



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

**Issued: July 2013**



<b>Flight Delays<sup>1</sup></b>	May 2013 12 Months ending May 2013
<b>Mishandled Baggage<sup>1</sup></b>	May 2013
<b>Oversales<sup>1</sup></b>	1 <sup>st</sup> Quarter 2013
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	May 2013
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	May 2013
<b>Airline Animal Incident Reports<sup>4</sup></b>	May 2013

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

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

<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

<sup>4</sup> 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/](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](mailto: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](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	83.6	17	92.4
ALASKA AIRLINES S/	20	90.7	54	89.6
DELTA AIR LINES S/	29	85.9	128	86.2
AIRTRAN AIRWAYS S/	16	82.5	40	83.1
SKYWEST AIRLINES S/	20	82.0	152	82.2
US AIRWAYS S/	27	81.6	79	82.0
PINNACLE AIRLINES S/	21	81.1	112	81.2
JETBLUE AIRWAYS S/	23	78.8	57	80.3
UNITED AIRLINES S/	28	79.4	79	79.7
SOUTHWEST AIRLINES S/	24	79.3	84	79.0
VIRGIN AMERICA S/	16	77.8	18	78.1
AMERICAN AIRLINES S/	28	77.4	78	76.2
EXPRESSJET AIRLINES S/	20	73.8	155	73.9
MESA AIRLINES S/V/	11	80.8	75	73.8
FRONTIER AIRLINES S/	21	73.6	70	73.2
AMERICAN EAGLE S/	18	70.4	127	69.9
<b>TOTAL</b>		<b>79.7</b>		<b>79.4</b>

➤ 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.

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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		Mar-13		Apr-13		May 13		12 Months Ending May 2013		Database To Date 09/1987-05/2013	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	89.1	3	82.9	6	86.2	3	83.8	5	78.0	13	81.2	4	83.1	4	84.0	4	(--)	(--)
ALASKA	90.1	2	89.2	2	85.8	4	87.5	3	85.5	3	86.8	2	89.6	2	87.7	2	76.5	5
AMERICAN	80.5	12	70.0	15	74.1	15	80.0	10	81.8	6	72.3	12	76.2	12	75.1	14	78.0	3
AMERICAN EAGLE	83.0	10	80.0	11	80.6	9	74.7	13	78.1	12	66.9	16	69.9	16	77.2	11	(--)	(--)
DELTA	87.5	4	84.4	3	87.2	2	86.2	4	85.0	4	85.6	3	86.2	3	85.8	3	77.6	4
EXPRESSJET	79.1	14	73.9	13	77.4	12	70.9	16	71.6	16	71.0	14	73.9	13	74.0	16	(--)	(--)
FRONTIER	79.4	13	80.7	10	74.3	14	71.3	15	74.0	14	68.6	15	73.2	15	74.8	15	(--)	(--)
HAWAIIAN	94.4	1	92.8	1	94.1	1	91.8	1	91.0	1	93.0	1	92.4	1	92.9	1	(--)	(--)
JETBLUE	82.4	11	77.2	12	75.3	13	73.3	14	72.3	15	71.8	13	80.3	8	75.6	13	(--)	(--)
MESA	87.1	6	81.5	8	84.8	5	80.7	9	81.0	7	77.2	10	73.8	14	81.5	7	(--)	(--)
PINNACLE	(--)	(--)	(--)	(--)	(--)	(--)	78.9	12	80.3	9	79.7	8	81.2	7	79.5	10	(--)	(--)
SKYWEST	84.2	8	81.7	7	78.8	11	79.2	11	80.2	11	79.7	7	82.2	5	80.3	9	(--)	(--)
SOUTHWEST	83.7	9	81.0	9	80.8	8	83.1	6	80.3	10	78.4	9	79.0	10	81.0	8	81.9	1
UNITED	76.4	15	72.4	14	80.1	10	81.4	8	80.7	8	76.1	11	79.7	9	77.1	12	76.2	6
US AIRWAYS	87.4	5	84.2	4	84.7	6	82.4	7	82.1	5	81.0	5	82.0	6	83.6	6	78.3	2
VIRGIN AMERICA	85.2	7	83.3	5	82.6	7	89.7	2	87.3	2	80.7	6	78.1	11	83.7	5	(--)	(--)
<b>Total</b>	<b>83.4</b>		<b>79.4</b>		<b>80.8</b>		<b>80.1</b>		<b>79.8</b>		<b>77.3</b>		<b>79.4</b>		<b>79.8</b>		<b>78.5</b>	

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*																
CARRIER*	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# 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	516	79.1	231	71.9	168	75.0	177	74.6	281	79.0	7	85.7	206	80.1	6509	86.5
AMERICAN	406	73.2	995	72.8	274	75.2	169	74.6	957	73.2	406	71.9	13103	78.7	208	73.6
ALASKA	62	87.1	124	74.2	H/		H/		124	71.8	124	89.5	62	87.1	H/	
JETBLUE	H/		3256	81.4	176	85.8	124	88.7	542	82.7	88	88.6	88	76.1	H/	
DELTA	18180	86.5	864	83.6	627	81.8	480	86.7	834	83.3	649	87.2	482	84.4	4222	86.4
EXPRESSJET	8429	81.0	212	85.4	123	69.1	505	70.1	233	57.9	1274	76.3	1591	69.8	1449	80.5
FRONTIER	49	65.3	H/		H/		H/		92	60.9	3072	76.3	115	66.1	53	67.9
AIRTRAN	4470	82.8	453	79.9	1048	82.5	H/		360	85.8	71	91.5	H/		181	82.9
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
AMERICAN EAGLE	528	61.4	H/		178	63.5	474	71.9	546	67.0	217	52.5	7443	72.7	395	71.9
SKYWEST	305	77.7	H/		H/		40	82.5	H/		4180	81.9	503	71.6	283	71.4
UNITED	33	48.5	1060	72.7	301	75.4	27	81.5	675	77.2	3670	84.2	312	79.8	18	94.4
US AIRWAYS	462	82.7	1599	80.2	396	80.1	7710	85.4	1717	80.1	396	76.5	566	79.0	288	82.6
VIRGIN AMERICA	H/		145	66.2	H/		H/		27	88.9	H/		181	77.9	H/	
SOUTHWEST	801	78.8	641	71.5	5617	78.8	186	80.1	93	77.4	4906	78.8	H/		545	68.8
MESA	171	70.2	H/		4	75.0	2819	82.2	H/		H/		62	83.9	112	77.7
<b>TOTAL</b>	<b>34412</b>	<b>83.6</b>	<b>9580</b>	<b>78.3</b>	<b>8912</b>	<b>78.9</b>	<b>12711</b>	<b>83.3</b>	<b>6481</b>	<b>77.3</b>	<b>19060</b>	<b>79.9</b>	<b>24714</b>	<b>76.3</b>	<b>14263</b>	<b>84.1</b>

\* 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	103	70.9	26	88.5	235	77.4	4	100.0	1236	60.6	H/		H/		121	71.1
AMERICAN	297	65.3	300	74.7	300	73.3	424	71.7	1171	74.6	818	72.4	2576	80.6	1334	75.1
ALASKA	62	62.9	31	93.5	H/		31	100.0	H/		435	93.6	568	93.1	H/	
JETBLUE	517	67.9	1311	79.0	228	80.3	H/		3561	74.0	376	87.0	239	86.2	496	72.8
DELTA	377	69.8	803	84.1	148	85.8	247	87.9	1743	75.4	1101	88.1	1809	87.6	1963	78.6
EXPRESSJET	4011	57.4	21	71.4	2313	73.1	6767	79.9	125	56.0	H/		H/		653	70.9
FRONTIER	H/		44	70.5	H/		67	79.1	H/		150	69.3	118	64.4	57	52.6
AIRTRAN	H/		701	78.3	H/		H/		H/		124	79.8	62	75.8	325	65.2
HAWAIIAN	H/		H/		H/		H/		31	77.4	62	91.9	93	81.7	H/	
AMERICAN EAGLE	226	47.8	H/		H/		212	53.8	590	60.5	H/		430	69.8	1469	67.8
SKYWEST	H/		H/		160	75.6	1948	79.5	H/		563	80.8	5329	83.7	H/	
UNITED	3872	72.5	488	84.2	1967	75.5	5508	83.6	380	67.1	1214	86.0	2742	81.8	707	64.8
US AIRWAYS	383	64.0	541	77.4	H/		483	77.4	246	64.6	545	80.2	534	75.7	1159	72.2
VIRGIN AMERICA	186	69.9	102	87.3	156	66.7	H/		310	50.0	319	79.6	1327	86.0	H/	
SOUTHWEST	530	64.9	1226	80.6	205	68.3	H/		H/		6559	83.9	3227	77.1	476	66.0
MESA	H/		H/		770	74.8	H/		H/		H/		H/		49	51.0
<b>TOTAL</b>	<b>10564</b>	<b>64.9</b>	<b>5594</b>	<b>80.2</b>	<b>6482</b>	<b>74.5</b>	<b>15691</b>	<b>80.7</b>	<b>9393</b>	<b>70.2</b>	<b>12266</b>	<b>83.6</b>	<b>19054</b>	<b>82.0</b>	<b>8809</b>	<b>71.8</b>

\* 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*																
	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	234	82.5	H/		2521	83.9	341	71.8	H/		267	59.2	H/	
AMERICAN	825	79.3	H/		4014	83.1	358	73.2	4551	76.2	120	59.2	327	65.1	420	75.7
ALASKA	62	91.9	H/		H/		62	83.9	150	80.0	860	91.7	31	64.5	216	94.4
JETBLUE	1454	82.5	H/		H/		H/		166	71.7	119	84.9	44	68.2	62	72.6
DELTA	1435	89.5	175	86.3	725	81.7	4634	88.3	530	75.5	394	88.6	524	74.4	636	88.7
EXPRESSJET	27	88.9	2	100.0	H/		608	75.0	4878	67.2	H/		77	64.9	H/	
FRONTIER	123	81.3	114	79.8	H/		116	70.7	4	50.0	126	77.8	H/		97	62.9
AIRTRAN	1649	85.0	329	88.1	H/		150	88.7	H/		H/		396	74.5	H/	
HAWAIIAN	H/		H/		H/		H/		H/		31	87.1	H/		31	87.1
AMERICAN EAGLE	H/		H/		1539	77.2	195	62.1	7371	71.3	H/		146	52.7	H/	
SKYWEST	18	77.8	1	0.0	H/		2470	86.4	2309	70.3	826	88.3	1	100.0	1865	91.1
UNITED	967	86.3	H/		259	80.7	164	81.7	5050	76.8	519	78.8	364	67.6	567	82.2
US AIRWAYS	790	81.1	H/		278	77.3	361	83.7	620	73.1	219	79.0	3965	76.2	5033	90.0
VIRGIN AMERICA	56	92.9	H/		H/		H/		154	72.7	89	91.0	89	61.8	H/	
SOUTHWEST	2477	82.5	6994	78.1	H/		634	76.0	H/		1007	80.4	583	63.5	5073	82.7
MESA	H/		H/		67	64.2	H/		899	73.5	H/		48	66.7	1167	91.8
<b>TOTAL</b>	<b>9884</b>	<b>84.1</b>	<b>7849</b>	<b>78.8</b>	<b>6882</b>	<b>81.1</b>	<b>12273</b>	<b>84.5</b>	<b>27023</b>	<b>72.6</b>	<b>4310</b>	<b>84.4</b>	<b>6862</b>	<b>72.3</b>	<b>15167</b>	<b>86.9</b>

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

MAY 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/		203	83.3	31	90.3
AMERICAN	427	73.8	485	79.6	910	75.1	119	74.8	520	77.3
ALASKA	441	94.1	4111	92.1	359	82.7	62	93.5	H/	
JETBLUE	115	89.6	215	81.4	346	77.7	93	81.7	484	80.4
DELTA	519	90.4	745	90.2	686	87.2	2657	92.2	904	83.6
EXPRESSJET	H/		H/		H/		32	62.5	H/	
FRONTIER	110	71.8	127	71.7	120	59.2	149	69.1	44	56.8
AIRTRAN	H/		H/		62	87.1	H/		695	86.6
HAWAIIAN	31	83.9	62	82.3	31	74.2	H/		H/	
AMERICAN EAGLE	89	66.3	H/		H/		61	67.2	H/	
SKYWEST	853	87.2	547	86.3	4360	71.0	4802	91.1	H/	
UNITED	733	84.6	898	83.3	4200	80.2	57	70.2	574	80.3
US AIRWAYS	360	78.9	343	80.5	461	70.9	185	82.2	602	81.9
VIRGIN AMERICA	146	87.7	260	85.8	1454	76.1	H/		H/	
SOUTHWEST	2788	82.4	1058	78.3	1311	67.7	958	78.3	1854	84.1
MESA	H/		H/		H/		H/		H/	
<b>TOTAL</b>	<b>6612</b>	<b>83.8</b>	<b>8851</b>	<b>87.1</b>	<b>14300</b>	<b>75.4</b>	<b>9378</b>	<b>88.8</b>	<b>5708</b>	<b>82.6</b>

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

MAY 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	93.2	63.6	75.0	81.0	95.6	93.3	88.5	93.6	73.3	90.7	69.1	90.4	80.6	97.0	88.3	J/	97.9	93.3
700 - 759 AM	95.3	82.3	94.7	97.3	88.8	94.1	84.2	94.1	89.4	78.6	86.4	89.5	82.6	96.1	90.8	87.1	90.3	92.6
800 - 859 AM	90.0	88.6	94.1	92.0	94.5	93.5	85.8	95.2	89.8	92.2	93.5	87.5	92.1	95.4	90.3	89.5	93.1	95.4
900 - 959 AM	88.3	93.5	91.2	87.3	87.7	90.2	86.8	92.1	87.5	92.9	84.0	89.1	90.1	95.3	92.3	85.4	92.8	92.4
1000 - 1059 AM	87.3	91.0	94.3	91.6	91.8	87.4	85.8	88.5	89.1	90.4	89.1	85.9	90.1	93.6	90.1	84.3	87.8	91.6
1100 - 1159 AM	88.1	90.9	94.7	89.5	91.4	87.3	86.5	88.7	80.5	89.2	85.2	85.9	89.4	87.1	85.9	82.8	91.6	91.8
1200 - 1259 PM	86.0	89.7	90.0	87.9	87.1	82.5	84.1	88.6	75.2	87.7	80.9	85.3	81.7	84.8	86.0	81.1	89.1	84.6
100 - 159 PM	85.6	87.4	89.1	86.5	89.6	81.7	79.9	90.9	66.0	85.1	90.7	83.1	80.3	85.7	82.6	78.9	91.3	85.9
200 - 259 PM	82.8	85.2	84.4	82.0	80.4	82.3	77.1	85.5	57.2	83.3	82.2	82.6	72.8	83.4	80.8	69.1	88.1	81.4
300 - 359 PM	81.0	83.8	84.3	83.2	82.3	77.6	75.8	90.6	57.6	84.4	75.4	79.0	65.5	83.7	83.4	68.2	86.4	80.2
400 - 459 PM	82.8	75.5	76.4	81.1	74.1	75.6	73.7	83.4	49.1	81.2	71.8	77.7	60.8	80.5	82.0	61.7	83.9	79.2
500 - 559 PM	78.0	73.7	74.3	78.5	67.6	71.9	69.1	77.6	51.0	73.3	71.2	76.5	68.6	71.8	83.4	59.5	81.0	75.6
600 - 659 PM	78.9	70.0	75.0	77.9	67.5	65.6	66.2	74.6	53.3	75.1	65.0	75.5	56.6	80.0	76.1	63.8	77.7	69.2
700 - 759 PM	76.0	71.9	67.6	75.1	61.3	65.9	63.4	71.2	50.1	78.2	65.9	66.1	51.8	79.1	77.5	66.2	77.0	67.2
800 - 859 PM	77.4	72.7	61.1	80.7	65.2	70.0	64.7	78.8	47.2	74.6	66.2	71.5	56.9	78.2	76.7	62.6	76.2	68.6
900 - 959 PM	79.6	66.1	59.1	75.2	65.4	66.8	63.0	63.5	54.0	69.5	65.0	77.6	62.7	71.3	71.7	61.0	79.2	57.7
1000 - 1059 PM	77.7	69.8	66.0	68.5	66.1	75.2	66.1	65.8	66.0	69.3	49.0	76.0	58.8	70.5	73.8	64.2	71.2	57.5
1100 - 559 AM	78.0	70.5	66.3	66.8	73.7	70.9	72.5	71.4	70.1	71.2	68.8	74.6	71.5	82.2	78.0	72.2	78.0	64.9
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>83.6</b>	<b>78.3</b>	<b>78.9</b>	<b>83.3</b>	<b>77.3</b>	<b>79.9</b>	<b>76.3</b>	<b>84.1</b>	<b>64.9</b>	<b>80.2</b>	<b>74.5</b>	<b>80.7</b>	<b>70.2</b>	<b>83.6</b>	<b>82.0</b>	<b>71.8</b>	<b>84.1</b>	<b>78.8</b>

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

MAY 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	94.0	93.1	89.0	100.0	71.4	93.2	J/	93.6	88.8	J/	84.6	87.3
700 - 759 AM	89.7	93.9	87.1	97.7	85.0	94.2	95.9	96.1	93.7	95.9	100.0	91.1
800 - 859 AM	89.6	88.8	84.2	96.2	82.4	92.9	96.9	95.5	91.9	96.6	97.4	90.1
900 - 959 AM	88.5	93.8	80.1	96.2	70.5	94.2	91.2	94.7	78.0	95.6	94.0	89.2
1000 - 1059 AM	90.6	92.1	82.5	88.9	81.5	93.5	90.7	91.6	76.7	93.4	95.1	88.8
1100 - 1159 AM	86.7	88.5	78.0	88.1	72.2	94.0	86.7	90.6	78.3	86.1	90.3	86.7
1200 - 1259 PM	83.3	90.5	74.5	92.9	83.0	89.9	90.5	91.1	70.2	90.5	88.8	84.4
100 - 159 PM	81.2	88.3	70.8	90.6	70.7	85.8	90.1	87.4	72.6	90.0	90.8	83.2
200 - 259 PM	81.3	88.9	72.9	86.9	69.8	89.5	84.5	88.6	75.7	93.4	84.1	80.6
300 - 359 PM	83.3	81.9	69.1	84.5	69.2	87.3	87.4	84.2	76.2	91.8	85.7	79.0
400 - 459 PM	79.5	80.3	64.6	78.1	68.0	81.3	82.7	86.4	78.6	84.6	80.9	76.1
500 - 559 PM	78.3	76.6	67.3	86.1	70.4	79.4	73.6	81.8	76.8	86.5	82.1	73.8
600 - 659 PM	76.2	79.5	66.8	75.4	69.6	84.7	79.7	89.0	74.1	82.1	79.3	73.1
700 - 759 PM	77.0	65.2	62.3	81.6	65.3	82.2	78.3	86.4	73.4	87.6	76.6	71.7
800 - 859 PM	69.8	77.5	59.4	84.3	73.8	82.6	76.0	86.1	70.7	78.4	72.9	71.7
900 - 959 PM	72.8	71.6	58.3	77.5	72.3	77.1	73.2	79.2	65.3	84.2	67.9	69.3
1000 - 1059 PM	77.4	71.7	66.9	80.5	67.4	73.2	75.7	78.9	64.0	66.8	70.5	69.6
1100 - 559 AM	72.3	72.3	73.6	75.1	68.5	72.6	79.0	85.9	72.2	71.9	70.3	73.5
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>81.1</b>	<b>84.5</b>	<b>72.6</b>	<b>84.4</b>	<b>72.3</b>	<b>86.9</b>	<b>83.8</b>	<b>87.1</b>	<b>75.4</b>	<b>88.8</b>	<b>82.6</b>	<b>79.7</b>

\* 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	93.5	95.4	94.1	95.9	93.5	94.0	90.0	95.7	90.5	96.4	92.9	90.5	94.1	96.5	92.4	94.1	96.1	93.6
700 - 759 AM	92.9	92.5	91.8	91.5	94.3	93.6	88.0	91.4	89.9	94.3	92.8	92.3	94.3	91.5	91.5	93.7	95.4	90.0
800 - 859 AM	91.1	89.3	89.4	93.6	93.8	90.7	84.5	92.9	85.7	93.3	87.2	87.8	91.6	90.1	87.1	90.9	94.1	87.6
900 - 959 AM	87.6	92.7	86.7	91.0	94.2	88.0	81.5	90.9	85.4	90.7	87.3	87.2	90.1	88.7	84.5	88.6	91.2	85.2
1000 - 1059 AM	86.5	89.4	83.7	86.2	88.5	82.8	78.7	91.2	83.3	87.4	93.3	85.0	90.9	89.0	87.2	85.4	88.7	89.5
1100 - 1159 AM	85.5	87.7	88.3	88.2	89.7	79.6	77.5	80.0	78.7	83.8	90.5	80.4	87.1	85.6	80.4	82.6	84.1	87.1
1200 - 1259 PM	82.7	87.1	85.6	86.3	84.7	75.0	77.2	86.8	76.5	81.5	82.0	82.9	87.6	73.6	80.7	80.1	86.6	73.6
100 - 159 PM	81.8	83.2	78.6	83.3	86.1	76.7	70.2	84.3	72.6	81.3	82.0	79.7	79.9	77.4	83.3	78.2	85.6	64.3
200 - 259 PM	79.8	80.8	73.8	80.3	82.8	71.4	68.4	84.7	56.1	75.3	77.2	78.5	82.9	75.8	77.1	76.2	79.8	70.4
300 - 359 PM	78.8	79.6	74.4	73.7	80.6	76.1	69.8	82.3	58.4	71.5	78.6	81.4	69.0	75.0	77.8	69.1	75.5	69.2
400 - 459 PM	77.3	74.2	68.6	79.4	74.1	69.8	66.3	85.2	56.1	75.7	65.8	72.7	64.6	72.2	79.5	68.8	77.5	65.6
500 - 559 PM	75.5	68.8	65.3	78.4	72.5	69.4	66.3	74.8	56.2	68.1	68.5	74.0	69.0	74.3	77.3	66.7	78.6	67.4
600 - 659 PM	78.2	67.3	67.0	74.7	63.7	58.8	60.8	75.0	56.8	66.1	66.2	74.5	63.2	66.7	82.5	65.1	72.7	61.9
700 - 759 PM	78.8	67.1	56.5	78.2	60.0	68.8	60.3	72.9	50.1	72.6	62.1	74.8	57.8	69.1	77.4	63.9	71.8	45.0
800 - 859 PM	74.9	72.5	47.2	77.4	64.9	57.5	55.0	76.9	47.9	69.0	73.1	61.1	60.0	75.1	76.2	66.3	72.1	43.3
900 - 959 PM	75.1	14.3	35.1	78.4	60.3	62.1	57.1	74.9	53.1	73.7	65.8	77.1	64.5	60.8	73.3	65.2	74.1	50.2
1000 - 1059 PM	78.7	J/	J/	83.0	69.2	78.5	67.0	J/	J/	J/	70.0	85.3	69.7	86.2	82.4	57.7	J/	J/
1100 - 559 AM	100.0	94.9	96.4	92.4	100.0	85.9	89.9	100.0	97.5	98.8	91.3	94.4	89.7	91.8	87.6	92.6	93.6	87.1
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>81.6</b>	<b>82.7</b>	<b>73.8</b>	<b>83.4</b>	<b>82.0</b>	<b>75.9</b>	<b>71.7</b>	<b>83.5</b>	<b>70.3</b>	<b>81.1</b>	<b>77.1</b>	<b>80.6</b>	<b>77.0</b>	<b>80.3</b>	<b>82.7</b>	<b>78.3</b>	<b>83.3</b>	<b>70.2</b>

\* 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	93.8	94.7	87.5	95.0	94.6	95.9	95.3	95.6	94.4	94.9	96.8	93.7
700 - 759 AM	90.7	89.4	90.3	94.8	92.3	94.6	92.5	96.3	92.5	95.4	96.4	92.2
800 - 859 AM	92.6	87.7	85.3	91.8	89.1	89.1	95.3	89.8	89.4	91.9	93.7	89.4
900 - 959 AM	83.6	91.4	82.3	92.5	83.1	84.8	90.3	86.9	84.4	94.2	95.2	87.3
1000 - 1059 AM	87.4	90.3	77.6	87.0	83.4	88.2	87.8	89.9	75.8	89.1	91.7	85.5
1100 - 1159 AM	85.7	91.2	74.4	88.1	80.6	80.1	85.8	82.6	74.0	92.5	87.8	83.6
1200 - 1259 PM	80.7	81.7	71.8	86.0	78.1	85.7	75.9	87.6	74.3	83.3	88.9	80.5
100 - 159 PM	80.1	87.8	67.2	81.6	80.5	84.3	80.7	84.9	73.0	89.0	86.5	79.0
200 - 259 PM	76.4	83.5	65.1	84.9	73.0	76.5	83.6	85.8	68.5	82.8	78.7	76.0
300 - 359 PM	74.7	83.6	65.7	85.3	71.0	84.8	76.8	80.4	72.4	92.3	76.7	76.0
400 - 459 PM	76.0	73.0	60.5	70.3	69.6	83.2	75.9	90.0	76.0	81.9	74.9	72.6
500 - 559 PM	67.5	81.5	62.1	84.2	73.7	74.8	76.7	82.2	77.6	90.8	75.8	72.7
600 - 659 PM	65.0	68.7	64.5	81.6	76.9	76.7	71.4	85.0	73.6	77.8	72.6	69.5
700 - 759 PM	73.4	80.0	65.1	78.2	65.1	72.4	76.1	90.6	75.9	75.8	78.9	70.1
800 - 859 PM	72.7	76.9	62.2	93.6	78.2	81.4	76.1	87.6	75.7	87.6	77.6	68.9
900 - 959 PM	77.2	82.5	57.8	83.9	87.1	80.3	77.7	83.6	69.8	90.7	66.2	68.7
1000 - 1059 PM	74.6	J/	54.9	91.7	77.4	82.8	92.3	88.3	77.9	96.1	J/	78.4
1100 - 559 AM	100.0	100.0	92.9	94.3	81.0	90.3	J/	91.2	84.9	83.3	89.4	90.4
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>79.6</b>	<b>85.5</b>	<b>71.0</b>	<b>88.1</b>	<b>80.0</b>	<b>84.4</b>	<b>83.9</b>	<b>88.1</b>	<b>78.8</b>	<b>90.1</b>	<b>84.7</b>	<b>79.5</b>

\* 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***
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## CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE
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## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

MESA	1026	May	HNL-KOA	1345	31	26	83.9	117.4
MESA	1026	Apr	HNL-KOA	1345	30	24	80.0	69.0
MESA	1026	Mar	HNL-KOA	1345	31	19	61.3	63.3
MESA	1025	May	KOA-HNL	1450	31	27	87.1	114.7
MESA	1025	Apr	KOA-HNL	1450	30	24	80.0	69.1
MESA	1025	Mar	KOA-HNL	1450	31	18	58.1	63.4
MESA	1037	May	KOA-HNL	1700	22	18	81.8	121.7
MESA	1037	Apr	KOA-HNL	1700	20	12	60.0	71.0
MESA	1037	Mar	KOA-HNL	1700	29	17	58.6	95.8
MESA	1017	May	OGG-HNL	1600	27	21	77.8	117.1
MESA	1017	Apr	OGG-HNL	1600	23	13	56.5	68.6
MESA	1017	Mar	OGG-HNL	1600	29	15	51.7	86.2

\* 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

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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

AMERICAN EAGLE	4323	May	JFK-ORF	1700	31	19	61.3	98.6
AMERICAN EAGLE	4323	Apr	JFK-ORF	1700	23	13	56.5	66.0
EXPRESSJET	2566	May	BTR-DFW	1905	26	17	65.4	96.0
EXPRESSJET	2566	Apr	BTR-DFW	1905	19	10	52.6	92.7
EXPRESSJET	4117	May	CHS-EWR	1654	31	17	54.8	89.9
EXPRESSJET	4157	Apr	CHS-EWR	1655	23	12	52.2	106.4
EXPRESSJET	4532	May	CHS-EWR	1930	26	15	57.7	82.7
EXPRESSJET	4661	Apr	CHS-EWR	1935	15	11	73.3	107.7
EXPRESSJET	4326	May	CLT-EWR	1721	21	13	61.9	75.1
EXPRESSJET	4326	Apr	CLT-EWR	1730	21	12	57.1	114.4
EXPRESSJET	4353	May	CLT-EWR	1831	22	14	63.6	79.3
EXPRESSJET	4699	Apr	CLT-EWR	1832	15	10	66.7	122.6
EXPRESSJET	4093	May	CVG-IAH	1821	26	16	61.5	117.2
EXPRESSJET	4352	Apr	CVG-IAH	1838	15	8	53.3	87.5
EXPRESSJET	2528	May	DFW-BTR	1720	26	14	53.9	107.3
EXPRESSJET	2528	Apr	DFW-BTR	1720	19	11	57.9	91.8
EXPRESSJET	2583	May	DFW-MAF	2115	27	16	59.3	83.6
EXPRESSJET	2583	Apr	DFW-MAF	2115	19	12	63.2	75.8
EXPRESSJET	4381	May	DTW-EWR	1729	26	16	61.5	72.6
EXPRESSJET	4381	Apr	DTW-EWR	1735	21	12	57.1	136.8
EXPRESSJET	3827	May	DTW-EWR	2005	28	16	57.1	78.1
EXPRESSJET	4382	Apr	DTW-EWR	2030	20	12	60.0	93.7

\* 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



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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 (CONTINUED)

EXPRESSJET	4658	May	EWR-CHS	1709	26	15	57.7	81.5
EXPRESSJET	4645	Apr	EWR-CHS	1714	15	10	66.7	139.8
EXPRESSJET	4517	May	EWR-MSP	1706	26	16	61.5	69.9
EXPRESSJET	5676	Apr	EWR-MSP	1708	11	6	54.6	66.5
EXPRESSJET	4204	May	EWR-OKC	1931	26	17	65.4	81.4
EXPRESSJET	4204	Apr	EWR-OKC	2000	20	12	60.0	75.6
EXPRESSJET	4131	May	EWR-RIC	1900	26	14	53.9	78.4
EXPRESSJET	4131	Apr	EWR-RIC	1930	17	9	52.9	128.9
EXPRESSJET	4672	May	EWR-STL	2124	26	14	53.9	75.2
EXPRESSJET	4414	Apr	EWR-STL	2105	16	9	56.3	72.1
EXPRESSJET	3267	May	GSO-EWR	1507	28	15	53.6	64.4
EXPRESSJET	4321	Apr	GSO-EWR	1512	23	12	52.2	90.8
EXPRESSJET	4572	May	GSP-EWR	1731	26	16	61.5	81.7
EXPRESSJET	3814	Apr	GSP-EWR	1730	20	11	55.0	100.6
EXPRESSJET	3842	May	MHT-EWR	1550	30	17	56.7	81.0
EXPRESSJET	4131	Apr	MHT-EWR	1602	17	9	52.9	111.6
EXPRESSJET	5872	May	MSN-ORD	1927	22	12	54.6	113.1
EXPRESSJET	6115	Apr	MSN-ORD	1913	15	8	53.3	93.0
EXPRESSJET	4517	May	MSP-EWR	1936	26	14	53.9	67.6
EXPRESSJET	5676	Apr	MSP-EWR	1940	11	6	54.6	76.0
EXPRESSJET	4700	May	PWM-EWR	1847	26	17	65.4	80.6
EXPRESSJET	4219	Apr	PWM-EWR	1849	20	11	55.0	106.8

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\*\* Includes canceled and diverted flights

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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 (CONTINUED)

EXPRESSJET	4543	May	RDU-EWR	1648	22	13	59.1	83.4
EXPRESSJET	4329	Apr	RDU-EWR	1659	19	13	68.4	87.3
EXPRESSJET	3835	May	SDF-EWR	1856	25	16	64.0	88.2
EXPRESSJET	4509	Apr	SDF-EWR	1855	20	12	60.0	102.4
EXPRESSJET	4628	May	STL-EWR	1537	22	14	63.6	60.4
EXPRESSJET	3833	Apr	STL-EWR	1539	14	8	57.1	85.2
MESA	1042	May	HNL-ITO	1830	31	24	77.4	99.6
MESA	1042	Apr	HNL-ITO	1830	23	12	52.2	82.8
MESA	1054	May	HNL-KOA	1252	18	11	61.1	196.3
MESA	1054	Apr	HNL-KOA	1252	14	8	57.1	84.0
MESA	1026	May	HNL-KOA	1345	31	26	83.9	117.4
MESA	1026	Apr	HNL-KOA	1345	30	24	80.0	69.0
MESA	1017	May	HNL-LIH	1700	27	22	81.5	134.7
MESA	1017	Apr	HNL-LIH	1700	23	12	52.2	76.0
MESA	1010	May	HNL-OGG	1500	27	20	74.1	106.8
MESA	1010	Apr	HNL-OGG	1500	23	13	56.5	63.8
MESA	1074	May	HNL-OGG	1600	30	25	83.3	87.9
MESA	1074	Apr	HNL-OGG	1600	23	15	65.2	76.9
MESA	1018	May	HNL-OGG	1900	27	21	77.8	132.6
MESA	1018	Apr	HNL-OGG	1900	23	13	56.5	84.5
MESA	1043	May	ITO-HNL	1940	31	23	74.2	106.3
MESA	1043	Apr	ITO-HNL	1940	23	12	52.2	94.1

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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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 (CONTINUED)

MESA	1015	May	KOA-HNL	1245	31	23	74.2	107.6
MESA	1015	Apr	KOA-HNL	1245	23	12	52.2	81.6
MESA	1055	May	KOA-HNL	1352	18	11	61.1	223.0
MESA	1055	Apr	KOA-HNL	1352	14	9	64.3	76.5
MESA	1025	May	KOA-HNL	1450	31	27	87.1	114.7
MESA	1025	Apr	KOA-HNL	1450	30	24	80.0	69.1
MESA	1037	May	KOA-HNL	1700	22	18	81.8	121.7
MESA	1037	Apr	KOA-HNL	1700	20	12	60.0	71.0
MESA	1017	May	OGG-HNL	1600	27	21	77.8	117.1
MESA	1017	Apr	OGG-HNL	1600	23	13	56.5	68.6
MESA	1077	May	OGG-HNL	1700	30	26	86.7	86.8
MESA	1077	Apr	OGG-HNL	1700	23	15	65.2	66.8
SOUTHWEST	3130	May	BWI-BUF	2145	26	20	76.9	73.1
SOUTHWEST	3130	Apr	BWI-BUF	2145	20	11	55.0	54.4
SOUTHWEST	280	May	BWI-IND	2040	26	17	65.4	72.4
SOUTHWEST	280	Apr	BWI-IND	2040	20	12	60.0	77.5
SOUTHWEST	1204	May	BWI-RDU	2040	26	14	53.9	117.4
SOUTHWEST	1204	Apr	BWI-RDU	2040	15	8	53.3	79.0
SOUTHWEST	220	May	DEN-STL	1835	27	18	66.7	71.2
SOUTHWEST	220	Apr	DEN-STL	1835	15	8	53.3	69.6

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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
MESA	381	31	8.1
EXPRESSJET	2,002	38	1.9
SOUTHWEST	3,388	55	1.6
FRONTIER	212	3	1.4
AMERICAN EAGLE	1,290	6	0.5
UNITED	875	3	0.3
AIRTRAN	514	1	0.2
PINNACLE	897	1	0.1
AMERICAN	1,524	1	0.1
SKYWEST	1,718	1	0.1
DELTA	2,161	0	0.0
US AIRWAYS	1,136	0	0.0
JETBLUE	667	0	0.0
ALASKA	436	0	0.0
HAWAIIAN	193	0	0.0
VIRGIN AMERICA	171	0	0.0
<b>TOTAL</b>	<b>17,565</b>	<b>140</b>	<b>0.8</b>

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)	88.7	93.5	62	62
ABILENE TX (ABI)	66.7	78.7	225	225
ADAK ISLAND AK (ADK)	88.9	77.8	9	9
AGUADILLA PR (BQN)	77.9	86.4	104	103
AKRON OH (CAK)	79.0	85.0	795	795
ALBANY GA (ABY)	81.4	84.9	86	86
ALBANY NY (ALB)	75.8	85.8	970	969
ALBUQUERQUE NM (ABQ)	78.3	81.6	2,539	2,540
ALEXANDRIA LA (AEX)	79.4	83.3	359	359
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	69.7	81.6	320	320
ALPENA MI (APN)	79.6	77.8	54	54
AMARILLO TX (AMA)	72.9	79.6	638	638
ANCHORAGE AK (ANC)	83.1	91.7	1,587	1,581
APPLETON WI (ATW)	76.6	83.1	445	445
ARCATA/EUREKA CA (ACV)	74.9	73.4	267	267
ARLINGTON VA (DCA)	77.3	82.0	6,481	6,481
ASHEVILLE NC (AVL)	80.9	81.7	356	356
ASPEN CO (ASE)	83.7	91.2	147	147
ATLANTA GA (ATL)	83.6	81.6	34,412	34,409
AUGUSTA GA (AGS)	78.5	82.0	289	289
AUSTIN TX (AUS)	77.6	80.8	4,140	4,139
BAKERSFIELD CA (BFL)	80.5	86.7	323	323
BALTIMORE MD (BWI)	78.9	73.8	8,912	8,913
BANGOR ME (BGR)	83.6	87.3	55	55
BARROW AK (BRW)	80.0	81.4	70	70
BATON ROUGE LA (BTR)	78.3	75.6	828	828
BEAUMONT/PORT ARTHUR TX (BPT)	63.9	71.4	119	119
BELLINGHAM WA (BLI)	96.6	96.6	89	89
BEMIDJI MN (BJI)	87.1	87.1	62	62
BEND/REDMOND OR (RDM)	84.0	88.1	243	243
BETHEL AK (BET)	82.4	89.4	85	85
BILLINGS MT (BIL)	87.1	90.9	263	263
BINGHAMTON NY (BGM)	85.7	86.9	84	84
BIRMINGHAM AL (BHM)	77.3	82.1	1,513	1,512
BISMARCK/MANDAN ND (BIS)	85.6	88.9	298	297
BLOOMINGTON/NORMAL IL (BMI)	74.9	82.3	299	299
BOISE ID (BOI)	85.6	87.9	901	901
BOSTON MA (BOS)	78.3	82.7	9,580	9,583
BOZEMAN MT (BZN)	93.9	94.3	246	246
BRAINERD MN (BRD)	92.2	89.6	77	77
BRANSON MO (BKG)	84.4	82.0	128	128
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	78.9	83.3	209	209
BROWNSVILLE TX (BRO)	74.3	85.9	226	227

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	82.0	80.9	89	89
BUFFALO NY (BUF)	77.7	80.9	2,101	2,100
BURBANK CA (BUR)	87.1	87.7	2,115	2,115
BURLINGTON VT (BTV)	76.3	75.7	535	535
BUTTE MT (BTM)	90.3	93.5	62	62
CARLSBAD CA (CLD)	84.7	86.0	229	229
CASPER WY (CPR)	89.4	89.4	199	199
CEDAR CITY UT (CDC)	92.6	96.3	54	54
CEDAR RAPIDS/IOWA CITY IA (CID)	75.6	77.2	713	715
CHAMPAIGN/URBANA IL (CMI)	62.1	73.5	211	211
CHANTILLY VA (IAD)	74.5	77.1	6,482	6,461
CHARLESTON SC (CHS)	76.7	80.8	1,599	1,600
CHARLESTON/DUNBAR WV (CRW)	72.8	82.5	316	314
CHARLOTTE AMALIE VI (STT)	86.1	91.6	323	323
CHARLOTTE NC (CLT)	83.3	83.4	12,711	12,708
CHARLOTTESVILLE VA (CHO)	76.7	78.7	150	150
CHATTANOOGA TN (CHA)	78.7	80.6	432	432
CHICAGO IL (MDW)	78.8	70.2	7,849	7,848
CHICAGO IL (ORD)	72.6	71.0	27,023	27,003
CHICO CA (CIC)	63.4	69.9	93	93
CHRISTIANSTED VI (STX)	85.3	81.3	75	75
CLEVELAND OH (CLE)	78.1	83.3	3,970	3,971
CODY WY (COD)	85.5	90.3	62	62
COLLEGE STATION/BRYAN TX (CLL)	75.5	81.6	245	245
COLORADO SPRINGS CO (COS)	75.1	81.8	790	790
COLUMBIA MO (COU)	67.0	76.3	97	97
COLUMBIA SC (CAE)	75.6	80.6	618	618
COLUMBUS GA (CSG)	76.4	79.2	178	178
COLUMBUS MS (GTR)	81.4	86.0	86	86
COLUMBUS OH (CMH)	75.7	80.9	2,503	2,503
CORDOVA AK (CDV)	91.7	95.0	60	60
CORPUS CHRISTI TX (CRP)	73.4	79.5	636	635
COVINGTON KY (CVG)	81.2	80.7	3,816	3,814
CRESCENT CITY CA (CEC)	70.2	58.3	84	84
DALLAS TX (DAL)	77.6	74.8	4,087	4,087
DALLAS/FORT WORTH TX (DFW)	76.3	71.7	24,714	24,713
DAYTON OH (DAY)	77.4	82.6	1,128	1,129
DAYTONA BEACH FL (DAB)	88.4	90.3	155	155
DEADHORSE AK (SCC)	87.9	89.7	58	58
DENVER CO (DEN)	79.9	75.9	19,060	19,057
DES MOINES IA (DSM)	72.7	78.8	1,350	1,351
DETROIT MI (DTW)	84.1	83.5	14,263	14,262
DOTHAN AL (DHN)	80.3	80.3	117	117

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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.
DULUTH MN (DLH)	80.4	82.9	280	280
DURANGO CO (DRO)	82.6	86.2	190	188
EAU CLAIRE WI (EAU)	66.1	75.8	62	62
EL PASO TX (ELP)	77.4	82.8	1,777	1,777
ELKO NV (EKO)	96.5	97.6	85	85
ELMIRA/CORNING NY (ELM)	76.2	89.1	147	147
ERIE PA (ERI)	79.2	83.3	53	54
ESCANABA MI (ESC)	85.2	98.1	54	54
EUGENE OR (EUG)	84.2	82.7	399	398
EVANSVILLE IN (EVV)	77.6	85.2	411	411
FAIRBANKS AK (FAI)	87.9	89.9	380	378
FARGO ND (FAR)	73.3	81.8	547	545
FAYETTEVILLE AR (XNA)	70.2	77.6	1,133	1,129
FAYETTEVILLE NC (FAY)	84.7	86.9	236	236
FLAGSTAFF AZ (FLG)	89.9	91.2	159	159
FLINT MI (FNT)	83.0	92.4	383	383
FORT LAUDERDALE FL (FLL)	80.2	81.1	5,594	5,594
FORT MYERS FL (RSW)	83.9	85.9	2,119	2,123
FORT SMITH AR (FSM)	75.7	82.0	206	206
FORT WAYNE IN (FWA)	75.5	82.4	494	494
FRESNO CA (FAT)	80.7	82.8	965	965
GAINESVILLE FL (GNV)	82.9	82.2	269	269
GARDEN CITY KS (GCK)	72.1	85.2	61	61
GILLETTE WY (GCC)	83.1	91.9	124	124
GRAND FORKS ND (GFK)	88.5	92.3	234	234
GRAND ISLAND NE (GRI)	58.6	67.2	58	58
GRAND JUNCTION CO (GJT)	80.5	89.2	415	415
GRAND RAPIDS MI (GRR)	77.2	85.7	1,108	1,105
GREAT FALLS MT (GTF)	89.0	94.2	155	155
GREEN BAY WI (GRB)	75.9	81.0	485	485
GREENSBORO/HIGH POINT NC (GSO)	73.1	80.6	877	876
GREER SC (GSP)	75.8	81.2	897	897
GUAM TT (GUM)	71.0	83.9	31	31
GULFPORT/BILOXI MS (GPT)	75.0	82.8	436	436
GUNNISON CO (GUC)	71.4	96.4	28	28
HANCOCK/HOUGHTON MI (CMX)	72.6	80.6	62	62
HARLINGEN/SAN BENITO TX (HRL)	87.5	90.5	359	359
HARRISBURG PA (MDT)	76.7	83.4	597	596
HARTFORD CT (BDL)	76.0	81.9	1,958	1,959
HELENA MT (HLN)	87.9	91.1	124	124
HIBBING MN (HIB)	84.5	86.2	58	58
HILO HI (ITO)	85.8	87.4	613	613
HOBBS NM (HOB)	62.0	88.0	50	50

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HONOLULU HI (HNL)	78.7	83.4	4,553	4,554
HOUSTON TX (HOU)	80.0	75.3	5,106	5,106
HOUSTON TX (IAH)	80.7	80.6	15,691	15,687
HUNTSVILLE AL (HSV)	80.9	83.9	687	689
IDAHO FALLS ID (IDA)	89.6	91.4	222	222
INDIANAPOLIS IN (IND)	77.7	84.5	2,511	2,511
INTERNATIONAL FALLS MN (INL)	90.7	96.3	54	54
INYOKERN CA (IYK)	81.6	85.7	49	49
IRON MOUNTAIN/KINGSFID MI (IMT)	87.9	89.7	58	58
ISLIP NY (ISP)	77.0	87.2	447	446
ITHACA/CORTLAND NY (ITH)	82.6	87.2	86	86
JACKSON WY (JAC)	83.6	87.4	159	159
JACKSON/VICKSBURG MS (JAN)	78.6	82.8	829	829
JACKSONVILLE FL (JAX)	79.7	82.7	2,172	2,173
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	77.2	81.6	158	158
JOPLIN MO (JLN)	75.8	80.6	62	62
JUNEAU AK (JNU)	89.7	90.1	331	332
KAHULUI HI (OGG)	80.4	85.2	1,891	1,891
KALAMAZOO MI (AZO)	79.7	89.9	207	208
KALISPELL MT (FCA)	93.2	94.1	118	118
KANSAS CITY MO (MCI)	74.9	78.6	4,658	4,658
KETCHIKAN AK (KTN)	88.3	88.8	197	197
KEY WEST FL (EYW)	85.4	84.0	376	376
KILLEEN TX (GRK)	74.7	81.0	431	431
KLAMATH FALLS OR (LMT)	87.1	91.9	62	62
KNOXVILLE TN (TYS)	68.7	80.3	1,103	1,102
KODIAK AK (ADQ)	93.0	87.7	57	57
KONA HI (KOA)	78.7	83.7	1,074	1,075
KOTZEBUE AK (OTZ)	87.0	82.6	92	92
LA CROSSE WI (LSE)	87.2	82.6	86	86
LAFAYETTE LA (LFT)	80.1	84.1	578	578
LAKE CHARLES LA (LCH)	81.8	87.3	181	181
LANSING MI (LAN)	73.8	81.5	336	336
LARAMIE WY (LAR)	85.5	85.5	62	62
LAREDO TX (LRD)	67.0	79.3	203	203
LAS VEGAS NV (LAS)	83.6	80.3	12,266	12,263
LAWTON/FORT SILL OK (LAW)	72.7	85.1	154	154
LEWISTON ID (LWS)	98.2	100.0	57	57
LEXINGTON KY (LEX)	74.5	78.8	738	739
LIHUE HI (LIH)	80.3	83.3	984	984
LINCOLN NE (LNK)	73.2	75.7	280	280
LITTLE ROCK AR (LIT)	76.1	79.7	1,435	1,435
LONG BEACH CA (LGB)	90.2	91.1	1,164	1,166

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LONGVIEW TX (GGG)	72.6	74.2	62	62
LOS ANGELES CA (LAX)	82.0	82.7	19,054	19,060
LOUISVILLE KY (SDF)	75.7	79.4	1,521	1,520
LUBBOCK TX (LBB)	73.7	82.2	676	675
MADISON WI (MSN)	75.2	78.5	1,040	1,040
MANCHESTER NH (MHT)	73.3	84.2	834	836
MANHATTAN/FT. RILEY KS (MHK)	69.5	77.9	154	154
MARQUETTE MI (MQT)	72.1	91.0	111	111
MARTHA'S VINEYARD MA (MVY)	80.0	60.0	20	20
MEDFORD OR (MFR)	75.5	74.2	298	298
MELBOURNE FL (MLB)	91.9	92.7	123	123
MEMPHIS TN (MEM)	82.5	83.5	3,020	3,024
MIAMI FL (MIA)	81.1	79.6	6,882	6,882
MIDLAND/ODESSA TX (MAF)	75.7	81.4	806	806
MILWAUKEE WI (MKE)	79.5	81.5	3,087	3,087
MINNEAPOLIS MN (MSP)	84.5	85.5	12,273	12,280
MINOT ND (MOT)	83.4	86.2	253	253
MISSION/MCALLEN/EDINBURG TX (MFE)	78.0	87.6	386	386
MISSOULA MT (MSO)	85.1	87.3	268	268
MOBILE AL (MOB)	75.7	81.3	514	514
MODESTO CA (MOD)	73.1	71.0	93	93
MOLINE IL (MLI)	72.0	80.9	497	497
MONROE LA (MLU)	75.6	81.2	271	271
MONTEREY CA (MRY)	81.3	79.6	480	480
MONTGOMERY AL (MGM)	80.3	84.4	325	326
MONTROSE/DELTA CO (MTJ)	74.2	82.3	62	62
MOSINEE WI (CWA)	71.2	78.1	292	292
MUSKEGON MI (MKG)	69.4	64.5	62	62
MYRTLE BEACH SC (MYR)	78.0	82.6	386	385
NANTUCKET MA (ACK)	79.4	85.3	34	34
NASHVILLE TN (BNA)	78.0	77.2	5,270	5,270
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	82.8	87.4	87	87
NEW ORLEANS LA (MSY)	81.0	81.3	3,983	3,983
NEW YORK NY (JFK)	70.2	77.0	9,393	9,397
NEW YORK NY (LGA)	71.8	78.3	8,809	8,807
NEWARK NJ (EWR)	64.9	70.3	10,564	10,592
NEWBURGH/POUGHKEEPSIE NY (SWF)	80.9	87.9	141	141
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	75.9	77.4	195	195
NOME AK (OME)	78.3	79.3	92	92
NORFOLK VA (ORF)	75.5	79.6	1,451	1,450
NORTH BEND/COOS BAY OR (OTH)	67.7	64.5	62	62
OAKLAND CA (OAK)	85.0	82.6	3,795	3,797
OKLAHOMA CITY OK (OKC)	70.2	76.3	2,044	2,043

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
OMAHA NE (OMA)	75.6	81.2	1,916	1,917
ONTARIO CA (ONT)	85.8	86.2	1,787	1,787
ORLANDO FL (MCO)	84.1	83.3	9,884	9,885
PADUCAH KY (PAH)	64.5	71.0	62	62
PAGO PAGO TT (PPG)	55.6	55.6	9	9
PALM SPRINGS CA (PSP)	84.4	81.1	983	984
PANAMA CITY FL (ECP)	80.1	82.5	463	463
PASCO/KENNEWICK/RICHLAND WA (PSC)	83.8	91.0	321	321
PELLSTON MI (PLN)	79.3	94.8	58	58
PENSACOLA FL (PNS)	77.4	82.3	854	854
PEORIA IL (PIA)	72.2	81.0	431	431
PETERSBURG AK (PSG)	79.0	87.1	62	62
PHILADELPHIA PA (PHL)	72.3	80.0	6,862	6,862
PHOENIX AZ (PHX)	86.9	84.4	15,167	15,166
PITTSBURGH PA (PIT)	78.8	83.8	2,978	2,979
POCATELLO ID (PIH)	95.3	97.6	85	85
PONCE PR (PSE)	91.9	98.4	62	62
PORTLAND ME (PWM)	69.3	73.4	645	646
PORTLAND OR (PDX)	84.4	88.1	4,310	4,307
PROVIDENCE RI (PVD)	74.1	80.8	1,410	1,409
RALEIGH/DURHAM NC (RDU)	77.9	80.8	4,196	4,196
RAPID CITY SD (RAP)	80.5	87.9	298	298
REDDING CA (RDD)	67.7	71.0	93	93
RENO NV (RNO)	83.9	83.2	1,489	1,489
RHINELANDER WI (RHI)	84.3	82.0	89	89
RICHMOND VA (RIC)	76.2	81.1	1,616	1,615
ROANOKE VA (ROA)	77.5	77.7	209	211
ROCHESTER MN (RST)	78.3	85.2	189	189
ROCHESTER NY (ROC)	71.8	75.6	875	876
ROCK SPRINGS WY (RKS)	84.5	87.2	155	156
ROCKFORD IL (RFD)	70.0	88.9	10	9
ROSWELL NM (ROW)	68.5	76.4	89	89
SACRAMENTO CA (SMF)	84.3	86.6	3,680	3,678
SAGINAW/BAY CITY/MIDLAND MI (MBS)	77.2	81.3	268	267
SALT LAKE CITY UT (SLC)	88.8	90.1	9,378	9,379
SAN ANGELO TX (SJT)	70.8	75.3	154	154
SAN ANTONIO TX (SAT)	77.4	81.3	3,495	3,493
SAN DIEGO CA (SAN)	83.8	83.9	6,612	6,615
SAN FRANCISCO CA (SFO)	75.4	78.8	14,300	14,313
SAN JOSE CA (SJC)	85.4	86.0	3,484	3,482
SAN JUAN PR (SJU)	82.9	83.9	2,035	2,032
SAN LUIS OBISPO CA (SBP)	82.4	82.1	403	403
SANTA ANA CA (SNA)	87.3	86.1	3,452	3,454

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SANTA BARBARA CA (SBA)	81.1	78.5	888	888
SANTA FE NM (SAF)	71.5	71.0	186	186
SANTA MARIA CA (SMX)	90.8	89.9	109	109
SARASOTA/BRADENTON FL (SRQ)	89.4	87.3	369	370
SAULT STE. MARIE MI (CIU)	79.3	87.9	58	58
SAVANNAH GA (SAV)	74.9	75.6	941	941
SCRANTON/WILKES-BARRE PA (AVP)	68.6	83.4	204	205
SEATTLE WA (SEA)	87.1	88.1	8,851	8,858
SHREVEPORT LA (SHV)	77.5	81.3	671	672
SIOUX CITY IA (SUX)	65.5	63.8	58	58
SIOUX FALLS SD (FSD)	72.0	81.0	632	632
SITKA AK (SIT)	85.9	81.4	71	70
SOUTH BEND IN (SBN)	75.8	77.9	433	435
SPOKANE WA (GEG)	83.2	90.3	745	745
SPRINGFIELD IL (SPI)	68.9	74.8	151	151
SPRINGFIELD MO (SGF)	68.4	76.1	567	568
ST. GEORGE UT (SGU)	93.3	96.7	120	120
ST. LOUIS MO (STL)	77.3	74.1	4,986	4,985
STATE COLLEGE PA (SCE)	85.9	88.2	85	85
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	96.8	94.6	93	93
SYRACUSE NY (SYR)	73.1	74.7	828	827
TALLAHASSEE FL (TLH)	75.9	77.4	457	456

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
TAMPA FL (TPA)	82.6	84.7	5,708	5,710
TEXARKANA AR (TXK)	68.9	80.7	119	119
TRAVERSE CITY MI (TVC)	69.8	79.9	295	294
TRENTON NJ (TTN)	80.5	83.5	164	164
TUCSON AZ (TUS)	81.3	85.5	1,725	1,725
TULSA OK (TUL)	69.5	77.8	1,759	1,759
TWIN FALLS ID (TWF)	98.9	100.0	89	89
TYLER TX (TYR)	73.1	81.6	234	234
VALDOSTA GA (VLD)	87.4	93.1	87	87
VALPARAISO FL (VPS)	78.5	85.1	619	619
WACO TX (ACT)	68.0	75.3	150	150
WATERLOO IA (ALO)	62.1	67.2	58	58
WATERTOWN NY (ART)	70.4	75.9	54	54
WEST PALM BEACH/PALM BEACH FL (PBI)	80.6	80.8	1,684	1,685
WHITE PLAINS NY (HPN)	78.8	81.1	777	778
WICHITA FALLS TX (SPS)	66.7	82.9	123	123
WICHITA KS (ICT)	73.9	79.4	962	958
WILLISTON ND (ISN)	85.9	84.8	184	184
WILMINGTON NC (ILM)	83.1	88.7	302	302
WRANGELL AK (WRG)	83.9	85.5	62	62
YAKUTAT AK (YAK)	90.0	96.7	60	60
YUMA AZ (YUM)	90.6	94.0	265	265



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## AIR TRAVEL CONSUMER REPORT

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
MESA	11	6,171	141	2.3	75	12,051	403	3.3
AMERICAN EAGLE	18	22,108	623	2.8	127	38,335	1,084	2.8
EXPRESSJET	20	33,321	891	2.7	156	64,741	1,683	2.6
PINNACLE	21	13,418	246	1.8	112	25,750	419	1.6
SKYWEST	20	31,364	423	1.3	153	53,908	870	1.6
AMERICAN	28	36,813	466	1.3	78	45,703	603	1.3
UNITED	28	37,333	242	0.6	79	42,992	287	0.7
US AIRWAYS	27	30,237	194	0.6	79	35,397	215	0.6
SOUTHWEST	24	49,750	228	0.5	84	98,821	460	0.5
JETBLUE	23	14,102	53	0.4	57	20,262	79	0.4
AIRTRAN	16	11,076	29	0.3	40	15,789	42	0.3
ALASKA	20	7,982	9	0.1	54	13,067	33	0.3
FRONTIER	21	4,952	3	0.1	70	6,586	7	0.1
DELTA	29	49,094	40	0.1	128	64,087	50	0.1
HAWAIIAN	8	372	0	0.0	17	6,025	2	0.0
VIRGIN AMERICA	16	5,002	1	0.0	18	5,128	1	0.0
Total		353,095	3,589	1.0	Total	548,642	6,238	1.1

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.

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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
AMERICAN EAGLE	1,308	280	21.4
MESA	1,138	155	13.6
EXPRESSJET	6,331	683	10.8
PINNACLE	1,425	124	8.7
SKYWEST	3,842	290	7.5
AMERICAN	1,606	117	7.3
UNITED	8,620	205	2.4
US AIRWAYS	2,441	58	2.4
JETBLUE	724	10	1.4
ALASKA	475	6	1.3
SOUTHWEST	10,678	106	1.0
FRONTIER	390	3	0.8
AIRTRAN	778	5	0.6
DELTA	2,505	2	0.1
HAWAIIAN	221	0	0.0
VIRGIN AMERICA	191	0	0.0
<b>TOTAL</b>	<b>42,673</b>	<b>2,044</b>	<b>4.8</b>

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\*\***

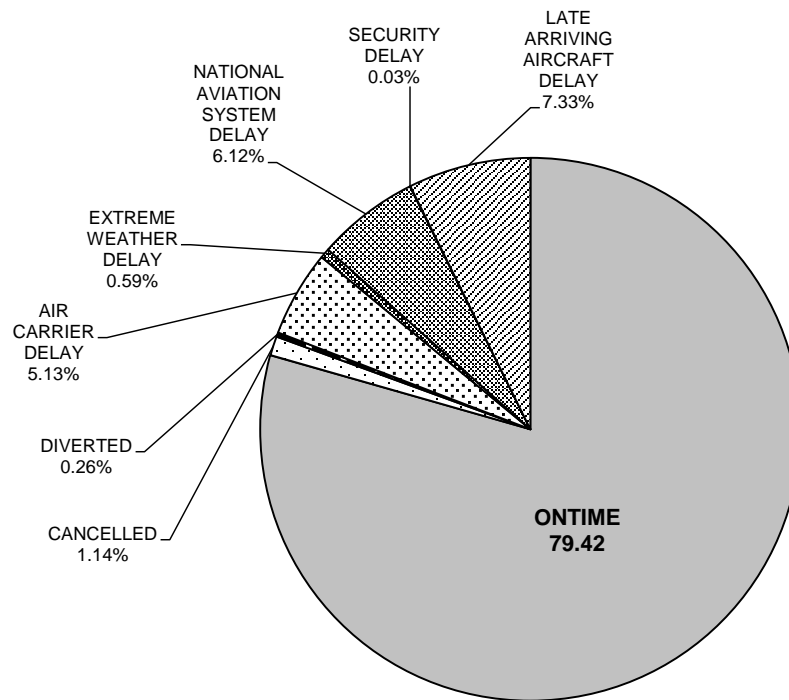
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
PINNACLE	25750	20898	81.16%	419	1.63%	69	0.27%	1372	5.33%	125	0.48%	1504	5.84%	6	0.02%	1358	5.27%
AMERICAN	45703	34836	76.22%	603	1.32%	274	0.60%	2663	5.83%	430	0.94%	3261	7.14%	4	0.01%	3632	7.95%
ALASKA	13067	11711	89.62%	33	0.25%	23	0.18%	324	2.48%	25	0.19%	652	4.99%	4	0.03%	295	2.26%
JETBLUE	20262	16266	80.28%	79	0.39%	43	0.21%	1063	5.25%	83	0.41%	1565	7.72%	12	0.06%	1152	5.68%
DELTA	64087	55267	86.24%	50	0.08%	111	0.17%	2942	4.59%	186	0.29%	3266	5.10%	3	0.00%	2263	3.53%
EXPRESSJET	64741	47834	73.89%	1683	2.60%	195	0.30%	3745	5.78%	241	0.37%	4497	6.95%	10	0.02%	6537	10.10%
FRONTIER	6586	4823	73.23%	7	0.11%	14	0.21%	324	4.92%	23	0.35%	890	13.51%	0	0.00%	505	7.67%
AIRTRAN	15789	13122	83.11%	42	0.27%	20	0.13%	680	4.31%	34	0.21%	924	5.85%	0	0.00%	967	6.12%
HAWAIIAN	6025	5565	92.37%	2	0.03%	3	0.05%	291	4.83%	2	0.03%	3	0.05%	2	0.03%	157	2.61%
AMERICAN EAGLE	38335	26793	69.89%	1084	2.83%	145	0.38%	2253	5.88%	789	2.06%	3068	8.00%	4	0.01%	4200	10.95%
SKYWEST	53908	44317	82.21%	870	1.61%	94	0.17%	1992	3.70%	143	0.27%	2522	4.68%	22	0.04%	3948	7.32%
UNITED	42992	34272	79.72%	287	0.67%	101	0.23%	2351	5.47%	189	0.44%	3533	8.22%	8	0.02%	2252	5.24%
US AIRWAYS	35397	29022	81.99%	215	0.61%	54	0.15%	1559	4.41%	108	0.30%	3116	8.80%	19	0.05%	1304	3.68%
VIRGIN AMERICA	5128	4007	78.14%	1	0.02%	9	0.18%	207	4.03%	186	3.63%	392	7.64%	4	0.07%	322	6.28%
SOUTHWEST	98821	78076	79.01%	460	0.47%	248	0.25%	5643	5.71%	585	0.59%	3824	3.87%	61	0.06%	9923	10.04%
MESA	12051	8897	73.83%	403	3.34%	17	0.14%	732	6.08%	65	0.54%	547	4.54%	14	0.11%	1375	11.41%
TOTAL	548642	435706	79.42%	6238	1.14%	1420	0.26%	28141	5.13%	3212	0.59%	33565	6.12%	171	0.03%	40188	7.33%

**\*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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## AIR TRAVEL CONSUMER REPORT

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
AMERICAN	2255	MIA	DFW	5/15/2013	Diversion Airport	210
EXPRESSJET	4652	ORD	CLE	5/28/2013	Origin Airport	204
AMERICAN	252	LAX	MIA	5/20/2013	Diversion Airport	185
SHUTTLE AMERICA	3560	ORD	EWR	5/28/2013	Origin Airport	185
ALASKA	33	PHL	SEA	5/22/2013	Origin Airport	184

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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## AIR TRAVEL CONSUMER REPORT

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
NONE						

**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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## AIR TRAVEL CONSUMER REPORT

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
AMERICAN	45,703	93	0.20
AMERICAN EAGLE	38,335	59	0.15
UNITED	42,992	49	0.11
US AIRWAYS	35,397	35	0.10
VIRGIN AMERICA	5,128	4	0.08
PINNACLE	25,750	17	0.07
JETBLUE	20,262	13	0.06
EXPRESSJET	64,741	25	0.04
DELTA	64,087	22	0.03
FRONTIER	6,586	2	0.03
MESA	12,051	3	0.02
ALASKA	13,067	2	0.02
SOUTHWEST	98,821	15	0.02
AIRTRAN	15,789	2	0.01
SKYWEST	53,908	4	0.01
HAWAIIAN	6,025	0	0.00
TOTAL	548,642	345	0.06

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

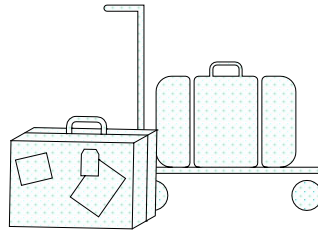
#### Data to DOT and to CRS Vendors

YV	Mesa Airlines
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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	MAY 2013			MAY 2012		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	662	573,839	1.15	393	516,341	0.76
2	JETBLUE AIRWAYS	3,950	2,282,971	1.73	3,576	2,137,140	1.67
3	FRONTIER AIRLINES	1,731	881,979	1.96	1,598	865,945	1.85
4	DELTA AIR LINES	18,201	8,739,985	2.08	16,196	8,401,870	1.93
5	HAWAIIAN AIRLINES	1,686	778,202	2.17	1,957	744,257	2.63
6	US AIRWAYS	9,732	4,486,330	2.17	8,549	4,238,309	2.02
7	PINNACLE AIRLINES	2,792	1,141,175	2.45	*	*	*
8	ALASKA AIRLINES	4,541	1,572,895	2.89	3,736	1,480,286	2.52
9	UNITED AIRLINES	17,513	5,879,856	2.98	21,660	6,194,447	3.50
10	AMERICAN AIRLINES	17,601	5,901,288	2.98	15,773	6,065,133	2.60
11	AIRTRAN AIRWAYS	5,171	1,637,550	3.16	2,896	1,947,769	1.49
12	SOUTHWEST AIRLINES**	36,003	10,598,091	3.40	27,428	10,018,657	2.74
13	MESA AIRLINES	2,944	728,724	4.04	3,376	682,663	4.95
14	SKYWEST AIRLINES	9,658	2,339,434	4.13	9,777	2,163,992	4.52
15	EXPRESSJET AIRLINES	12,305	2,748,989	4.48	13,527	2,635,710	5.13
16	AMERICAN EAGLE AIRLINES	8,819	1,512,039	5.83	7,382	1,651,064	4.47
TOTALS**		153,309	51,803,347	2.96	137,824	49,743,583	2.77

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.

\*\* This table was revised on July 19, 2013, to include the correction made by Southwest Airlines to its enplaned passengers for May 2013.

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

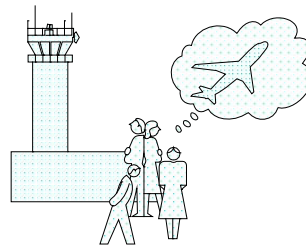
## OVERSALES

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

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" and "Consumer Complaints" sections of this report.

Pinnacle Airlines was ranked for the first time in 1<sup>st</sup> 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

	MAY 2013				MAY 2012			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	717	71	3	96	930	58	1	117
FOREIGN AIRLINES	222	5	0	25	271	4	1	27
TRAVEL AGENTS	16	0	0	6	28	2	0	7
TOUR OPERATORS	0	0	0	0	9	0	0	0
MISCELLANEOUS	18	6	0	17	21	3	1	17
INDUSTRY TOTALS	973	82	3	144	1,259	67	3	168

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	MAY 2013			MAY 2012		
	RANKING	COMPLAINTS*	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	279		1	318	
DELAYS			120			101
CANCELLATIONS			89			128
MISCONNECTI ONS			43			47
BAGGAGE	2	162		3	174	
CUSTOMER SERVICE	3	159		4	164	
RES/TKTG/BOARDING	4	152		2	176	
REFUNDS	5	68		6	117	
DI SABILITY	6	51		7	70	
FARES	7	36		5	125	
OTHER	8	31		8	46	
FREQUENT FLYER			10			27
OVERSALES	9	22		9	36	
ADVERTISING	10	7		10	25	
DI SCRIMINATION	11	5		11	7	
ANIMALS	12	1		12	1	
<b>COMPLAINT TOTAL</b>		<b>973</b>			<b>1,259</b>	

\* 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\*

MAY 2013

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	3	1	0	0	0	0	0	1	0	0	0	0	5
AIRTRAN AIRWAYS	5	0	0	0	0	0	3	0	0	1	0	0	9
ALLEGiant AIR	3	0	6	2	4	0	5	1	1	0	0	1	23
AMERICAN AIRLINES	41	2	17	1	9	34	20	7	1	0	0	4	136
AMERICAN EAGLE AIRLINES	18	0	1	0	0	3	2	0	0	0	0	0	24
DELTA AIR LINES	10	3	9	6	1	6	14	3	0	0	0	3	55
EXPRESSJET AIRLINES	24	0	0	0	0	2	0	0	0	1	0	1	28
FRONTIER AIRLINES	1	0	2	1	1	4	4	1	0	0	0	0	14
GO!	6	0	0	0	0	0	0	0	0	0	0	0	6
HAWAIIAN AIRLINES	1	0	2	1	3	1	2	0	0	0	0	0	10
JETBLUE AIRWAYS	2	0	2	1	0	2	4	1	0	0	0	0	12
PINNACLE AIRLINES	6	0	0	0	0	3	1	0	0	0	0	0	10
REPUBLIC AIRLINES	3	0	0	0	0	0	2	0	0	0	0	0	5
SHUTTLE AMERICA	6	0	0	0	0	0	1	0	0	0	0	0	7
SKYWEST AIRLINES	9	0	0	0	0	1	1	0	0	0	0	0	11
SOUTHWEST AIRLINES	6	0	5	0	0	3	9	5	1	0	0	0	29
SPIRIT AIRLINES	17	3	12	2	11	16	12	0	1	0	0	6	80
UNITED AIRLINES	40	7	20	7	12	29	20	7	0	1	1	5	149
US AIRWAYS	22	1	7	0	2	5	12	12	0	0	0	1	62
VIRGIN AMERICA	1	0	2	0	1	0	1	1	0	0	0	0	6
OTHER U. S. AIRLINES	24	0	1	0	0	4	6	1	0	0	0	0	36
<b>TOTAL MAY 2013</b>	<b>248</b>	<b>17</b>	<b>86</b>	<b>21</b>	<b>44</b>	<b>113</b>	<b>119</b>	<b>40</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>21</b>	<b>717</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>34.6</b>	<b>2.4</b>	<b>12.0</b>	<b>2.9</b>	<b>6.1</b>	<b>15.8</b>	<b>16.6</b>	<b>5.6</b>	<b>0.6</b>	<b>0.4</b>	<b>0.1</b>	<b>2.9</b>	
<b>TOTAL MAY 2012</b>	<b>293</b>	<b>31</b>	<b>120</b>	<b>33</b>	<b>83</b>	<b>116</b>	<b>140</b>	<b>61</b>	<b>18</b>	<b>4</b>	<b>1</b>	<b>30</b>	<b>930</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>31.5</b>	<b>3.3</b>	<b>12.9</b>	<b>3.5</b>	<b>8.9</b>	<b>12.5</b>	<b>15.1</b>	<b>6.6</b>	<b>1.9</b>	<b>0.4</b>	<b>0.1</b>	<b>3.2</b>	

\* 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  
 MAY 2013

U. S. AIRLINES*	COMPS RECD IN MAY	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN APRIL	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	5	2	40.0	2	40.0	0	0.0	1	20.0
AIRTRAN AIRWAYS	9	3	33.3	4	44.4	1	11.1	1	11.1
ALLEGiant AIR	23	8	34.8	1	4.3	10	43.5	4	17.4
AMERICAN AIRLINES	136	55	40.4	41	30.1	27	19.9	13	9.6
AMERICAN EAGLE AIRLINES	24	11	45.8	7	29.2	2	8.3	4	16.7
DELTA AIR LINES	55	31	56.4	10	18.2	11	20.0	3	5.5
EXPRESSJET AIRLINES	28	22	78.6	2	7.1	2	7.1	2	7.1
FRONTIER AIRLINES	14	10	71.4	3	21.4	1	7.1	0	0.0
GO!	6	6	100.0	0	0.0	0	0.0	0	0.0
HAWAIIAN AIRLINES	10	0	0.0	4	40.0	3	30.0	3	30.0
JETBLUE AIRWAYS	12	6	50.0	2	16.7	4	33.3	0	0.0
PINNACLE AIRLINES	10	5	50.0	2	20.0	1	10.0	2	20.0
REPUBLIC AIRLINES	5	4	80.0	0	0.0	1	20.0	0	0.0
SHUTTLE AMERICA	7	5	71.4	2	28.6	0	0.0	0	0.0
SKYWEST AIRLINES	11	7	63.6	2	18.2	2	18.2	0	0.0
SOUTHWEST AIRLINES	29	16	55.2	5	17.2	4	13.8	4	13.8
SPIRIT AIRLINES	80	41	51.2	12	15.0	10	12.5	17	21.2
UNITED AIRLINES	149	62	41.6	34	22.8	40	26.8	13	8.7
US AIRWAYS	62	28	45.2	17	27.4	12	19.4	5	8.1
VIRGIN AMERICA	6	4	66.7	1	16.7	1	16.7	0	0.0
OTHER U. S. AIRLINES	36	23	63.9	6	16.7	5	13.9	2	5.6
<b>TOTALS</b>	<b>717</b>	<b>349</b>	<b>48.7</b>	<b>157</b>	<b>21.9</b>	<b>137</b>	<b>19.1</b>	<b>74</b>	<b>10.3</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>930</b>	<b>411</b>	<b>44.2</b>	<b>175</b>	<b>18.8</b>	<b>248</b>	<b>26.7</b>	<b>96</b>	<b>10.3</b>

\*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\*\*

MAY 2013

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXI CO	0	0	12	1	0	0	1	0	0	0	0	0	14
AIR CANADA	6	1	4	0	0	4	10	1	0	1	0	1	28
AIR FRANCE	1	2	3	0	0	2	3	1	0	0	0	1	13
ALITALIA AIRLINES	0	0	2	0	1	3	0	0	0	0	0	0	6
BRITISH AIRWAYS	1	0	4	1	3	5	2	1	0	0	0	0	17
COPA	1	0	2	0	1	1	1	0	0	0	0	0	6
EMIRATES AIRLINES	1	0	1	0	0	1	1	1	0	0	0	1	6
ETIHAD AIRWAYS	0	0	1	0	0	1	2	1	0	0	0	0	5
KLM	2	0	1	0	1	1	1	0	0	0	0	0	6
LUFTHANSA	1	0	2	1	2	5	1	0	0	1	0	1	14
PAKISTAN AIRLINES	3	0	2	0	2	0	0	1	0	0	0	0	8
PHILIPPINE AIRLINES	1	0	2	1	1	1	0	0	0	0	0	1	7
QATAR AIRWAYS	0	0	2	0	1	2	1	0	0	0	0	0	6
SWISS AIR	2	0	0	1	1	0	0	0	1	0	0	0	5
TURKISH AIRLINES	2	0	1	1	0	2	1	0	0	0	0	0	7
VIRGIN ATLANTIC AIRWAYS	1	0	1	0	1	1	1	1	0	0	0	0	6
VOLARIS AIRLINES	0	0	2	1	2	0	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	7	1	17	4	4	16	11	3	0	0	0	0	63
<b>TOTALS</b>	<b>29</b>	<b>4</b>	<b>59</b>	<b>11</b>	<b>20</b>	<b>45</b>	<b>36</b>	<b>10</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>222</b>
<b><u>TRAVEL AGENTS</u></b>													
ORBITZ.COM	1	0	1	1	1	0	3	0	0	0	0	1	8
OTHER TRAVEL AGENTS	0	0	4	3	1	0	0	0	0	0	0	0	8
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>16</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	1	1	2	0	2	4	1	1	2	0	0	4	18
<b>TOTALS</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>18</b>

\* 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	MAY 2013			MAY 2012		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	ALASKA AIRLINES	2	1,666,361	0.12	12	1,566,223	0.77
2	SOUTHWEST AIRLINES**	29	10,358,151	0.28	34	9,754,078	0.35
3	SKYWEST AIRLINES	11	2,386,127	0.46	17	2,188,513	0.78
4	JETBLUE AIRWAYS	12	2,560,411	0.47	15	2,372,976	0.63
5	DELTA AIR LINES	55	10,379,510	0.53	84	9,971,385	0.84
6	AIRTRAN AIRWAYS	9	1,688,237	0.53	6	1,969,376	0.30
7	MESA AIRLINES	4	728,724	0.55	5	682,663	0.73
8	PINNACLE AIRLINES	10	1,130,440	0.88	*	*	*
9	EXPRESSJET AIRLINES	28	2,920,246	0.96	22	2,771,173	0.79
10	VIRGIN AMERICA	6	587,631	1.02	5	531,333	0.94
11	HAWAIIAN AIRLINES	10	836,600	1.20	7	782,093	0.90
12	US AIRWAYS	62	4,963,993	1.25	107	4,686,559	2.28
13	AMERICAN EAGLE AIRLINES	24	1,590,448	1.51	14	1,686,784	0.83
14	FRONTIER AIRLINES	14	868,114	1.61	7	918,115	0.76
15	AMERICAN AIRLINES	136	7,457,996	1.82	103	7,563,763	1.36
16	UNITED AIRLINES	149	7,784,439	1.91	292	8,079,964	3.61
	<b>TOTAL**</b>	<b>561</b>	<b>57,907,516</b>	<b>0.97</b>	<b>730</b>	<b>55,524,998</b>	<b>1.35</b>

**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.

\*\* This table was revised on July 19, 2013, to include the correction made by Southwest Airlines to its system wide enplanements for May 2013.

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.



## May 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 21<sup>st</sup> 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>).

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<i>American</i>			<b>1</b>
<i>Alaska</i>	<b>1</b>	<b>1</b>	
<i>Delta</i>	<b>1</b>		
<i>United</i>	<b>1</b>		<b>1</b>
<i>Total</i>	<b>3</b>	<b>1</b>	<b>2</b>

United Airlines had an incident concerning a deceased dog that occurred during April, which the carrier failed to report in time to appear in the table for April Animal Incidents. (*Air Travel Consumer Report* issued June, 2013) That table was updated on our website on June 26. See: <http://www.dot.gov/airconsumer/june-2013-air-travel-consumer-report>

**Customer Service Reports to the U.S. Department of Homeland Security for the Month of May 2013  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 56 million airline passengers and their 45 million checked bags in the month of May 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<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of May.

**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 <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
287	.0005	42	.00007	97	.0002	410	.0008

**NOTES**

<sup>a</sup> 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.

<sup>b</sup> 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.

<sup>c</sup> 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 May.

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.