



U.S. Department
of Transportation



Air Travel Consumer Report

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

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Flight Delays¹	December 2012 12 Months ending December 2012
Mishandled Baggage¹	December 2012 January-December 2012
Oversales¹	4 th Quarter 2012 January – December 2012
Consumer Complaints² (Includes Disability and Discrimination Complaints)	December 2012 January – December 2012
Customer Service Reports to the Dept. of Homeland Security³	December 2012
Airline Animal Incident Reports⁴	December 2012 January – December 2012

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

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

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

⁴ Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 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, SkyWest, 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, JetBlue and Mesa) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

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

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

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.

DECEMBER 2012

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	77.9	16	93.3
DELTA AIR LINES S/	29	85.0	131	85.4
ALASKA AIRLINES S/	19	85.3	53	83.3
US AIRWAYS S/	27	82.4	76	82.9
MESA AIRLINES S/V/	14	85.9	70	81.9
AIRTRAN AIRWAYS S/	18	80.9	46	81.4
VIRGIN AMERICA S/	15	80.5	16	80.5
UNITED AIRLINES S/	28	78.6	83	78.4
AMERICAN AIRLINES S/	28	75.9	82	75.2
SOUTHWEST AIRLINES S/	23	73.3	78	73.9
AMERICAN EAGLE S/	18	74.3	132	73.9
SKYWEST AIRLINES S/	19	73.7	156	72.9
EXPRESSJET AIRLINES S/	20	71.2	161	71.2
JETBLUE AIRWAYS S/	22	69.7	51	70.2
FRONTIER AIRLINES S/	21	62.7	60	62.7
TOTAL		77.0		76.6

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

* 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 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.

DECEMBER 2012
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*	1st Quarter 01-03 2012		2nd Quarter 04-06 2012		3rd Quarter 07-09 2012		4th Quarter 10-12 2012		Oct-12		Nov-12		Dec-12		12 Months Ending Dec 2012		Database To Date 09/87-12/12	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	90.0	2	89.1	3	82.9	6	86.2	3	85.9	3	91.3	2	81.4	6	87.1	3	(--)	(--)
ALASKA	84.5	7	90.1	2	89.2	2	85.8	4	86.8	2	87.3	6	83.3	3	87.5	2	76.5	5
AMERICAN	83.1	8	80.5	12	70.0	15	74.1	15	67.7	15	79.6	15	75.2	9	76.9	14	78.0	3
AMERICAN EAGLE	82.8	9	83.0	10	80.0	11	80.6	9	81.2	9	86.6	7	73.9	11	81.6	9	(--)	(--)
DELTA	87.3	3	87.5	4	84.4	3	87.2	2	85.5	4	90.6	3	85.4	2	86.5	4	77.6	4
EXPRESSJET	77.4	14	79.1	14	73.9	13	77.4	12	76.9	12	84.0	11	71.2	13	76.9	15	(--)	(--)
FRONTIER	77.1	15	79.4	13	80.7	10	74.3	14	78.0	11	82.1	13	62.7	15	77.9	12	(--)	(--)
HAWAIIAN	92.3	1	94.4	1	92.8	1	94.1	1	94.8	1	94.1	1	93.3	1	93.4	1	(--)	(--)
JETBLUE	81.8	11	82.4	11	77.2	12	75.3	13	74.0	14	81.9	14	70.2	14	79.1	11	(--)	(--)
MESA	86.3	6	87.1	6	81.5	8	84.8	5	84.3	5	88.4	4	81.9	5	85.0	6	(--)	(--)
SKYWEST	81.7	12	84.2	8	81.7	7	78.8	11	80.8	10	82.8	12	72.9	12	81.6	10	(--)	(--)
SOUTHWEST	87.2	4	83.7	9	81.0	9	80.8	8	82.4	7	86.0	8	73.9	10	83.1	8	81.9	1
UNITED	80.9	13	76.4	15	72.4	14	80.1	10	76.7	13	85.5	10	78.4	8	77.4	13	76.2	6
US AIRWAYS	87.2	5	87.4	5	84.2	4	84.7	6	83.2	6	88.1	5	82.9	4	85.9	5	78.3	2
VIRGIN AMERICA	82.6	10	85.2	7	83.3	5	82.6	7	81.5	8	85.9	9	80.5	7	83.5	7	(--)	(--)
Total	84.0		83.4		79.4		80.8		80.2		85.7		76.6		81.9		78.5	

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

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DECEMBER 2012

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	429	77.6	887	76.6	240	75.4	167	74.3	771	78.0	426	73.0	12890	78.3	199	77.9
ALASKA	62	98.4	62	95.2	H/		H/		124	94.4	108	91.7	62	79.0	H/	
JETBLUE	H/		2805	75.8	124	79.8	126	74.6	540	70.4	88	61.4	86	60.5	H/	
DELTA	15817	86.7	798	87.7	532	81.8	373	84.2	807	85.3	588	82.5	369	85.9	3718	87.7
EXPRESSJET	7799	79.9	237	80.6	265	63.4	419	61.8	320	59.1	1177	60.6	274	70.1	1714	78.5
FRONTIER	60	55.0	H/		H/		H/		90	72.2	2970	65.5	112	73.2	62	59.7
AIRTRAN	4662	83.1	329	81.2	1278	77.8	177	83.6	355	87.3	83	83.1	H/		184	88.6
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
AMERICAN EAGLE	505	70.5	H/		142	64.8	436	69.3	653	68.8	204	71.1	7411	77.9	395	71.6
SKYWEST	158	75.3	H/		H/		79	78.5	H/		4125	71.4	545	71.7	319	75.5
UNITED	58	79.3	937	84.3	284	82.7	23	87.0	591	83.9	3714	80.0	319	80.9	75	80.0
US AIRWAYS	436	85.1	1300	84.9	386	82.9	7201	86.8	1430	82.7	401	80.3	556	80.9	279	87.5
VIRGIN AMERICA	H/		120	91.7	H/		H/		31	96.8	H/		166	88.0	H/	
SOUTHWEST	879	75.4	549	76.0	4941	71.5	H/		93	91.4	4717	74.5	H/		489	71.0
MESA	154	81.8	H/		2	100.0	2109	89.7	H/		H/		88	73.9	112	85.7
TOTAL	31019	83.6	8024	80.3	8194	73.9	11110	85.2	5805	79.1	18601	73.0	22878	78.1	7546	82.6

* 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*																
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
AMERICAN	289	68.9	443	74.9	274	78.8	353	75.9	1219	71.9	814	68.7	2498	69.1	1263	71.6
ALASKA	62	83.9	31	93.5	H/		31	80.6	H/		339	87.3	451	79.2	H/	
JETBLUE	577	64.5	1474	63.7	201	76.1	H/		3552	70.2	292	66.8	262	64.9	527	59.6
DELTA	347	76.9	956	77.2	110	90.0	174	87.4	1687	84.5	872	84.5	1513	79.7	2145	76.7
EXPRESSJET	4170	57.9	H/		2292	74.5	6712	71.9	96	69.8	H/		H/		237	62.4
FRONTIER	H/		61	68.9	H/		20	70.0	H/		190	63.7	158	38.6	58	55.2
AIRTRAN	H/		609	73.4	H/		H/		H/		122	73.0	86	72.1	333	73.3
HAWAIIAN	H/		H/		H/		H/		31	87.1	75	84.0	98	73.5	H/	
AMERICAN EAGLE	222	55.4	H/		H/		202	71.8	589	62.6	H/		557	67.3	1396	71.6
SKYWEST	H/		H/		138	63.8	1627	73.9	H/		680	78.5	5366	76.5	H/	
UNITED	3880	80.3	596	70.8	1977	83.6	5608	83.9	361	83.9	897	78.9	2500	69.0	601	76.2
US AIRWAYS	370	74.3	601	74.5	H/		467	83.1	225	80.9	492	76.0	507	71.2	906	74.2
VIRGIN AMERICA	H/		151	89.4	167	88.0	H/		352	83.2	260	80.8	1111	80.6	H/	
SOUTHWEST	522	62.3	1309	69.7	211	70.1	H/		H/		6237	75.2	3066	70.2	485	70.7
MESA	H/		H/		827	83.3	H/		H/		9	100.0	H/		47	70.2
TOTAL	10439	68.4	6231	71.3	6197	79.1	15194	77.2	8112	74.4	11279	76.1	18173	73.0	7998	72.4

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

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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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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	818	75.7	H/		4128	78.6	255	78.0	4099	80.9	124	63.7	325	68.3	509	68.8
ALASKA	63	96.8	H/		H/		49	83.7	126	87.3	917	86.9	31	90.3	189	87.3
JETBLUE	1632	73.0	H/		H/		H/		126	69.0	98	66.3	H/		62	61.3
DELTA	1415	83.0	168	87.5	668	85.9	4247	86.9	460	85.7	359	86.4	482	80.1	548	81.9
EXPRESSJET	29	82.8	4	50.0	31	67.7	557	69.3	4384	68.0	H/		84	64.3	H/	
FRONTIER	205	62.0	96	78.1	H/		75	64.0	H/		120	60.8	29	48.3	125	53.6
AIRTRAN	1512	81.2	372	82.0	H/		118	88.1	H/		H/		262	73.7	30	50.0
HAWAIIAN	H/		H/		H/		H/		H/		31	77.4	H/		31	64.5
AMERICAN EAGLE	H/		H/		1634	81.3	287	63.4	6434	74.1	H/		130	60.0	H/	
SKYWEST	H/		10	70.0	H/		1934	78.6	2146	69.8	894	75.4	14	64.3	1880	86.6
UNITED	1014	81.5	H/		312	80.1	174	76.4	4505	80.0	489	75.7	343	74.9	488	73.0
US AIRWAYS	735	78.9	H/		264	78.4	346	81.2	591	82.4	163	81.0	3628	81.2	4922	84.3
VIRGIN AMERICA	76	94.7	H/		H/		H/		150	86.7	93	91.4	142	88.7	H/	
SOUTHWEST	2496	77.0	6282	77.9	H/		628	72.3	H/		1075	73.3	813	64.7	4782	74.4
MESA	H/		H/		70	80.0	H/		720	73.9	H/		48	64.6	1286	90.6
TOTAL	9995	78.3	6932	78.3	7107	79.9	8670	81.2	23741	75.4	4363	77.9	6331	76.9	14852	80.5

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

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DECEMBER 2012

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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	414	68.1	398	73.9	898	57.0	152	71.1	524	77.1
ALASKA	368	86.4	3562	85.5	330	70.3	H/		H/	
JETBLUE	96	60.4	115	69.6	339	60.5	93	71.0	499	64.3
DELTA	477	85.3	710	88.7	653	72.9	2577	87.2	890	84.2
EXPRESSJET	H/		H/		H/		44	52.3	H/	
FRONTIER	130	53.1	122	54.1	114	39.5	134	56.0	50	68.0
AIRTRAN	H/		H/		87	60.9	H/		720	81.9
HAWAIIAN	31	77.4	62	79.0	31	80.6	H/		H/	
AMERICAN EAGLE	62	71.0	H/		H/		124	72.6	H/	
SKYWEST	941	75.6	499	78.2	4455	59.2	4545	79.5	H/	
UNITED	732	74.2	871	74.3	3724	69.0	94	77.7	617	83.6
US AIRWAYS	362	77.9	308	80.5	446	61.0	158	84.2	584	82.0
VIRGIN AMERICA	147	83.0	229	83.8	1424	71.9	H/		H/	
SOUTHWEST	2562	69.4	956	73.5	1322	59.1	933	68.0	1810	76.5
MESA	2	100.0	H/		H/		18	100.0	H/	
TOTAL	6324	73.4	7832	81.0	13823	63.9	8872	79.8	5694	78.6

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	92.1	73.1	74.4	93.1	91.7	73.6	83.1	91.7	84.6	88.9	83.3	90.8	75.9	92.8	80.3	J/	85.5	89.3
700 - 759 AM	93.5	82.6	76.5	90.3	90.6	75.7	84.6	88.8	81.0	62.9	81.8	86.0	77.7	90.6	82.4	83.3	91.7	84.8
800 - 859 AM	87.4	89.0	77.8	89.2	81.5	82.4	82.9	90.5	84.2	89.8	85.5	78.3	84.8	89.1	79.4	84.4	88.4	89.3
900 - 959 AM	88.1	87.8	78.9	79.4	84.7	84.4	84.0	86.1	85.6	86.8	87.2	78.8	85.2	85.9	78.5	83.1	88.0	85.4
1000 - 1059 AM	89.2	84.9	82.9	85.8	85.7	78.0	83.7	86.7	88.0	78.2	86.6	79.9	78.7	85.1	77.4	78.7	85.1	86.7
1100 - 1159 AM	89.2	86.0	72.6	83.3	81.3	80.9	84.2	87.7	77.1	75.5	81.6	87.2	86.3	84.1	75.8	83.9	82.3	84.3
1200 - 1259 PM	86.2	84.0	77.6	87.1	84.5	73.5	81.9	87.8	71.4	75.4	83.3	74.8	79.0	78.4	74.1	78.1	81.9	84.6
100 - 159 PM	83.3	84.1	75.2	87.8	80.3	76.5	81.5	87.3	72.8	71.3	81.2	78.9	79.7	77.0	74.1	77.6	80.6	82.8
200 - 259 PM	82.2	86.8	70.6	86.3	74.9	72.1	77.9	82.5	67.0	71.4	88.8	78.4	75.8	77.3	73.8	73.9	81.9	83.1
300 - 359 PM	79.9	84.8	79.1	86.3	77.1	69.8	73.3	72.4	60.8	68.8	82.2	76.3	77.8	76.5	76.5	72.5	80.6	82.8
400 - 459 PM	82.4	82.7	76.0	84.9	80.3	74.4	75.0	84.3	59.1	68.5	73.3	74.6	67.5	70.1	74.2	72.3	75.6	74.5
500 - 559 PM	82.2	77.5	75.4	82.8	76.6	69.1	75.8	74.0	62.1	71.3	78.2	74.9	76.3	72.5	69.5	72.8	79.0	76.1
600 - 659 PM	78.6	78.6	69.6	81.7	74.7	64.3	73.7	82.2	61.2	61.6	77.9	73.8	68.3	68.7	70.4	65.8	72.1	72.0
700 - 759 PM	78.2	78.9	70.2	82.6	81.9	60.4	72.2	76.8	55.5	71.1	75.9	73.4	65.3	69.3	66.4	68.0	74.0	70.1
800 - 859 PM	78.4	77.2	66.9	85.3	77.6	62.0	72.9	78.4	51.1	64.7	75.2	71.3	65.7	69.4	68.6	63.4	67.9	74.2
900 - 959 PM	81.5	70.2	69.7	81.0	73.9	64.9	72.4	75.8	59.5	65.8	76.5	80.5	61.9	63.6	66.7	58.3	76.0	64.8
1000 - 1059 PM	79.2	73.9	72.5	76.6	74.4	65.1	67.2	69.6	68.4	73.0	69.3	76.0	68.0	61.8	67.4	61.6	70.4	61.6
1100 - 559 AM	74.0	74.5	69.4	75.5	76.4	63.6	75.6	74.7	77.3	61.9	80.5	76.0	77.4	67.7	68.2	69.8	71.2	56.6
TOTAL, ALL ARRIVALS, BY AIRPORT	83.6	80.3	73.9	85.2	79.1	73.0	78.1	82.6	68.4	71.3	79.1	77.2	74.4	76.1	73.0	72.4	78.3	78.3

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	81.7	88.1	79.7	74.2	83.5	92.0	J/	88.2	79.2	J/	90.9	84.9
700 - 759 AM	87.1	88.1	82.0	84.1	85.2	89.2	86.8	93.3	80.7	87.6	93.1	83.8
800 - 859 AM	91.3	76.8	80.8	84.4	82.7	87.7	88.7	86.4	77.4	83.1	97.2	84.1
900 - 959 AM	87.9	83.0	79.5	88.3	78.7	88.8	84.6	90.5	71.8	88.0	83.0	84.0
1000 - 1059 AM	86.2	87.0	79.0	82.0	81.6	85.8	78.3	87.4	65.8	87.2	87.9	83.0
1100 - 1159 AM	83.8	84.1	80.8	81.6	78.7	81.0	75.3	86.3	66.3	79.0	85.2	81.6
1200 - 1259 PM	82.5	88.5	75.7	86.2	83.8	88.3	76.6	79.5	64.7	85.0	80.5	79.7
100 - 159 PM	83.6	82.5	74.7	85.1	73.7	82.3	74.6	87.6	63.9	80.9	81.5	79.4
200 - 259 PM	83.0	86.8	75.1	78.7	80.0	82.2	73.9	84.0	68.7	79.0	78.5	77.8
300 - 359 PM	81.0	72.2	72.5	73.8	76.6	82.0	76.6	78.1	61.1	79.5	81.4	76.2
400 - 459 PM	81.6	79.6	72.4	76.0	80.5	79.4	69.8	82.0	64.1	80.4	84.6	76.2
500 - 559 PM	74.0	76.7	69.8	77.1	72.4	72.0	63.9	79.6	60.5	70.0	73.5	73.6
600 - 659 PM	71.1	78.5	69.9	77.6	67.6	78.8	75.8	77.7	57.6	74.0	71.1	72.4
700 - 759 PM	77.4	84.8	71.0	78.2	75.8	74.3	70.2	78.0	53.6	75.8	72.6	72.0
800 - 859 PM	71.1	79.8	71.2	73.5	70.9	75.1	66.0	76.0	60.3	70.0	73.9	71.0
900 - 959 PM	70.8	69.1	75.6	76.8	70.2	77.3	65.1	78.0	53.8	73.9	73.8	70.5
1000 - 1059 PM	72.0	69.9	77.1	70.9	71.4	70.7	66.7	80.1	57.6	57.3	68.7	69.3
1100 - 559 AM	70.3	79.2	78.8	66.8	71.4	67.3	67.2	72.0	62.9	66.5	70.4	71.4
TOTAL, ALL ARRIVALS, BY AIRPORT	79.9	81.2	75.4	77.9	76.9	80.5	73.4	81.0	63.9	79.8	78.6	77.0

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	91.8	89.5	87.2	90.8	95.0	90.4	88.3	92.9	86.3	95.9	79.7	89.8	89.2	92.5	91.4	92.5	93.1	86.9
700 - 759 AM	91.3	89.6	86.5	92.0	90.8	86.2	85.0	89.8	84.5	93.9	84.0	86.5	87.2	90.1	86.8	89.3	91.7	85.8
800 - 859 AM	88.4	84.3	75.9	91.3	91.2	76.1	82.3	89.6	81.2	91.4	77.3	79.6	85.9	88.4	83.6	85.9	94.3	67.6
900 - 959 AM	85.3	85.3	70.4	88.8	87.0	81.3	76.9	82.0	80.4	85.7	84.7	77.6	80.1	81.3	77.6	85.7	87.5	73.2
1000 - 1059 AM	85.4	85.5	67.7	80.5	86.1	76.1	76.3	84.9	80.4	84.6	80.4	75.7	83.3	75.6	74.2	80.8	83.4	75.5
1100 - 1159 AM	85.0	83.5	71.7	86.4	81.9	72.3	74.1	83.1	80.9	79.2	91.3	71.6	80.0	79.7	72.3	77.0	84.3	71.2
1200 - 1259 PM	83.4	82.5	71.7	86.2	77.6	72.2	78.7	86.3	73.4	69.1	76.8	74.2	79.8	72.1	72.4	80.2	80.5	71.9
100 - 159 PM	81.5	83.1	66.7	86.4	79.2	68.1	72.2	79.6	64.0	69.7	69.8	71.9	71.4	72.0	75.7	72.4	79.4	59.3
200 - 259 PM	76.9	80.0	63.8	86.5	74.4	63.8	71.1	74.6	64.7	69.0	72.4	74.1	68.2	70.1	72.2	75.0	77.0	64.4
300 - 359 PM	77.6	82.4	62.4	80.9	75.9	64.3	68.8	77.6	62.6	69.5	76.0	74.7	67.0	66.6	68.6	76.0	78.5	70.5
400 - 459 PM	77.1	75.7	66.0	85.9	76.5	60.6	69.8	72.0	59.4	65.8	72.1	70.7	73.0	58.9	75.8	69.2	76.3	62.2
500 - 559 PM	82.2	72.6	66.4	80.8	74.6	59.0	68.5	79.3	57.8	64.3	66.1	69.6	69.3	57.5	72.4	72.8	74.4	58.8
600 - 659 PM	78.9	71.5	70.0	83.3	71.6	54.1	68.9	68.7	63.5	65.3	72.0	62.8	71.8	58.7	71.0	71.2	72.4	52.6
700 - 759 PM	77.2	72.5	58.3	83.0	72.5	59.9	67.7	76.5	53.0	57.6	68.2	72.6	70.6	58.9	67.3	62.6	67.1	43.1
800 - 859 PM	79.7	64.0	59.9	85.4	79.0	52.5	66.0	76.1	53.6	62.8	60.5	63.1	57.2	57.2	66.5	69.2	67.1	50.5
900 - 959 PM	82.9	38.2	51.0	94.3	71.4	53.0	67.0	75.9	51.5	52.1	72.5	71.2	55.4	54.0	72.2	64.1	48.8	46.3
1000 - 1059 PM	80.3	J/	J/	88.2	91.3	62.7	63.4	J/	21.4	J/	71.7	66.7	60.6	74.0	75.6	54.5	J/	J/
1100 - 559 AM	87.5	90.6	90.0	94.9	92.0	75.0	81.5	91.7	88.5	88.2	57.1	85.9	78.6	78.1	78.1	76.9	86.7	75.5
TOTAL, ALL DEPARTURES, BY AIRPORT	81.9	81.0	69.0	86.5	81.4	67.8	73.2	81.7	69.4	75.8	73.9	74.0	74.7	72.3	76.1	77.8	80.6	64.2

* 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	94.3	91.3	84.2	93.4	88.5	94.3	91.7	92.4	90.2	89.4	95.9	90.6
700 - 759 AM	86.4	85.6	80.2	92.4	89.2	95.1	88.9	91.5	84.4	93.2	95.9	88.2
800 - 859 AM	83.9	90.9	79.4	88.0	83.6	92.1	87.7	90.9	80.6	89.3	94.7	84.2
900 - 959 AM	82.1	83.6	76.2	89.1	88.6	86.8	82.4	87.2	77.5	90.0	88.4	82.0
1000 - 1059 AM	79.8	88.2	74.1	78.5	83.6	80.6	77.5	84.8	70.2	81.3	86.0	79.4
1100 - 1159 AM	80.2	83.6	72.1	78.1	82.4	80.5	78.8	79.1	66.3	87.1	84.3	78.7
1200 - 1259 PM	82.9	85.5	71.9	77.2	79.4	73.2	68.4	80.2	64.5	83.6	81.0	76.3
100 - 159 PM	73.0	82.5	71.8	81.2	81.7	81.8	71.9	81.0	64.1	79.3	79.6	74.6
200 - 259 PM	80.2	81.8	68.0	68.7	71.8	80.3	72.4	78.8	63.9	75.0	76.4	73.3
300 - 359 PM	77.8	80.1	71.1	78.1	77.8	72.9	68.9	79.1	62.8	81.7	74.8	72.6
400 - 459 PM	70.3	71.4	67.3	66.7	76.0	80.6	73.2	81.1	62.2	81.6	78.1	71.8
500 - 559 PM	72.0	76.7	67.9	71.0	77.4	75.6	64.1	72.6	60.7	84.5	76.3	71.2
600 - 659 PM	67.3	66.7	65.2	75.8	77.2	65.1	71.3	78.6	56.3	63.6	67.3	68.2
700 - 759 PM	67.3	77.6	65.5	70.1	74.4	78.6	69.2	78.7	61.0	59.1	66.6	68.3
800 - 859 PM	75.2	66.7	65.5	72.0	78.5	61.1	59.1	75.6	60.5	84.5	66.2	68.5
900 - 959 PM	69.3	81.9	65.7	69.4	86.3	74.9	63.2	76.3	55.8	83.8	57.1	67.3
1000 - 1059 PM	61.9	J/	73.3	83.9	81.0	87.5	80.6	85.1	66.4	84.2	J/	75.9
1100 - 559 AM	100.0	93.5	91.3	92.6	89.3	74.1	100.0	85.9	69.5	82.5	94.4	80.5
TOTAL, ALL DEPARTURES, BY AIRPORT	76.9	81.9	71.5	81.2	81.5	80.1	76.6	83.3	68.8	84.4	82.1	76.3

* 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

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

NONE

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

SKYWEST	4716	Nov	ISN-MSP	700	16	10	62.5	49.1
SKYWEST	4716	Dec	ISN-MSP	700	30	17	56.7	72.0

* 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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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
FRONTIER	217	9	4.1
MESA	315	3	1.0
EXPRESSJET	1,279	6	0.5
JETBLUE	646	3	0.5
SKYWEST	1,359	5	0.4
SOUTHWEST	353	1	0.3
AMERICAN EAGLE	1,274	3	0.2
AIRTRAN	544	1	0.2
UNITED	572	1	0.2
AMERICAN	1,513	2	0.1
US AIRWAYS	1,045	1	0.1
DELTA	1,785	0	0.0
ALASKA	415	0	0.0
HAWAIIAN	194	0	0.0
VIRGIN AMERICA	158	0	0.0
TOTAL	11,669	35	0.3

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

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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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)	74.2	79.0	62	62
ABILENE TX (ABI)	78.6	86.4	206	206
ADAK ISLAND AK (ADK)	77.8	77.8	9	9
AGUADILLA PR (BQN)	75.0	88.9	136	135
AKRON OH (CAK)	75.3	80.6	675	676
ALBANY GA (ABY)	76.5	80.0	85	85
ALBANY NY (ALB)	70.0	74.3	874	875
ALBUQUERQUE NM (ABQ)	75.5	76.9	2,350	2,350
ALEXANDRIA LA (AEX)	75.1	79.0	309	310
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	73.3	74.9	221	223
ALPENA MI (APN)	86.5	84.6	52	52
AMARILLO TX (AMA)	72.4	78.7	588	588
ANCHORAGE AK (ANC)	78.4	87.4	1,254	1,257
APPLETON WI (ATW)	69.0	70.2	187	188
ARCATA/EUREKA CA (ACV)	56.3	60.5	286	286
ARLINGTON VA (DCA)	79.1	81.4	5,805	5,810
ASHEVILLE NC (AVL)	80.7	85.8	233	233
ASPEN CO (ASE)	53.5	61.3	475	470
ATLANTA GA (ATL)	83.6	81.9	31,019	31,042
AUGUSTA GA (AGS)	85.3	86.6	231	231
AUSTIN TX (AUS)	76.3	80.3	3,694	3,696
BAKERSFIELD CA (BFL)	68.3	76.7	312	313
BALTIMORE MD (BWI)	73.9	68.9	8,194	8,188
BANGOR ME (BGR)	77.8	85.7	27	28
BARROW AK (BRW)	73.9	72.5	69	69
BATON ROUGE LA (BTR)	73.8	73.5	675	676
BELLINGHAM WA (BLI)	86.3	92.4	80	79
BEMIDJI MN (BJI)	85.0	79.0	60	62
BEND/REDMOND OR (RDM)	68.1	69.6	270	270
BETHEL AK (BET)	70.5	82.1	78	78
BILLINGS MT (BIL)	84.4	91.0	224	223
BIRMINGHAM AL (BHM)	75.4	80.6	1,294	1,293
BISMARCK/MANDAN ND (BIS)	71.6	74.2	257	256
BLOOMINGTON/NORMAL IL (BMI)	78.4	77.4	134	133
BOISE ID (BOI)	75.5	82.0	925	924
BOSTON MA (BOS)	80.3	81.0	8,024	8,031
BOZEMAN MT (BZN)	69.0	82.0	268	266
BRAINERD MN (BRD)	76.7	81.7	60	60
BRANSON MO (BKG)	83.3	88.9	72	72
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	80.9	76.8	194	194
BROWNSVILLE TX (BRO)	73.8	78.1	187	187
BRUNSWICK GA (BQK)	86.5	93.2	74	74
BUFFALO NY (BUF)	73.2	77.8	1,787	1,785

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BURBANK CA (BUR)	75.5	78.7	2,088	2,085
BURLINGTON VT (BTV)	61.4	60.2	399	397
BUTTE MT (BTM)	80.0	80.0	55	55
CARLSBAD CA (CLD)	75.4	74.4	207	207
CASPER WY (CPR)	78.5	85.3	191	191
CEDAR CITY UT (CDC)	83.7	83.7	49	49
CEDAR RAPIDS/IOWA CITY IA (CID)	73.4	75.9	443	444
CHAMPAIGN/URBANA IL (CMI)	73.4	83.2	173	173
CHANTILLY VA (IAD)	79.1	73.9	6,197	6,190
CHARLESTON SC (CHS)	76.0	79.3	1,130	1,130
CHARLESTON/DUNBAR WV (CRW)	75.9	76.3	282	279
CHARLOTTE AMALIE VI (STT)	79.8	89.5	352	352
CHARLOTTE NC (CLT)	85.2	86.5	11,110	11,116
CHARLOTTESVILLE VA (CHO)	68.3	78.2	142	142
CHATTANOOGA TN (CHA)	81.4	83.6	365	365
CHICAGO IL (MDW)	78.3	64.1	6,932	6,930
CHICAGO IL (ORD)	75.4	71.5	23,741	23,753
CHICO CA (CIC)	56.0	52.7	91	91
CHRISTIANSTED VI (STX)	73.1	75.3	78	77
CLEVELAND OH (CLE)	74.2	76.2	3,763	3,767
CODY WY (COD)	66.1	69.4	62	62
COLLEGE STATION/BRYAN TX (CLL)	77.6	81.2	223	223
COLORADO SPRINGS CO (COS)	66.7	76.4	906	906
COLUMBIA MO (COU)	82.1	69.1	67	68
COLUMBIA SC (CAE)	77.6	83.0	500	501
COLUMBUS GA (CSG)	75.8	77.8	153	153
COLUMBUS MS (GTR)	81.3	90.0	80	80
COLUMBUS OH (CMH)	74.3	76.2	2,222	2,220
CORDOVA AK (CDV)	81.4	89.8	59	59
CORPUS CHRISTI TX (CRP)	76.1	80.7	582	581
COVINGTON KY (CVG)	79.5	79.5	2,007	2,009
CRESCENT CITY CA (CEC)	55.3	48.2	85	85
DALLAS TX (DAL)	79.6	75.9	3,727	3,727
DALLAS/FORT WORTH TX (DFW)	78.1	73.2	22,878	22,879
DAYTON OH (DAY)	74.4	77.7	909	910
DAYTONA BEACH FL (DAB)	87.6	91.7	121	120
DEADHORSE AK (SCC)	80.0	85.5	55	55
DEL RIO TX (DRT)	89.5	89.7	57	58
DENVER CO (DEN)	73.0	67.8	18,601	18,614
DES MOINES IA (DSM)	70.4	73.2	801	801
DETROIT MI (DTW)	82.6	81.7	7,546	7,556
DOTHAN AL (DHN)	81.7	85.0	120	120
DULUTH MN (DLH)	79.1	83.2	196	196

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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)	65.2	69.3	178	179
EAGLE CO (EGE)	63.6	69.4	195	193
EAU CLAIRE WI (EAU)	71.0	71.0	62	62
EL CENTRO CA (IPL)	88.5	90.2	61	61
EL PASO TX (ELP)	73.1	79.6	1,661	1,665
ELKO NV (EKO)	65.4	79.3	81	82
ELMIRA/CORNING NY (ELM)	76.9	86.9	108	107
ESCANABA MI (ESC)	73.5	75.5	49	49
EUGENE OR (EUG)	68.1	71.4	427	426
EVANSVILLE IN (EVV)	77.8	81.1	266	265
FAIRBANKS AK (FAI)	80.3	87.9	314	314
FARGO ND (FAR)	71.2	77.6	430	433
FAYETTEVILLE AR (XNA)	72.6	76.8	898	897
FAYETTEVILLE NC (FAY)	80.8	83.6	213	213
FLAGSTAFF AZ (FLG)	79.1	77.2	158	158
FLINT MI (FNT)	82.1	84.6	234	234
FORT LAUDERDALE FL (FLL)	71.3	75.8	6,231	6,217
FORT MYERS FL (RSW)	79.3	84.5	2,675	2,668
FORT SMITH AR (FSM)	83.0	88.0	200	200
FORT WAYNE IN (FWA)	77.3	79.1	277	277
FRESNO CA (FAT)	67.9	73.6	931	931
GAINESVILLE FL (GNV)	82.3	88.3	248	247
GARDEN CITY KS (GCK)	80.6	85.5	62	62
GILLETTE WY (GCC)	71.1	83.9	149	149
GRAND FORKS ND (GFK)	83.5	89.1	176	175
GRAND ISLAND NE (GRI)	75.4	86.0	57	57
GRAND JUNCTION CO (GJT)	73.8	77.8	431	432
GRAND RAPIDS MI (GRR)	74.0	78.3	803	803
GREAT FALLS MT (GTF)	79.3	87.9	164	165
GREEN BAY WI (GRB)	72.8	76.2	334	336
GREENSBORO/HIGH POINT NC (GSO)	74.5	79.9	695	698
GREER SC (GSP)	73.5	77.7	736	735
GUAM TT (GUM)	41.9	64.5	31	31
GULFPORT/BILOXI MS (GPT)	74.4	77.7	390	390
GUNNISON CO (GUC)	58.2	69.2	79	78
HANCOCK/HOUGHTON MI (CMX)	72.6	71.0	62	62
HARLINGEN/SAN BENITO TX (HRL)	74.4	85.0	351	353
HARRISBURG PA (MDT)	78.4	84.2	417	417
HARTFORD CT (BDL)	73.3	78.6	1,690	1,693
HAYDEN CO (HDN)	66.4	66.4	125	125
HELENA MT (HLN)	75.0	85.5	124	124
HIBBING MN (HIB)	71.8	76.6	78	77
HILO HI (ITO)	92.1	93.2	618	618

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HOBBS NM (HOB)	68.6	84.3	51	51
HONOLULU HI (HNL)	82.8	87.4	4,600	4,600
HOUSTON TX (HOU)	77.3	68.4	4,662	4,660
HOUSTON TX (IAH)	77.2	74.0	15,194	15,205
HUNTSVILLE AL (HSV)	73.8	79.2	569	571
IDAHO FALLS ID (IDA)	71.8	85.0	206	207
INDIANAPOLIS IN (IND)	76.5	78.9	2,265	2,265
INTERNATIONAL FALLS MN (INL)	80.0	78.4	50	51
INYOKERN CA (IYK)	79.2	88.7	53	53
IRON MOUNTAIN/KINGSFD MI (IMT)	85.5	85.5	55	55
ISLIP NY (ISP)	70.2	75.0	456	456
JACKSON WY (JAC)	70.6	70.3	211	209
JACKSON/VICKSBURG MS (JAN)	75.6	81.3	809	811
JACKSONVILLE FL (JAX)	77.6	82.4	1,960	1,960
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	82.3	86.3	124	124
JOPLIN MO (JLN)	72.6	80.6	62	62
JUNEAU AK (JNU)	77.7	75.9	296	295
KAHULUI HI (OGG)	84.9	89.2	1,993	1,994
KALAMAZOO MI (AZO)	70.0	86.7	90	90
KALISPELL MT (FCA)	69.0	83.0	142	141
KANSAS CITY MO (MCI)	74.0	74.0	4,033	4,033
KETCHIKAN AK (KTN)	80.4	85.9	184	184
KEY WEST FL (EYW)	84.1	86.0	372	372
KILLEEN TX (GRK)	80.4	84.9	363	364
KLAMATH FALLS OR (LMT)	71.0	75.8	62	62
KNOXVILLE TN (TYS)	72.5	78.7	727	728
KODIAK AK (ADQ)	73.6	66.0	53	53
KONA HI (KOA)	82.7	87.5	1,093	1,093
KOTZEBUE AK (OTZ)	82.8	80.5	87	87
LA CROSSE WI (LSE)	66.7	66.7	3	3
LAFAYETTE LA (LFT)	71.1	70.9	471	470
LAKE CHARLES LA (LCH)	79.9	85.1	174	175
LANSING MI (LAN)	57.3	68.8	82	80
LARAMIE WY (LAR)	78.7	83.6	61	61
LAREDO TX (LRD)	72.4	78.5	199	200
LAS VEGAS NV (LAS)	76.1	72.3	11,279	11,279
LAWTON/FORT SILL OK (LAW)	81.9	85.9	149	149
LEWISTON ID (LWS)	81.8	89.1	55	55
LEXINGTON KY (LEX)	73.8	77.6	480	482
LIHUE HI (LIH)	83.0	87.5	1,070	1,070
LINCOLN NE (LNK)	65.7	73.0	245	248
LITTLE ROCK AR (LIT)	70.2	72.9	1,273	1,270
LONG BEACH CA (LGB)	78.5	79.6	1,090	1,090

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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)	80.6	83.9	62	62
LOS ANGELES CA (LAX)	73.0	76.1	18,173	18,161
LOUISVILLE KY (SDF)	73.5	76.2	1,236	1,238
LUBBOCK TX (LBB)	72.2	77.5	608	609
MADISON WI (MSN)	68.6	69.2	579	582
MAMMOTH LAKES CA (MMH)	59.5	59.5	42	42
MANCHESTER NH (MHT)	65.2	72.0	768	771
MANHATTAN/FT. RILEY KS (MHK)	68.3	78.9	142	142
MARQUETTE MI (MQT)	65.4	69.2	26	26
MEDFORD OR (MFR)	59.3	64.0	275	275
MELBOURNE FL (MLB)	92.4	93.2	118	118
MEMPHIS TN (MEM)	82.4	84.0	2,328	2,325
MIAMI FL (MIA)	79.9	76.9	7,107	7,106
MIDLAND/ODESSA TX (MAF)	73.9	80.4	705	705
MILWAUKEE WI (MKE)	75.3	76.1	2,977	2,980
MINNEAPOLIS MN (MSP)	81.2	81.9	8,670	8,655
MINOT ND (MOT)	74.1	59.4	239	239
MISSION/MCALLEN/EDINBURG TX (MFE)	69.6	77.2	352	351
MISSOULA MT (MSO)	73.3	76.4	221	220
MOBILE AL (MOB)	76.4	79.3	440	440
MODESTO CA (MOD)	50.5	60.9	91	92
MOLINE IL (MLI)	70.6	71.1	299	298
MONROE LA (MLU)	80.4	82.5	275	275
MONTEREY CA (MRY)	72.5	74.1	506	505
MONTGOMERY AL (MGM)	82.6	84.9	304	304
MONTROSE/DELTA CO (MTJ)	62.2	67.7	164	164
MOSINEE WI (CWA)	60.5	66.1	114	115
MUSKEGON MI (MKG)	67.7	71.0	62	62
MYRTLE BEACH SC (MYR)	85.0	86.7	293	293
NASHVILLE TN (BNA)	75.7	75.7	4,299	4,297
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	88.7	82.9	71	70
NEW ORLEANS LA (MSY)	80.2	82.9	3,175	3,174
NEW YORK NY (JFK)	74.4	74.7	8,112	8,113
NEW YORK NY (LGA)	72.4	77.8	7,998	7,992
NEWARK NJ (EWR)	68.4	69.4	10,439	10,429
NEWBURGH/POUGHKEEPSIE NY (SWF)	66.2	82.4	74	74
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	84.7	83.8	190	191
NOME AK (OME)	81.6	83.9	87	87
NORFOLK VA (ORF)	77.8	81.3	1,176	1,174
NORTH BEND/COOS BAY OR (OTH)	61.3	51.6	31	31
OAKLAND CA (OAK)	73.4	71.9	3,666	3,670
OKLAHOMA CITY OK (OKC)	70.6	78.9	1,711	1,711
OMAHA NE (OMA)	74.0	77.1	1,532	1,530

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ONTARIO CA (ONT)	74.5	80.7	1,789	1,789
ORLANDO FL (MCO)	78.3	80.6	9,995	9,987
PADUCAH KY (PAH)	74.2	87.1	62	62
PALM SPRINGS CA (PSP)	73.0	71.7	1,145	1,146
PANAMA CITY FL (ECP)	76.2	81.0	332	331
PASCO/KENNEWICK/RICHLAND WA (PSC)	73.2	89.2	250	250
PELLSTON MI (PLN)	62.5	66.7	16	15
PENSACOLA FL (PNS)	79.1	84.3	764	766
PEORIA IL (PIA)	76.4	79.9	331	333
PETERSBURG AK (PSG)	63.3	73.3	60	60
PHILADELPHIA PA (PHL)	76.9	81.5	6,331	6,340
PHOENIX AZ (AZA)	80.6	80.6	31	31
PHOENIX AZ (PHX)	80.5	80.1	14,852	14,839
PITTSBURGH PA (PIT)	77.5	78.5	2,626	2,626
POCATELLO ID (PIH)	76.8	80.5	82	82
PONCE PR (PSE)	75.3	97.4	77	76
PORTLAND ME (PWM)	70.2	71.7	517	519
PORTLAND OR (PDX)	77.9	81.2	4,363	4,362
PROVIDENCE RI (PVD)	77.2	83.0	1,099	1,101
RALEIGH/DURHAM NC (RDU)	77.7	80.2	3,738	3,745
RAPID CITY SD (RAP)	75.3	83.7	271	270
REDDING CA (RDD)	58.1	64.5	93	93
RENO NV (RNO)	71.2	76.6	1,431	1,430
RICHMOND VA (RIC)	76.3	83.1	1,321	1,324
ROANOKE VA (ROA)	72.8	80.5	250	246
ROCHESTER MN (RST)	71.1	82.4	83	85
ROCHESTER NY (ROC)	76.2	76.6	790	788
ROCK SPRINGS WY (RKS)	69.9	69.9	186	186
ROCKFORD IL (RFD)	50.0	16.7	6	6
ROSWELL NM (ROW)	77.3	83.0	88	88
SACRAMENTO CA (SMF)	72.6	76.4	3,512	3,512
SAGINAW/BAY CITY/MIDLAND MI (MBS)	71.4	71.4	91	91
SALT LAKE CITY UT (SLC)	79.8	84.4	8,872	8,863
SAN ANGELO TX (SJT)	70.7	75.9	116	116
SAN ANTONIO TX (SAT)	76.8	82.0	3,237	3,242
SAN DIEGO CA (SAN)	73.4	76.6	6,324	6,323
SAN FRANCISCO CA (SFO)	63.9	68.8	13,823	13,810
SAN JOSE CA (SJC)	76.1	78.4	3,178	3,178
SAN JUAN PR (SJU)	74.9	78.7	2,343	2,338
SAN LUIS OBISPO CA (SBP)	71.4	70.4	395	395
SANTA ANA CA (SNA)	77.5	78.5	3,323	3,326
SANTA BARBARA CA (SBA)	73.1	73.4	890	891
SANTA FE NM (SAF)	74.4	68.9	90	90

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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 MARIA CA (SMX)	65.8	73.7	114	114
SARASOTA/BRADENTON FL (SRQ)	80.9	82.0	383	384
SAVANNAH GA (SAV)	78.2	81.9	701	701
SCRANTON/WILKES-BARRE PA (AVP)	73.9	79.5	119	122
SEATTLE WA (SEA)	81.0	83.3	7,832	7,826
SHREVEPORT LA (SHV)	81.2	81.9	579	579
SIOUX CITY IA (SUX)	68.4	75.4	57	57
SIOUX FALLS SD (FSD)	70.9	75.9	485	485
SITKA AK (SIT)	75.8	83.7	91	92
SOUTH BEND IN (SBN)	69.9	71.0	249	248
SPOKANE WA (GEG)	73.6	85.7	851	851
SPRINGFIELD IL (SPI)	77.5	81.0	142	142
SPRINGFIELD MO (SGF)	77.0	80.5	514	514
ST. GEORGE UT (SGU)	72.0	77.5	168	169
ST. LOUIS MO (STL)	79.0	74.4	4,680	4,681
STAUNTON VA (SHD)	92.3	69.2	13	13
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	54.6	58.5	130	130
SYRACUSE NY (SYR)	72.1	74.7	574	573
TALLAHASSEE FL (TLH)	81.8	86.2	358	355
TAMPA FL (TPA)	78.6	82.1	5,694	5,693
TEXARKANA AR (TXK)	77.6	84.7	85	85
TRAVERSE CITY MI (TVC)	65.1	64.4	152	149
TRENTON NJ (TTN)	77.8	66.7	9	9
TUCSON AZ (TUS)	73.2	81.8	1,737	1,739
TULSA OK (TUL)	70.5	78.9	1,544	1,545
TWIN FALLS ID (TWF)	73.3	79.8	86	89
TYLER TX (TYR)	83.5	86.1	200	201
VALDOSTA GA (VLD)	77.4	81.0	84	84
VALPARAISO FL (VPS)	79.0	82.9	434	432
WACO TX (ACT)	82.8	87.9	116	116
WATERLOO IA (ALO)	73.2	80.7	56	57
WATERTOWN NY (ART)	59.6	57.7	52	52
WEST PALM BEACH/PALM BEACH FL (PBI)	74.8	79.0	2,133	2,130
WHITE PLAINS NY (HPN)	67.7	67.9	551	549
WICHITA FALLS TX (SPS)	75.6	78.9	90	90
WICHITA KS (ICT)	70.8	78.8	802	805
WILLISTON ND (ISN)	73.3	70.5	146	146
WILMINGTON NC (ILM)	88.8	89.7	260	261
WRANGELL AK (WRG)	73.3	78.3	60	60
YAKUTAT AK (YAK)	83.1	89.8	59	59
YUMA AZ (YUM)	81.7	83.8	235	235

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
SKYWEST	19	30,344	776	2.6	156	52,123	1,586	3.0
AMERICAN EAGLE	18	21,381	615	2.9	132	36,804	1,108	3.0
EXPRESSJET	21	30,850	882	2.9	162	59,885	1,768	3.0
AMERICAN	28	35,810	688	1.9	82	44,742	866	1.9
MESA	14	5,496	68	1.2	70	10,587	166	1.6
AIRTRAN	18	11,326	172	1.5	46	16,463	257	1.6
SOUTHWEST	23	47,147	671	1.4	78	92,448	1,212	1.3
UNITED	28	35,782	269	0.8	83	41,968	340	0.8
FRONTIER	22	4,980	32	0.6	62	6,363	51	0.8
US AIRWAYS	27	28,052	209	0.7	77	32,746	247	0.8
ALASKA	19	6,966	19	0.3	53	12,055	90	0.7
JETBLUE	22	13,725	43	0.3	51	19,888	75	0.4
DELTA	29	44,442	128	0.3	131	57,422	190	0.3
VIRGIN AMERICA	15	4,619	7	0.2	16	4,653	7	0.2
HAWAIIAN	8	389	0	0.0	16	6,071	7	0.1
Total		321,309	4,579	1.4	Total	494,218	7,970	1.6

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

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 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	1,284	297	23.1
SKYWEST	5,032	834	16.6
EXPRESSJET	8,213	1,127	13.7
AMERICAN	1,538	170	11.1
MESA	932	96	10.3
AIRTRAN	652	48	7.4
SOUTHWEST	15,594	1,022	6.6
FRONTIER	417	26	6.2
US AIRWAYS	2,088	105	5.0
ALASKA	450	19	4.2
UNITED	10,187	290	2.8
DELTA	3,109	82	2.6
JETBLUE	746	16	2.1
VIRGIN AMERICA	176	0	0.0
HAWAIIAN	224	0	0.0
TOTAL	50,642	4,132	8.2

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>

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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
AMERICAN	44742	33661	75.23%	866	1.94%	122	0.27%	3302	7.38%	330	0.74%	2900	6.48%	7	0.02%	3554	7.94%
ALASKA	12055	10042	83.30%	90	0.75%	37	0.31%	439	3.65%	45	0.37%	885	7.34%	3	0.02%	514	4.26%
JETBLUE	19888	13963	70.21%	75	0.38%	58	0.29%	1896	9.53%	41	0.21%	1710	8.60%	14	0.07%	2131	10.71%
DELTA	57422	49042	85.41%	190	0.33%	64	0.11%	2440	4.25%	171	0.30%	3202	5.58%	3	0.00%	2310	4.02%
EXPRESSJET	59885	42630	71.19%	1768	2.95%	174	0.29%	3985	6.65%	243	0.41%	4209	7.03%	10	0.02%	6866	11.47%
FRONTIER	6363	3988	62.67%	51	0.80%	7	0.11%	660	10.38%	16	0.25%	974	15.30%	0	0.00%	667	10.48%
AIRTRAN	16463	13404	81.42%	257	1.56%	39	0.24%	599	3.64%	19	0.12%	1054	6.40%	0	0.00%	1091	6.63%
HAWAIIAN	6071	5667	93.35%	7	0.12%	2	0.03%	266	4.38%	2	0.03%	10	0.16%	2	0.03%	115	1.90%
AMERICAN EAGLE	36804	27196	73.89%	1108	3.01%	97	0.26%	1836	4.99%	959	2.61%	2463	6.69%	5	0.01%	3141	8.54%
SKYWEST	52123	38019	72.94%	1586	3.04%	156	0.30%	2874	5.51%	188	0.36%	3382	6.49%	17	0.03%	5902	11.32%
UNITED	41968	32886	78.36%	340	0.81%	89	0.21%	3074	7.32%	190	0.45%	3066	7.31%	13	0.03%	2310	5.50%
US AIRWAYS	32746	27134	82.86%	247	0.75%	36	0.11%	1508	4.61%	49	0.15%	2524	7.71%	25	0.08%	1222	3.73%
VIRGIN AMERICA	4653	3745	80.49%	7	0.15%	10	0.21%	171	3.68%	127	2.73%	344	7.40%	4	0.09%	245	5.26%
SOUTHWEST	92448	68349	73.93%	1212	1.31%	228	0.25%	7090	7.67%	492	0.53%	3485	3.77%	161	0.17%	11430	12.36%
MESA	10587	8667	81.86%	166	1.57%	9	0.09%	542	5.12%	49	0.46%	373	3.53%	3	0.03%	778	7.35%
TOTAL	494218	378393		7970		1128		30682		2923		30580		265		42276	
			76.56%		1.61%		0.23%		6.21%		0.59%		6.19%		0.05%		8.55%

***Causes of Delay:**

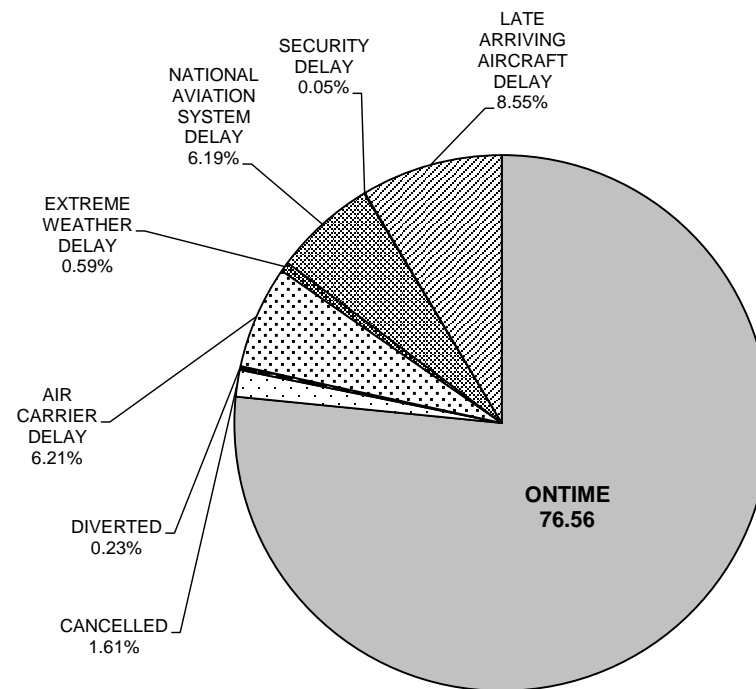
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

DECEMBER 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>

DECEMBER 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
AMERICAN EAGLE	3361	BTR	DFW	12/25/2012	Destination Airport	272
AMERICAN EAGLE	2720	FSD	DFW	12/25/2012	Destination Airport	228
AMERICAN EAGLE	3327	TYS	DFW	12/25/2012	Destination Airport	218
SOUTHWEST	340	RDU	BWI	12/17/2012	Diversion Airport	214
AMERICAN EAGLE	3272	FSM	DFW	12/25/2012	Destination Airport	212
AMERICAN EAGLE	3227	MTJ	DFW	12/25/2012	Destination Airport	206
AMERICAN	1463	DFW	TUS	12/25/2012	Origin Airport	205
SOUTHWEST	1165	BDL	BWI	12/17/2012	Diversion Airport	202
AMERICAN EAGLE	2731	PNS	DFW	12/25/2012	Destination Airport	201
AMERICAN EAGLE	3344	DFW	PNS	12/25/2012	Origin Airport	200
AMERICAN EAGLE	3229	MSN	DFW	12/25/2012	Destination Airport	193
AMERICAN	1006	PDX	DFW	12/25/2012	Destination Airport	192
AMERICAN	1892	SNA	DFW	12/25/2012	Destination Airport	189
AMERICAN EAGLE	2706	GRR	DFW	12/25/2012	Destination Airport	187
AMERICAN	2446	LAX	DFW	12/25/2012	Destination Airport	184
AMERICAN	638	ABQ	DFW	12/25/2012	Destination Airport	181

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

DECEMBER 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
AMERICAN EAGLE	2701	DFW	GDL	12/25/2012	Origin Airport	250

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).

DECEMBER 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
AMERICAN	44,742	90	0.20
AMERICAN EAGLE	36,804	41	0.11
DELTA	57,422	24	0.04
US AIRWAYS	32,746	13	0.04
SKYWEST	52,123	17	0.03
EXPRESSJET	59,885	14	0.02
UNITED	41,968	9	0.02
MESA	10,587	2	0.02
ALASKA	12,055	2	0.02
FRONTIER	6,363	1	0.02
JETBLUE	19,888	2	0.01
SOUTHWEST	92,448	8	0.01
AIRTRAN	16,463	1	0.01
HAWAIIAN	6,071	0	0.00
VIRGIN AMERICA	4,653	0	0.00
TOTAL	494,218	224	0.05

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 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.

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
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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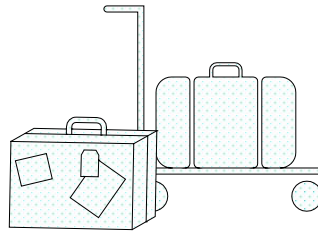
* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #21, issued December 1, 2011, effective January 1, 2012.

** 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.



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

RANK	AIRLINE	DECEMBER 2012			DECEMBER 2011		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	565	487,898	1.16	*	*	*
2	AIRTRAN AIRWAYS	3,445	1,572,001	2.19	2,772	1,859,682	1.49
3	JETBLUE AIRWAYS	4,954	2,191,590	2.26	4,564	2,075,387	2.20
4	DELTA AIR LINES	19,339	7,505,960	2.58	16,796	7,378,200	2.28
5	US AIRWAYS	10,951	4,024,717	2.72	9,655	3,997,052	2.42
6	HAWAIIAN AIRLINES	2,311	765,146	3.02	2,132	718,098	2.97
7	FRONTIER AIRLINES	2,635	805,538	3.27	2,498	889,130	2.81
8	ALASKA AIRLINES	5,151	1,428,830	3.61	3,826	1,356,574	2.82
9	AMERICAN AIRLINES	23,419	5,569,647	4.20	17,666	5,461,045	3.23
10	SOUTHWEST AIRLINES	41,299	9,278,390	4.45	33,343	9,291,495	3.59
11	UNITED AIRLINES**	28,156	5,476,274	5.14	13,616	3,202,532	4.25
12	MESA AIRLINES	3,546	623,271	5.69	2,430	672,335	3.61
13	EXPRESSJET AIRLINES**	16,460	2,447,375	6.73	5,735	1,110,831	5.16
14	AMERICAN EAGLE AIRLINES	10,764	1,390,929	7.74	9,230	1,384,138	6.67
15	SKYWEST AIRLINES	16,717	2,135,752	7.83	8,941	1,926,104	4.64
TOTALS		189,712	45,703,318	4.15	133,204	41,322,603	3.22

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 December 2011 reflect the deletion of Continental's and Atlantic Southeast's data for that month.

JANUARY - DECEMBER
MISHANDLED BAGGAGE REPORTS
FILED BY PASSENGERS
U.S. AIRLINES*

RANK	AIRLINE	JANUARY - DECEMBER 2012			JANUARY - DECEMBER 2011		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	5,313	6,073,451	0.87	*	*	*
2	AIRTRAN AIRWAYS	33,844	21,384,197	1.58	40,401	24,721,745	1.63
3	JETBLUE AIRWAYS	48,346	25,731,611	1.88	52,454	23,711,065	2.21
4	DELTA AIR LINES	205,943	98,072,571	2.10	254,210	95,445,093	2.66
5	US AIRWAYS	105,730	49,350,915	2.14	129,140	47,857,988	2.70
6	FRONTIER AIRLINES	22,618	10,177,635	2.22	23,266	10,514,361	2.21
7	HAWAIIAN AIRLINES	26,021	9,032,567	2.88	22,244	8,455,059	2.63
8	AMERICAN AIRLINES	198,501	67,869,244	2.92	242,695	68,350,420	3.55
9	ALASKA AIRLINES	50,906	17,363,123	2.93	47,563	16,600,697	2.87
10	SOUTHWEST AIRLINES****	355,149	115,413,258	3.08	413,538	113,258,197	3.65
11	UNITED AIRLINES**/**	276,875	71,569,901	3.87	152,519	41,665,059	3.66
12	MESA AIRLINES	36,416	7,788,981	4.68	42,649	8,748,648	4.87
13	SKYWEST AIRLINES	135,863	25,830,946	5.26	97,832	23,710,905	4.13
14	EXPRESSJET AIRLINES**	169,566	30,743,315	5.52	79,444	14,389,994	5.52
15	AMERICAN EAGLE AIRLINES	105,564	18,211,607	5.80	122,978	16,798,134	7.32
TOTALS		1,776,655	574,613,322	3.09	1,720,933	514,227,365	3.35

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 January - December 2011 reflect the deletion of Continental's and Atlantic Southeast's data for that year.

*** United Airlines revised its mishandled baggage reports for January 2011 thru October 2011 after the submissions were published in the *ATCR*. This table reflects these revisions.

**** Southwest Airlines revised its mishandled baggage reports for January 2011 thru February 2011 after the submissions were published in the *ATCR*. This table reflects these revisions.

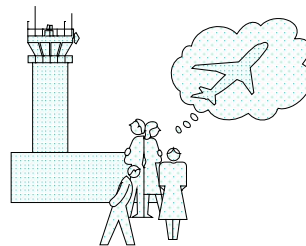
OVERSALES

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.



OCTOBER-DECEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	OCTOBER-DECEMBER 2012				OCTOBER-DECEMBER 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	JETBLUE AIRWAYS	54	13	6,573,215	0.02	56	11	6,291,058	0.02
2	VIRGIN AMERICA	30	18	1,499,063	0.12	*	*	*	*
3	HAWAIIAN AIRLINES	219	41	2,410,581	0.17	225	55	2,152,144	0.26
4	FRONTIER AIRLINES	426	105	2,537,924	0.41	1,108	212	2,721,582	0.78
5	US AIRWAYS	6,398	719	13,577,101	0.53	8,325	1,156	13,334,767	0.87
6	ALASKA AIRLINES	1,162	297	4,218,458	0.70	1,226	275	4,008,655	0.69
7	AMERICAN AIRLINES	14,442	1,389	18,536,509	0.74	17,326	1,458	18,720,802	0.78
8	SOUTHWEST AIRLINES	13,851	2,095	27,876,734	0.75	11,201	1,364	27,712,179	0.49
9	DELTA AIR LINES	31,031	2,021	25,496,756	0.79	20,145	730	24,550,823	0.30
10	AMERICAN EAGLE AIRLINES	4,265	412	4,433,663	0.93	7,561	593	4,293,651	1.38
11	AIRTRAN AIRWAYS****	7,000	663	4,906,630	1.35	10,556	404	5,855,058	0.69
12	UNITED AIRLINES**/***	13,198	2,846	18,696,707	1.52	13,474	999	10,617,629	0.94
13	EXPRESSJET AIRLINES**	13,374	1,677	7,729,179	2.17	7,463	366	3,426,978	1.07
14	MESA AIRLINES	1,510	512	1,899,862	2.69	2,226	495	1,844,739	2.68
15	SKYWEST AIRLINES	11,119	1,811	6,419,001	2.82	10,520	406	6,009,979	0.68
	TOTALS**	118,079	14,619	146,811,383	1.00	111,412	8,524	131,540,044	0.65

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 October - December 2011 reflect the deletion of Continental's and Atlantic Southeast's data for that quarter.

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

**** AirTran Airways revised its Denied Boarding quarterly report for October 2011 to December 2011, after the submissions were published in the *ATCR*. This table reflects this revision.

JANUARY-DECEMBER
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	JANUARY-DECEMBER 2012				JANUARY-DECEMBER 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	JETBLUE AIRWAYS	245	39	26,915,983	0.01	95	31	25,968,059	0.01
2	VIRGIN AMERICA	49	45	6,165,376	0.07	*	*	*	*
3	HAWAIIAN AIRLINES	907	168	9,476,251	0.18	625	92	8,659,405	0.11
4	DELTA AIR LINES	121,535	5,342	103,957,050	0.51	102,750	3,185	101,467,593	0.31
5	ALASKA AIRLINES	5,273	1,103	17,375,336	0.63	6,040	1,367	16,600,697	0.82
6	US AIRWAYS	27,764	3,755	55,237,069	0.68	39,976	5,043	53,795,312	0.94
7	AMERICAN AIRLINES	60,425	5,571	75,883,719	0.73	62,830	6,986	76,013,090	0.92
8	FRONTIER AIRLINES	2,682	808	10,324,099	0.78	4,443	1,023	10,496,096	0.97
9	SOUTHWEST AIRLINES	69,352	9,490	112,531,171	0.84	57,155	7,216	110,808,709	0.65
10	AIRTRAN AIRWAYS****	38,494	2,060	21,744,193	0.95	45,350	1,303	24,697,236	0.53
11	AMERICAN EAGLE AIRLINES	22,567	1,945	18,115,456	1.07	28,871	3,759	16,747,364	2.24
12	UNITED AIRLINES**/****	79,261	14,394	78,728,448	1.83	73,711	5,049	45,310,656	1.11
13	EXPRESSJET AIRLINES**	58,511	6,564	30,853,610	2.13	27,975	2,964	16,288,079	1.82
14	SKYWEST AIRLINES	44,233	5,990	25,867,287	2.32	49,018	1,677	24,559,435	0.68
15	MESA AIRLINES	7,613	1,929	7,598,795	2.54	10,201	1,775	7,818,489	2.27
	TOTALS**	538,911	59,203	600,773,843	0.99	509,040	41,470	539,230,220	0.77

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.

* 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 – December 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, July 2011 to September 2011 and October 2011 to December 2011, after the submissions were published in the *ATCR*. This table reflects these revisions.

**** AirTran Airways revised its Denied Boarding quarterly report for October 2011 to December 2011, after the submissions were published in the *ATCR*. This table reflects this revision.

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**

	DECEMBER 2012				DECEMBER 2011			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	639	48	1	90	568	49	0	88
FOREIGN AIRLINES	208	6	0	10	111	1	0	13
TRAVEL AGENTS	20	2	0	5	21	1	0	2
TOUR OPERATORS	23	1	0	1	5	1	0	1
MISCELLANEOUS	11	10	0	10	6	8	0	28
INDUSTRY TOTALS	901	67	1	116	711	60	0	132

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	DECEMBER 2012			DECEMBER 2011		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	247		1	165	
CANCELLATIONS			102			73
DELAYS			87			41
MISCONNECTIONS			33			28
BAGGAGE	2	150		2	122	
CUSTOMER SERVICE	3	136		4	83	
RES/TKTNG/BOARDING	4	129		3	114	
REFUNDS	5	58		5	65	
OTHER	5	58		9	25	
FREQUENT FLYER			21			18
FARES	7	42		7	36	
DISABILITY	8	35		6	59	
OVERSALES	9	34		8	28	
ADVERTISING	10	8		11	6	
DISCRIMINATION	11	3		10	7	
ANIMALS	12	1		12	1	
COMPLAINT TOTAL		901			711	

* 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*
DECEMBER 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
ALASKA AIRLINES	2	0	0	0	0	1	2	0	0	0	0	0	5
ALLEGiant AIR	7	0	0	0	0	1	1	0	1	0	0	0	10
AMERICAN AIRLINES	35	4	18	6	10	20	26	8	0	1	0	6	134
AMERICAN EAGLE AIRLINES	13	1	4	0	0	2	6	1	0	0	0	1	28
DELTA AIR LINES	11	4	8	0	1	4	7	2	0	0	0	2	39
EXPRESSJET AIRLINES	20	0	0	0	0	5	1	0	0	0	0	0	26
FRONTIER AIRLINES	5	0	1	1	0	0	1	0	0	1	0	1	10
GOJET AIRLINES	3	1	0	0	0	1	0	1	0	0	0	0	6
HAWAIIAN AIRLINES	3	2	1	1	0	3	3	0	0	0	0	0	13
JETBLUE AIRWAYS	4	0	3	0	0	2	3	0	0	0	0	2	14
PIEDMONT AIRLINES	5	2	0	0	0	0	0	0	0	0	0	0	7
PINNACLE AIRLINES	1	1	1	0	0	3	1	0	0	0	0	0	7
REPUBLIC AIRLINES	7	0	0	0	0	0	0	0	0	0	0	0	7
SKYWEST AIRLINES	8	1	1	0	0	1	0	0	0	0	0	0	11
SOUTHWEST AIRLINES	4	0	0	0	2	1	6	5	0	0	0	0	18
SPIRIT AIRLINES	28	3	17	3	9	8	9	0	0	0	0	2	79
UNITED AIRLINES	31	5	14	7	11	27	27	5	1	0	0	12	140
UNITED EXPRESS	2	1	3	0	0	0	0	0	0	0	0	0	6
US AIRWAYS	11	1	7	2	3	5	3	6	0	1	0	1	40
VIRGIN AMERICA	1	0	1	1	0	0	1	1	0	0	0	0	5
OTHER U. S. AIRLINES	17	1	4	0	3	8	1	0	0	0	0	0	34
TOTAL DECEMBER 2012	218	27	83	21	39	92	98	29	2	3	0	27	639
% OF TOTAL COMPLAINTS	34.1	4.2	13.0	3.3	6.1	14.4	15.3	4.5	0.3	0.5	0.0	4.2	
TOTAL DECEMBER 2011	143	23	81	28	41	95	73	54	6	6	1	17	568
% OF TOTAL COMPLAINTS	25.2	4.0	14.3	4.9	7.2	16.7	12.9	9.5	1.1	1.1	0.2	3.0	

* 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
 DECEMBER 2012

U. S. AIRLINES*	COMPS RECD IN DEC	INCI- DENTS IN DEC	PERCENT	INCI- DENTS IN NOV	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
ALASKA AIRLINES	5	5	100.0	0	0.0	0	0.0	0	0.0
ALLEGIAN AIR	10	6	60.0	2	20.0	1	10.0	1	10.0
AMERICAN AIRLINES	134	53	39.6	35	26.1	27	20.1	19	14.2
AMERICAN EAGLE AIRLINES	28	23	82.1	3	10.7	1	3.6	1	3.6
DELTA AIRLINES	39	24	61.5	4	10.3	9	23.1	2	5.1
EXPRESSJET AIRLINES	26	21	80.8	2	7.7	3	11.5	0	0.0
FRONTIER AIRLINES	10	6	60.0	2	20.0	1	10.0	1	10.0
GOJET AIRLINES	6	4	66.7	2	33.3	0	0.0	0	0.0
HAWAIIAN AIRLINES	13	5	38.5	4	30.8	3	23.1	1	7.7
JETBLUE AIRWAYS	14	10	71.4	1	7.1	3	21.4	0	0.0
PIEDMONT AIRLINES	7	2	28.6	4	57.1	0	0.0	1	14.3
PINNACLE AIRLINES	7	5	71.4	2	28.6	0	0.0	0	0.0
REPUBLIC AIRLINES	7	6	85.7	0	0.0	1	14.3	0	0.0
SKYWEST AIRLINES	11	9	81.8	1	9.1	1	9.1	0	0.0
SOUTHWEST AIRLINES	18	14	77.8	2	11.1	2	11.1	0	0.0
SPIRIT AIRLINES	79	55	69.6	8	10.1	9	11.4	7	8.9
UNITED AIRLINES	140	72	51.4	11	7.9	45	32.1	12	8.6
UNITED EXPRESS	6	5	83.3	0	0.0	1	16.7	0	0.0
US AIRWAYS	40	17	42.5	11	27.5	8	20.0	4	10.0
VIRGIN AMERICA	5	3	60.0	1	20.0	0	0.0	1	20.0
OTHER U. S. AIRLINES	34	25	73.5	3	8.8	4	11.8	2	5.9
TOTALS	639	370	57.9	98	15.3	119	18.6	52	8.1
PREVIOUS YEAR'S TOTALS	568	266	46.8	88	15.5	133	23.4	81	14.3

*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**

DECEMBER 2012

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXI CO	1	0	3	0	1	3	2	0	0	0	0	0	10
AIR CANADA	5	1	4	2	1	3	9	0	0	0	0	2	27
AIR FRANCE	2	0	0	1	0	9	6	0	0	0	0	0	18
ALITALIA AIRLINES	0	0	3	0	0	2	0	1	1	0	0	0	7
BRITISH AIRWAYS	1	0	1	0	0	4	3	0	0	0	0	0	9
EMIRATES AIRLINES	1	1	3	0	0	1	1	0	0	0	0	0	7
KLM	0	1	2	1	1	1	1	0	0	0	0	0	7
LAN AIRLINES	2	0	0	1	1	1	0	0	0	0	0	0	5
LUFTHANSA	0	0	2	2	0	3	1	0	0	0	0	0	8
SINGAPORE AIRLINES	0	0	2	0	0	0	2	0	1	0	0	0	5
TURKISH AIRLINES	0	0	5	1	0	6	1	1	1	0	0	1	16
VIRGIN ATLANTIC AIRWAYS	3	0	1	0	0	1	1	0	0	0	0	0	6
VOLARIS AIRLINES	0	2	1	0	1	2	0	0	0	0	0	0	6
OTHER FOREIGN AIRLINES	10	2	9	9	7	22	8	4	2	0	0	4	77
TOTALS	25	7	36	17	12	58	35	6	5	0	0	7	208
<u>TRAVEL AGENTS</u>													
ORBITZ. COM	0	0	2	3	3	0	0	0	1	0	0	0	9
OTHER TRAVEL AGENTS	1	0	5	1	3	0	1	0	0	0	0	0	11
TOTALS	1	0	7	4	6	0	1	0	1	0	0	0	20
<u>TOUR OPERATORS</u>													
EZJET	0	0	0	0	0	0	0	0	0	0	0	22	22
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	1	1
TOTALS	0	0	0	0	0	0	0	0	0	0	0	23	23
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	3	0	3	0	1	0	2	0	0	0	1	1	11
TOTALS	3	0	3	0	1	0	2	0	0	0	1	1	11

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

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

TABLE 6

CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	DECEMBER 2012			DECEMBER 2011		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	MESA AIRLINES	0	623,271	0.00	2	672,335	0.30
2	SOUTHWEST AIRLINES	18	9,044,103	0.20	13	9,068,090	0.14
3	AIRTRAN AIRWAYS	4	1,606,242	0.25	18	1,856,742	0.97
4	ALASKA AIRLINES	5	1,548,564	0.32	5	1,485,185	0.34
5	DELTA AIR LINES	39	9,026,670	0.43	79	8,786,048	0.90
6	SKYWEST AIRLINES	11	2,170,720	0.51	15	1,982,711	0.76
7	JETBLUE AIRWAYS	14	2,479,585	0.56	18	2,335,562	0.77
8	US AIRWAYS	40	4,400,918	0.91	68	4,372,102	1.56
9	VIRGIN AMERICA	5	505,753	0.99	*	*	*
10	EXPRESSJET AIRLINES**	26	2,608,370	1.00	4	1,101,170	0.36
11	FRONTIER AIRLINES	10	869,644	1.15	7	919,951	0.76
12	HAWAIIAN AIRLINES	13	812,395	1.60	5	740,660	0.68
13	AMERICAN AIRLINES	134	7,206,357	1.86	61	7,008,797	0.87
14	AMERICAN EAGLE AIRLINES	28	1,476,961	1.90	10	1,423,050	0.70
15	UNITED AIRLINES**	140	7,238,583	1.93	86	3,933,738	2.19
	TOTAL	487	51,618,136	0.94	391	45,686,141	0.87

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. 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 December 2011 reflect the deletion of Continental's and Atlantic Southeast's data for that month.

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS

	JANUARY - DECEMBER 2012				JANUARY - DECEMBER 2011			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	11, 445	718	22	1, 454	9, 414	700	13	965
FOREIGN AIRLINES	3, 033	57	4	240	1, 708	39	1	182
TRAVEL AGENTS	346	23	1	123	191	11	0	22
TOUR OPERATORS	315	2	0	7	86	4	0	18
MISCELLANEOUS	196	128	3	171	147	104	0	202
INDUSTRY TOTALS	15, 335	928	30	1, 995	11, 546	858	14	1, 389

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - DECEMBER 2012			JANUARY - DECEMBER 2011		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	4,247		1	3,656	
CANCELLATIONS			1,716			1,568
DELAYS			1,446			1,063
MISCONNECTIONS			644			524
RES/TKTG/BOARDING	2	2,456		3	1,448	
BAGGAGE	3	2,183		2	1,852	
CUSTOMER SERVICE	4	1,988		4	1,287	
REFUNDS	5	1,184		5	985	
FARES	6	1,010		6	634	
DISABILITY	7	743		7	628	
OTHER	8	716		9	329	
FREQUENT FLYER			289			228
OVERSALES	9	502		8	508	
ADVERTISING	10	202		11	82	
DISCRIMINATION	11	99		10	128	
ANIMALS	12	5		12	9	
COMPLAINT TOTAL		15,335			11,546	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U. S. AIRLINES BY COMPLAINT CATEGORY*/JANUARY - DECEMBER 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	31	1	3	0	0	5	6	3	0	0	0	1	50
AIRTRAN AIRWAYS	21	11	18	2	5	19	23	7	2	2	0	0	110
ALASKA AIRLINES	16	2	20	4	1	12	24	8	3	2	0	2	94
ALLEGiant AIR	87	1	28	10	16	22	35	26	15	1	0	3	244
AMERICAN AIRLINES	477	44	181	59	137	252	227	100	14	18	0	47	1,556
AMERICAN EAGLE AIRLINES	99	13	20	1	5	42	39	14	0	1	0	3	237
CHAUTAUQUA AIRLINES	22	2	2	0	2	2	3	5	0	0	0	0	38
COLGAN AIR	37	0	2	0	1	14	1	3	0	0	0	2	60
COMAIR	14	3	1	0	0	5	2	4	0	0	0	0	29
COMMUTAIR	31	1	0	0	0	10	1	1	0	0	0	0	44
COMPASS AIRLINES	11	0	1	0	1	1	2	7	0	0	0	1	24
DELTA AIR LINES	233	39	123	43	66	80	148	56	18	10	1	41	858
EXECUTIVE AIRLINES	9	0	2	0	1	2	0	1	0	0	0	0	15
EXPRESSJET AIRLINES	242	8	3	0	0	45	25	23	0	1	0	2	349
FRONTIER AIRLINES	28	2	14	6	4	20	17	7	0	1	0	11	110
GO!	10	1	1	0	0	0	0	0	0	0	0	0	12
GOJET AIRLINES	30	2	2	0	1	8	2	2	0	2	0	0	49
GREAT LAKES AVIATION	23	2	4	0	0	3	3	1	0	0	0	1	37
HAWAIIAN AIRLINES	15	2	7	8	5	13	18	7	0	1	0	8	84
HORIZON AIRLINES	4	2	4	0	3	1	4	0	0	0	0	1	19
JETBLUE AIRWAYS	54	0	27	9	11	50	34	29	7	1	0	7	229
MESA AIRLINES	22	0	1	0	2	0	4	2	0	0	0	1	32
PIEDMONT AIRLINES	68	23	15	0	1	11	11	20	0	1	0	0	150
PINNACLE AIRLINES	89	11	11	0	1	21	20	13	0	0	0	0	166
PSA AIRLINES	33	0	2	0	1	2	5	3	0	0	0	1	47
REPUBLIC AIRLINES	61	2	5	1	2	8	8	7	0	0	0	0	94
SHUTTLE AMERICA	40	1	2	0	1	9	9	2	0	1	0	0	65
SKYWEST AIRLINES	136	9	7	0	2	43	20	14	0	0	0	0	231
SOUTHWEST AIRLINES	66	6	31	15	12	36	64	41	3	1	0	10	285
SPIRIT AIRLINES	263	43	171	49	94	107	85	18	21	6	0	16	873
SUN COUNTRY AIRLINES	1	0	2	1	2	1	1	3	0	0	0	0	11
TRANS STATES AIRLINES	17	1	0	0	1	4	4	1	0	0	0	0	28
UNITED AIRLINES	1,082	124	774	209	356	407	617	144	26	25	3	152	3,919
UNITED EXPRESS	73	7	19	3	1	16	23	5	0	0	0	4	151
US AIRWAYS	244	34	141	72	90	121	123	70	20	6	0	23	944
US AIRWAYS EXPRESS	3	1	2	1	0	2	2	3	0	0	0	0	14
VIRGIN AMERICA	17	0	12	6	8	14	20	9	2	0	0	5	93
VISION AIRLINES	10	0	1	0	4	0	1	1	0	0	0	0	17
OTHER U. S. AIRLINES	21	4	9	2	20	8	3	5	3	1	0	1	77
TOTAL JAN - DEC 2012	3,740	402	1,668	501	857	1,416	1,634	665	134	81	4	343	11,445
% OF TOTAL COMPLAINTS	32.7	3.5	14.6	4.4	7.5	12.4	14.3	5.8	1.2	0.7	0.0	3.0	
TOTAL JAN - DEC 2011	3,290	435	1,058	467	677	1,345	1,132	562	61	106	8	273	9,414
% OF TOTAL COMPLAINTS	34.9	4.6	11.2	5.0	7.2	14.3	12.0	6.0	0.6	1.1	0.1	2.9	

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

** AIRLINES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST U. S. AIRLINES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER U. S. AIRLINES.'

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 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U. S. AIRLINES*
BY COMPLAINT CATEGORY** / JANUARY - DECEMBER 2012

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AER LINGUS	3	0	1	1	1	6	2	2	0	0	0	0	16
AEROFLOT	5	0	2	1	4	4	1	0	1	0	0	0	18
AEROMEXICO	27	1	18	10	5	27	8	1	0	1	0	1	99
AIR BERLIN	6	0	5	2	2	11	0	0	0	0	0	0	26
AIR CANADA	93	13	51	13	11	42	83	7	0	3	0	8	324
AIR CHINA	7	1	1	0	1	6	1	2	0	0	0	0	19
AIR EUROPA	5	0	0	0	1	3	0	0	0	0	0	1	10
AIR FRANCE	21	5	14	6	10	76	13	9	0	3	0	4	161
AIR INDIA	28	0	12	1	9	12	3	2	0	0	0	0	67
ALITALIA AIRLINES	7	2	168	4	11	31	11	2	3	0	0	2	241
ALL NIPPON AIRLINES	0	0	2	7	0	1	0	1	1	0	0	0	12
ASIANA AIRLINES	2	0	7	0	2	2	3	1	0	0	0	1	18
AVIANCA	6	3	3	4	5	9	3	1	0	0	0	1	35
BAHAMASAIR	1	0	1	0	5	3	0	0	0	0	0	0	10
BRITISH AIRWAYS	14	7	24	13	12	37	11	5	5	1	0	12	141
CARIBBEAN AIRLINES	6	0	8	0	3	7	0	2	0	0	0	0	26
CATHAY PACIFIC AIRWAYS	6	1	3	1	1	3	4	0	0	0	0	2	21
CHINA EASTERN AIRLINES	1	0	3	0	1	2	2	0	0	0	0	1	10
COPA	5	1	7	2	5	10	2	1	0	0	0	0	33
EGYPTAIR	0	1	0	0	1	5	2	0	0	0	0	1	10
EL AL	3	0	4	2	2	1	1	1	0	0	0	0	14
EMIRATES AIRLINES	10	4	20	4	7	19	17	0	0	1	0	1	83
ETHIOPIAN AIRLINES	2	0	3	1	3	12	3	0	0	0	0	1	25
ETIHAD AIRWAYS	0	1	7	1	4	15	4	2	0	1	0	0	35
GULF AIR	3	0	2	1	5	5	0	0	1	0	0	0	17
IBERIA AIRLINES	16	3	9	10	8	11	2	3	1	1	0	1	65
JET AIRWAYS	2	0	10	1	4	16	3	0	0	0	0	1	37
KLM	9	2	16	3	12	17	9	1	1	0	0	0	70
KOREAN AIR LINES	2	0	2	61	0	4	2	0	0	0	0	2	73
KUWAIT AIRWAYS	2	1	1	0	1	4	1	1	0	0	0	0	11
LAN AIRLINES	8	0	4	2	7	8	4	1	3	0	0	1	38
LAN CHILE AIRLINES	2	0	4	1	3	3	2	0	1	0	0	0	16
LOT POLISH AIRLINES	9	0	2	0	2	7	2	0	0	0	0	0	22
LUFTHANSA	20	3	29	13	9	57	14	9	1	0	0	5	160
PAKISTAN AIRLINES	7	1	5	0	1	5	5	1	0	0	0	0	25

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

TABLE 4 (YTD, *Continued*)

AIR TRAVEL CONSUMER REPORT
COMPANIES OTHER THAN U. S. AIRLINES*
BY COMPLAINT CATEGORY**/ JANUARY - DECEMBER 2012

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES (cont.)</u>													
PHILIPPINE AIRLINES	8	2	4	0	5	4	6	3	1	0	0	1	34
QANTAS AIRWAYS	1	1	3	0	2	2	1	0	0	0	0	2	12
QATAR AIRWAYS	10	0	11	2	6	18	0	2	0	0	0	2	51
ROYAL AIR MAROC	2	1	3	0	0	10	2	0	0	0	0	2	20
ROYAL JORDANIAN AIRLINES	0	1	4	1	0	9	2	0	0	0	0	0	17
SINGAPORE AIRLINES	7	0	11	6	1	3	8	1	2	0	0	1	40
SOUTH AFRICAN AIRWAYS	4	0	3	0	2	8	3	0	0	0	0	1	21
SWISS AIR	5	0	3	162	3	5	6	2	0	0	0	1	187
TACA	2	1	6	3	3	9	5	0	0	1	0	0	30
TAM	3	0	4	0	0	3	2	0	0	0	0	0	12
THAI AIRWAYS	4	1	1	3	0	3	0	0	0	0	0	0	12
TURKISH AIRLINES	14	2	23	5	10	66	8	2	2	1	0	5	138
VIRGIN ATLANTIC AIRWAYS	9	2	19	2	6	8	9	2	2	1	0	3	63
VOLARIS AIRLINES	9	25	49	15	25	46	13	1	6	0	0	1	190
OTHER FOREIGN AIRLINES	33	7	39	15	31	44	27	8	3	3	0	8	217
TOTALS	449	93	631	379	252	719	310	76	34	17	0	3	3,033
<u>TRAVEL AGENTS</u>													
CHEAP TICKETS	0	0	5	4	2	1	1	0	0	0	0	0	13
CHEAPOAIR.COM	1	0	21	13	4	1	3	0	8	0	0	0	51
EXPEDIA.COM	2	1	18	5	6	0	1	0	2	0	0	1	36
HOTWIRE.COM	2	0	4	1	2	0	1	0	0	0	0	0	10
ORBITZ.COM	7	0	25	12	16	3	5	1	6	0	0	0	75
PRICELINE.COM	1	0	6	1	3	0	1	0	1	0	0	0	13
TRAVELOCITY.COM	0	1	14	71	2	0	3	0	1	0	0	0	92
OTHER TRAVEL AGENTS	4	0	21	10	5	3	5	0	6	0	0	2	55
TOTALS	17	2	114	117	40	8	20	1	24	0	0	3	346
<u>TOUR OPERATORS</u>													
DIRECT AIR AND TOURS	6	0	13	1	11	0	4	0	1	0	0	231	267
EZJET	1	0	0	0	1	0	0	0	0	0	0	44	46
OTHER TOUR OPERATORS	1	0	0	0	1	0	0	0	0	0	0	0	2
TOTALS	8	0	13	1	13	0	4	0	1	0	0	275	315
<u>MISCELLANEOUS</u>													
TSA	0	0	0	0	0	10	7	0	0	0	0	1	18
OTHER MISCELLANEOUS	33	5	30	12	22	30	13	1	9	1	1	21	178
TOTALS	33	5	30	12	22	40	20	1	9	1	1	22	196

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES,' 'OTHER TOUR OPERATORS,' ETC.

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

TABLE 5 (YTD)

JANUARY – DECEMBER
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JANUARY - DECEMBER 2012			JANUARY - DECEMBER 2011		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	285	112,305,175	0.25	354	110,645,758	0.32
2	MESA AIRLINES	32	7,788,981	0.41	54	8,668,063	0.62
3	AIRTRAN AIRWAYS	110	21,762,145	0.51	178	24,605,412	0.72
4	ALASKA AIRLINES	94	18,525,730	0.51	85	17,809,881	0.48
5	DELTA AIR LINES	858	116,910,335	0.73	1,407	113,866,873	1.24
6	JETBLUE AIRWAYS	229	28,938,268	0.79	285	26,370,870	1.08
7	SKYWEST AIRLINES	231	26,200,177	0.88	178	24,516,228	0.73
8	HAWAIIAN AIRLINES	84	9,484,204	0.89	61	8,666,310	0.70
9	FRONTIER AIRLINES	110	10,488,106	1.05	99	13,098,759	0.76
10	EXPRESSJET AIRLINES**	349	32,534,512	1.07	125	14,227,375	0.88
11	AMERICAN EAGLE AIRLINES	237	18,730,932	1.27	251	17,322,101	1.45
12	VIRGIN AMERICA	93	6,220,832	1.50	*	*	*
13	US AIRWAYS	944	54,276,800	1.74	1,015	52,958,638	1.92
14	AMERICAN AIRLINES	1,556	86,335,102	1.80	1,259	86,042,261	1.46
15	UNITED AIRLINES**	3,919	92,503,346	4.24	1,118	50,501,288	2.21
	TOTAL	9,131	643,004,645	1.42	6,469	569,299,817	1.14

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. 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 January - December 2011 reflect the deletion of Continental's and Atlantic Southeast's data for that time period.

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 December 2012
as provided by the Transportation Security Administration^a**

The Transportation Security Administration (TSA) screened approximately 51 million airline passengers and their 41 million checked bags in the month of December as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of December.

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

Courtesy ^c		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public ^c	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
293	.0006	29	.00006	94	.0002	382	.0007

NOTES

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

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

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

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.

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

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

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

Carrier	Death	Injury	Loss
<i>American</i>		1	
<i>Alaska</i>		3	
<i>Hawaiian</i>	2		
<i>Total</i>	3	4	

Note: This report was updated on February 6, 2014 to include a report submitted by Hawaiian Airlines of a deceased dog. The death occurred on December 17, 2012, and was previously included in the January, 2013 Animal Incidents. (*Air Travel Consumer Report* issued February, 2013.) That table has been updated on our website.

January-December 2012 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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Carrier	Death	Injury	Loss	Total
<i>Alaska</i>	1	15	0	16
<i>American</i>	6	2	1	9
<i>Delta</i>	10	9	0	19
<i>Hawaiian</i>	1	0	0	1
<i>Horizon</i>	0	1	0	1
<i>United</i>	12	0	0	12
<i>Total</i>	30	27	1	58