



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: January 2013*



<b>Flight Delays<sup>1</sup></b>	November 2012 12 Months ending November 2012
<b>Mishandled Baggage<sup>1</sup></b>	November 2012
<b>Oversales<sup>1</sup></b>	3rd Quarter 2012 January – September 2012
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	November 2012
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	November 2012
<b>Airline Animal Incident Reports<sup>4</sup></b>	November 2012

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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 fourteen (14) 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 15 reporting air carriers, 9 carriers (AirTran, American Eagle, ExpressJet, Frontier, Hawaiian, JetBlue, Southwest, US Airways and Virgin America) use ACARS exclusively; 2 carriers (American and United) use a combination of ACARS and DGS; and 4 carriers (Alaska, Delta, Mesa and SkyWest) 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.

**Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear only as EV or ExpressJet Airlines data in the flight delay tables.**

**Effective January 2012, data of the merged operations of United Airlines and Continental Airlines are combined, and appear only as UA or United Airlines data in the flight delay tables.**

\*\*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	83.9	16	94.1
AIRTRAN AIRWAYS S/	18	90.6	47	91.3
DELTA AIR LINES S/	29	90.2	127	90.6
MESA AIRLINES S/V/	14	91.0	70	88.4
US AIRWAYS S/	27	87.9	75	88.1
ALASKA AIRLINES S/	19	88.4	53	87.3
AMERICAN EAGLE S/	19	86.2	137	86.6
SOUTHWEST AIRLINES S/	23	85.3	78	86.0
VIRGIN AMERICA S/	15	86.0	16	85.9
UNITED AIRLINES S/	28	85.4	78	85.5
EXPRESSJET AIRLINES S/	22	83.9	160	84.0
SKYWEST AIRLINES S/	19	83.0	157	82.8
FRONTIER AIRLINES S/	22	82.4	61	82.1
JETBLUE AIRWAYS S/	22	81.6	51	81.9
AMERICAN AIRLINES S/	28	80.6	78	79.6
<b>TOTAL</b>		<b>85.6</b>		<b>85.7</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). 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.

- Effective January 2012, data of the merged operations of United Airlines and Continental Airlines are combined, and appear as United Airlines data in this table.
- Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear as ExpressJet Airlines data in this table.

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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*	4th Quarter 10-12 2011		1st Quarter 01-03 2012		2nd Quarter 04-06 2012		3rd Quarter 07-09 2012		Sep-12		Oct 12		Nov 12		12 Months Ending Nov 2012		Database To Date 09/87-11/12	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	90.1	2	90.0	2	89.1	3	82.9	6	90.9	2	85.9	3	91.3	2	88.0	2	(--)	(--)
ALASKA	87.2	6	84.5	7	90.1	2	89.2	2	89.6	4	86.8	2	87.3	6	87.7	3	76.5	5
AMERICAN	82.5	11	83.1	8	80.5	12	70.0	15	58.0	15	67.7	15	79.6	15	77.5	13	78.0	3
AMERICAN EAGLE	83.5	8	82.8	9	83.0	10	80.0	11	86.5	7	81.2	9	86.6	7	82.3	8	(--)	(--)
ATLANTIC SOUTHEAST	83.2	9	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
CONTINENTAL	81.2	15	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
DELTA	88.9	3	87.3	3	87.5	4	84.4	3	89.7	3	85.5	4	90.6	3	86.8	4	77.6	4
EXPRESSJET	79.6	16	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET(COMBINED)	(--)	(--)	77.4	14	79.1	14	73.9	13	81.0	14	76.9	12	84.0	11	(--)	(--)	(--)	(--)
FRONTIER	82.0	14	77.1	15	79.4	13	80.7	10	84.4	10	78.0	11	82.1	13	78.7	11	(--)	(--)
HAWAIIAN	92.6	1	92.3	1	94.4	1	92.8	1	96.4	1	94.8	1	94.1	1	93.2	1	(--)	(--)
JETBLUE	82.3	13	81.8	11	82.4	11	77.2	12	82.8	12	74.0	14	81.9	14	80.3	10	(--)	(--)
MESA	88.0	4	86.3	6	87.1	6	81.5	8	85.5	8	84.3	5	88.4	4	85.5	6	(--)	(--)
SKYWEST	82.5	12	81.7	12	84.2	8	81.7	7	83.6	11	80.8	10	82.8	12	82.2	9	(--)	(--)
SOUTHWEST	87.5	5	87.2	4	83.7	9	81.0	9	86.5	6	82.4	7	86.0	8	84.2	7	81.9	1
UNITED	83.1	10	80.9	13	76.4	15	72.4	14	82.0	13	76.7	13	85.5	10	77.6	12	76.2	6
US AIRWAYS	86.9	7	87.2	5	87.4	5	84.2	4	87.3	5	83.2	6	88.1	5	86.3	5	78.3	2
VIRGIN AMERICA	(--)	(--)	82.6	10	85.2	7	83.3	5	85.3	9	81.5	8	85.9	9	(--)	(--)	(--)	(--)
<b>Total</b>	<b>85.1</b>		<b>84.0</b>		<b>83.4</b>		<b>79.4</b>		<b>83.3</b>		<b>80.2</b>		<b>85.7</b>		<b>83.2</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).

Effective January 2012, data of the merged operations of United Airlines and Continental Airlines are combined, and appear as United Airlines data in this table. Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear as ExpressJet Airlines (COMBINED) data in this table.

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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
AMERICAN	392	80.4	847	75.8	229	70.7	167	72.5	754	76.7	392	76.3	12218	84.3	182	79.7
ALASKA	60	95.0	62	95.2	H/		H/		120	95.8	87	87.4	60	90.0	H/	
JETBLUE	H/		2775	84.4	120	82.5	125	84.8	522	81.4	85	83.5	82	95.1	H/	
DELTA	16705	91.2	865	88.9	604	85.4	420	89.8	848	88.1	565	92.4	437	94.7	4035	90.6
EXPRESSJET	7058	88.5	237	90.7	273	69.6	453	76.6	321	67.6	1089	85.1	304	89.8	1908	87.1
FRONTIER	79	77.2	H/		9	66.7	H/		88	81.8	2936	85.6	120	87.5	60	71.7
AIRTRAN	4551	92.5	348	86.8	1272	86.4	171	87.1	342	93.9	86	94.2	H/		165	92.1
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
AMERICAN EAGLE	491	80.4	H/		153	82.4	424	80.2	649	78.4	185	77.8	7315	91.5	388	80.4
SKYWEST	146	90.4	H/		H/		73	83.6	18	94.4	3910	86.6	518	84.2	368	84.0
UNITED	86	88.4	1011	83.4	290	81.7	25	88.0	633	85.5	3544	89.2	332	86.7	42	90.5
US AIRWAYS	441	85.9	1516	84.8	385	80.0	7123	90.1	1613	85.4	384	93.2	540	91.1	285	85.3
VIRGIN AMERICA	H/		158	84.8	H/		H/		30	93.3	H/		162	88.3	H/	
SOUTHWEST	843	84.2	526	80.0	4843	81.5	H/		90	86.7	4588	89.1	H/		479	79.7
MESA		83.7	H/		H/		2115	91.5	H/		H/		78	93.6	166	89.2
<b>TOTAL</b>	<b>31061</b>	<b>90.2</b>	<b>8345</b>	<b>84.0</b>	<b>8178</b>	<b>81.8</b>	<b>11096</b>	<b>89.0</b>	<b>6028</b>	<b>83.4</b>	<b>17851</b>	<b>87.6</b>	<b>22166</b>	<b>87.3</b>	<b>8078</b>	<b>87.8</b>

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\* 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
AMERICAN	281	74.0	320	84.4	249	81.5	329	78.4	1100	79.5	781	78.0	2395	78.5	1264	75.5
ALASKA	60	95.0	30	100.0	H/		30	83.3	H/		342	88.0	459	84.5	H/	
JETBLUE	551	79.3	1324	80.8	197	84.8	H/		3379	79.9	282	86.2	260	88.1	509	67.2
DELTA	436	86.0	825	89.5	156	94.9	212	94.8	1770	85.4	914	90.8	1581	89.2	2055	85.3
EXPRESSJET	4330	68.5	26	84.6	2278	85.7	6422	91.0	115	68.7	H/		H/		177	71.8
FRONTIER	H/		51	88.2	H/		14	50.0	H/		186	80.1	160	66.9	60	61.7
AIRTRAN	H/		599	89.6	H/		H/		H/		120	91.7	86	90.7	327	80.4
HAWAIIAN	H/		H/		H/		H/		30	83.3	80	87.5	88	86.4	H/	
AMERICAN EAGLE	218	65.6	H/		H/		194	82.0	569	76.3	H/		1105	81.6	1389	79.3
SKYWEST	H/		H/		165	79.4	1621	89.5	H/		669	81.5	4566	79.9	H/	
UNITED	3815	83.5	487	87.7	1943	86.9	5444	90.9	345	84.1	1024	89.4	2326	82.6	678	73.2
US AIRWAYS	353	76.2	528	82.4	H/		457	95.0	227	77.1	566	91.3	487	90.8	1064	76.2
VIRGIN AMERICA	H/		130	83.8	179	84.9	H/		344	85.8	249	87.6	1069	93.0	H/	
SOUTHWEST	504	66.9	1247	84.8	202	77.7	H/		H/		6065	89.1	2986	84.4	461	75.7
MESA	H/		H/		838	91.8	1	0.0	H/		12	100.0	H/		80	67.5
<b>TOTAL</b>	<b>10548</b>	<b>75.7</b>	<b>5567</b>	<b>85.2</b>	<b>6207</b>	<b>86.5</b>	<b>14724</b>	<b>90.5</b>	<b>7879</b>	<b>81.0</b>	<b>11290</b>	<b>87.9</b>	<b>17568</b>	<b>83.1</b>	<b>8064</b>	<b>78.0</b>

\* 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*																
	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
AMERICAN	793	81.2	H/		3720	79.3	274	74.1	3926	83.6	116	72.4	305	78.4	422	82.9
ALASKA	61	96.7	H/		H/		56	96.4	138	90.6	907	88.6	30	86.7	200	85.0
JETBLUE	1504	83.5	H/		H/		H/		128	77.3	81	85.2	H/		60	86.7
DELTA	1356	90.9	165	92.1	613	90.4	4480	91.7	530	90.4	325	91.1	527	87.3	551	92.0
EXPRESSJET	2	100.0	4	75.0	28	96.4	615	86.0	4969	81.9	H/		163	81.6	3	66.7
FRONTIER	164	73.8	96	83.3	H/		95	86.3	H/		116	83.6	35	77.1	123	88.6
AIRTRAN	1449	91.9	363	89.3	H/		127	92.9	H/		H/		255	88.2	30	86.7
HAWAIIAN	H/		H/		H/		H/		H/		30	80.0	H/		30	70.0
AMERICAN EAGLE	H/		H/		1382	91.2	250	74.8	6536	86.3	H/		131	77.9	56	85.7
SKYWEST	H/		9	88.9	H/		1949	89.6	2144	82.8	858	83.8	H/		1734	91.7
UNITED	933	88.5	H/		239	87.0	205	84.9	4800	86.0	464	82.8	358	82.4	505	89.5
US AIRWAYS	699	82.8	H/		226	86.7	340	89.7	584	85.6	158	88.6	3612	85.0	4838	93.0
VIRGIN AMERICA	58	96.6	H/		H/		H/		154	87.0	89	96.6	140	87.9	H/	
SOUTHWEST	2396	88.6	6132	86.3	H/		594	89.4	H/		1055	88.3	797	75.8	4668	88.5
MESA	H/		H/		84	86.9	H/		711	87.2	H/		30	73.3	1150	95.7
<b>TOTAL</b>	<b>9415</b>	<b>87.4</b>	<b>6769</b>	<b>86.6</b>	<b>6292</b>	<b>83.7</b>	<b>8985</b>	<b>89.4</b>	<b>24620</b>	<b>84.7</b>	<b>4199</b>	<b>86.6</b>	<b>6383</b>	<b>83.5</b>	<b>14370</b>	<b>90.9</b>

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

Effective January 2012, data of the merged operations of United Airlines and Continental Airlines are combined, and appear as UA data in this table. Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear as EV data in this table.

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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
AMERICAN	386	71.2	404	71.8	869	62.9	132	75.8	498	85.3
ALASKA	362	87.8	3468	89.8	336	71.4	H/		H/	
JETBLUE	95	85.3	117	84.6	325	77.8	90	83.3	464	81.2
DELTA	461	87.6	719	88.9	688	78.8	2448	91.7	792	92.4
EXPRESSJET	H/		H/		H/		12	91.7	H/	
FRONTIER	134	75.4	124	78.2	124	57.3	129	85.3	38	86.8
AIRTRAN	H/		H/		87	73.6	H/		701	92.2
HAWAIIAN	30	86.7	60	81.7	30	86.7	H/		H/	
AMERICAN EAGLE	169	81.1	H/		H/		132	83.3	H/	
SKYWEST	761	80.9	476	86.3	4273	66.4	4464	89.8	H/	
UNITED	707	83.3	767	84.2	3770	76.6	78	87.2	571	92.1
US AIRWAYS	328	87.5	268	88.4	436	81.4	162	92.6	580	89.8
VIRGIN AMERICA	143	86.0	216	93.1	1421	78.1	H/		H/	
SOUTHWEST	2510	82.1	915	87.4	1286	69.4	898	85.7	1766	86.5
MESA		100.0	H/		H/		6	100.0	H/	
<b>TOTAL</b>	<b>6087</b>	<b>82.5</b>	<b>7534</b>	<b>87.4</b>	<b>13645</b>	<b>72.0</b>	<b>8551</b>	<b>89.5</b>	<b>5410</b>	<b>88.5</b>

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

Effective January 2012, data of the merged operations of United Airlines and Continental Airlines are combined, and appear as UA data in this table. Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear as EV data in this table.

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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	93.4	86.3	94.1	92.7	90.6	98.5	95.6	90.8	83.7	98.4	83.2	94.4	81.6	94.1	86.8	J/	92.9	93.8
700 - 759 AM	95.8	80.9	90.2	93.9	93.4	90.2	91.8	88.5	87.6	71.4	91.5	94.2	84.3	94.1	86.1	77.7	84.8	91.4
800 - 859 AM	89.8	88.8	91.3	93.6	86.4	91.4	91.5	87.1	83.4	85.6	96.4	93.0	86.6	94.5	88.6	83.2	95.2	93.8
900 - 959 AM	92.6	91.5	88.2	84.3	88.3	92.3	90.7	90.0	88.1	91.9	94.4	93.5	85.9	92.6	86.1	84.2	88.9	91.9
1000 - 1059 AM	91.6	90.0	93.1	91.3	86.7	90.0	92.4	87.1	87.2	90.3	88.8	93.4	86.0	91.8	86.2	85.4	91.4	93.6
1100 - 1159 AM	92.7	89.7	91.3	88.3	89.7	92.2	90.5	87.0	83.1	89.5	90.1	92.3	83.3	91.2	86.8	83.2	92.1	90.1
1200 - 1259 PM	92.1	89.9	86.8	90.6	90.7	91.4	90.8	92.3	80.0	89.3	80.0	92.2	85.1	88.9	85.3	82.9	86.8	88.1
100 - 159 PM	90.8	89.6	83.8	89.7	87.4	89.6	89.0	91.3	81.3	88.1	93.1	91.0	80.9	87.0	82.2	80.9	91.6	87.5
200 - 259 PM	89.8	88.4	85.0	88.0	81.8	86.0	88.3	90.3	75.8	89.8	87.2	91.0	79.9	85.9	84.9	78.0	90.5	90.0
300 - 359 PM	88.2	85.9	86.5	89.7	78.9	87.6	87.6	89.7	70.5	83.2	84.4	91.4	81.2	87.4	84.3	79.1	88.2	86.0
400 - 459 PM	90.6	81.1	78.3	86.4	82.7	88.6	85.3	88.4	66.7	84.2	86.8	89.7	72.9	83.0	82.8	77.1	87.4	85.5
500 - 559 PM	89.9	79.1	77.7	88.8	81.8	84.6	84.1	86.1	68.3	85.0	83.3	86.2	81.8	86.3	79.5	78.1	87.5	82.6
600 - 659 PM	88.1	80.3	74.2	85.3	81.4	80.9	85.7	87.1	67.6	78.8	77.3	88.5	80.9	85.5	82.1	71.5	83.2	86.5
700 - 759 PM	86.5	80.8	70.2	87.5	82.6	84.7	81.2	85.5	69.4	85.7	86.7	84.8	76.6	86.2	79.8	75.6	82.1	82.8
800 - 859 PM	88.3	78.4	72.7	87.3	74.6	81.5	81.6	86.4	65.1	78.4	85.9	89.2	80.4	85.9	80.6	70.0	80.3	81.9
900 - 959 PM	91.0	81.1	76.7	84.1	78.1	85.8	79.0	85.0	71.2	83.0	84.3	89.7	80.6	82.5	77.3	71.9	85.1	79.1
1000 - 1059 PM	88.6	80.0	77.0	81.7	83.3	81.6	85.3	80.5	73.8	79.1	79.4	82.3	79.5	81.3	78.6	70.9	86.1	77.0
1100 - 559 AM	82.9	83.5	78.4	83.5	80.3	80.2	81.4	79.8	78.9	79.4	81.3	88.4	80.3	85.2	82.5	82.0	84.3	69.1
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>90.2</b>	<b>84.0</b>	<b>81.8</b>	<b>89.0</b>	<b>83.4</b>	<b>87.6</b>	<b>87.3</b>	<b>87.8</b>	<b>75.7</b>	<b>85.2</b>	<b>86.5</b>	<b>90.5</b>	<b>81.0</b>	<b>87.9</b>	<b>83.1</b>	<b>78.0</b>	<b>87.4</b>	<b>86.6</b>

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

## NOVEMBER 2012

## 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	61.7	92.8	88.1	85.7	88.8	95.7	66.7	85.1	89.7	J/	91.7	89.7
700 - 759 AM	93.5	92.5	88.8	88.0	86.4	96.0	86.9	94.7	87.6	93.8	96.8	90.1
800 - 859 AM	89.2	91.2	90.2	92.9	87.9	95.1	82.3	95.3	85.6	93.3	98.1	90.8
900 - 959 AM	88.5	90.0	90.0	94.5	88.7	93.2	88.3	92.9	73.0	94.9	91.9	89.7
1000 - 1059 AM	88.1	92.0	88.0	92.4	91.0	92.6	87.9	90.0	69.8	92.7	92.9	89.9
1100 - 1159 AM	88.8	95.3	89.7	89.4	87.3	93.5	84.5	90.1	72.0	88.5	93.0	88.9
1200 - 1259 PM	86.7	91.1	86.0	94.0	87.2	93.4	86.8	89.5	68.3	92.5	91.6	88.1
100 - 159 PM	89.1	90.2	84.5	89.8	82.6	90.6	90.0	92.3	66.6	88.6	90.9	87.3
200 - 259 PM	82.8	92.3	86.1	85.3	87.8	89.9	86.0	90.8	71.1	89.4	86.6	86.5
300 - 359 PM	87.4	84.6	85.0	85.8	84.6	88.9	82.9	88.1	68.1	83.6	89.3	85.0
400 - 459 PM	82.7	88.5	83.8	85.4	80.3	90.7	82.6	84.0	72.7	90.1	88.9	84.7
500 - 559 PM	82.5	84.1	79.0	82.7	82.4	89.0	81.7	86.6	71.4	86.9	85.8	82.9
600 - 659 PM	77.6	90.6	81.6	82.5	81.6	89.2	76.7	86.0	66.2	89.0	85.0	83.1
700 - 759 PM	78.6	87.0	78.3	87.1	78.4	88.9	78.2	88.6	69.3	86.4	86.5	81.7
800 - 859 PM	79.4	85.1	78.5	82.1	77.2	91.7	78.8	79.9	70.8	91.2	81.5	81.7
900 - 959 PM	81.2	86.1	79.8	84.9	77.6	87.3	70.8	84.8	68.9	86.0	83.7	80.9
1000 - 1059 PM	76.9	84.1	81.2	80.1	81.4	88.5	77.2	84.7	68.9	80.1	85.8	80.1
1100 - 559 AM	78.1	87.2	82.3	82.3	80.6	84.3	80.2	84.8	77.1	80.7	84.7	81.8
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>83.7</b>	<b>89.4</b>	<b>84.7</b>	<b>86.6</b>	<b>83.5</b>	<b>90.9</b>	<b>82.5</b>	<b>87.4</b>	<b>72.0</b>	<b>89.5</b>	<b>88.5</b>	<b>85.6</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	95.6	94.6	93.6	90.0	95.7	94.3	92.4	94.6	87.1	95.1	89.2	93.7	88.5	96.3	91.2	88.5	95.8	89.1
700 - 759 AM	94.3	92.3	92.3	93.5	91.5	93.6	90.8	91.8	86.6	95.8	92.6	91.5	90.4	91.6	89.8	87.2	95.4	92.4
800 - 859 AM	92.9	89.9	89.1	89.4	93.0	89.8	88.2	90.5	82.4	91.8	88.7	88.7	87.1	92.7	85.3	84.5	94.8	85.5
900 - 959 AM	90.0	90.4	84.0	92.0	90.9	88.9	86.9	85.9	83.5	89.1	90.6	89.3	84.4	86.8	83.9	84.2	94.9	86.7
1000 - 1059 AM	89.8	91.1	87.1	89.1	88.9	88.0	84.8	90.0	83.7	91.6	84.2	88.9	84.5	89.2	82.2	81.7	88.7	88.8
1100 - 1159 AM	90.4	84.2	85.6	90.7	87.8	85.3	84.7	84.4	83.7	86.5	90.4	85.7	84.3	88.4	81.4	85.0	90.7	86.2
1200 - 1259 PM	88.9	88.6	85.6	88.1	90.9	84.7	82.8	85.3	80.0	85.0	88.0	85.8	77.6	85.6	82.4	84.4	89.5	80.9
100 - 159 PM	89.4	86.9	74.3	89.2	87.6	83.9	82.4	86.8	74.1	86.7	84.7	87.9	80.6	84.0	81.5	80.8	87.0	70.8
200 - 259 PM	89.2	86.3	74.3	87.7	80.1	80.3	82.6	80.5	71.5	85.5	82.0	85.7	81.2	80.8	78.0	81.0	86.4	76.2
300 - 359 PM	87.6	85.7	76.7	81.0	81.3	81.2	79.7	86.5	71.1	84.8	80.6	85.0	75.0	80.5	81.5	77.1	88.0	76.5
400 - 459 PM	85.5	81.3	77.8	87.8	82.0	78.2	80.6	87.5	66.8	81.2	83.9	82.3	80.7	75.2	81.8	79.5	80.1	72.6
500 - 559 PM	88.2	76.0	69.8	86.5	79.3	73.8	76.7	85.8	64.8	74.0	80.0	84.4	77.8	75.6	81.2	75.7	82.8	75.5
600 - 659 PM	85.5	77.2	75.6	88.4	79.4	74.4	78.6	81.5	65.0	82.8	79.4	80.8	79.4	74.3	79.7	77.7	84.0	71.1
700 - 759 PM	87.6	78.6	59.9	87.6	81.2	76.5	78.4	78.9	61.3	83.7	77.2	83.7	80.4	79.0	74.6	72.8	78.4	62.6
800 - 859 PM	86.7	80.0	69.6	87.9	80.0	76.7	76.6	86.2	63.3	82.4	81.7	81.4	76.0	76.9	77.1	79.0	77.5	65.1
900 - 959 PM	90.6	82.4	67.2	81.6	76.0	77.5	75.7	85.1	61.5	74.1	83.9	86.1	78.4	77.2	80.8	72.4	78.5	64.3
1000 - 1059 PM	92.2	J/	81.8	92.4	95.5	83.6	79.2	100.0	60.6	J/	84.3	100.0	78.1	81.8	81.3	66.7	100.0	35.0
1100 - 559 AM	95.4	91.4	91.9	91.1	97.0	91.2	92.9	91.1	87.7	96.1	93.7	81.8	88.5	91.1	87.7	82.1	98.0	74.5
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>89.2</b>	<b>86.1</b>	<b>78.9</b>	<b>89.6</b>	<b>86.5</b>	<b>82.9</b>	<b>82.4</b>	<b>86.5</b>	<b>74.8</b>	<b>86.6</b>	<b>85.2</b>	<b>86.3</b>	<b>81.8</b>	<b>84.2</b>	<b>82.9</b>	<b>81.4</b>	<b>88.0</b>	<b>77.2</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	93.2	93.0	90.4	96.0	94.1	94.9	91.5	95.1	92.6	94.9	97.3	92.7
700 - 759 AM	89.5	93.2	87.5	93.1	93.3	93.1	86.9	90.8	89.5	93.8	96.8	91.5
800 - 859 AM	91.3	92.8	85.4	89.7	88.7	93.1	85.6	93.4	86.6	91.5	96.7	89.3
900 - 959 AM	86.7	91.5	86.5	89.4	90.6	90.8	79.3	90.4	85.9	92.1	95.9	88.3
1000 - 1059 AM	86.7	90.2	85.1	91.0	87.4	88.4	84.2	89.5	72.1	90.4	93.2	86.8
1100 - 1159 AM	87.1	89.5	83.8	87.5	91.1	88.4	83.5	83.8	70.8	91.7	90.9	86.5
1200 - 1259 PM	86.0	93.7	82.0	84.6	85.7	88.6	79.3	88.8	71.0	87.9	90.0	84.7
100 - 159 PM	79.4	88.6	81.0	87.0	88.2	87.6	81.7	84.4	69.8	88.5	88.6	83.3
200 - 259 PM	81.1	89.5	79.0	88.4	82.9	86.1	86.4	89.0	65.2	84.3	88.1	82.6
300 - 359 PM	79.1	86.6	80.7	84.2	86.3	84.7	75.3	85.1	67.6	88.6	84.5	82.1
400 - 459 PM	78.6	85.9	79.5	83.7	83.1	86.2	81.1	83.1	68.6	87.8	89.6	80.9
500 - 559 PM	80.8	87.3	78.5	87.4	84.0	85.9	75.8	85.9	73.8	87.9	84.7	80.5
600 - 659 PM	70.0	78.7	77.6	84.3	84.9	80.4	74.5	86.2	68.0	82.7	81.3	78.9
700 - 759 PM	72.8	89.3	79.1	80.3	79.9	86.5	76.3	84.0	68.0	79.6	80.3	79.1
800 - 859 PM	74.5	82.9	75.7	87.1	88.3	80.9	78.5	86.9	69.1	90.4	78.3	79.4
900 - 959 PM	80.4	83.5	77.7	84.9	92.7	88.6	73.4	79.6	71.0	91.6	76.5	80.1
1000 - 1059 PM	77.0	83.3	79.2	84.5	90.5	91.1	89.7	89.8	77.6	88.9	J/	85.5
1100 - 559 AM	J/	96.3	93.8	94.4	93.2	92.3	J/	87.1	84.2	89.2	100.0	89.7
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>82.2</b>	<b>89.0</b>	<b>81.8</b>	<b>88.4</b>	<b>87.9</b>	<b>88.0</b>	<b>82.6</b>	<b>88.0</b>	<b>75.7</b>	<b>89.9</b>	<b>89.9</b>	<b>84.5</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***
---------	---------------	-------	-------------------------	--------------------------	--------------------------------	--	---	-----------------------------------

## 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

EXPRESSJET	4550	Oct	DCA-EWR	1630	31	17	54.8	69.4
EXPRESSJET	4372	Nov	DCA-EWR	1605	26	14	53.9	56.0
EXPRESSJET	4087	Oct	PWM-EWR	1706	27	14	51.9	73.1
EXPRESSJET	4536	Nov	PWM-EWR	1641	24	14	58.3	77.4
SKYWEST	5645	Oct	SBA-SFO	1552	31	16	51.6	114.3
SKYWEST	5645	Nov	SBA-SFO	1604	25	13	52.0	90.5

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
AMERICAN	1,405	1	0.1
SKYWEST	1,410	1	0.1
DELTA	2,148	0	0.0
EXPRESSJET	1,607	0	0.0
AMERICAN EAGLE	1,199	0	0.0
US AIRWAYS	1,168	0	0.0
JETBLUE	636	0	0.0
SOUTHWEST	552	0	0.0
AIRTRAN	542	0	0.0
UNITED	462	0	0.0
ALASKA	406	0	0.0
MESA	327	0	0.0
FRONTIER	203	0	0.0
HAWAIIAN	200	0	0.0
VIRGIN AMERICA	162	0	0.0
<b>TOTAL</b>	<b>12,427</b>	<b>2</b>	<b>0.0</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.

Effective January 2012, data of the merged operations of United Airlines and Continental Airlines are combined, and appear as United data in this table. Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear as ExpressJet data in this table.



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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	91.8	87.1	61	62
ABILENE TX (ABI)	93.0	93.0	199	199
ADAK ISLAND AK (ADK)	77.8	66.7	9	9
AGUADILLA PR (BQN)	82.4	86.6	119	119
AKRON OH (CAK)	87.4	89.7	699	700
ALBANY GA (ABY)	90.0	91.3	80	80
ALBANY NY (ALB)	82.4	87.0	880	880
ALBUQUERQUE NM (ABQ)	87.2	87.4	2,299	2,298
ALEXANDRIA LA (AEX)	88.8	88.5	313	314
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	84.9	90.4	218	218
ALPENA MI (APN)	86.0	86.0	50	50
AMARILLO TX (AMA)	88.5	91.9	592	592
ANCHORAGE AK (ANC)	85.1	89.6	1,205	1,204
APPLETON WI (ATW)	81.2	85.6	271	271
ARCATA/EUREKA CA (ACV)	63.3	63.3	289	289
ARLINGTON VA (DCA)	83.4	86.5	6,028	6,026
ASHEVILLE NC (AVL)	89.8	88.3	265	266
ASPEN CO (ASE)	85.2	91.9	162	161
ATLANTA GA (ATL)	90.2	89.2	31,061	31,058
AUGUSTA GA (AGS)	93.0	90.5	243	243
AUSTIN TX (AUS)	85.3	87.1	3,683	3,684
BAKERSFIELD CA (BFL)	81.6	82.2	309	309
BALTIMORE MD (BWI)	81.8	78.9	8,178	8,175
BANGOR ME (BGR)	78.4	88.0	51	50
BARROW AK (BRW)	86.6	88.1	67	67
BATON ROUGE LA (BTR)	89.8	89.7	697	697
BELLINGHAM WA (BLI)	93.0	90.1	71	71
BEMIDJI MN (BJI)	88.1	89.8	59	59
BEND/REDMOND OR (RDM)	77.3	78.9	256	256
BETHEL AK (BET)	89.9	88.6	79	79
BILLINGS MT (BIL)	90.0	92.6	230	231
BIRMINGHAM AL (BHM)	85.6	89.0	1,339	1,341
BISMARCK/MANDAN ND (BIS)	81.4	86.0	242	242
BLOOMINGTON/NORMAL IL (BMI)	80.9	83.1	89	89
BOISE ID (BOI)	87.7	87.4	902	902
BOSTON MA (BOS)	84.0	86.1	8,345	8,352
BOZEMAN MT (BZN)	87.6	93.2	161	162
BRAINERD MN (BRD)	93.9	93.9	49	49
BRANSON MO (BKG)	91.4	94.0	116	116
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	89.7	92.0	213	213
BROWNSVILLE TX (BRO)	88.6	90.7	193	193
BRUNSWICK GA (BQK)	90.7	93.3	75	75
BUFFALO NY (BUF)	83.4	84.9	1,810	1,813

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BURBANK CA (BUR)	86.8	88.4	2,075	2,076
BURLINGTON VT (BTV)	77.5	79.1	396	398
BUTTE MT (BTM)	87.5	87.5	56	56
CARLSBAD CA (CLD)	73.5	74.4	215	215
CASPER WY (CPR)	90.0	92.1	190	191
CEDAR CITY UT (CDC)	92.3	96.2	52	52
CEDAR RAPIDS/IOWA CITY IA (CID)	81.5	82.9	438	438
CHAMPAIGN/URBANA IL (CMI)	86.9	89.6	183	183
CHANTILLY VA (IAD)	86.5	85.2	6,207	6,216
CHARLESTON SC (CHS)	82.3	82.9	1,154	1,154
CHARLESTON/DUNBAR WV (CRW)	89.2	87.5	288	289
CHARLOTTE AMALIE VI (STT)	86.0	90.6	265	265
CHARLOTTE NC (CLT)	89.0	89.6	11,096	11,104
CHARLOTTESVILLE VA (CHO)	86.7	92.3	143	143
CHATTANOOGA TN (CHA)	91.9	92.4	382	383
CHICAGO IL (MDW)	86.6	77.2	6,769	6,773
CHICAGO IL (ORD)	84.7	81.8	24,620	24,629
CHICO CA (CIC)	60.2	67.0	88	88
CHRISTIANSTED VI (STX)	80.6	85.1	67	67
CLEVELAND OH (CLE)	86.5	87.3	3,760	3,758
CODY WY (COD)	81.7	91.7	60	60
COLLEGE STATION/BRYAN TX (CLL)	87.2	92.4	211	211
COLORADO SPRINGS CO (COS)	82.2	89.7	844	844
COLUMBIA MO (COU)	96.7	96.7	60	61
COLUMBIA SC (CAE)	85.2	87.8	527	526
COLUMBUS GA (CSG)	92.0	86.5	163	163
COLUMBUS MS (GTR)	88.9	92.6	81	81
COLUMBUS OH (CMH)	84.9	86.9	2,289	2,291
CORDOVA AK (CDV)	83.9	87.5	56	56
CORPUS CHRISTI TX (CRP)	91.2	93.3	581	581
COVINGTON KY (CVG)	88.9	88.0	2,409	2,411
CRESCENT CITY CA (CEC)	62.2	56.1	82	82
DALLAS TX (DAL)	90.0	86.6	3,722	3,722
DALLAS/FORT WORTH TX (DFW)	87.3	82.4	22,166	22,171
DAYTON OH (DAY)	85.8	87.9	965	967
DAYTONA BEACH FL (DAB)	94.9	96.6	118	118
DEADHORSE AK (SCC)	85.5	81.8	55	55
DEL RIO TX (DRT)	96.4	94.6	56	56
DENVER CO (DEN)	87.6	82.9	17,851	17,860
DES MOINES IA (DSM)	81.3	85.4	872	872
DETROIT MI (DTW)	87.8	86.5	8,078	8,073
DOTHAN AL (DHN)	91.0	92.8	111	111
DULUTH MN (DLH)	86.2	90.2	152	153

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DURANGO CO (DRO)	90.3	93.6	124	125
EAGLE CO (EGE)	75.0	75.0	16	16
EAU CLAIRE WI (EAU)	87.7	87.7	57	57
EL CENTRO CA (IPL)	75.0	80.4	56	56
EL PASO TX (ELP)	86.2	88.6	1,621	1,620
ELKO NV (EKO)	87.7	88.9	81	81
ELMIRA/CORNING NY (ELM)	85.0	86.9	107	107
ESCANABA MI (ESC)	80.2	81.1	106	106
EUGENE OR (EUG)	79.1	77.6	406	407
EVANSVILLE IN (EVV)	84.0	87.5	287	288
FAIRBANKS AK (FAI)	86.9	88.9	305	305
FARGO ND (FAR)	84.5	89.8	432	431
FAYETTEVILLE AR (XNA)	83.3	85.2	977	979
FAYETTEVILLE NC (FAY)	88.3	89.5	247	247
FLAGSTAFF AZ (FLG)	92.2	92.2	153	153
FLINT MI (FNT)	92.3	94.0	233	232
FORT LAUDERDALE FL (FLL)	85.2	86.6	5,567	5,563
FORT MYERS FL (RSW)	89.0	91.5	2,348	2,344
FORT SMITH AR (FSM)	90.2	94.3	194	194
FORT WAYNE IN (FWA)	83.1	86.8	272	272
FRESNO CA (FAT)	78.0	81.0	905	906
GAINESVILLE FL (GNV)	89.4	88.6	255	254
GARDEN CITY KS (GCK)	89.8	91.5	59	59
GILLETTE WY (GCC)	86.7	93.0	143	143
GRAND FORKS ND (GFK)	91.2	94.8	193	193
GRAND ISLAND NE (GRI)	92.7	94.5	55	55
GRAND JUNCTION CO (GJT)	88.0	90.5	391	391
GRAND RAPIDS MI (GRR)	83.1	87.8	857	859
GREAT FALLS MT (GTF)	84.9	90.6	139	138
GREEN BAY WI (GRB)	84.1	87.7	414	416
GREENSBORO/HIGH POINT NC (GSO)	84.7	88.0	795	797
GREER SC (GSP)	86.0	88.0	688	690
GUAM TT (GUM)	46.7	73.3	30	30
GULFPORT/BILOXI MS (GPT)	91.6	91.4	383	383
GUNNISON CO (GUC)	90.0	90.0	30	30
HANCOCK/HOUGHTON MI (CMX)	76.3	80.0	59	60
HARLINGEN/SAN BENITO TX (HRL)	86.8	90.6	342	341
HARRISBURG PA (MDT)	86.5	89.2	483	482
HARTFORD CT (BDL)	82.0	87.2	1,777	1,779
HAYDEN CO (HDN)	87.5	95.8	24	24
HELENA MT (HLN)	87.8	88.5	131	131
HIBBING MN (HIB)	85.8	86.0	106	107
HILO HI (ITO)	93.5	93.6	611	611

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HOBBS NM (HOB)	83.0	93.6	47	47
HONOLULU HI (HNL)	86.6	90.9	4,435	4,435
HOUSTON TX (HOU)	89.3	81.6	4,532	4,531
HOUSTON TX (IAH)	90.5	86.3	14,724	14,711
HUNTSVILLE AL (HSV)	86.8	89.7	604	604
IDAHO FALLS ID (IDA)	89.3	92.0	224	224
INDIANAPOLIS IN (IND)	86.3	87.9	2,289	2,290
INTERNATIONAL FALLS MN (INL)	88.9	83.3	54	54
INYOKERN CA (IYK)	75.5	87.8	49	49
IRON MOUNTAIN/KINGSFD MI (IMT)	79.2	79.2	53	53
ISLIP NY (ISP)	81.5	83.3	443	444
JACKSON WY (JAC)	88.0	92.1	100	101
JACKSON/VICKSBURG MS (JAN)	86.7	90.4	806	804
JACKSONVILLE FL (JAX)	86.4	89.6	1,879	1,879
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	87.9	87.9	141	141
JOPLIN MO (JLN)	93.2	91.5	59	59
JUNEAU AK (JNU)	82.1	83.2	285	285
KAHULUI HI (OGG)	86.6	91.1	1,946	1,945
KALAMAZOO MI (AZO)	91.5	89.8	59	59
KALISPELL MT (FCA)	86.5	92.0	111	112
KANSAS CITY MO (MCI)	85.9	88.4	4,048	4,047
KETCHIKAN AK (KTN)	83.0	84.1	176	176
KEY WEST FL (EYW)	91.0	91.4	244	243
KILLEEN TX (GRK)	90.4	92.2	396	396
KLAMATH FALLS OR (LMT)	81.7	85.0	60	60
KNOXVILLE TN (TYS)	83.9	85.7	759	756
KODIAK AK (ADQ)	79.6	79.6	54	54
KONA HI (KOA)	88.1	91.4	1,024	1,025
KOTZEBUE AK (OTZ)	94.2	90.8	86	87
LA CROSSE WI (LSE)	90.5	100.0	21	21
LAFAYETTE LA (LFT)	84.4	85.0	469	468
LAKE CHARLES LA (LCH)	93.6	93.6	173	173
LANSING MI (LAN)	70.9	74.7	79	79
LARAMIE WY (LAR)	88.9	92.5	54	53
LAREDO TX (LRD)	91.4	94.9	197	197
LAS VEGAS NV (LAS)	87.9	84.2	11,290	11,293
LAWTON/FORT SILL OK (LAW)	93.8	93.8	160	160
LEWISTON ID (LWS)	89.8	98.0	49	49
LEXINGTON KY (LEX)	86.9	88.6	503	502
LIHUE HI (LIH)	88.1	92.1	1,037	1,037
LINCOLN NE (LNK)	84.0	88.5	263	262
LITTLE ROCK AR (LIT)	87.5	88.5	1,277	1,277
LONG BEACH CA (LGB)	84.2	85.9	1,061	1,061

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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)	87.7	91.2	57	57
LOS ANGELES CA (LAX)	83.1	82.9	17,568	17,564
LOUISVILLE KY (SDF)	85.9	85.2	1,239	1,236
LUBBOCK TX (LBB)	89.0	92.1	608	609
MADISON WI (MSN)	82.7	85.0	710	711
MANCHESTER NH (MHT)	77.2	83.3	798	796
MANHATTAN/FT. RILEY KS (MHK)	95.0	92.1	140	140
MARQUETTE MI (MQT)	80.0	84.0	25	25
MEDFORD OR (MFR)	72.8	67.9	268	268
MELBOURNE FL (MLB)	90.8	92.4	119	118
MEMPHIS TN (MEM)	90.5	90.9	2,595	2,595
MIAMI FL (MIA)	83.7	82.2	6,292	6,284
MIDLAND/ODESSA TX (MAF)	91.0	91.3	689	689
MILWAUKEE WI (MKE)	86.0	86.8	2,958	2,958
MINNEAPOLIS MN (MSP)	89.4	89.0	8,985	8,994
MINOT ND (MOT)	80.4	74.0	214	215
MISSION/MCALLEN/EDINBURG TX (MFE)	81.5	88.0	341	341
MISSOULA MT (MSO)	86.8	90.9	197	198
MOBILE AL (MOB)	88.4	91.7	422	422
MODESTO CA (MOD)	67.4	67.4	89	89
MOLINE IL (MLI)	86.9	86.5	297	297
MONROE LA (MLU)	89.2	90.7	269	269
MONTEREY CA (MRY)	78.5	77.5	489	489
MONTGOMERY AL (MGM)	91.1	92.8	292	293
MONTROSE/DELTA CO (MTJ)	88.7	90.3	62	62
MOSINEE WI (CWA)	76.6	77.3	128	128
MUSKEGON MI (MKG)	84.2	84.2	57	57
MYRTLE BEACH SC (MYR)	87.6	88.2	331	331
NASHVILLE TN (BNA)	85.0	85.1	4,276	4,277
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	87.3	83.8	79	80
NEW ORLEANS LA (MSY)	88.1	88.8	3,157	3,156
NEW YORK NY (JFK)	81.0	81.8	7,879	7,889
NEW YORK NY (LGA)	78.0	81.4	8,064	8,063
NEWARK NJ (EWR)	75.7	74.8	10,548	10,520
NEWBURGH/POUGHKEEPSIE NY (SWF)	76.8	81.2	69	69
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	91.8	90.7	195	194
NOME AK (OME)	88.5	89.7	87	87
NORFOLK VA (ORF)	84.1	87.5	1,254	1,257
NORTH BEND/COOS BAY OR (OTH)	66.7	54.5	33	33
OAKLAND CA (OAK)	86.5	83.6	3,613	3,614
OKLAHOMA CITY OK (OKC)	85.0	90.3	1,625	1,626
OMAHA NE (OMA)	85.5	88.4	1,534	1,535
ONTARIO CA (ONT)	86.4	88.4	1,738	1,740

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ORLANDO FL (MCO)	87.4	88.0	9,415	9,411
PADUCAH KY (PAH)	88.1	88.1	59	59
PALM SPRINGS CA (PSP)	83.5	83.2	1,050	1,048
PANAMA CITY FL (ECP)	87.1	90.5	303	304
PASCO/KENNEWICK/RICHLAND WA (PSC)	79.3	93.8	241	240
PENSACOLA FL (PNS)	91.3	94.4	747	747
PEORIA IL (PIA)	83.1	85.5	325	325
PETERSBURG AK (PSG)	79.3	82.8	58	58
PHILADELPHIA PA (PHL)	83.5	87.9	6,383	6,379
PHOENIX AZ (AZA)	93.8	93.8	16	16
PHOENIX AZ (PHX)	90.9	88.0	14,370	14,369
PITTSBURGH PA (PIT)	86.0	88.1	2,718	2,721
POCATELLO ID (PIH)	91.4	100.0	81	81
PONCE PR (PSE)	75.0	93.3	60	60
PORTLAND ME (PWM)	80.6	81.6	490	488
PORTLAND OR (PDX)	86.6	88.4	4,199	4,198
PROVIDENCE RI (PVD)	83.7	86.9	1,138	1,138
RALEIGH/DURHAM NC (RDU)	84.4	85.5	3,785	3,783
RAPID CITY SD (RAP)	80.3	80.6	360	360
REDDING CA (RDD)	62.2	68.9	90	90
RENO NV (RNO)	86.8	89.2	1,353	1,352
RICHMOND VA (RIC)	84.3	87.8	1,340	1,340
ROANOKE VA (ROA)	88.0	87.3	251	251
ROCHESTER MN (RST)	95.4	96.3	108	107
ROCHESTER NY (ROC)	85.8	85.9	776	775
ROCK SPRINGS WY (RKS)	86.0	91.0	178	178
ROCKFORD IL (RFD)	100.0	100.0	1	1
ROSWELL NM (ROW)	86.9	94.0	84	84
SACRAMENTO CA (SMF)	85.6	85.9	3,465	3,466
SAGINAW/BAY CITY/MIDLAND MI (MBS)	85.1	82.1	94	95
SALT LAKE CITY UT (SLC)	89.5	89.9	8,551	8,550
SAN ANGELO TX (SJT)	89.4	90.3	113	113
SAN ANTONIO TX (SAT)	87.9	90.6	3,207	3,205
SAN DIEGO CA (SAN)	82.5	82.6	6,087	6,088
SAN FRANCISCO CA (SFO)	72.0	75.7	13,645	13,648
SAN JOSE CA (SJC)	86.6	86.8	3,156	3,159
SAN JUAN PR (SJU)	80.4	82.8	2,005	2,000
SAN LUIS OBISPO CA (SBP)	70.5	69.9	383	382
SANTA ANA CA (SNA)	86.2	84.4	3,273	3,273
SANTA BARBARA CA (SBA)	74.7	72.2	842	843
SANTA FE NM (SAF)	93.1	91.2	101	102
SANTA MARIA CA (SMX)	78.2	76.4	110	110
SARASOTA/BRADENTON FL (SRQ)	88.0	86.8	334	334

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

CITY (AIRPORT)	PERCENT		REPORTED	
	ONTIME		OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAVANNAH GA (SAV)	87.5	87.8	782	780
SCRANTON/WILKES-BARRE PA (AVP)	83.0	79.8	106	104
SEATTLE WA (SEA)	87.4	88.0	7,534	7,534
SHREVEPORT LA (SHV)	91.5	91.4	614	614
SIOUX CITY IA (SUX)	89.1	90.9	55	55
SIOUX FALLS SD (FSD)	82.4	88.1	501	503
SITKA AK (SIT)	78.2	83.9	87	87
SOUTH BEND IN (SBN)	87.4	87.2	326	328
SPOKANE WA (GEG)	86.8	90.5	818	817
SPRINGFIELD IL (SPI)	87.4	89.5	143	143
SPRINGFIELD MO (SGF)	86.6	88.0	582	583
ST. GEORGE UT (SGU)	85.5	87.9	165	165
ST. LOUIS MO (STL)	85.8	84.0	4,568	4,567
STAUNTON VA (SHD)	60.0	60.0	5	5
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	79.1	83.5	91	91
SYRACUSE NY (SYR)	84.3	84.1	591	590
TALLAHASSEE FL (TLH)	88.6	91.7	352	351
TAMPA FL (TPA)	88.5	89.9	5,410	5,402
TEXARKANA AR (TXK)	89.3	94.0	84	84
TRAVERSE CITY MI (TVC)	87.5	88.7	152	151
TRENTON NJ (TTN)	80.0	60.0	5	5
TUCSON AZ (TUS)	85.1	89.7	1,642	1,642
TULSA OK (TUL)	83.8	88.4	1,540	1,542
TWIN FALLS ID (TWF)	90.6	95.3	85	86
TYLER TX (TYR)	91.9	92.4	210	210
VALDOSTA GA (VLD)	89.0	86.6	82	82
VALPARAISO FL (VPS)	87.8	90.7	452	452
WACO TX (ACT)	89.6	92.8	125	125
WATERLOO IA (ALO)	87.3	85.5	55	55
WATERTOWN NY (ART)	88.2	92.2	51	51
WEST PALM BEACH/PALM BEACH FL (PBI)	83.5	85.2	1,930	1,928
WHITE PLAINS NY (HPN)	80.2	81.8	556	555
WICHITA FALLS TX (SPS)	89.1	93.0	101	100
WICHITA KS (ICT)	84.9	90.4	757	758
WILLISTON ND (ISN)	82.6	81.4	115	113
WILMINGTON NC (ILM)	88.8	90.6	267	267
WRANGELL AK (WRG)	84.5	84.5	58	58
YAKUTAT AK (YAK)	87.5	91.1	56	56
YUMA AZ (YUM)	86.9	86.5	229	229

NOVEMBER 2012

## 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
SKYWEST	19	28,705	562	2.0	157	49,528	1,104	2.2
JETBLUE	22	13,077	212	1.6	51	18,870	306	1.6
EXPRESSJET	22	30,788	530	1.7	160	60,556	961	1.6
UNITED	28	35,421	531	1.5	78	41,354	604	1.5
MESA	14	5,481	56	1.0	70	10,367	118	1.1
US AIRWAYS	27	28,200	339	1.2	75	32,963	365	1.1
AMERICAN EAGLE	19	21,734	232	1.1	137	37,363	348	0.9
AMERICAN	28	33,749	312	0.9	78	41,960	347	0.8
ALASKA	19	6,867	22	0.3	53	11,767	75	0.6
VIRGIN AMERICA	15	4,542	28	0.6	16	4,575	29	0.6
SOUTHWEST	23	45,858	300	0.7	78	90,231	504	0.6
DELTA	29	46,071	220	0.5	127	60,073	266	0.4
AIRTRAN	18	11,080	45	0.4	47	16,143	65	0.4
FRONTIER	22	4,945	11	0.2	61	6,271	13	0.2
HAWAIIAN	8	379	0	0.0	16	5,985	0	0.0
<b>Total</b>		<b>316,897</b>	<b>3,400</b>	<b>1.1</b>	<b>Total</b>	<b>488,006</b>	<b>5,105</b>	<b>1.0</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.

Effective January 2012, data of the merged operations of United Airlines and Continental Airlines are combined, and appear as United data in this table.

Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear as ExpressJet data in this table.

NOVEMBER 2012

## AIR TRAVEL CONSUMER REPORT

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
JETBLUE	763	83	10.9
SKYWEST	6,832	498	7.3
AMERICAN EAGLE	1,714	119	6.9
US AIRWAYS	1,886	116	6.2
EXPRESSJET	10,718	654	6.1
AMERICAN	2,005	120	6.0
MESA	1,054	53	5.0
ALASKA	540	20	3.7
UNITED	13,528	480	3.5
VIRGIN AMERICA	170	6	3.5
SOUTHWEST	27,110	428	1.6
DELTA	3,420	51	1.5
AIRTRAN	1,546	19	1.2
FRONTIER	491	5	1.0
HAWAIIAN	245	0	0.0
<b>TOTAL</b>	<b>72,022</b>	<b>2,652</b>	<b>3.7</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.

Effective January 2012, data of the merged operations of United Airlines and Continental Airlines are combined, and appear as United data in this table.

Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear as ExpressJet data in this table.

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

**NOVEMBER 2012  
AIR TRAVEL CONSUMER REPORT  
TABLE 9. CAUSES OF DELAY\*, BY CARRIER\*\***

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AMERICAN	41960	33419	79.64%	347	0.83%	67	0.16%	3118	7.43%	65	0.15%	2452	5.84%	6	0.02%	2486	5.92%
ALASKA	11767	10272	87.29%	75	0.64%	51	0.43%	381	3.24%	26	0.22%	502	4.26%	5	0.04%	456	3.87%
JETBLUE	18870	15463	81.94%	306	1.62%	55	0.29%	1124	5.96%	65	0.35%	872	4.62%	10	0.05%	974	5.16%
DELTA	60073	54397	90.55%	266	0.44%	85	0.14%	1883	3.13%	80	0.13%	1860	3.10%	6	0.01%	1496	2.49%
EXPRESSJET	60556	50860	83.99%	961	1.59%	80	0.13%	2578	4.26%	121	0.20%	2315	3.82%	4	0.01%	3638	6.01%
FRONTIER	6271	5147	82.08%	13	0.21%	4	0.06%	324	5.17%	8	0.13%	467	7.45%	0	0.00%	308	4.91%
AIRTRAN	16143	14735	91.28%	65	0.40%	22	0.14%	360	2.23%	4	0.02%	509	3.15%	0	0.00%	449	2.78%
HAWAIIAN	5985	5629	94.05%	0	0.00%	2	0.03%	245	4.09%	1	0.02%	5	0.09%	0	0.00%	103	1.72%
AMERICAN EAGLE	37363	32348	86.58%	348	0.93%	35	0.09%	1333	3.57%	195	0.52%	1326	3.55%	2	0.01%	1776	4.75%
SKYWEST	49528	40996	82.77%	1104	2.23%	105	0.21%	1763	3.56%	119	0.24%	1901	3.84%	9	0.02%	3531	7.13%
UNITED	41354	35354	85.49%	604	1.46%	37	0.09%	2114	5.11%	37	0.09%	1723	4.17%	6	0.02%	1479	3.58%
US AIRWAYS	32963	29027	88.06%	365	1.11%	31	0.09%	1153	3.50%	14	0.04%	1578	4.79%	15	0.05%	781	2.37%
VIRGIN AMERICA	4575	3932	85.95%	29	0.63%	8	0.17%	98	2.15%	68	1.49%	266	5.80%	2	0.05%	172	3.76%
SOUTHWEST	90231	77620	86.02%	504	0.56%	111	0.12%	4018	4.45%	245	0.27%	1942	2.15%	46	0.05%	5745	6.37%
MESA	10367	9169	88.44%	118	1.14%	6	0.06%	325	3.13%	20	0.19%	248	2.40%	3	0.03%	478	4.61%
TOTAL	488006	418367		5105		699		20816		1068		17966		114		23871	
			85.73%		1.05%		0.14%		4.27%		0.22%		3.68%		0.02%		4.89%

**\*Causes of Delay:**

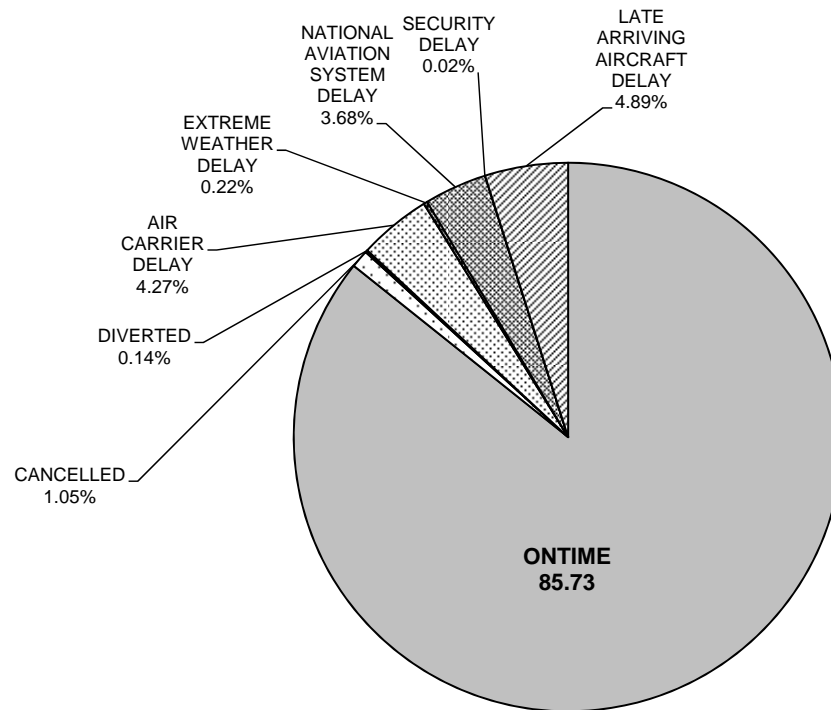
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents 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.

Effective January 2012, data of the merged operations of United Airlines and Continental Airlines are combined, and appear as United (UA) data in this table.

Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear as ExpressJet (EV) data in this table.

NOVEMBER 2012  
 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 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>



NOVEMBER 2012

## AIR TRAVEL CONSUMER REPORT

TABLE 11. LIST OF REGULARLY SCHEDULED 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
DELTA	95	JFK	ATL	11/7/2012	Origin Airport	185

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).

NOVEMBER 2012

## AIR TRAVEL CONSUMER REPORT

TABLE 11A. LIST OF REGULARLY SCHEDULED 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
BRITISH AIRWAYS	184	EWR	LHR	11/7/2012	Origin Airport	334

**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).

NOVEMBER 2012

## 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	18,870	12	0.06
VIRGIN AMERICA	4,575	2	0.04
DELTA	60,073	17	0.03
AIRTRAN	16,143	3	0.02
US AIRWAYS	32,963	3	0.01
AMERICAN EAGLE	37,363	3	0.01
SKYWEST	49,528	3	0.01
EXPRESSJET	60,556	3	0.00
SOUTHWEST	90,231	2	0.00
MESA	10,367	0	0.00
UNITED	41,354	0	0.00
AMERICAN	41,960	0	0.00
ALASKA	11,767	0	0.00
HAWAIIAN	5,985	0	0.00
FRONTIER	6,271	0	0.00
TOTAL	488,006	48	0.01

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.

Effective January 2012, data of the merged operations of United Airlines and Continental Airlines are combined, and appear as UA data in this table.

Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear as EV data in this table.

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

- A** See Appendix for list of carrier codes.
- 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).
- B** **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).
- "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.
- D** "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.
- E** **F** Incomplete data; percentage based on operations reported.
- G** Carrier did not report useable data.
- Carrier did not serve airport.
- H** **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.
- Carrier reported data for entire domestic system.
- S** **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	
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Dulles	PDX 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
OO	SkyWest Airlines
WN	Southwest Airlines
UA***	United Airlines
US	US Airways
VX	Virgin American

### Air Carriers Voluntarily Reporting

#### Data to DOT and to CRS Vendors

YV	Mesa Airlines
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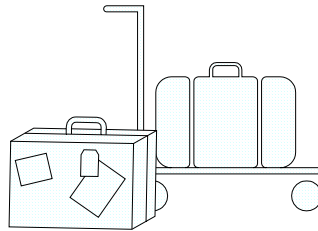
\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #21, issued December 1, 2011, effective January 1,

2012. \*\* Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear only as EV or ExpressJet Airlines data in the flight delay tables.

\*\*\* Effective January 2012, data of the merged operations of United Airlines and Continental Airlines are combined, and appear only as UA or United Airlines data in the flight delay tables.

## **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.



**NOVEMBER 2012**  
**MISHANDLED BAGGAGE REPORTS**  
**FILED BY PASSENGERS**  
**U.S. AIRLINES\***

RANK	AIRLINE	NOVEMBER 2012			NOVEMBER 2011			
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	
1	VIRGIN AMERICA	293	480,109	0.61		*	*	
2	AIRTRAN AIRWAYS	2,456	1,599,389	1.54		1,995,272	1.45	
3	DELTA AIR LINES	14,070	8,100,464	1.74		7,749,326	1.95	
4	JETBLUE AIRWAYS	3,819	2,087,017	1.83		1,993,974	1.85	
5	US AIRWAYS	7,690	4,160,784	1.85		4,020,830	2.24	
6	FRONTIER AIRLINES	1,622	814,899	1.99		899,852	1.81	
7	ALASKA AIRLINES	3,506	1,396,114	2.51	2,895	1,318,352	2.67	
8	HAWAIIAN AIRLINES	1,899	742,497	2.56	15,074	681,965	2.59	
9	AMERICAN AIRLINES	14,467	5,428,528	2.66	3,683	5,483,364	2.61	
10	SOUTHWEST AIRLINES	26,837	9,397,054	2.86	8,992	9,286,078	3.00	
11	UNITED AIRLINES**	15,665	5,439,547	2.88	1,632	3,105,048	3.05	
12	MESA AIRLINES	2,316	633,680	3.65	3,516	624,659	3.83	
13	EXPRESSJET AIRLINES**	10,333	2,526,755	4.09	1,766	1,143,388	4.18	
14	SKYWEST AIRLINES	9,670	2,108,701	4.59	14,315	1,882,458	3.52	
15	AMERICAN EAGLE AIRLINES	7,663	1,443,870	5.31	27,866	1,403,209	5.50	
TOTALS		122,306	46,359,408	2.64	9,457	110,703	41,587,775	2.66

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. Virgin America was ranked in this table for the first time in January 2012.

\*\* Effective January 2012, data of the merged operations of United Air Lines and Continental Airlines are combined, and appear only as United Airlines data in this table. Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear only as ExpressJet Airlines data in this table. Totals for November 2011 reflect the deletion of Continental's and Atlantic Southeast's data for that month.

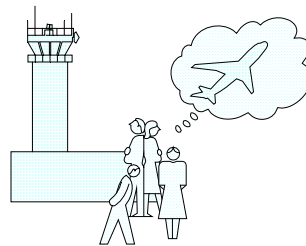
## OVERSALES

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.





**JULY - SEPTEMBER**  
**PASSENGERS DENIED BOARDING**  
**BY U.S. AIRLINES\***

RANK	AIRLINE	JULY - SEPTEMBER 2012				JULY - SEPTEMBER 2011			
		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>	77	10	7,138,623	<b>0.01</b>		8	7,015,965	<b>0.01</b>
2	<b>VIRGIN AMERICA</b>	2	11	1,663,716	<b>0.07</b>		*	*	*
3	<b>HAWAIIAN AIRLINES</b>	325	36	2,518,738	<b>0.14</b>		3	2,266,585	<b>0.01</b>
4	<b>DELTA AIR LINES</b>	33,809	1,254	28,164,144	<b>0.45</b>		1,036	27,524,156	<b>0.38</b>
5	<b>ALASKA AIRLINES</b>	1,365	283	4,767,167	<b>0.59</b>	16	269	4,590,676	<b>0.59</b>
6	<b>AIRTRAN AIRWAYS</b>	9,041	365	5,658,334	<b>0.65</b>	*	369	6,533,019	<b>0.56</b>
7	<b>AMERICAN AIRLINES</b>	16,131	1,355	19,277,469	<b>0.70</b>	171	1,677	19,890,022	<b>0.84</b>
8	<b>US AIRWAYS</b>	7,100	989	14,000,602	<b>0.71</b>	30,608	1,120	13,743,223	<b>0.81</b>
9	<b>SOUTHWEST AIRLINES</b>	19,272	2,341	29,334,383	<b>0.80</b>	1,424	1,583	28,539,135	<b>0.55</b>
10	<b>AMERICAN EAGLE AIRLINES</b>	5,098	402	4,762,988	<b>0.84</b>	13,380	827	4,449,341	<b>1.86</b>
11	<b>FRONTIER AIRLINES</b>	1,059	333	2,779,046	<b>1.20</b>	18,097	330	3,045,475	<b>1.08</b>
12	<b>UNITED AIRLINES**/***</b>	22,443	4,014	21,082,126	<b>1.90</b>	8,767	1,635	12,305,211	<b>1.33</b>
13	<b>SKYWEST AIRLINES</b>	10,281	1,577	6,868,429	<b>2.30</b>	14,335	482	6,624,658	<b>0.73</b>
14	<b>EXPRESSJET AIRLINES**</b>	16,699	2,009	8,193,856	<b>2.45</b>	7,556	393	3,723,441	<b>1.06</b>
15	<b>MESA AIRLINES</b>	1,637	490	1,957,583	<b>2.50</b>	1,297	387	2,097,955	<b>1.84</b>
	<b>TOTALS</b>	144,339	15,469	158,167,204	<b>0.98</b>	20,177		142,348,862	<b>0.71</b>
						12,506			
						2,953			

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.

\*\* Effective January 2012, data of the merged operations of United Air Lines and Continental Airlines are combined, and appear only as United Airlines data in this table. Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear only as ExpressJet Airlines data in this table. Totals for July - September 2011 reflect the deletion of Continental's and Atlantic Southeast's data for that quarter.

\*\*\* United Airlines revised its Denied Boarding quarterly report for July 2011 to September 2011 after the submissions were published in the ATCR. This table reflects this revision.

**JANUARY - SEPTEMBER  
PASSENGERS DENIED BOARDING  
BY U.S. AIRLINES\***

RANK	AIRLINE	JANUARY - SEPTEMBER 2012				JANUARY - SEPTEMBER 2011			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	191	26	20,342,768	<b>0.01</b>		20	19,677,001	<b>0.01</b>
2	<b>VIRGIN AMERICA</b>	19	27	4,666,313	<b>0.06</b>		*	*	*
3	<b>HAWAIIAN AIRLINES</b>	688	127	7,065,670	<b>0.18</b>		37	6,507,261	<b>0.06</b>
4	<b>DELTA AIR LINES</b>	90,504	3,321	78,460,294	<b>0.42</b>		2,455	76,916,770	<b>0.32</b>
5	<b>ALASKA AIRLINES</b>	4,111	806	13,156,878	<b>0.61</b>	39	1,092	12,592,042	<b>0.87</b>
6	<b>US AIRWAYS</b>	21,366	3,036	41,659,968	<b>0.73</b>	*	3,887	40,460,545	<b>0.96</b>
7	<b>AMERICAN AIRLINES</b>	45,983	4,182	57,347,210	<b>0.73</b>	490	5,528	57,292,288	<b>0.96</b>
8	<b>AIRTRAN AIRWAYS</b>	31,494	1,397	16,837,563	<b>0.83</b>	82,605	899	18,842,178	<b>0.48</b>
9	<b>SOUTHWEST AIRLINES</b>	55,501	7,395	84,654,437	<b>0.87</b>	4,814	5,852	83,096,530	<b>0.70</b>
10	<b>FRONTIER AIRLINES</b>	2,256	703	7,786,175	<b>0.90</b>	31,651	811	7,774,514	<b>1.04</b>
11	<b>AMERICAN EAGLE AIRLINES</b>	18,302	1,533	13,681,793	<b>1.12</b>	45,504	3,166	12,453,713	<b>2.54</b>
12	<b>UNITED AIRLINES**/***</b>	66,063	11,548	60,031,741	<b>1.92</b>	34,794	4,050	34,693,027	<b>1.17</b>
13	<b>EXPRESSJET AIRLINES**</b>	45,137	4,887	23,124,431	<b>2.11</b>	45,954	918	10,617,652	<b>0.86</b>
14	<b>SKYWEST AIRLINES</b>	33,114	4,179	19,448,286	<b>2.15</b>	3,335	1,271	18,549,456	<b>0.69</b>
15	<b>MESA AIRLINES</b>	6,103	1,417	5,698,933	<b>2.49</b>	21,310	1,280	5,973,750	<b>2.14</b>
	<b>TOTALS</b>	420,832	44,584	453,962,460	<b>0.98</b>	29,611	31,266	405,446,727	<b>0.77</b>
						38,498			
						7,975			

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.

\*\* Effective January 2012, data of the merged operations of United Air Lines and Continental Airlines are combined, and appear only as United Airlines data in this table. Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear only as ExpressJet Airlines data in this table. Totals for January – September 2011 reflect the deletion of Continental's and Atlantic Southeast's data.

\*\*\* United Airlines revised its Denied Boarding quarterly reports for January 2011 to March 2011, April 2011 to June 2011 and July 2011 to September 2011 after the submissions were published in the *ATCR*. This table reflects these revisions.

## **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

	NOVEMBER 2012				NOVEMBER 2011			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	688	56	0	84	644	74	0	73
FOREIGN AIRLINES	234	5	0	19	203	6	0	17
TRAVEL AGENTS	23	1	0	20	12	2	0	1
TOUR OPERATORS	24	0	0	0	6	1	0	0
MISCELLANEOUS	18	7	0	14	10	15	0	12
<b>INDUSTRY TOTALS</b>	<b>987</b>	<b>69</b>	<b>0</b>	<b>137</b>	<b>875</b>	<b>98</b>	<b>0</b>	<b>103</b>

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	NOVEMBER 2012			NOVEMBER 2011		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	242		1	260	
CANCELLATIONS			98			96
DELAYS			84			89
MISCONNECTIONS			34			31
BAGGAGE	2	154		2	117	
RES/TKTNG/BOARDING		152		5	93	
CUSTOMER SERVICE	4	141		4	93	
FARES	3	89		3	115	
REFUNDS	6	67		6	84	
OTHER	7	60		9	18	
FREQUENT FLYER			28			15
DISABILITY		55		7	46	
OVERSALES	9	12		8	27	
ADVERTISING	10	8		10	13	
DISCRIMINATION	11	7		11	9	
ANIMALS	8	0		12	0	
COMPLAINT TOTAL		987			875	

\* 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\*  
NOVEMBER 2012

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	4	0	1	0	0	1	0	1	0	0	0	0	7
AIRTRAN AIRWAYS	1	0	1	1	0	2	2	1	0	0	0	0	8
ALASKA AIRLINES	0	0	0	0	0	1	3	1	0	0	0	0	5
ALLEGiant AIR	13	0	2	1	0	1	4	4	0	0	0	0	25
AMERICAN AIRLINES	42	0	20	6	11	27	24	10	2	1	0	3	146
AMERICAN EAGLE AIRLINES	7	1	1	0	0	1	1	1	0	0	0	0	12
DELTA AIRLINES	11	1	9	1	6	5	6	3	0	0	0	0	42
EXPRESSJET AIRLINES	4	0	0	0	0	1	1	0	0	0	0	1	7
FRONTIER AIRLINES	2	1	2	1	0	3	1	0	0	0	0	5	15
HAWAIIAN AIRLINES	3	0	1	1	1	1	2	1	0	0	0	1	11
JETBLUE AIRWAYS	5	0	1	2	1	6	3	3	0	0	0	0	21
PINNACLE AIRLINES	4	0	0	0	0	1	1	1	0	0	0	0	7
SHUTTLE AMERICA	3	0	0	0	0	1	3	0	0	0	0	0	7
SKYWEST AIRLINES	11	0	0	0	1	5	0	4	0	0	0	0	21
SOUTHWEST AIRLINES	2	0	1	2	0	2	5	1	0	0	0	2	15
SPIRIT AIRLINES	12	1	21	6	6	6	10	0	1	1	0	4	68
UNITED AIRLINES	43	3	27	11	16	23	20	5	1	1	0	12	162
UNITED EXPRESS	1	0	1	0	0	2	1	0	0	0	0	0	5
US AIRWAYS	19	0	13	15	4	2	8	5	0	0	0	0	66
VIRGIN AMERICA	1	0	1	1	0	0	2	2	0	0	0	0	7
OTHER U.S. AIRLINES	13	0	1	0	1	7	3	5	0	0	0	1	31
<b>TOTAL NOVEMBER 2012</b>	<b>201</b>	<b>7</b>	<b>103</b>	<b>48</b>	<b>47</b>	<b>98</b>	<b>100</b>	<b>48</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>29</b>	<b>688</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>29.2</b>	<b>1.0</b>	<b>15.0</b>	<b>7.0</b>	<b>6.8</b>	<b>14.2</b>	<b>14.5</b>	<b>7.0</b>	<b>0.6</b>	<b>0.4</b>	<b>0.0</b>	<b>4.2</b>	
<b>TOTAL NOVEMBER 2011</b>	<b>221</b>	<b>24</b>	<b>68</b>	<b>37</b>	<b>53</b>	<b>84</b>	<b>83</b>	<b>40</b>	<b>11</b>	<b>8</b>	<b>0</b>	<b>15</b>	<b>644</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>34.3</b>	<b>3.7</b>	<b>10.6</b>	<b>5.7</b>	<b>8.2</b>	<b>13.0</b>	<b>12.9</b>	<b>6.2</b>	<b>1.7</b>	<b>1.2</b>	<b>0.0</b>	<b>2.3</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.'

EFFECTIVE JANUARY 2012, THE COMPLAINTS OF THE MERGED UNITED AIRLINES AND CONTINENTAL AIRLINES ARE COMBINED AND APPEAR ONLY AS UNITED AIRLINES COMPLAINTS IN THIS TABLE.

EFFECTIVE JANUARY 2012, THE COMPLAINTS OF THE MERGED EXPRESSJET AIRLINES AND ATLANTIC SOUTHEAST AIRLINES ARE COMBINED AND APPEAR ONLY AS EXPRESSJET AIRLINES COMPLAINTS IN THIS TABLE.

Table 4

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY INCIDENT DATE  
NOVEMBER 2012

U. S. AIRLINES*	COMPS RECD IN NOV	INCI - DENTS IN NOV	PERCENT	INCI - DENTS IN OCT	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	7	4	57.1	0	0.0	3	42.9	0	0.0
AIRTRAN AIRWAYS	8	5	62.5	1	12.5	1	12.5	1	12.5
ALASKA AIRLINES	5	4	80.0	1	20.0	0	0.0	0	0.0
ALLEGIANTE AIR	25	11	44.0	6	24.0	6	24.0	2	8.0
AMERICAN AIRLINES	146	49	33.6	38	26.0	44	30.1	15	10.3
AMERICAN EAGLE AIRLINES	12	6	50.0	0	0.0	4	33.3	2	16.7
DELTA AIRLINES	42	18	42.9	7	16.7	12	28.6	5	11.9
EXPRESSJET AIRLINES	7	4	57.1	1	14.3	1	14.3	1	14.3
FRONTIER AIRLINES	15	4	26.7	6	40.0	2	13.3	3	20.0
HAWAIIAN AIRLINES	11	6	54.5	2	18.2	2	18.2	1	9.1
JETBLUE AIRWAYS	21	12	57.1	3	14.3	3	14.3	3	14.3
PI NNACLE AIRLINES	7	3	42.9	2	28.6	2	28.6	0	0.0
SHUTTLE AMERICA	7	1	14.3	3	42.9	2	28.6	1	14.3
SKYWEST AIRLINES	21	8	38.1	5	23.8	2	9.5	6	28.6
SOUTHWEST AIRLINES	15	8	53.3	2	13.3	3	20.0	2	13.3
SPI RIT AIRLINES	68	46	67.6	3	4.4	13	19.1	6	8.8
UNI TED AIRLINES	162	42	25.9	39	24.1	56	34.6	25	15.4
UNI TED EXPRESS	5	2	40.0	1	20.0	2	40.0	0	0.0
US AIRWAYS	66	23	34.8	10	15.2	24	36.4	9	13.6
VIRGIN AMERICA	7	5	71.4	1	14.3	1	14.3	0	0.0
OTHER U. S. AIRLINES	31	12	38.7	3	9.7	15	48.4	1	3.2
<b>TOTALS</b>	<b>688</b>	<b>273</b>	<b>39.7</b>	<b>134</b>	<b>19.5</b>	<b>198</b>	<b>28.8</b>	<b>83</b>	<b>12.1</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>644</b>	<b>260</b>	<b>40.4</b>	<b>127</b>	<b>19.7</b>	<b>180</b>	<b>28.0</b>	<b>77</b>	<b>12.0</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.'

EFFECTIVE JANUARY 2012, THE COMPLAINTS OF THE MERGED UNITED AIRLINES AND CONTINENTAL AIRLINES ARE COMBINED, AND APPEAR ONLY AS UNITED AIRLINES COMPLAINTS IN THIS TABLE. EFFECTIVE JANUARY 2012, THE COMPLAINTS OF THE MERGED EXPRESSJET AIRLINES AND ATLANTIC SOUTHEAST AIRLINES ARE COMBINED, AND APPEAR ONLY AS EXPRESSJET AIRLINES COMPLAINTS IN THIS TABLE.

Table 5

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

NOVEMBER 2012

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXICO	2	0	0	5	1	2	0	0	0	0	0	0	10
AIR CANADA	4	1	5	1	0	2	13	2	0	1	0	0	29
AIR FRANCE	2	0	1	0	3	1	0	1	0	1	0	0	9
ALITALIA AIRLINES	2	0	1	1	0	3	3	0	0	0	0	1	11
BRITISH AIRWAYS	3	0	3	2	0	4	0	1	0	0	0	1	14
EL AL	3	0	1	2	0	0	0	0	0	0	0	0	6
EMIRATES AIRLINES	1	0	4	0	1	1	1	0	0	0	0	0	8
IBERIA AIRLINES	4	0	1	7	1	1	0	0	0	0	0	0	14
KLM	1	1	3	0	3	1	1	0	0	0	0	0	10
LUFTHANSA	1	0	2	3	1	13	3	0	0	0	0	1	24
PHILIPPINE AIRLINES	0	0	1	0	0	1	1	0	1	0	0	1	5
TURKISH AIRLINES	1	0	0	0	0	6	2	0	0	0	0	1	10
VIRGIN ATLANTIC AIRWAYS	1	1	2	0	0	0	1	0	0	1	0	0	6
OTHER FOREIGN AIRLINES	13	2	15	10	3	16	13	2	1	1	0	2	77
<b>TOTALS</b>	<b>38</b>	<b>5</b>	<b>39</b>	<b>31</b>	<b>13</b>	<b>51</b>	<b>38</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>7</b>	<b>234</b>
<b><u>TRAVEL AGENTS</u></b>													
TRAVELocity.COM	0	0	1	7	0	0	0	0	0	0	0	0	8
OTHER TRAVEL AGENTS	0	0	7	2	3	0	2	0	0	0	0	1	15
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>9</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>23</b>
<b><u>TOUR OPERATORS</u></b>													
EZJET	0	0	0	0	1	0	0	0	0	0	0	22	23
OTHER TOUR OPERATORS	1	0	0	0	0	0	0	0	0	0	0	0	1
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>22</b>	<b>24</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	2	0	2	1	3	5	1	1	2	0	0	1	18
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</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	NOVEMBER 2012			NOVEMBER 2011			
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	
1	<i>SOUTHWEST AIRLINES</i>	15	9,170,517	0.16		9,076,696	0.21	
2	<i>EXPRESSJET AIRLINES**</i>	7	2,667,150	0.26		1,135,271	0.53	
3	<i>MESA AIRLINES</i>	2	633,680	0.32		718,837	0.14	
4	<i>ALASKA AIRLINES</i>	5	1,495,504	0.33	19	1,433,122	0.35	
5	<i>DELTA AIR LINES</i>	42	9,378,310	0.45	6	8,924,305	1.02	
6	<i>AIRTRAN AIRWAYS</i>	8	1,630,633	0.49	1	1,991,766	0.40	
7	<i>AMERICAN EAGLE AIRLINES</i>	12	1,508,992	0.80	5	1,446,504	0.83	
8	<i>JETBLUE AIRWAYS</i>	21	2,338,284	0.90	91	2,199,626	1.05	
9	<i>SKYWEST AIRLINES</i>	21	2,139,271	0.98	8	1,944,347	0.46	
10	<i>HAWAIIAN AIRLINES</i>	11	791,033	1.39	12	707,447	0.71	
11	<i>VIRGIN AMERICA</i>	7	489,251	1.43	23	*	*	
12	<i>US AIRWAYS</i>	66	4,485,577	1.47	9	4,361,288	1.86	
13	<i>FRONTIER AIRLINES</i>	15	852,056	1.76	5	925,406	0.32	
14	<i>AMERICAN AIRLINES</i>	146	6,881,270	2.12	*	6,809,664	1.34	
15	<i>UNITED AIRLINES**</i>	162	6,962,034	2.33	81	3,741,193	1.98	
	<b>TOTAL</b>	<b>540</b>	<b>51,423,562</b>	<b>1.05</b>		<b>428</b>	<b>45,415,472</b>	<b>0.96</b>

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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.

**Note:**

\* 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. Virgin America was ranked for the first time in January 2012. 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.

\*\* Effective January 2012, data of the merged operations of United Air Lines and Continental Airlines are combined, and appear only as United Airlines data in this table. Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear only as ExpressJet Airlines data in this table. Totals for November 2011 reflect the deletion of Continental's and Atlantic Southeast's data for that month.

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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



**Customer Service Reports to the U.S. Department of Homeland Security for the Month of November 2012  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 51 million airline passengers and their 41 million checked bags in the month of November 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 November.

**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
299	.0006	36	.00007	99	.0002	412	.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 November.

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.

## November 2012 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>United</i>	<b>1</b>		
<i>Total</i>	<b>1</b>		