483	0.8
JETBLUE	22	14,483	101	0.7	52	20,842	133	0.6
FRONTIER	21	4,560	25	0.5	63	5,899	37	0.6
ALASKA	19	7,460	27	0.4	53	12,698	66	0.5
VIRGIN AMERICA	15	4,262	12	0.3	16	4,303	12	0.3
HAWAIIAN	8	391	0	0.0	17	6,000	6	0.1
Total		354,428	5,624	1.6	Total	552,312	8,933	1.6

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
EXPRESSJET	4,935	917	18.6
AMERICAN EAGLE	1,256	223	17.8
MESA	735	126	17.1
SKYWEST	3,164	461	14.6
PINNACLE	1,840	181	9.8
AIRTRAN	1,118	75	6.7
UNITED	6,349	407	6.4
US AIRWAYS	1,996	127	6.4
SOUTHWEST	15,800	988	6.3
AMERICAN	1,548	53	3.4
FRONTIER	337	11	3.3
ALASKA	534	16	3.0
JETBLUE	715	15	2.1
DELTA	2,917	60	2.1
VIRGIN AMERICA	178	1	0.6
HAWAIIAN	270	0	0.0
TOTAL	**43,692**	**3,661**	**8.4**

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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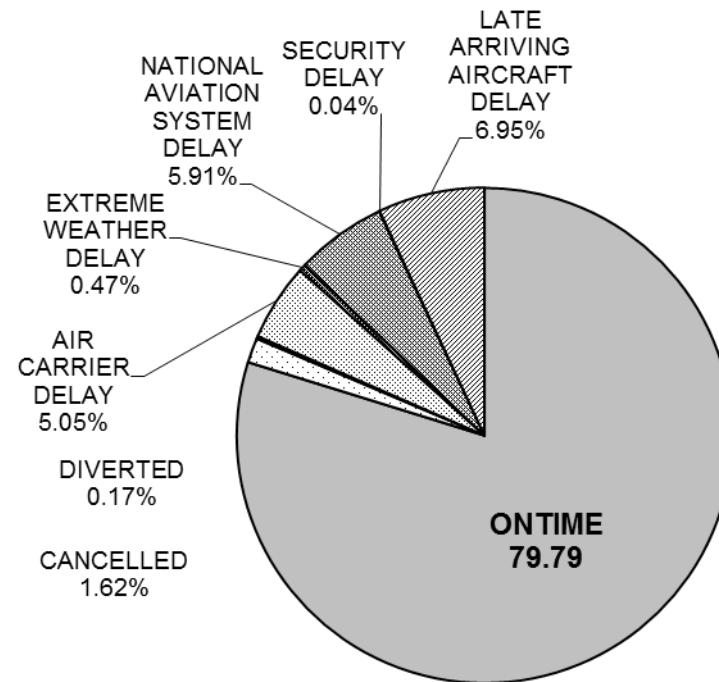**TABLE 9. CAUSES OF DELAY*, BY CARRIER****

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	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	27041	21717	80.31%	664	2.46%	40	0.15%	558	2.07%	31	0.11%	3480	12.87%	1	0.00%	550	2.03%
AMERICAN	45602	37295	81.78%	432	0.95%	103	0.23%	2262	4.96%	336	0.74%	2384	5.23%	7	0.01%	2783	6.10%
ALASKA	12698	10853	85.47%	66	0.52%	31	0.24%	398	3.13%	26	0.20%	809	6.37%	34	0.27%	481	3.79%
JETBLUE	20842	15074	72.33%	133	0.64%	35	0.17%	1710	8.20%	73	0.35%	1799	8.63%	17	0.08%	2001	9.60%
DELTA	63929	54330	84.98%	483	0.76%	115	0.18%	3149	4.93%	304	0.48%	3247	5.08%	1	0.00%	2299	3.60%
EXPRESSJET	65803	47145	71.65%	2195	3.34%	149	0.23%	4669	7.10%	189	0.29%	4226	6.42%	5	0.01%	7224	10.98%
FRONTIER	5899	4366	74.01%	37	0.63%	9	0.15%	367	6.22%	14	0.24%	710	12.03%	0	0.00%	396	6.72%
AIRTRAN	16882	13162	77.96%	192	1.14%	20	0.12%	632	3.74%	45	0.26%	1351	8.00%	0	0.00%	1481	8.77%
HAWAIIAN	6000	5457	90.95%	6	0.10%	6	0.10%	344	5.73%	6	0.09%	2	0.03%	2	0.03%	178	2.97%
AMERICAN EAGLE	36854	28784	78.10%	849	2.30%	55	0.15%	1740	4.72%	551	1.49%	2353	6.38%	0	0.00%	2523	6.85%
SKYWEST	55648	44608	80.16%	1346	2.42%	142	0.26%	2310	4.15%	176	0.32%	2490	4.47%	11	0.02%	4565	8.20%
UNITED	44062	35563	80.71%	611	1.39%	79	0.18%	2585	5.87%	195	0.44%	2716	6.17%	9	0.02%	2304	5.23%
US AIRWAYS	36210	29729	82.10%	490	1.35%	35	0.10%	1619	4.47%	86	0.24%	2743	7.58%	32	0.09%	1476	4.08%
VIRGIN AMERICA	4303	3757	87.31%	12	0.28%	4	0.09%	105	2.43%	77	1.80%	215	5.01%	4	0.09%	129	2.99%
SOUTHWEST	99142	79606	80.29%	1095	1.10%	130	0.13%	5016	5.06%	455	0.46%	3653	3.68%	72	0.07%	9115	9.19%
MESA	11397	9228	80.97%	322	2.83%	9	0.08%	444	3.90%	58	0.51%	463	4.06%	5	0.04%	868	7.61%
TOTAL	552312	440674		8933		962		27908		2621		32640		201		38373	
			79.79%		1.62%		0.17%		5.05%		0.47%		5.91%		0.04%		6.95%

*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 breech, 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.

MARCH 2013
AIR TRAVEL CONSUMER REPORT
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 breech, 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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AIR TRAVEL CONSUMER REPORT

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

Carrier	Number	Airport	Airport	Flight	Longest Tarmac Time	Tarmac Delay
NONE

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).

MARCH 2013

AIR TRAVEL CONSUMER REPORT

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

Carrier	Number	Airport	Airport	Flight	Longest Tarmac Time	Tarmac Delay
AVIANCA	28	BOG	MCO	3/24/2013	Diversion Airport	320*

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).

*Avianca resubmitted its March 2013 Part 244 data to BTS on July 8, 2013. The tarmac delay time was revised from 301 minutes to 320 minutes. This table reflects the revision.

MARCH 2013

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
JETBLUE	20,842	18	0.09
AIRTRAN	16,882	12	0.07
AMERICAN	45,602	26	0.06
DELTA	63,929	36	0.06
UNITED	44,062	17	0.04
US AIRWAYS	36,210	13	0.04
AMERICAN EAGLE	36,854	10	0.03
EXPRESSJET	65,803	16	0.02
PINNACLE	27,041	3	0.01
SKYWEST	55,648	3	0.01
SOUTHWEST	99,142	5	0.01
ALASKA	12,698	0	0.00
HAWAIIAN	6,000	0	0.00
FRONTIER	5,899	0	0.00
MESA	11,397	0	0.00
VIRGIN AMERICA	4,303	0	0.00
TOTAL	552,312	159	0.03

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
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

* 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.
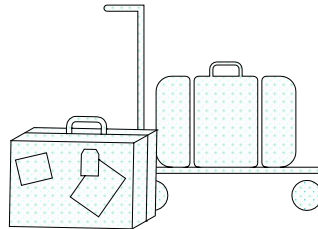
MISHANDLED BAGGAGE REPORTS

FILED BY PASSENGERS

U.S. AIRLINES[*]

RANK	AIRLINE	MARCH 2013			MARCH 2012		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	418	503,126	**0.83**	480	531,809	**0.90**
2	FRONTIER AIRLINES	1,479	770,510	**1.92**	1,735	844,660	**2.05**
3	JETBLUE AIRWAYS	4,709	2,424,024	**1.94**	4,022	2,292,645	**1.75**
4	US AIRWAYS	10,022	4,568,421	**2.19**	9,567	4,401,414	**2.17**
5	DELTA AIR LINES	19,811	8,790,101	**2.25**	19,017	8,397,727	**2.26**
6	HAWAIIAN AIRLINES	1,832	799,742	**2.29**	2,087	750,967	**2.78**
7	AMERICAN AIRLINES	15,772	5,885,091	**2.68**	17,309	6,047,337	**2.86**
8	AIRTRAN AIRWAYS	4,644	1,717,160	**2.70**	2,571	1,953,688	**1.32**
9	ALASKA AIRLINES	4,289	1,555,099	**2.76**	3,749	1,445,664	**2.59**
10	PINNACLE AIRLINES	3,517	1,181,193	**2.98**	*	*	*
11	SOUTHWEST AIRLINES	35,069	10,504,609	**3.34**	27,545	10,002,337	**2.75**
12	UNITED AIRLINES	21,234	5,967,724	**3.56**	24,587	6,200,662	**3.97**
13	MESA AIRLINES	3,120	669,721	**4.66**	3,307	681,753	**4.85**
14	EXPRESSJET AIRLINES	13,220	2,699,736	**4.90**	17,099	2,591,835	**6.60**
15	SKYWEST AIRLINES	11,844	2,355,412	**5.03**	11,934	2,188,230	**5.45**
16	AMERICAN EAGLE AIRLINES	7,240	1,406,101	**5.15**	9,022	1,516,824	**5.95**
	TOTALS	158,220	51,797,770	**3.05**	154,031	49,847,552	**3.09**

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.

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[*] 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.

Office of Aviation Enforcement and Proceedings
U.S. Department of Transportation

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

RANK	AIRLINE	JANUARY - MARCH 2013			JANUARY - MARCH 2012		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	1,078	1,313,237	**0.82**	1,321	1,410,517	**0.94**
2	JETBLUE AIRWAYS	12,352	6,444,140	**1.92**	11,003	6,119,983	**1.80**
3	DELTA AIR LINES	49,056	22,734,867	**2.16**	48,113	21,795,646	**2.21**
4	AIRTRAN AIRWAYS	9,480	4,359,410	**2.17**	7,067	5,112,040	**1.38**
5	FRONTIER AIRLINES	5,075	2,216,992	**2.29**	5,325	2,349,423	**2.27**
6	HAWAIIAN AIRLINES	5,224	2,241,126	**2.33**	5,884	2,143,430	**2.75**
7	US AIRWAYS	29,262	12,339,153	**2.37**	26,402	12,152,544	**2.17**
8	ALASKA AIRLINES	12,118	4,196,312	**2.89**	11,015	3,909,630	**2.82**
9	PINNACLE AIRLINES	9,131	3,026,134	**3.02**	*	*	*
10	AMERICAN AIRLINES	49,875	16,290,756	**3.06**	47,096	16,399,761	**2.87**
11	SOUTHWEST AIRLINES	87,685	26,925,697	**3.26**	78,446	26,684,956	**2.94**
12	UNITED AIRLINES	58,205	16,087,419	**3.62**	62,846	17,441,314	**3.60**
13	MESA AIRLINES	7,850	1,834,833	**4.28**	7,765	1,877,874	**4.13**
14	EXPRESSJET AIRLINES	36,623	7,054,511	**5.19**	39,178	6,998,045	**5.60**
15	SKYWEST AIRLINES	35,920	6,367,979	**5.64**	27,959	5,854,516	**4.78**
16	AMERICAN EAGLE AIRLINES	23,884	3,929,808	**6.08**	25,449	4,124,975	**6.17**
	TOTALS	432,818	137,362,374	**3.15**	404,869	134,374,654	**3.01**

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.

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*   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.
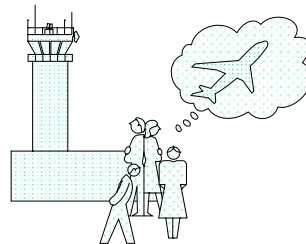
PASSENGERS DENIED BOARDING

BY U.S. AIRLINES[*]

RANK	AIRLINE	JANUARY-MARCH 2013				JANUARY-MARCH 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	170	1	6,765,286	**0.00**	0	4	6,371,852	**0.01**
2	VIRGIN AMERICA	119	11	1,319,210	**0.08**	14	12	1,402,246	**0.09**
3	HAWAIIAN AIRLINES	332	51	2,397,157	**0.21**	174	80	2,218,145	**0.36**
4	ALASKA AIRLINES	1,155	190	4,203,186	**0.45**	1,465	247	3,910,885	**0.63**
5	DELTA AIR LINES	22,445	1,277	24,130,377	**0.53**	28,208	1,023	23,153,402	**0.44**
6	AMERICAN AIRLINES	12,822	1,025	18,267,561	**0.56**	14,589	1,478	18,320,011	**0.81**
7	US AIRWAYS	6,399	1,006	13,761,795	**0.73**	7,475	974	13,514,441	**0.72**
8	FRONTIER AIRLINES	492	180	2,264,114	**0.80**	399	109	2,409,538	**0.45**
9	PINNACLE AIRLINES	5,738	313	3,029,359	**1.03**	*	*	*	*
10	SOUTHWEST AIRLINES	17,307	3,185	26,269,242	**1.21**	14,755	1,964	26,029,507	**0.75**
11	AMERICAN EAGLE AIRLINES	5,320	543	3,970,731	**1.37**	6,437	603	4,098,471	**1.47**
12	UNITED AIRLINES	14,093	2,592	18,143,463	**1.43**	21,120	3,084	17,850,152	**1.73**
13	AIRTRAN AIRWAYS	10,336	841	4,525,112	**1.86**	10,427	431	5,188,466	**0.83**
14	EXPRESSJET AIRLINES	13,100	1,763	7,107,265	**2.48**	13,962	1,301	6,940,687	**1.87**
15	SKYWEST AIRLINES	10,542	1,843	6,314,061	**2.92**	11,901	972	5,942,158	**1.64**
16	MESA AIRLINES	1,202	539	1,834,793	**2.94**	1,900	446	1,877,874	**2.38**
	TOTALS	121,572	15,360	144,302,712	**1.06**	132,826	12,728	139,227,835	**0.91**

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.

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[*] 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 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

	MARCH 2013				MARCH 2012			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	687	61	1	99	755	58	0	169
FOREIGN AIRLINES	224	4	0	19	120	2	0	26
TRAVEL AGENTS	19	1	0	0	14	4	0	4
TOUR OPERATORS	2	0	0	0	213	0	0	3
MISCELLANEOUS	11	3	0	16	15	10	0	12
INDUSTRY TOTALS	943	69	1	134	1,117	74	0	214

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES[*]

COMPLAINT CATEGORY	MARCH 2013			MARCH 2012		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	273		2	218	
DELAYS			116			73
CANCELLATIONS			88			84
MISCONNECTIONS			46			37
BAGGAGE	2	171		4	125	
RES/TKTNG/BOARDING	3	154		3	157	
CUSTOMER SERVICE	4	136		5	117	
REFUNDS	5	62		6	99	
DISABILITY	6	42		7	48	
FARES	7	38		9	35	
OTHER	8	31		1	246	
FREQUENT FLYER			17			31
OVERSALES	9	25		8	42	
DISCRIMINATION	10	7		11	4	
ADVERTISING	11	4		10	26	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		943			1,117	

* 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*

MARCH 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
AIRTRAN AIRWAYS	2	0	0	0	0	0	2	1	0	1	0	0	6
ALLEGIANT AIR	22	0	7	1	1	1	10	4	1	0	0	0	47
AMERICAN AIRLINES	23	1	17	4	10	29	24	2	0	3	0	0	113
AMERICAN EAGLE AIRLINES	8	0	3	0	0	3	2	0	0	0	0	0	16
CHAUTAUQUA AIRLINES	5	0	1	0	0	0	1	1	0	0	0	0	8
COMMUTAIR	5	0	0	0	0	0	0	0	0	0	0	0	5
DELTA AIR LINES	17	2	4	5	1	3	8	4	0	0	0	4	48
EXPRESSJET AIRLINES	23	0	0	0	0	5	1	0	0	0	0	1	30
FRONTIER AIRLINES	6	0	4	0	1	3	2	0	0	0	0	5	21
HAWAIIAN AIRLINES	2	0	0	0	0	1	2	0	0	0	0	1	6
JETBLUE AIRWAYS	4	0	1	0	0	4	2	0	0	0	0	0	11
MESA AIRLINES	4	0	0	0	0	0	1	0	0	0	0	0	5
PIEDMONT AIRLINES	2	3	2	0	0	0	2	0	0	0	0	0	9
PINNACLE AIRLINES	5	0	0	0	0	0	2	0	0	0	0	0	7
REPUBLIC AIRLINES	8	0	0	0	0	1	0	0	0	0	0	0	9
SKYWEST AIRLINES	9	0	0	0	0	3	1	0	0	0	0	0	13
SOUTHWEST AIRLINES	9	0	1	1	2	4	3	3	0	1	0	0	24
SPIRIT AIRLINES	21	6	21	6	8	13	14	2	0	0	0	4	95
UNITED AIRLINES	32	4	20	6	12	15	19	5	0	2	0	7	122
US AIRWAYS	17	4	10	4	1	6	7	7	1	0	0	0	57
OTHER U.S. AIRLINES	14	1	3	0	4	9	3	1	0	0	0	0	35
TOTAL MARCH 2013	238	21	94	27	40	100	106	30	2	7	0	22	687
% OF TOTAL COMPLAINTS	34.6	3.1	13.7	3.9	5.8	14.6	15.4	4.4	0.3	1.0	0.0	3.2	
TOTAL MARCH 2012	197	38	120	24	72	93	102	48	19	4	0	38	755
% OF TOTAL COMPLAINTS	26.1	5.0	15.9	3.2	9.5	12.3	13.5	6.4	2.5	0.5	0.0	5.0	

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

** AIRLINES ARE LISTED INDIVIDUALY 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

MARCH 2013

U.S. AIRLINES* ALPHABETICAL	COMPS RECD IN MAR	INCI- DENTS IN MAR	PERCENT	INCI- DENTS IN FEB	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
AIRTRAN AIRWAYS	6	4	66.7	1	16.7	1	16.7	0	0.0
ALLEGIANT AIR	47	29	61.7	2	4.3	9	19.1	7	14.9
AMERICAN AIRLINES	113	46	40.7	24	21.2	36	31.9	7	6.2
AMERICAN EAGLE AIRLINES	16	8	50.0	5	31.2	2	12.5	1	6.2
CHAUTAUQUA AIRLINES	8	6	75.0	0	0.0	1	12.5	1	12.5
COMMUTAIR	5	3	60.0	1	20.0	0	0.0	1	20.0
DELTA AIR LINES	48	25	52.1	9	18.8	9	18.8	5	10.4
EXPRESSJET AIRLINES	30	22	73.3	6	20.0	2	6.7	0	0.0
FRONTIER AIRLINES	21	9	42.9	3	14.3	2	9.5	7	33.3
HAWAIIAN AIRLINES	6	2	33.3	3	50.0	1	16.7	0	0.0
JETBLUE AIRWAYS	11	6	54.5	2	18.2	1	9.1	2	18.2
MESA AIRLINES	5	2	40.0	2	40.0	1	20.0	0	0.0
PIEDMONT AIRLINES	9	3	33.3	2	22.2	4	44.4	0	0.0
PINNACLE AIRLINES	7	6	85.7	1	14.3	0	0.0	0	0.0
REPUBLIC AIRLINES	9	3	33.3	4	44.4	1	11.1	1	11.1
SKYWEST AIRLINES	13	8	61.5	4	30.8	0	0.0	1	7.7
SOUTHWEST AIRLINES	24	15	62.5	1	4.2	7	29.2	1	4.2
SPIRIT AIRLINES	95	52	54.7	7	7.4	26	27.4	10	10.5
UNITED AIRLINES	122	47	38.5	28	23.0	32	26.2	15	12.3
US AIRWAYS	57	24	42.1	15	26.3	14	24.6	4	7.0
OTHER U.S. AIRLINES	35	17	48.6	3	8.6	12	34.3	3	8.6
TOTALS	687	337	49.1	123	17.9	161	23.4	66	9.6
PREVIOUS YEAR'S TOTALS	755	363	48.1	104	13.8	191	25.3	97	12.8

*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**

MARCH 2013

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AEROMEXICO	2	0	3	0	2	1	0	0	0	0	0	0	8
AIR CANADA	7	0	8	0	0	5	7	4	1	0	0	1	33
AIR FRANCE	3	0	1	1	0	6	2	0	0	0	0	0	13
ALITALIA AIRLINES	1	0	4	0	1	6	0	1	0	0	0	0	13
BRITISH AIRWAYS	5	0	2	0	1	3	1	1	0	0	0	0	13
EMIRATES AIRLINES	0	0	3	2	0	4	4	0	0	0	0	1	14
IBERIA AIRLINES	0	0	2	0	0	3	0	0	0	0	0	0	5
LUFTHANSA	3	0	0	1	0	6	1	2	0	0	0	0	13
TURKISH AIRLINES	3	0	5	1	0	2	0	0	0	0	0	0	11
VIRGIN ATLANTIC AIRWAYS	1	1	1	0	0	1	0	1	0	0	0	0	5
VOLARIS AIRLINES	0	1	6	1	3	2	0	0	0	0	0	0	13
OTHER FOREIGN AIRLINES	8	2	14	3	9	28	12	3	0	0	0	4	83
TOTALS	33	4	49	9	16	67	27	12	1	0	0	6	224
TRAVEL AGENTS													
TRAVELOCITY.COM	0	0	3	1	0	0	1	0	1	0	0	0	6
OTHER TRAVEL AGENTS	1	0	7	1	2	0	2	0	0	0	0	0	13
TOTALS	1	0	10	2	2	0	3	0	1	0	0	0	19
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	1	2
TOTALS	0	0	0	0	1	0	0	0	0	0	0	1	2
MISCELLANEOUS													
OTHER MISCELLANEOUS	1	0	1	0	3	4	0	0	0	0	0	2	11
TOTALS	1	0	1	0	3	4	0	0	0	0	0	2	11

* 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	MARCH 2013			MARCH 2012		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	24	10,256,759	0.23	28	9,752,141	0.29
2	ALASKA AIRLINES	4	1,680,440	0.24	5	1,579,535	0.32
3	AIRTRAN AIRWAYS	6	1,792,624	0.33	11	1,992,115	0.55
4	VIRGIN AMERICA	2	513,599	0.39	6	527,832	1.14
5	JETBLUE AIRWAYS	11	2,741,341	0.40	17	2,563,875	0.66
6	DELTA AIR LINES	48	10,475,479	0.46	65	10,081,399	0.64
7	SKYWEST AIRLINES	13	2,397,796	0.54	16	2,220,353	0.72
8	PINNACLE AIRLINES	7	1,224,967	0.57	*	*	*
9	HAWAIIAN AIRLINES	6	855,746	0.70	5	776,659	0.64
10	MESA AIRLINES	5	669,721	0.75	1	681,753	0.15
11	EXPRESSJET AIRLINES	30	2,865,027	1.05	20	2,755,189	0.73
12	AMERICAN EAGLE AIRLINES	16	1,493,980	1.07	15	1,564,001	0.96
13	US AIRWAYS	57	5,033,515	1.13	73	4,846,544	1.51
14	AMERICAN AIRLINES	113	7,545,658	1.50	71	7,605,557	0.93
15	UNITED AIRLINES	122	7,911,266	1.54	260	8,145,575	3.19
16	FRONTIER AIRLINES	21	756,003	2.78	9	930,065	0.97
	TOTAL	485	58,213,921	0.83	602	56,022,593	1.09

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" and "Mishandled Baggage" sections of this report.

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

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS

	JANUARY – MARCH 2013				JANUARY - MARCH 2012			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	2,282	151	5	339	2,006	140	2	474
FOREIGN AIRLINES	676	11	0	57	398	8	0	60
TRAVEL AGENTS	59	3	0	6	56	7	1	6
TOUR OPERATORS	151	0	0	0	237	0	0	5
MISCELLANEOUS	45	14	1	40	47	60	1	51
INDUSTRY TOTALS	3,213	179	6	442	2,744	215	4	596

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY – MARCH 2013			JANUARY – MARCH 2012		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	837		1	590	
DELAYS			316			195
CANCELLATIONS			312			233
MISCONNECTIONS			145			98
BAGGAGE	2	523		2	451	
RES/TKTG/BOARDING	3	492		3	406	
CUSTOMER SERVICE	4	445		4	315	
OTHER	5	320		5	306	
FREQUENT FLYER			126			72
REFUNDS	6	207		6	230	
DISABILITY	7	136		7	129	
FARES	8	120		9	114	
OVERSALES	9	91		8	117	
ADVERTISING	10	24		10	68	
DISCRIMINATION	11	18		11	18	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		3,213			2,744	

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* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*

JANUARY - MARCH 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	6	2	0	0	2	0	4	0	0	0	0	0	14
AIRTRAN AIRWAYS	5	3	3	0	1	4	3	3	0	1	0	1	24
ALASKA AIRLINES	2	0	3	1	0	4	4	2	0	0	0	0	16
ALLEGIANT AIR	43	0	24	3	7	2	17	6	4	0	0	3	109
AMERICAN AIRLINES	112	6	57	7	30	95	67	18	1	4	0	10	407
AMERICAN EAGLE AIRLINES	33	3	7	1	0	11	9	1	0	0	0	2	67
CHAUTAUQUA AIRLINES	8	0	1	1	0	1	1	1	0	0	0	0	13
COMMUTAIR	10	0	0	0	0	1	0	0	0	0	0	0	11
DELTA AIR LINES	36	8	22	15	3	14	31	12	1	2	0	16	160
EXPRESSJET AIRLINES	60	0	0	0	0	14	6	0	0	0	0	3	83
FRONTIER AIRLINES	22	2	12	0	5	6	7	0	0	1	0	71	126
GO!	10	0	0	0	0	2	2	0	0	0	0	0	14
GOJET AIRLINES	12	0	0	0	0	3	2	1	0	0	0	1	19
HAWAIIAN AIRLINES	6	0	7	3	2	4	10	2	1	0	0	2	37
JETBLUE AIRWAYS	7	0	9	1	2	11	10	3	0	0	0	0	43
MESA AIRLINES	9	1	1	0	1	0	3	0	0	0	0	0	15
PIEDMONT AIRLINES	11	6	4	0	0	1	4	0	0	0	0	0	26
PINNACLE AIRLINES	14	0	1	0	0	6	4	0	0	0	0	0	25
PSA AIRLINES	9	0	0	0	0	2	1	0	0	0	0	0	12
REPUBLIC AIRLINES	23	0	0	0	0	4	2	0	0	0	0	0	29
SHUTTLE AMERICA	8	0	0	0	0	1	2	0	0	0	0	0	11
SKYWEST AIRLINES	30	3	2	0	0	5	6	1	0	0	0	0	47
SOUTHWEST AIRLINES	19	1	6	3	6	18	7	9	2	2	0	1	74
SPIRIT AIRLINES	56	11	58	9	23	33	29	5	3	0	0	10	237
UNITED AIRLINES	101	14	71	21	41	61	76	21	1	5	0	18	430
US AIRWAYS	60	6	21	7	9	17	20	25	1	0	0	3	169
VIRGIN AMERICA	2	0	1	2	0	4	5	0	1	0	0	2	17
OTHER U.S. AIRLINES	12	2	4	1	9	8	8	1	1	0	0	1	47
TOTAL JAN - MAR 2013	726	68	314	75	141	332	340	111	16	15	0	144	2,282
% OF TOTAL COMPLAINTS	31.8	3.0	13.8	3.3	6.2	14.5	14.9	4.9	0.7	0.7	0.0	6.3	
TOTAL JAN - MAR 2012	521	100	298	77	158	313	272	123	45	17	0	82	2,006
% OF TOTAL COMPLAINTS	26.0	5.0	14.9	3.8	7.9	15.6	13.6	6.1	2.2	0.8	0.0	4.1	

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

** AIRLINES ARE LISTED INDIVIDUALY IF DOT RECEIVED TEN (10) 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 (YTD)

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

JANUARY - MARCH 2013

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AEROMEXICO	6	1	8	1	2	3	3	0	0	0	0	0	24
AIR CANADA	26	3	17	1	1	8	20	4	1	0	0	2	83
AIR FRANCE	7	0	5	2	2	18	5	0	0	0	0	0	39
AIR INDIA	1	0	4	0	2	5	1	0	0	0	0	0	13
ALITALIA AIRLINES	5	0	7	0	3	11	1	1	0	0	0	1	29
BRITISH AIRWAYS	9	2	4	3	2	8	2	5	0	1	0	3	39
CHINA EASTERN AIRLINES	0	0	2	4	0	3	1	0	0	0	0	1	11
EMIRATES AIRLINES	3	3	8	2	2	12	11	4	1	0	0	1	47
ETHIOPIAN AIRLINES	4	1	2	0	0	8	1	0	0	0	0	0	16
ETIHAD AIRWAYS	1	0	3	1	3	2	0	0	1	0	0	0	11
IBERIA AIRLINES	0	0	5	1	1	7	2	0	0	0	0	0	16
KLM	1	1	4	1	0	3	5	0	0	0	0	0	15
LUFTHANSA	5	1	2	1	4	20	4	4	0	1	0	2	44
QATAR AIRWAYS	1	3	2	1	2	2	3	0	0	0	0	0	14
TACA	0	1	4	1	2	1	2	0	0	0	0	1	12
TURKISH AIRLINES	6	0	8	3	0	12	0	0	0	0	0	3	32
VIRGIN ATLANTIC AIRWAYS	1	1	3	0	0	1	2	1	0	1	0	0	10
VOLARIS AIRLINES	1	2	11	3	5	4	1	0	0	0	0	0	27
OTHER FOREIGN AIRLINES	25	4	41	9	19	54	30	4	0	0	0	8	194
TOTALS	102	23	140	34	50	182	94	23	3	3	0	22	676
TRAVEL AGENTS													
ORBITZ.COM	1	0	7	5	3	0	3	0	0	0	0	0	19
TRAVELOCITY.COM	0	0	6	1	1	0	1	0	1	0	0	0	10
OTHER TRAVEL AGENTS	1	0	18	2	5	0	1	0	2	0	0	1	30
TOTALS	2	0	31	8	9	0	5	0	3	0	0	1	59
TOUR OPERATORS													
C&T CHARTERS	0	0	0	0	0	0	0	0	0	0	0	118	118
EZJET	0	0	0	0	1	0	0	0	0	0	0	29	30
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	1	0	0	1	3
TOTALS	0	0	0	0	2	0	0	0	1	0	0	148	151
MISCELLANEOUS													
OTHER MISCELLANEOUS	7	0	7	3	5	9	6	2	1	0	0	5	45
TOTALS	7	0	7	3	5	9	6	2	1	0	0	5	45

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) 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 5 (YTD)

CONSUMER COMPLAINTS: RANKINGS

U.S. AIRLINES *

RANK	AIRLINE	JANUARY - MARCH 2013			JANUARY - MARCH 2012		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	74	26,215,817	0.28	67	25,979,709	0.26
2	ALASKA AIRLINES	16	4,534,078	0.35	17	4,274,942	0.40
3	AIRTRAN AIRWAYS	24	4,530,831	0.53	31	5,191,268	0.60
4	JETBLUE AIRWAYS	43	7,285,995	0.59	57	6,850,197	0.83
5	DELTA AIR LINES	160	27,107,268	0.59	189	26,135,605	0.72
6	SKYWEST AIRLINES	47	6,482,177	0.73	43	5,937,967	0.72
7	PINNACLE AIRLINES	25	3,146,697	0.79	*	*	*
8	MESA AIRLINES	15	1,834,793	0.82	4	1,877,874	0.21
9	EXPRESSJET AIRLINES	83	7,535,235	1.10	58	7,411,710	0.78
10	US AIRWAYS	169	13,510,027	1.25	205	13,286,273	1.54
11	VIRGIN AMERICA	17	1,346,791	1.26	25	1,432,523	1.75
12	HAWAIIAN AIRLINES	37	2,398,846	1.54	12	2,218,530	0.54
13	AMERICAN EAGLE AIRLINES	67	4,246,223	1.58	46	4,239,317	1.09
14	AMERICAN AIRLINES	407	20,882,911	1.95	231	20,791,244	1.11
15	UNITED AIRLINES	430	21,202,754	2.03	574	21,778,759	2.64
16	FRONTIER AIRLINES	126	2,293,509	5.49	24	2,541,104	0.94
	TOTAL	1,740	154,553,952	1.13	1,583	149,947,022	1.07

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" and "Mishandled Baggage" 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.

**March 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
Total	**0**	**0**	**0**

> **NOTE**: *U.S. DOT did not receive any airline reports about the Incidents Involving the Loss, Injury or Death of Animals During Air Transportation in March 2013.*

Customer Service Reports to the U.S. Department of Homeland Security for the Month of March 2013 as provided by the Transportation Security Administration[a]

The Transportation Security Administration (TSA) screened approximately 55 million airline passengers and their 44 million checked bags in the month of March 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 March.

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
336	.0006	45	.00008	100	.0002	399	.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 March.

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.