



U.S. Department
of Transportation



Air Travel Consumer Report

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

Issued: September 2012



Flight Delays¹	July 2012 12 Months ending July 2012
Mishandled Baggage¹	July 2012
Oversales¹	2nd Quarter 2012 January - June 2012
Consumer Complaints² (Includes Disability and Discrimination Complaints)	July 2012
Customer Service Reports to the Dept. of Homeland Security³	July 2012
Airline Animal Incident Reports⁴	July 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://airconsumer.dot.gov/>

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

⁴ Data collected by the Aviation Consumer Protection Division

TABLE OF CONTENTS

Section	Page	Section	Page
<i>Introduction</i>	2	<i>Flight Delays (continued)</i>	
<i>Flight Delays</i>		Table 11	26
Explanation	3	List of Regularly Scheduled Flights with Tarmac Delays Over 3 Hours, By Carrier	
Table 1	4	Table 11A	27
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier		List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Carrier	
Table 1A	5	Table 12	28
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date		Number and Percentage of Regularly Scheduled Flights With Tarmac Delays of 2 Hours or More, By Carrier	
Table 2	6	Footnotes	29
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport		Appendix	30
Table 3	10	<i>Mishandled Baggage</i>	
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day		Explanation	31
Table 4	12	Ranking—July 2012	32
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day		<i>Oversales</i>	
Table 5	14	Explanation	33
List of Regularly Scheduled Flights with More than 50% Delayed Arrivals of More Than 30 Minutes		Ranking—2nd Quarter 2012	34
Table 6	17	Ranking—January – June 2012	35
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More		<i>Consumer Complaints</i>	
Table 7	18	Explanation	36
On-Time Arrival and Departure Percentage, by Airport		Complaint Tables 1-5 (July)	37
Table 8	22	Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
Overall Number and Percentage of Flight Cancellations, by Carrier		Ranking, Table 6 (July)	42
Table 8A	23	Complaint Categories	43
Number and Percentage of Regularly Scheduled Flights Canceled 5% or More of the Time, By Carrier.		Complaint Categories	
Table 9	24	<i>Customer Service Reports to the Department of Homeland Security (July)</i>	44
Flight Causation Data, By Airline and Category		<i>Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation (July)</i>	45
Table 10	25		
Flight Causation Data, Graphic Representation			

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://airconsumer.dot.gov/>

FLIGHT DELAYS

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

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 15 reporting air carriers, 9 carriers (AirTran, American Eagle, ExpressJet, Frontier, Hawaiian, JetBlue, Southwest, US Airways and Virgin America) use ACARS exclusively; 2 carriers (American and United) use a combination of ACARS and DGS; and 4 carriers (Alaska, Delta, Mesa and SkyWest) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

Except for the flights listed in Tables 5, 11 and 11A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at http://www.bts.gov/programs/airline_information/airline_ontime_statistics/. 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.

JULY 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	80.7	16	89.6
ALASKA AIRLINES S/	20	88.5	56	88.6
US AIRWAYS S/	27	81.9	70	82.0
VIRGIN AMERICA S/	14	81.7	14	81.7
DELTA AIR LINES S/	29	80.1	126	80.0
MESA AIRLINES S/V/	12	81.3	70	79.8
SKYWEST AIRLINES S/	18	79.1	147	79.2
AIRTRAN AIRWAYS S/	19	77.2	55	77.4
SOUTHWEST AIRLINES S/	23	77.8	74	77.4
FRONTIER AIRLINES S/	22	77.7	54	76.5
AMERICAN AIRLINES S/	28	77.2	80	76.4
JETBLUE AIRWAYS S/	22	75.3	53	75.5
AMERICAN EAGLE S/	19	77.3	135	75.4
EXPRESSJET AIRLINES S/	18	68.8	157	67.7
UNITED AIRLINES S/	28	64.2	77	64.1
TOTAL		76.3		76.0

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

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

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

JULY 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	3rd Quarter 07-09 2011		4th Quarter 10-12 2011		1st Quarter 01-03 2012		2nd Quarter 04-06 2012		May-12		Jun-12		Jul-12		12 Months Ending Jul 2012		Database To Date 09/87-07/12	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	84.1	3	90.1	2	90.0	2	89.3	3	88.0	3	85.9	5	77.4	8	88	3	(--)	(--)
ALASKA	91.1	2	87.2	6	84.5	7	90.1	2	91.5	2	88.4	2	88.6	2	88.2	2	76.5	5
AMERICAN	78.5	10	82.5	11	83.1	8	80.5	12	80.3	13	79.8	11	76.4	11	81.0	10	78	3
AMERICAN EAGLE	78.7	9	83.5	8	82.8	9	83	10	82.1	11	82.1	8	75.4	13	81.9	9	(--)	(--)
ATLANTIC SOUTHEAST	75.3	15	83.2	9	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
CONTINENTAL	76.5	13	81.2	15	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
DELTA	83.3	5	88.9	3	87.3	3	87.5	4	86.4	5	85.5	6	80.0	5	86.7	4	77.6	4
EXPRESSJET	75.5	14	79.6	16	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET(COMBINED)	(--)	(--)	(--)	(--)	77.4	14	79.1	14	78.8	14	76.3	13	67.7	14	(--)	(--)	(--)	(--)
FRONTIER	80.9	7	82	14	77.1	15	79.4	13	81.7	12	74.3	14	76.5	10	80.4	11	(--)	(--)
HAWAIIAN	95.2	1	92.6	1	92.3	1	94.4	1	94.7	1	93.9	1	89.6	1	93.1	1	(--)	(--)
JETBLUE	70.9	16	82.3	13	81.8	11	82.4	11	83.0	10	77.4	12	75.5	12	79.4	12	(--)	(--)
MESA	83.1	6	88.0	4	86.3	6	87.1	6	85.4	8	87.0	3	79.8	6	86.1	5	(--)	(--)
SKYWEST	80.1	8	82.5	12	81.7	12	84.2	8	85.4	7	82.4	7	79.2	7	82.5	8	(--)	(--)
SOUTHWEST	83.8	4	87.5	5	87.2	4	83.7	9	84.2	9	79.8	10	77.4	9	84.9	7	81.9	1
UNITED	77.4	11	83.1	10	80.9	13	76.4	15	77.8	15	70.1	15	64.1	15	77.9	13	76.2	6
US AIRWAYS	76.7	12	86.9	7	87.2	5	87.4	5	85.5	6	86.2	4	82.0	3	85.1	6	78.3	2
VIRGIN AMERICA	(--)	(--)	(--)	(--)	82.6	10	85.2	7	86.9	4	82.0	9	81.7	4	(--)	(--)	(--)	(--)
Total	80.2		85.1		84.0		83.4		83.4		80.7		76.0		83.7		78.5	

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

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

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

JULY 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
AA	396	69.2	937	70.8	245	63.7	146	67.8	792	70.1	448	76.8	12996	80.0	236	68.2
AS	31	83.9	93	86.0	H/		H/		93	72.0	155	79.4	93	83.9	H/	
B6	H/		2943	77.8	150	70.0	124	70.2	518	76.6	93	71.0	89	74.2	H/	
DL	17516	79.2	919	79.1	627	74.2	464	71.6	919	78.1	673	85.0	492	78.9	4209	80.9
EV	9187	75.4	27	92.6	113	81.4	497	55.9	227	49.3	2449	68.8	284	66.5	1484	72.4
F9	87	42.5	H/		H/		H/		93	64.5	3465	81.0	133	74.4	83	62.7
FL	5568	77.1	454	74.9	1351	79.3	234	70.1	368	73.9	223	83.9	H/		182	74.7
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	514	65.0	H/		171	63.7	474	72.6	678	70.5	175	78.9	7936	79.8	421	66.0
OO	191	56.0	H/		H/		35	40.0	55	78.2	4814	80.4	397	66.0	292	78.4
UA	84	60.7	1205	58.9	434	50.9	28	57.1	676	53.0	4264	72.8	345	50.4	82	61.0
US	448	74.1	1610	83.1	415	80.2	7261	83.1	1679	80.7	454	80.8	556	78.6	285	75.4
VX	H/		202	83.2	H/		H/		H/		H/		186	84.9	H/	
WN	729	70.8	570	69.8	5924	75.7	H/		24	58.3	4955	80.6	H/		533	71.3
YV	164	76.8	H/		H/		2010	80.6	H/		H/		105	84.8	145	66.9
TOTAL	34915	77.0	8960	75.2	9430	74.6	11273	79.8	6122	72.3	22168	77.8	23612	79.1	7952	76.4

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

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

JULY 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*																
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
AA	298	63.4	276	71.0	295	68.5	333	66.1	1174	76.1	768	76.4	2673	80.5	1315	74.4
AS	62	79.0	16	81.2	H/		31	80.6	H/		386	90.7	591	88.3	H/	
B6	491	66.4	1247	74.5	213	70.9	H/		3922	73.9	377	81.2	305	77.7	496	68.1
DL	436	64.0	893	74.7	210	72.4	210	73.3	2033	76.4	948	85.0	1757	81.9	2077	69.5
EV	3404	61.3	H/		2201	68.8	7612	67.0	124	61.3	H/		H/		469	66.5
F9	H/		43	79.1	H/		3	100.0	H/		197	82.7	144	71.5	111	48.6
FL	H/		558	76.5	H/		H/		H/		144	79.9	231	81.4	561	70.1
HA	H/		H/		H/		H/		31	93.5	84	89.3	124	77.4	H/	
MQ	225	52.4	H/		H/		207	59.9	558	73.8	H/		1928	90.5	1463	73.6
OO	H/		H/		157	62.4	1671	65.2	H/		674	78.0	4438	81.2	H/	
UA	4138	60.7	488	66.8	2157	60.5	6082	65.3	393	66.7	1080	69.4	3121	63.8	728	60.4
US	400	64.2	488	74.8	H/		491	75.4	184	68.5	619	86.8	536	81.5	1100	80.0
VX	H/		124	87.9	194	78.4	H/		372	72.0	267	83.5	1166	87.4	H/	
WN	524	62.8	1366	76.7	244	66.4	H/		H/		6861	83.2	3365	75.5	248	55.2
YV	1	0.0	H/		861	78.4	H/		H/		36	75.0	H/		101	76.2
TOTAL	9979	61.6	5499	74.8	6532	67.5	16640	66.4	8791	74.1	12441	81.8	20379	78.9	8669	70.7

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

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

JULY 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*																
	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
AA	827	72.4	H/		3950	80.3	322	76.1	4307	78.2	150	70.0	328	69.8	332	74.4
AS	39	74.4	H/		15	93.3	62	91.9	155	85.8	919	94.0	31	87.1	182	91.2
B6	1701	77.5	H/		H/		H/		186	67.2	186	82.8	H/		62	74.2
DL	1483	78.2	181	79.6	629	76.9	5489	86.7	544	71.5	504	82.9	523	74.8	649	83.8
EV	4	75.0	H/		H/		198	78.3	5542	66.2	H/		176	58.5	22	40.9
F9	119	69.7	135	85.2	H/		115	72.2	4	25.0	172	78.5	31	51.6	84	83.3
FL	1711	79.8	381	77.2	H/		266	76.7	H/		H/		239	66.5	58	69.0
HA	H/		H/		H/		H/		H/		31	74.2	H/		31	80.6
MQ	H/		H/		1236	77.2	212	73.6	7279	75.5	H/		146	65.8	119	90.8
OO	H/		H/		H/		2617	91.6	2380	78.0	924	87.4	H/		1856	87.8
UA	996	62.4	H/		265	64.5	249	63.9	5611	63.7	669	65.2	456	57.7	483	67.9
US	701	78.7	H/		276	74.6	323	79.9	631	74.5	238	88.7	3733	80.5	5316	87.6
VX	62	75.8	H/		H/		H/		186	84.9	119	93.3	155	83.2	H/	
WN	3128	79.1	7279	77.2	H/		501	73.5	H/		1274	82.2	1024	71.6	5451	79.3
YV	H/		H/		94	73.4	H/		832	74.9	H/		50	76.0	1425	90.8
TOTAL	10771	76.6	7976	77.4	6465	78.4	10354	85.4	27657	71.8	5186	83.1	6892	75.3	16070	83.9

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

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

JULY 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*										
	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
AA	421	76.0	516	78.1	975	66.3	150	65.3	519	73.8
AS	433	89.6	4195	89.9	349	67.0	H/		H/	
B6	109	84.4	217	86.2	367	74.7	124	75.8	465	73.1
DL	616	86.2	949	86.1	954	82.4	2820	88.3	839	74.7
EV	H/		H/		H/		H/		H/	
F9	124	81.5	188	85.6	146	56.2	137	77.4	31	67.7
FL	H/		168	86.9	217	72.8	H/		596	79.2
HA	31	77.4	62	79.0	31	71.0	H/		H/	
MQ	299	90.6	H/		H/		150	83.3	H/	
OO	719	82.6	556	89.7	4760	59.4	5143	89.3	H/	
UA	887	61.9	1111	65.3	4542	66.0	85	56.5	575	59.5
US	392	82.7	392	83.7	480	78.3	175	84.6	585	79.8
VX	151	82.1	271	86.7	1575	76.7	H/		H/	
WN	2853	80.4	1334	83.0	1315	61.9	1060	77.0	2269	78.8
YV	H/		H/		H/		H/		H/	
TOTAL	7035	79.8	9959	84.7	15711	66.4	9844	86.6	5879	75.5

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

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

JULY 2012

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	87.1	80.2	65.0	83.6	97.1	94.0	91.3	80.2	58.5	74.3	64.4	81.2	80.4	100.0	87.9	J/	60.3	91.1
700 - 759 AM	93.5	80.3	94.8	93.2	91.2	92.8	93.4	87.5	82.7	95.5	79.3	83.5	80.2	94.7	91.7	86.2	87.7	86.9
800 - 859 AM	91.5	90.3	95.0	93.7	86.5	94.0	90.4	87.6	80.6	88.6	85.7	81.0	86.8	94.1	90.8	91.5	95.9	92.7
900 - 959 AM	88.9	88.8	90.1	89.2	90.1	89.8	89.8	87.3	84.0	92.4	94.7	76.7	85.8	90.5	89.2	85.5	92.9	92.6
1000 - 1059 AM	89.5	91.4	94.4	91.5	87.3	88.3	90.1	83.8	87.6	89.4	87.2	73.5	86.5	90.2	87.0	83.7	89.8	93.4
1100 - 1159 AM	88.8	89.4	91.8	84.8	85.6	88.6	89.5	83.8	78.9	91.2	80.4	75.5	88.4	91.0	82.8	83.1	88.5	89.6
1200 - 1259 PM	87.4	87.4	88.5	91.7	87.0	87.9	87.7	87.0	76.0	86.1	79.0	75.8	84.2	85.7	83.7	85.1	85.9	85.8
100 - 159 PM	86.9	86.3	88.8	91.7	87.2	80.9	86.4	89.0	68.5	83.9	80.6	64.3	82.7	79.5	81.8	80.8	88.3	83.6
200 - 259 PM	84.3	87.6	83.0	85.5	77.5	76.5	86.1	81.7	66.2	76.9	75.6	65.9	77.2	83.8	83.5	77.0	80.0	86.0
300 - 359 PM	80.2	81.7	79.6	87.3	81.3	74.1	79.2	78.6	62.2	76.6	74.6	64.6	79.7	80.4	79.4	73.0	80.9	81.9
400 - 459 PM	73.7	76.8	71.1	76.4	69.1	69.6	73.8	77.9	55.4	79.0	69.0	61.6	65.8	77.7	79.5	68.8	77.1	71.4
500 - 559 PM	66.8	70.1	63.8	68.0	63.5	70.1	70.3	71.4	52.6	73.6	59.7	54.1	69.8	78.6	72.5	62.1	69.6	74.0
600 - 659 PM	60.1	70.0	68.9	66.5	60.9	61.1	71.4	68.4	48.9	71.2	65.8	52.7	65.8	74.3	77.8	61.2	67.9	68.0
700 - 759 PM	59.9	72.7	56.7	64.3	65.5	67.6	61.8	63.6	43.7	58.6	53.9	54.7	64.2	74.6	71.9	57.0	66.1	58.9
800 - 859 PM	56.3	63.0	60.5	65.5	54.7	60.9	60.0	65.9	41.9	57.8	49.1	56.4	61.1	74.3	72.9	53.8	62.5	67.8
900 - 959 PM	58.2	63.8	56.1	64.2	55.4	62.8	61.9	62.2	44.9	55.7	48.9	63.0	61.8	73.7	65.7	54.4	61.6	61.0
1000 - 1059 PM	59.1	59.0	49.9	53.2	61.6	64.5	67.5	65.6	48.2	55.3	62.0	46.6	63.6	69.8	65.4	54.4	63.1	60.8
1100 - 559 AM	60.2	59.1	54.5	60.3	57.9	70.0	71.1	60.4	58.3	56.1	55.8	57.7	72.3	71.2	70.0	59.9	61.8	58.1
TOTAL, ALL ARRIVALS, BY AIRPORT	77.0	75.2	74.6	79.8	72.3	77.8	79.1	76.4	61.6	74.8	67.5	66.4	74.1	81.8	78.9	70.7	76.6	77.4

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

JULY 2012

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	79.4	83.2	85.1	83.9	79.0	96.4	66.7	91.3	94.3	J/	90.9	84.7
700 - 759 AM	91.4	94.0	81.3	94.5	78.8	92.5	91.9	84.9	90.3	97.1	96.6	88.9
800 - 859 AM	90.0	87.8	82.2	93.1	88.2	93.0	93.5	95.4	78.1	94.3	97.7	89.4
900 - 959 AM	89.7	93.5	84.0	94.4	86.2	89.5	91.0	94.7	60.6	96.1	92.2	87.5
1000 - 1059 AM	93.7	88.9	81.6	90.2	88.5	92.3	88.2	91.1	59.5	93.7	93.4	87.4
1100 - 1159 AM	86.8	87.4	82.7	84.2	85.6	93.5	89.4	91.2	62.9	89.7	89.1	85.6
1200 - 1259 PM	83.9	93.1	79.3	90.3	89.1	90.3	80.3	86.3	59.9	90.1	86.1	84.0
100 - 159 PM	79.2	91.9	73.8	89.8	82.7	87.4	84.9	93.3	70.6	88.5	87.3	82.7
200 - 259 PM	77.5	89.8	74.6	83.1	84.5	87.0	78.4	87.9	67.6	88.5	81.8	80.4
300 - 359 PM	80.0	86.1	69.5	88.5	77.9	84.5	84.4	86.2	63.3	91.2	84.2	77.8
400 - 459 PM	78.2	86.4	65.5	84.7	75.2	79.7	71.9	87.0	69.6	85.6	71.9	73.3
500 - 559 PM	81.2	83.3	63.2	78.2	65.9	75.5	81.1	80.8	64.7	66.7	71.2	68.9
600 - 659 PM	73.9	82.5	60.8	85.7	74.4	74.4	77.3	85.8	64.8	88.9	66.2	67.6
700 - 759 PM	70.8	71.7	60.7	79.8	67.3	71.0	70.1	78.9	67.0	81.1	63.6	65.2
800 - 859 PM	64.0	80.6	57.4	76.0	61.3	78.4	66.3	81.4	66.1	78.1	61.7	63.7
900 - 959 PM	66.3	68.4	59.6	79.1	64.8	78.7	75.5	76.8	62.0	81.4	59.8	63.4
1000 - 1059 PM	68.9	58.3	60.7	74.7	64.3	72.4	69.4	78.3	63.9	64.8	56.8	63.0
1100 - 559 AM	59.9	72.0	64.7	69.9	60.2	75.4	74.2	75.2	61.4	58.5	56.8	64.3
TOTAL, ALL ARRIVALS, BY AIRPORT	78.4	85.4	71.8	83.1	75.3	83.9	79.8	84.7	66.4	86.6	75.5	76.3

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

JULY 2012

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	92.4	94.5	90.9	90.5	90.1	93.1	91.2	93.6	85.2	94.2	84.6	82.2	90.2	93.4	91.0	92.0	92.9	94.4
700 - 759 AM	90.8	90.9	83.0	92.4	84.3	87.9	90.1	88.1	80.3	93.4	86.4	82.2	94.5	90.4	87.9	90.7	94.5	89.0
800 - 859 AM	91.5	88.6	89.7	84.1	85.2	88.2	88.2	86.5	79.3	90.8	76.0	81.2	89.9	84.1	84.5	90.1	90.3	74.3
900 - 959 AM	89.2	87.4	78.0	91.3	84.9	83.1	83.1	85.3	73.6	88.3	82.4	74.3	83.0	81.2	79.8	86.0	91.0	79.1
1000 - 1059 AM	87.5	83.8	77.4	89.4	87.3	80.5	81.3	86.4	76.8	87.8	85.4	70.1	82.4	81.8	79.5	82.1	89.8	84.9
1100 - 1159 AM	82.9	87.3	77.7	88.1	89.4	77.5	80.5	90.0	78.5	88.1	96.2	68.8	85.5	81.7	78.1	83.7	81.8	79.5
1200 - 1259 PM	84.0	88.9	80.8	89.5	84.0	78.4	81.9	80.6	65.6	82.6	73.6	63.6	86.9	81.6	74.6	85.1	83.3	79.8
100 - 159 PM	80.7	83.9	79.5	84.3	82.5	75.2	76.5	79.3	64.9	78.5	79.5	59.2	81.6	73.2	77.1	79.6	77.6	59.2
200 - 259 PM	80.4	78.3	65.1	82.7	79.5	67.4	77.5	73.4	61.6	70.5	65.7	56.1	76.5	75.5	77.1	74.9	76.5	68.1
300 - 359 PM	74.6	74.2	67.9	74.7	76.1	63.1	75.4	74.4	53.0	69.4	66.9	57.4	71.3	71.4	78.6	76.6	72.8	72.3
400 - 459 PM	67.5	78.1	57.3	76.8	75.6	60.4	67.5	72.2	47.0	71.6	52.6	56.3	71.1	68.8	75.7	66.1	72.6	64.1
500 - 559 PM	65.5	67.5	61.3	64.5	65.1	54.8	64.1	71.9	49.7	67.4	53.3	52.1	64.1	62.5	78.7	66.1	67.6	55.3
600 - 659 PM	59.8	63.4	51.8	64.4	62.5	62.0	64.9	76.3	49.8	68.3	56.8	50.8	64.2	66.8	74.5	62.4	61.7	52.1
700 - 759 PM	58.9	70.4	50.5	66.1	61.4	55.3	61.1	62.9	45.0	62.0	60.7	50.7	69.4	58.8	70.8	59.2	63.6	46.8
800 - 859 PM	59.8	64.0	40.2	68.2	61.8	56.0	55.0	62.4	36.9	55.4	42.2	43.9	54.2	61.2	72.7	56.7	60.6	25.6
900 - 959 PM	55.4	59.7	38.7	58.1	63.8	57.7	59.0	63.7	31.9	50.0	43.9	56.6	53.9	58.2	73.8	59.1	61.8	43.9
1000 - 1059 PM	57.7	100.0	J/	75.4	78.8	57.4	65.3	67.1	30.0	J/	50.7	54.5	59.8	77.7	73.4	56.3	59.3	J/
1100 - 559 AM	60.5	88.1	90.4	91.0	96.5	85.7	88.3	90.7	92.2	98.4	33.3	86.9	67.7	88.7	75.1	61.5	75.6	94.9
TOTAL, ALL DEPARTURES, BY AIRPORT	74.6	80.5	68.1	79.7	78.3	71.0	74.4	77.0	62.2	78.3	65.7	62.6	75.5	76.1	78.6	77.1	77.7	66.1

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

JULY 2012

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	89.6	87.8	82.6	93.2	88.3	92.3	94.9	92.5	92.1	91.0	93.9	90.9
700 - 759 AM	87.4	89.6	77.5	90.2	89.3	92.4	89.0	86.9	91.9	91.9	94.9	88.2
800 - 859 AM	89.6	90.8	80.6	86.2	87.7	88.3	89.8	87.2	82.9	92.3	92.9	86.4
900 - 959 AM	79.7	86.5	75.6	95.3	88.9	88.8	85.9	89.2	71.8	92.7	92.5	83.5
1000 - 1059 AM	86.4	90.9	74.9	86.6	85.8	87.3	84.3	86.2	59.0	85.7	90.4	81.8
1100 - 1159 AM	81.6	88.7	73.6	85.7	85.2	79.4	84.0	81.2	59.6	92.9	88.0	81.1
1200 - 1259 PM	77.5	85.2	70.0	84.3	84.8	84.2	81.6	85.4	56.7	80.2	87.3	78.5
100 - 159 PM	70.4	87.7	64.5	84.6	87.2	87.3	77.2	79.2	60.0	88.0	76.3	75.8
200 - 259 PM	69.6	84.9	60.4	86.9	79.2	73.2	79.5	87.1	60.0	79.9	77.6	72.9
300 - 359 PM	69.4	83.4	60.7	84.9	75.8	80.5	71.1	80.6	57.6	87.6	71.2	71.1
400 - 459 PM	66.6	81.0	57.8	86.1	76.5	81.7	72.2	84.6	66.1	88.4	64.9	68.3
500 - 559 PM	68.2	79.4	55.0	80.8	71.9	61.4	74.6	84.4	69.6	83.8	59.0	65.2
600 - 659 PM	64.5	74.6	54.1	82.0	73.2	73.1	78.6	78.5	63.4	59.6	59.9	63.6
700 - 759 PM	71.9	80.6	53.8	83.3	59.5	48.7	71.5	88.0	61.9	77.8	59.9	61.2
800 - 859 PM	63.4	69.6	50.8	83.0	74.0	78.7	65.8	82.2	60.5	80.4	62.9	58.9
900 - 959 PM	66.3	79.4	52.5	82.0	82.1	75.5	73.9	79.6	67.5	88.0	64.1	60.6
1000 - 1059 PM	67.1	82.6	66.7	86.6	70.7	77.2	88.0	83.5	64.8	93.1	J/	68.0
1100 - 559 AM	J/	94.6	86.7	87.7	88.1	87.9	88.9	79.6	71.7	85.2	98.3	81.1
TOTAL, ALL DEPARTURES, BY AIRPORT	74.7	84.9	65.6	86.6	80.4	81.7	81.8	84.4	68.2	87.6	79.0	74.7

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

JULY 2012

AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
---------	---------------	-------	-------------------------	--------------------------	--------------------------------	----------------------------------------------------	-----------------------------------------------------	-----------------------------------

CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

EXPRESSJET	4391	May	DCA-EWR	1854	26	19	73.1	84.5
EXPRESSJET	4391	Jun	DCA-EWR	1856	25	14	56.0	57.1
EXPRESSJET	4373	Jul	DCA-EWR	1852	27	15	55.6	115.9
EXPRESSJET	4447	May	EWR-MKE	1959	25	13	52.0	89.5
EXPRESSJET	4282	Jun	EWR-MKE	2000	24	13	54.2	72.3
EXPRESSJET	3838	Jul	EWR-MKE	2000	24	16	66.7	93.7
EXPRESSJET	4655	May	EWR-RIC	2109	26	16	61.5	85.2
EXPRESSJET	4438	Jun	EWR-RIC	2106	25	13	52.0	73.9
EXPRESSJET	4119	Jul	EWR-RIC	2059	23	12	52.2	101.5
SOUTHWEST	100	May	BWI-LGA	1940	27	17	63.0	85.9
SOUTHWEST	2512	Jun	BWI-LGA	1945	25	15	60.0	76.0
SOUTHWEST	2512	Jul	BWI-LGA	1945	27	18	66.7	93.7

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

JULY 2012

AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
---------	---------------	-------	-------------------------	--------------------------	--------------------------------	----------------------------------------------------	-----------------------------------------------------	-----------------------------------

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

EXPRESSJET	6185	Jun	CVG-ORD	2018	22	13	59.1	84.9
EXPRESSJET	6159	Jul	CVG-ORD	2001	24	16	66.7	103.5
EXPRESSJET	4391	Jun	DCA-EWR	1856	25	14	56.0	57.1
EXPRESSJET	4373	Jul	DCA-EWR	1852	27	15	55.6	115.9
EXPRESSJET	4282	Jun	EWR-MKE	2000	24	13	54.2	72.3
EXPRESSJET	3838	Jul	EWR-MKE	2000	24	16	66.7	93.7
EXPRESSJET	4438	Jun	EWR-RIC	2106	25	13	52.0	73.9
EXPRESSJET	4119	Jul	EWR-RIC	2059	23	12	52.2	101.5
EXPRESSJET	6120	Jun	ORD-TYS	1840	29	17	58.6	74.4
EXPRESSJET	6000	Jul	ORD-TYS	1820	30	16	53.3	131.1
EXPRESSJET	5853	Jun	RAP-DEN	1743	21	11	52.4	73.6
EXPRESSJET	6051	Jul	RAP-DEN	1728	26	14	53.9	77.7
SKYWEST	5479	Jun	MRY-SFO	2054	30	16	53.3	88.3
SKYWEST	5479	Jul	MRY-SFO	2055	28	15	53.6	85.1
SKYWEST	5462	Jun	SFO-MRY	1605	10	6	60.0	64.8
SKYWEST	5462	Jul	SFO-MRY	1553	31	16	51.6	85.8
SOUTHWEST	2512	Jun	BWI-LGA	1945	25	15	60.0	76.0
SOUTHWEST	2512	Jul	BWI-LGA	1945	27	18	66.7	93.7
SOUTHWEST	763	Jun	HOU-EWR	1720	25	13	52.0	88.6
SOUTHWEST	763	Jul	HOU-EWR	1720	27	18	66.7	92.0

* 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

JULY 2012

AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
---------	---------------	-------	-------------------------	--------------------------	--------------------------------	----------------------------------------------------	-----------------------------------------------------	-----------------------------------

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (Continued)

SOUTHWEST	2520	Jun	HOU-JAN	1945	25	13	52.0	65.5
SOUTHWEST	2520	Jul	HOU-JAN	1945	27	16	59.3	65.7
SOUTHWEST	2501	Jun	MDW-MSP	2025	24	15	62.5	60.2
SOUTHWEST	2501	Jul	MDW-MSP	2025	26	15	57.7	78.3
UNITED	1415	Jun	LAX-IAD	2310	30	21	70.0	63.3
UNITED	161	Jul	LAX-IAD	2315	31	23	74.2	62.2
UNITED	412	Jun	LAX-SFO	2147	20	13	65.0	93.3
UNITED	627	Jul	LAX-SFO	2119	23	13	56.5	109.0
UNITED	334	Jun	ORD-BWI	2150	23	13	56.5	56.6
UNITED	422	Jul	ORD-BWI	2148	20	13	65.0	100.9
UNITED	261	Jun	ORD-DCA	2105	29	16	55.2	79.8
UNITED	628	Jul	ORD-DCA	2100	31	16	51.6	87.4
UNITED	398	Jun	ORD-MCO	1928	24	15	62.5	70.9
UNITED	304	Jul	ORD-MCO	1928	30	16	53.3	107.4
UNITED	662	Jun	ORD-RIC	1802	25	17	68.0	73.5
UNITED	420	Jul	ORD-RIC	1816	25	18	72.0	77.4

* 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

JULY 2012

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
UNITED	1,447	52	3.6
EXPRESSJET	2,051	48	2.3
SOUTHWEST	3,423	63	1.8
SKYWEST	1,839	29	1.6
AIRTRAN	659	7	1.1
FRONTIER	239	2	0.8
ALASKA	460	2	0.4
JETBLUE	680	2	0.3
DELTA	2,232	5	0.2
AMERICAN EAGLE	1,420	1	0.1
AMERICAN	1,490	0	0.0
US AIRWAYS	1,168	0	0.0
MESA	364	0	0.0
HAWAIIAN	216	0	0.0
VIRGIN AMERICA	166	0	0.0
TOTAL	17,854	211	1.2

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.

JULY 2012

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	95.1	96.7	61	61
ABILENE TX (ABI)	71.3	90.6	202	202
ADAK ISLAND AK (ADK)	55.6	33.3	9	9
AGUADILLA PR (BQN)	74.2	74.2	124	155
AKRON OH (CAK)	72.6	82.1	727	727
ALBANY GA (ABY)	75.0	81.0	84	84
ALBANY NY (ALB)	66.5	76.7	824	823
ALBUQUERQUE NM (ABQ)	78.7	81.4	2,830	2,830
ALEXANDRIA LA (AEX)	68.9	74.5	370	369
ALLEN TOWN/BETHLEHEM/EASTON PA (ABE)	64.6	78.1	260	260
AMARILLO TX (AMA)	75.3	80.3	675	675
ANCHORAGE AK (ANC)	85.2	88.0	2,035	2,036
APPLETON WI (ATW)	72.9	81.0	347	347
ARCATA/EUREKA CA (ACV)	51.7	55.0	319	318
ARLINGTON VA (DCA)	72.3	78.3	6,122	6,118
ASHEVILLE NC (AVL)	73.3	74.0	430	430
ASPEN CO (ASE)	75.8	83.5	466	467
ATLANTA GA (ATL)	77.0	74.6	34,915	34,901
AUGUSTA GA (AGS)	74.1	78.0	282	282
AUSTIN TX (AUS)	73.7	78.4	3,935	3,934
BAKERSFIELD CA (BFL)	79.2	79.7	356	355
BALTIMORE MD (BWI)	74.6	68.1	9,430	9,439
BANGOR ME (BGR)	70.0	82.8	130	128
BARROW AK (BRW)	77.1	77.1	70	70
BATON ROUGE LA (BTR)	67.6	74.5	762	761
BELLINGHAM WA (BLI)	90.3	88.2	93	93
BEMIDJI MN (BJI)	93.4	95.1	61	61
BEND/REDMOND OR (RDM)	79.5	80.2	298	298
BETHEL AK (BET)	81.9	84.3	83	83
BILLINGS MT (BIL)	78.6	87.8	435	434
BIRMINGHAM AL (BHM)	70.4	77.0	1,528	1,527
BISMARCK/MANDAN ND (BIS)	82.2	85.4	219	219
BLOOMINGTON/NORMAL IL (BMI)	80.7	81.8	202	203
BOISE ID (BOI)	77.9	83.5	938	938
BOSTON MA (BOS)	75.2	80.5	8,960	8,951
BOZEMAN MT (BZN)	83.7	85.1	564	565
BRANSON MO (BKG)	85.9	83.4	163	163
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	73.7	80.1	236	236
BROWNSVILLE TX (BRO)	63.5	74.1	197	197
BRUNSWICK GA (BQK)	67.1	78.0	82	82
BUFFALO NY (BUF)	70.9	78.1	1,943	1,942
BURBANK CA (BUR)	81.9	85.0	2,233	2,230
BURLINGTON VT (BTV)	67.2	74.0	265	265

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUTTE MT (BTM)	93.4	98.4	61	61
CARLSBAD CA (CLD)	85.6	88.7	195	195
CASPER WY (CPR)	82.4	89.3	205	205
CEDAR CITY UT (CDC)	83.3	96.3	54	54
CEDAR RAPIDS/IOWA CITY IA (CID)	74.6	79.5	610	610
CHAMPAIGN/URBANA IL (CMI)	60.6	80.8	203	203
CHANTILLY VA (IAD)	67.5	65.7	6,532	6,555
CHARLESTON SC (CHS)	69.7	78.3	1,171	1,168
CHARLESTON/DUNBAR WV (CRW)	64.2	68.4	330	329
CHARLOTTE AMALIE VI (STT)	80.2	87.4	318	318
CHARLOTTE NC (CLT)	79.8	79.7	11,273	11,279
CHARLOTTESSVILLE VA (CHO)	69.0	71.9	145	146
CHATTANOOGA TN (CHA)	69.8	78.1	430	430
CHICAGO IL (MDW)	77.4	66.1	7,976	7,979
CHICAGO IL (ORD)	71.8	65.6	27,657	27,665
CHICO CA (CIC)	71.2	70.3	118	118
CHRISTIANSTED VI (STX)	83.9	93.5	93	93
CLEVELAND OH (CLE)	70.8	78.4	4,169	4,167
CODY WY (COD)	78.2	79.7	119	118
COLLEGE STATION/BRYAN TX (CLL)	74.4	78.7	211	211
COLORADO SPRINGS CO (COS)	74.8	79.8	1,147	1,145
COLUMBIA MO (COU)	82.5	78.8	80	80
COLUMBIA SC (CAE)	62.5	72.2	554	554
COLUMBUS GA (CSG)	76.7	83.3	180	180
COLUMBUS MS (GTR)	77.1	81.9	83	83
COLUMBUS OH (CMH)	73.7	80.8	2,561	2,562
CORDOVA AK (CDV)	85.5	90.3	62	62
CORPUS CHRISTI TX (CRP)	67.8	75.9	609	609
COVINGTON KY (CVG)	73.7	78.3	2,272	2,274
CRESCENT CITY CA (CEC)	46.6	38.2	88	89
DALLAS TX (DAL)	77.5	74.4	3,940	3,940
DALLAS/FORT WORTH TX (DFW)	79.1	74.4	23,612	23,609
DAYTON OH (DAY)	69.4	78.3	1,048	1,048
DAYTONA BEACH FL (DAB)	83.2	88.8	161	161
DEADHORSE AK (SCC)	84.2	75.4	57	57
DEL RIO TX (DRT)	64.5	75.8	62	62
DENVER CO (DEN)	77.8	71.0	22,168	22,170
DES MOINES IA (DSM)	71.1	79.6	947	948
DETROIT MI (DTW)	76.4	77.0	7,952	7,963
DILLINGHAM AK (DLG)	93.5	100.0	31	31
DOTHAN AL (DHN)	72.4	75.0	116	116
DULUTH MN (DLH)	90.3	91.4	185	186
DURANGO CO (DRO)	74.8	78.8	325	326

JULY 2012

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EAGLE CO (EGE)	74.2	84.5	97	97
EAU CLAIRE WI (EAU)	85.5	79.0	62	62
EL CENTRO CA (IPL)	80.6	91.9	62	62
EL PASO TX (ELP)	72.1	80.3	1,842	1,842
ELKO NV (EKO)	89.3	89.3	84	84
ELMIRA/CORNING NY (ELM)	78.6	79.5	112	112
EUGENE OR (EUG)	80.5	78.3	488	488
EVANSVILLE IN (EVV)	73.7	79.7	319	320
FAIRBANKS AK (FAI)	90.8	91.0	500	499
FARGO ND (FAR)	72.0	78.4	396	399
FAYETTEVILLE AR (XNA)	70.3	79.7	1,007	1,005
FAYETTEVILLE NC (FAY)	71.3	76.9	254	255
FLAGSTAFF AZ (FLG)	89.2	91.4	186	186
FLINT MI (FNT)	77.1	87.0	315	315
FORT LAUDERDALE FL (FLL)	74.8	78.3	5,499	5,497
FORT MYERS FL (RSW)	78.0	82.6	1,838	1,838
FORT SMITH AR (FSM)	77.4	85.9	199	199
FORT WAYNE IN (FWA)	76.7	82.6	356	356
FRESNO CA (FAT)	78.9	81.7	1,051	1,052
GAINESVILLE FL (GNV)	66.4	74.0	250	250
GARDEN CITY KS (GCK)	69.4	85.5	62	62
GILLETTE WY (GCC)	85.4	92.1	151	151
GRAND FORKS ND (GFK)	94.3	97.5	159	158
GRAND ISLAND NE (GRI)	77.6	84.5	58	58
GRAND JUNCTION CO (GJT)	78.3	83.3	471	472
GRAND RAPIDS MI (GRR)	75.2	81.4	847	848
GREAT FALLS MT (GTF)	89.0	93.0	172	172
GREEN BAY WI (GRB)	71.1	80.9	346	346
GREENSBORO/HIGH POINT NC (GSO)	62.7	74.1	791	791
GREER SC (GSP)	63.8	71.3	759	759
GUAM TT (GUM)	48.4	71.0	31	31
GULFPORT/BILOXI MS (GPT)	68.2	73.0	415	415
GUNNISON CO (GUC)	71.0	67.7	62	62
GUSTAVUS AK (GST)	83.9	74.2	31	31
HANCOCK/HOUGHTON MI (CMX)	84.1	85.7	63	63
HARLINGEN/SAN BENITO TX (HRL)	68.8	76.2	362	362
HARRISBURG PA (MDT)	66.5	76.4	492	491
HARTFORD CT (BDL)	68.3	80.1	1,806	1,807
HAYDEN CO (HDN)	84.9	90.8	119	119
HELENA MT (HLN)	87.8	91.2	148	148
HILO HI (ITO)	87.1	89.8	628	628
HOBBS NM (HOB)	55.4	76.8	56	56
HONOLULU HI (HNL)	84.8	88.8	5,033	5,033

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HOUSTON TX (HOU)	76.1	68.0	4,849	4,850
HOUSTON TX (IAH)	66.4	62.6	16,640	16,598
HUNTSVILLE AL (HSV)	70.4	79.5	787	786
IDAHO FALLS ID (IDA)	83.8	85.8	302	303
INDIANAPOLIS IN (IND)	73.7	80.0	2,593	2,596
INYOKERN CA (IYK)	91.5	91.5	59	59
ISLIP NY (ISP)	74.1	82.8	482	482
JACKSON WY (JAC)	77.6	85.8	478	479
JACKSON/VICKSBURG MS (JAN)	67.5	75.0	851	852
JACKSONVILLE FL (JAX)	72.4	80.8	2,128	2,126
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	65.5	73.9	142	142
JOPLIN MO (JLN)	77.4	82.3	62	62
JUNEAU AK (JNU)	89.6	90.9	483	483
KAHULUI HI (OGG)	84.9	87.6	2,227	2,228
KALAMAZOO MI (AZO)	74.6	86.4	59	59
KALISPELL MT (FCA)	85.3	89.2	334	333
KANSAS CITY MO (MCI)	75.3	81.2	4,329	4,331
KETCHIKAN AK (KTN)	88.8	89.6	241	241
KEY WEST FL (EYW)	83.7	90.8	153	153
KILLEEN TX (GRK)	74.8	78.7	464	464
KING SALMON AK (AKN)	90.3	77.4	31	31
KLAMATH FALLS OR (LMT)	85.5	87.1	62	62
KNOXVILLE TN (TYS)	63.4	72.9	894	894
KODIAK AK (ADQ)	82.5	78.9	57	57
KONA HI (KOA)	86.0	90.8	1,195	1,195
KOTZEBUE AK (OTZ)	81.5	84.0	81	81
LA CROSSE WI (LSE)	92.4	96.2	105	105
LAFAYETTE LA (LFT)	66.8	72.0	555	554
LAKE CHARLES LA (LCH)	67.2	80.3	198	198
LANSING MI (LAN)	68.3	73.6	145	144
LAREDO TX (LRD)	62.7	77.7	201	202
LAS VEGAS NV (LAS)	81.8	76.1	12,441	12,446
LAWTON/FORT SILL OK (LAW)	77.1	86.8	144	144
LEWISBURG WV (LWB)	75.5	83.0	53	53
LEWISTON ID (LWS)	98.3	98.3	60	60
LEXINGTON KY (LEX)	73.0	76.8	588	590
LIHUE HI (LIH)	85.3	90.5	1,239	1,239
LINCOLN NE (LNK)	64.3	75.8	244	244
LITTLE ROCK AR (LIT)	66.5	74.2	1,530	1,530
LONG BEACH CA (LGB)	86.1	85.8	1,342	1,341
LONGVIEW TX (GGG)	80.3	78.7	61	61
LOS ANGELES CA (LAX)	78.9	78.6	20,379	20,377
LOUISVILLE KY (SDF)	71.3	77.6	1,322	1,323

JULY 2012

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LUBBOCK TX (LBB)	72.6	79.7	698	698
MADISON WI (MSN)	73.1	81.1	863	859
MANCHESTER NH (MHT)	66.4	79.4	870	870
MANHATTAN/FT. RILEY KS (MHK)	73.2	87.9	149	149
MARQUETTE MI (MQT)	63.0	88.9	27	27
MARTHA'S VINEYARD MA (MVY)	90.3	77.4	31	31
MEDFORD OR (MFR)	69.0	67.0	361	361
MELBOURNE FL (MLB)	70.8	78.3	120	120
MEMPHIS TN (MEM)	80.6	82.6	3,208	3,210
MERIDIAN MS (MEI)	65.5	81.0	58	58
MIAMI FL (MIA)	78.4	74.7	6,465	6,466
MIDLAND/ODESSA TX (MAF)	72.9	80.5	720	719
MILWAUKEE WI (MKE)	77.0	79.8	3,338	3,336
MINNEAPOLIS MN (MSP)	85.4	84.9	10,354	10,352
MINOT ND (MOT)	81.3	87.4	240	239
MISSION/MCALLEN/EDINBURG TX (MFE)	64.0	76.0	311	312
MISSOULA MT (MSO)	79.4	82.6	399	402
MOBILE AL (MOB)	68.7	75.4	498	499
MODESTO CA (MOD)	46.6	53.4	118	118
MOLINE IL (MLI)	71.3	80.9	418	418
MONROE LA (MLU)	70.4	74.8	318	318
MONTEREY CA (MRY)	70.0	73.9	483	483
MONTGOMERY AL (MGM)	74.5	82.1	364	364
MONTROSE/DELTA CO (MTJ)	66.9	74.7	154	154
MOSINEE WI (CWA)	60.9	67.1	151	152
MUSKEGON MI (MKG)	83.9	83.9	62	62
MYRTLE BEACH SC (MYR)	75.9	78.8	316	316
NANTUCKET MA (ACK)	82.8	80.6	93	93
NASHVILLE TN (BNA)	75.6	77.6	4,937	4,935
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	74.4	77.8	90	90
NEW ORLEANS LA (MSY)	71.3	78.3	3,304	3,305
NEW YORK NY (JFK)	74.1	75.5	8,791	8,792
NEW YORK NY (LGA)	70.7	77.1	8,669	8,667
NEWARK NJ (EWR)	61.6	62.2	9,979	9,825
NEWBURGH/POUGHKEEPSIE NY (SWF)	65.6	76.8	151	151
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	76.9	74.9	208	207
NOME AK (OME)	86.0	80.6	93	93
NORFOLK VA (ORF)	69.5	73.1	1,293	1,292
NORTH BEND/COOS BAY OR (OTH)	58.1	41.9	93	93
OAKLAND CA (OAK)	82.3	80.2	4,141	4,140
OKLAHOMA CITY OK (OKC)	73.0	80.2	1,925	1,924
OMAHA NE (OMA)	72.6	81.4	1,698	1,703
ONTARIO CA (ONT)	79.5	85.0	1,978	1,980

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ORLANDO FL (MCO)	76.6	77.7	10,771	10,774
PADUCAH KY (PAH)	80.6	88.7	62	62
PALM SPRINGS CA (PSP)	78.3	82.9	635	636
PANAMA CITY FL (ECP)	75.7	78.5	548	548
PASCO/KENNEWICK/RICHLAND WA (PSC)	88.3	91.8	230	231
PENSACOLA FL (PNS)	67.1	73.7	906	906
PEORIA IL (PIA)	71.7	80.1	378	377
PETERSBURG AK (PSG)	88.7	91.9	62	62
PHILADELPHIA PA (PHL)	75.3	80.4	6,892	6,895
PHOENIX AZ (PHX)	83.9	81.7	16,070	16,072
PITTSBURGH PA (PIT)	71.0	79.5	2,754	2,752
POCATELLO ID (PIH)	92.9	92.9	84	84
PONCE PR (PSE)	49.5	78.5	93	93
PORTLAND ME (PWM)	69.9	75.0	632	632
PORTLAND OR (PDX)	83.1	86.6	5,186	5,186
PROVIDENCE RI (PVD)	73.4	82.5	1,175	1,175
RALEIGH/DURHAM NC (RDU)	73.6	78.6	3,671	3,668
RAPID CITY SD (RAP)	78.9	81.9	668	669
REDDING CA (RDD)	62.0	65.1	129	129
RENO NV (RNO)	82.1	84.4	1,773	1,773
RICHMOND VA (RIC)	68.7	75.9	1,433	1,432
ROANOKE VA (ROA)	68.4	72.1	373	373
ROCHESTER MN (RST)	88.3	96.1	103	103
ROCHESTER NY (ROC)	70.1	76.9	876	875
ROCK SPRINGS WY (RKS)	86.6	89.2	186	186
ROSWELL NM (ROW)	63.6	77.3	88	88
SACRAMENTO CA (SMF)	80.6	83.5	3,987	3,987
SAGINAW/BAY CITY/MIDLAND MI (MBS)	78.7	83.0	94	94
SALT LAKE CITY UT (SLC)	86.6	87.6	9,844	9,844
SAN ANGELO TX (SJT)	65.6	75.4	122	122
SAN ANTONIO TX (SAT)	74.4	80.9	3,402	3,402
SAN DIEGO CA (SAN)	79.8	81.8	7,035	7,034
SAN FRANCISCO CA (SFO)	66.4	68.2	15,711	15,715
SAN JOSE CA (SJC)	83.9	86.1	3,595	3,592
SAN JUAN PR (SJU)	79.1	83.6	2,323	2,461
SAN LUIS OBISPO CA (SBP)	78.2	76.8	449	449
SANTA ANA CA (SNA)	82.7	81.5	3,461	3,454
SANTA BARBARA CA (SBA)	80.2	79.4	988	987
SANTA FE NM (SAF)	77.9	81.2	154	154
SANTA MARIA CA (SMX)	73.9	79.8	119	119
SARASOTA/BRADENTON FL (SRQ)	75.2	82.0	412	412
SAVANNAH GA (SAV)	66.2	68.4	813	813
SCRANTON/WILKES-BARRE PA (AVP)	53.2	75.0	124	124

JULY 2012

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SEATTLE WA (SEA)	84.7	84.4	9,959	9,957
SHREVEPORT LA (SHV)	72.4	79.3	675	676
SIoux CITY IA (SUX)	67.2	72.4	58	58
SIoux FALLS SD (FSD)	69.2	80.5	509	507
SITKA AK (SIT)	85.9	89.9	149	149
SOUTH BEND IN (SBN)	70.2	73.7	349	350
SPOKANE WA (GEG)	81.7	88.7	975	975
SPRINGFIELD IL (SPI)	83.6	88.1	177	176
SPRINGFIELD MO (SGF)	74.0	83.5	551	551
ST. GEORGE UT (SGU)	79.8	89.6	173	173
ST. LOUIS MO (STL)	77.4	76.1	5,013	5,016
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	90.3	90.9	186	187
SYRACUSE NY (SYR)	67.9	76.3	560	560
TALLAHASSEE FL (TLH)	75.6	76.7	390	391
TAMPA FL (TPA)	75.5	79.0	5,879	5,878
TEXARKANA AR (TXK)	78.3	88.0	92	92
TRAVERSE CITY MI (TVC)	73.0	77.6	392	389
TUCSON AZ (TUS)	79.0	87.6	1,698	1,698
TULSA OK (TUL)	70.8	80.8	1,745	1,744
TWIN FALLS ID (TWF)	88.9	93.3	90	90
TYLER TX (TYR)	75.1	76.9	233	234
VALDOSTA GA (VLD)	72.4	82.8	87	87
VALPARAISO FL (VPS)	65.2	70.9	660	660
WACO TX (ACT)	71.3	75.2	230	230
WATERLOO IA (ALO)	69.0	77.6	58	58
WATERTOWN NY (ART)	83.0	79.2	53	53
WEST PALM BEACH/PALM BEACH FL (PBI)	71.0	80.0	1,729	1,728
WEST YELLOWSTONE MT (WYS)	90.1	94.4	71	71
WHITE PLAINS NY (HPN)	71.3	77.0	785	786
WICHITA FALLS TX (SPS)	72.9	78.0	118	118
WICHITA KS (ICT)	70.8	79.8	949	950
WILMINGTON NC (ILM)	66.2	75.3	272	271
WRANGELL AK (WRG)	87.1	91.9	62	62
YAKUTAT AK (YAK)	83.9	88.7	62	62
YUMA AZ (YUM)	82.4	90.0	250	251

JULY 2012

AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
EXPRESSJET	18	34,020	1,188	3.5	157	67,619	2,270	3.4
AMERICAN EAGLE	19	24,190	709	2.9	135	41,670	1,209	2.9
UNITED	28	41,069	978	2.4	79	48,020	1,115	2.3
SKYWEST	18	31,676	408	1.3	147	55,367	786	1.4
AMERICAN	28	36,125	427	1.2	80	44,752	542	1.2
MESA	12	5,825	62	1.1	70	11,110	108	1.0
US AIRWAYS	27	29,775	292	1.0	70	34,542	319	0.9
JETBLUE	22	14,383	105	0.7	53	20,821	154	0.7
SOUTHWEST	23	52,832	328	0.6	74	102,302	639	0.6
AIRTRAN	19	13,508	90	0.7	55	20,210	124	0.6
DELTA	29	50,566	274	0.5	126	65,800	363	0.6
ALASKA	20	7,931	6	0.1	56	13,851	50	0.4
FRONTIER	22	5,649	11	0.2	54	7,268	14	0.2
HAWAIIAN	8	425	1	0.2	16	6,769	12	0.2
VIRGIN AMERICA	14	5,030	5	0.1	14	5,030	5	0.1
Total		353,004	4,884	1.4	Total	545,131	7,710	1.4

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

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.

JULY 2012

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,439	305	21.2
EXPRESSJET	8,114	996	12.3
UNITED	5,536	535	9.7
AMERICAN	1,567	115	7.3
SKYWEST	3,693	251	6.8
US AIRWAYS	1,756	76	4.3
MESA	770	33	4.3
JETBLUE	710	29	4.1
DELTA	3,346	82	2.5
AIRTRAN	1,193	23	1.9
ALASKA	490	9	1.8
SOUTHWEST	7,896	145	1.8
HAWAIIAN	232	2	0.9
FRONTIER	312	2	0.6
VIRGIN AMERICA	170	0	0.0
TOTAL	37,224	2,603	7.0

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>

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

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	44752	34198	76.42%	542	1.21%	253	0.57%	2904	6.49%	610	1.36%	3283	7.34%	3	0.01%	2959	6.61%
AS	13851	12269	88.58%	50	0.36%	18	0.13%	432	3.12%	79	0.57%	476	3.44%	14	0.10%	513	3.70%
B6	20821	15714	75.47%	154	0.74%	48	0.23%	1452	6.98%	160	0.77%	1521	7.31%	19	0.09%	1752	8.42%
DL	65800	52611	79.96%	363	0.55%	224	0.34%	3650	5.55%	607	0.92%	4391	6.67%	5	0.01%	3948	6.00%
EV	67619	45791	67.72%	2270	3.36%	227	0.34%	5120	7.57%	525	0.78%	4690	6.94%	5	0.01%	8991	13.30%
F9	7268	5559	76.49%	14	0.19%	12	0.17%	468	6.43%	23	0.32%	704	9.69%	0	0.00%	488	6.72%
FL	20210	15649	77.43%	124	0.61%	73	0.36%	841	4.16%	58	0.29%	1667	8.25%	0	0.00%	1798	8.89%
HA	6769	6062	89.56%	12	0.18%	1	0.01%	335	4.95%	1	0.01%	4	0.07%	5	0.07%	349	5.16%
MQ	41670	31439	75.45%	1209	2.90%	149	0.36%	2648	6.35%	715	1.72%	2119	5.09%	2	0.00%	3389	8.13%
OO	55367	43834	79.17%	786	1.42%	117	0.21%	2319	4.19%	168	0.30%	2713	4.90%	13	0.02%	5416	9.78%
UA	48020	30789	64.12%	1115	2.32%	175	0.36%	5313	11.07%	443	0.92%	4364	9.09%	33	0.07%	5788	12.05%
US	34542	28316	81.98%	319	0.92%	82	0.24%	1678	4.86%	246	0.71%	2652	7.68%	22	0.06%	1228	3.56%
VX	5030	4109	81.69%	5	0.10%	17	0.34%	174	3.47%	77	1.53%	340	6.76%	5	0.10%	302	6.01%
WN	102302	79175	77.39%	639	0.62%	214	0.21%	6633	6.48%	706	0.69%	3597	3.52%	81	0.08%	11257	11.00%
YV	11110	8862	79.77%	108	0.97%	38	0.34%	466	4.20%	41	0.37%	559	5.03%	6	0.06%	1030	9.27%
TOT	545131	414377		7710		1648		34433		4460		33080		211		49211	
			76.01%		1.41%		0.30%		6.32%		0.82%		6.07%		0.04%		9.03%

***Causes of Delay:**

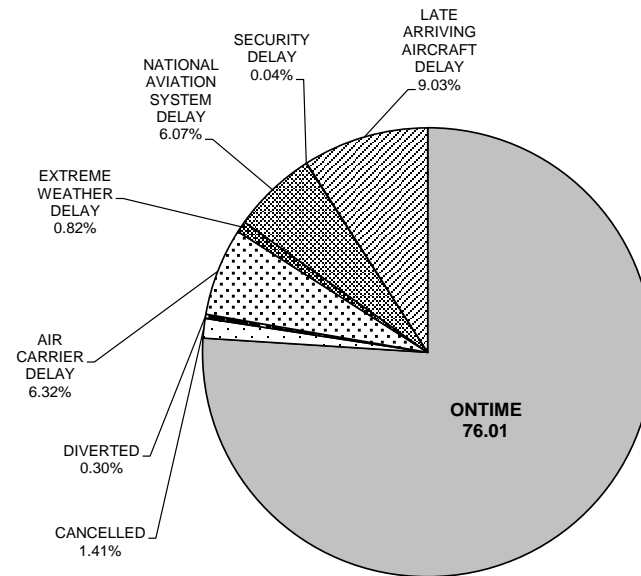
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

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

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

JULY 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>

JULY 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
SHUTTLE AMERICA	3512	ORD	ATL	7/13/2012	Origin Airport	257
EXPRESSJET	6180	RAP	ORD	7/13/2012	Destination Airport	249
EXPRESSJET	5918	RIC	ORD	7/13/2012	Destination Airport	242
SKYWEST	5211	CLE	ORD	7/13/2012	Destination Airport	221
EXPRESSJET	5875	MDT	ORD	7/13/2012	Destination Airport	219
MESA	3780	ORD	ATL	7/13/2012	Origin Airport	214
EXPRESSJET	5832	GRB	ORD	7/13/2012	Destination Airport	213
SHUTTLE AMERICA	3487	PIT	ORD	7/13/2012	Destination Airport	212
GOJET	3638	MCI	ORD	7/13/2012	Destination Airport	206
EXPRESSJET	6021	CID	ORD	7/13/2012	Destination Airport	204
GOJET	3671	AUS	ORD	7/13/2012	Destination Airport	196
EXPRESSJET	6145	PWM	ORD	7/13/2012	Destination Airport	190
SHUTTLE AMERICA	3486	IAD	DTW	7/3/2012	Origin Airport	190
EXPRESSJET	5928	ORF	ORD	7/13/2012	Destination Airport	189
VIRGIN AMERICA	127	PHL	LAX	7/15/2012	Origin Airport	187
UNITED	908	DEN	ORD	7/13/2012	Destination Airport	184
UNITED	597	LAS	ORD	7/13/2012	Destination Airport	183
SKYWEST	5561	CHS	ORD	7/13/2012	Destination Airport	182

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).

JULY 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
CARIBBEAN AIRLINES LIMITED	526	GEO	JFK	7/7/2012	Diversion Airport	243

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).

JULY 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
MQ	41,670	88	0.21
AA	44,752	93	0.21
US	34,542	69	0.20
UA	48,020	94	0.20
B6	20,821	40	0.19
VX	5,030	9	0.18
DL	65,800	98	0.15
EV	67,619	82	0.12
FL	20,210	20	0.10
YV	11,110	9	0.08
AS	13,851	4	0.03
F9	7,268	2	0.03
OO	55,367	14	0.03
WN	102,302	17	0.02
HA	6,769	0	0.00
TOTAL	545,131	639	0.04

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.

* See Appendix at the end of this section for list of carrier codes

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

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

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
----	---------------

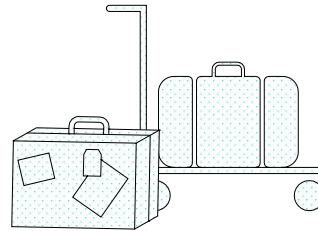
* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #21, issued December 1, 2011, effective January 1, 2012.

** 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.



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

RANK	AIRLINE	JULY 2012			JULY 2011		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	533	552,188	0.97	*	*	*
2	AIRTRAN AIRWAYS	3,734	2,161,157	1.73	4,381	2,471,528	1.77
3	JETBLUE AIRWAYS	5,301	2,433,885	2.18	5,458	2,272,271	2.40
4	FRONTIER AIRLINES	2,225	969,404	2.30	2,579	1,043,426	2.47
5	DELTA AIR LINES	22,706	9,341,042	2.43	30,168	9,251,314	3.26
6	US AIRWAYS	10,554	4,283,434	2.46	13,438	4,281,132	3.14
7	AMERICAN AIRLINES	18,349	6,127,447	2.99	24,534	6,389,290	3.84
8	HAWAIIAN AIRLINES	2,731	843,308	3.24	1,811	777,901	2.33
9	SOUTHWEST AIRLINES	35,837	10,778,010	3.33	40,832	10,436,944	3.91
10	ALASKA AIRLINES	5,821	1,688,542	3.45	5,026	1,606,434	3.13
11	UNITED AIRLINES**	32,165	6,648,316	4.84	18,057	4,037,743	4.47
12	MESA AIRLINES	3,727	664,914	5.61	4,770	876,481	5.44
13	SKYWEST AIRLINES	14,410	2,391,397	6.03	9,672	2,227,997	4.34
14	AMERICAN EAGLE AIRLINES	10,443	1,655,500	6.31	12,410	1,556,735	7.97
15	EXPRESSJET AIRLINES**	19,314	2,824,173	6.84	7,782	1,373,728	5.66
TOTALS		187,850	53,362,717	3.52	180,918	48,602,924	3.72

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

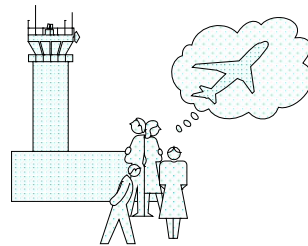
OVERSALES

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

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

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

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



APRIL– JUNE
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	APRIL - JUNE 2012				APRIL - JUNE 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	114	12	6,832,293	0.02	9	0	6,622,343	0.00
2	VIRGIN AMERICA	3	4	1,600,351	0.02	*	*	*	*
3	HAWAIIAN AIRLINES	189	11	2,328,787	0.05	146	9	2,151,581	0.04
4	DELTA AIR LINES	28,487	1,044	27,142,748	0.38	28,195	763	26,752,092	0.29
5	ALASKA AIRLINES	1,281	276	4,478,826	0.62	1,592	384	4,242,336	0.91
6	AMERICAN AIRLINES	15,263	1,349	19,749,730	0.68	15,587	1,660	19,650,620	0.84
7	US AIRWAYS	6,791	1,073	14,144,925	0.76	11,524	1,590	14,011,454	1.13
8	AIRTRAN AIRWAYS	12,026	601	5,990,763	1.00	11,766	284	6,704,438	0.42
9	FRONTIER AIRLINES	798	261	2,597,591	1.00	1,201	248	2,638,684	0.94
10	SOUTHWEST AIRLINES	21,474	3,090	29,290,547	1.05	15,391	2,102	28,919,972	0.73
11	AMERICAN EAGLE AIRLINES	6,767	528	4,820,334	1.10	7,647	1,345	4,377,094	3.07
12	EXPRESSJET AIRLINES**	14,476	1,577	7,989,888	1.97	11,694	346	3,708,749	0.93
13	UNITED AIRLINES**/**	22,500	4,450	21,099,463	2.11	20,913	1,105	11,830,449	0.93
14	SKYWEST AIRLINES	10,932	1,630	6,637,699	2.46	11,295	336	6,210,623	0.54
15	MESA AIRLINES	2,566	481	1,863,476	2.58	2,125	541	1,794,852	3.01
	TOTALS	143,667	16,387	156,567,421	1.05	139,085	10,713	139,615,287	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. *United Airlines revised its denied boarding data for April 2011 thru June 2011. This table reflects those revisions.* 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 April – June 2011 reflect the deletion of Continental's and Atlantic Southeast's data for that quarter.

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

JANUARY – JUNE
PASSENGERS DENIED BOARDING
BY U.S. AIRLINES*

RANK	AIRLINE	JANUARY - JUNE 2012				JANUARY - JUNE 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	114	16	13,204,145	0.01	23	12	12,661,036	0.01
2	VIRGIN AMERICA	17	16	3,002,597	0.05	*	*	*	*
3	HAWAIIAN AIRLINES	363	91	4,546,932	0.20	229	34	4,240,676	0.08
4	DELTA AIR LINES	56,695	2,067	50,296,150	0.41	51,997	1,419	49,392,614	0.29
5	ALASKA AIRLINES	2,746	523	8,389,711	0.62	3,390	823	8,001,366	1.03
6	FRONTIER AIRLINES	1,197	370	5,007,129	0.74	2,038	481	4,729,039	1.02
7	US AIRWAYS	14,266	2,047	27,659,366	0.74	22,884	2,767	26,717,322	1.04
8	AMERICAN AIRLINES	29,852	2,827	38,069,741	0.74	27,407	3,851	37,402,266	1.03
9	SOUTHWEST AIRLINES	36,229	5,054	55,320,054	0.91	31,619	4,269	54,557,395	0.78
10	AIRTRAN AIRWAYS	22,453	1,032	11,179,229	0.92	21,414	530	12,309,159	0.43
11	AMERICAN EAGLE AIRLINES	13,204	1,131	8,918,805	1.27	13,754	2,339	8,004,372	2.92
12	EXPRESSJET AIRLINES**	28,438	2,878	14,930,575	1.93	19,396	525	6,894,211	0.76
13	UNITED AIRLINES**/**	43,620	7,534	38,949,615	1.93	40,060	2,415	22,387,816	1.08
14	SKYWEST AIRLINES	22,833	2,602	12,579,857	2.07	25,992	789	11,924,798	0.66
15	MESA AIRLINES	4,466	927	3,741,350	2.48	5,022	893	3,875,795	2.30
	TOTALS	276,493	29,115	295,795,256	0.98	265,225	21,147	263,097,865	0.80

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. *United Airlines revised its denied boarding data for both the first and second quarters of 2011. This table reflects those revisions.* 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 – June 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 and April 2011 to June 2011 after the submissions were published in the ATCR. This table reflects these revisions.

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

TABLE 1

**AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY**

	JULY 2012				JULY 2011			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	2,062	132	9	192	1,073	87	4	103
FOREIGN AIRLINES	358	10	0	26	178	4	0	22
TRAVEL AGENTS	30	3	0	3	19	1	0	4
TOUR OPERATORS	1	0	0	0	5	0	0	0
MISCELLANEOUS	15	5	1	8	11	11	0	19
INDUSTRY TOTALS	2,466	150	10	229	1,286	103	4	148

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JULY 2012			JULY 2011		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	840		1	452	
CANCELLATIONS			378			215
DELAYS			272			129
MISCONNECTIONS			111			61
RES/TKTNG/BOARDING	2	497		3	158	
CUSTOMER SERVICE	3	311		4	157	
BAGGAGE	4	281		2	198	
REFUNDS	5	153		5	114	
FARES	6	142		7	56	
DISABILITY	7	97		6	75	
OVERSALES	8	62		8	43	
OTHER	9	44		9	24	
FREQUENT FLYER			24			13
ADVERTISING	10	23		11	4	
DISCRIMINATION	11	16		10	5	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		2,466			1,286	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT
COMPLAINTS AGAINST U. S. AIRLINES
BY COMPLAINT CATEGORY*/JULY 2012

U. S. AIRLINES**

ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DI SCRIM-INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	6	0	1	0	0	0	0	1	0	0	0	0	8
AIRTRAN AIRWAYS	3	2	1	0	0	3	3	0	1	0	0	0	13
ALASKA AIRLINES	3	0	4	0	0	4	1	2	0	1	0	0	15
ALLEGiant AIR	12	0	2	0	1	0	10	2	0	1	0	0	28
AMERICAN AIRLINES	70	4	16	9	17	30	30	7	0	3	0	7	193
AMERICAN EAGLE AIRLINES	26	2	3	0	1	4	7	2	0	0	0	1	46
CHAUTAUQUA AIRLINES	9	0	1	0	1	0	0	1	0	0	0	0	12
COLGAN AIR	12	0	0	0	0	3	0	1	0	0	0	1	17
COMAIR	4	0	0	0	0	2	0	0	0	0	0	0	6
COMMUTAIR	4	0	0	0	0	1	1	0	0	0	0	0	6
DELTA AIR LINES	35	1	8	4	7	12	17	8	2	1	0	3	98
EXPRESSJET AIRLINES	62	0	0	0	0	6	4	1	0	1	0	0	74
FRONTIER AIRLINES	2	0	1	0	1	1	1	2	0	0	0	0	8
GOJET AIRLINE	9	0	0	0	0	3	0	1	0	1	0	0	14
GREAT LAKES AVIATION	6	0	0	0	0	0	0	0	0	0	0	0	6
HORIZON AIRLINES	1	0	3	0	1	0	1	0	0	0	0	0	6
JETBLUE AIRWAYS	10	0	4	0	1	2	2	3	1	0	0	0	23
MESA AIRLINES	7	0	0	0	0	0	1	0	0	0	0	0	8
PIEDMONT AIRLINES	16	1	1	0	0	0	2	5	0	0	0	0	25
PINNACLE AIRLINES	18	2	0	0	0	6	2	0	0	0	0	0	28
PSA AIRLINES	5	0	0	0	1	0	0	0	0	0	0	0	6
REPUBLIC AIRLINES	6	0	0	0	0	1	1	1	0	0	0	0	9
SHUTTLE AMERICA	6	0	0	0	0	2	0	1	0	0	0	0	9
SKYWEST AIRLINES	24	1	3	0	0	2	4	1	0	0	0	0	35
SOUTHWEST AIRLINES	5	1	6	2	1	5	5	8	0	0	0	0	33
SPIRIT AIRLINES	55	4	17	4	17	13	7	5	3	0	0	0	125
TRANS STATES AIRLINES	4	0	0	0	0	0	0	1	0	0	0	0	5
UNITED AIRLINES	274	19	312	97	53	66	126	27	4	6	0	11	995
UNITED EXPRESS	23	1	3	0	0	2	7	1	0	0	0	1	38
US AIRWAYS	39	4	19	8	18	13	25	5	3	0	0	2	136
VIRGIN AMERICA	3	0	0	0	0	2	0	0	0	0	0	0	5
VISION AIRLINES	3	0	0	0	3	0	0	0	0	0	0	0	6
OTHER U. S. AIRLINES	6	2	3	1	3	0	2	1	1	0	0	2	21
TOTAL JULY 2012	768	44	408	125	126	183	259	87	15	14	0	28	2,057
% OF TOTAL COMPLAINTS	37.3	2.1	19.8	6.1	6.1	8.9	12.6	4.2	0.7	0.7	0	1.4	
TOTAL JULY 2011	422	39	111	47	79	146	137	69	4	3	0	16	1,073
% OF TOTAL COMPLAINTS	39.3	3.6	10.3	4.4	7.4	13.6	12.8	6.4	0.4	0.3	0.0	1.5	

Table 4

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

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

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.

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

U. S. AIRLINES*	COMPS RECD IN JULY	INCI- DENTS IN JULY	PERCENT	INCI- DENTS IN JUNE	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
AIR WISCONSIN	8	4	50.0	4	50.0	0	0.0	0	0.0
AIRTRAN AIRWAYS	13	8	61.5	2	15.4	1	7.7	2	15.4
ALASKA AIRLINES	15	7	46.7	4	26.7	2	13.3	2	13.3
ALLEGiant AIR	28	16	57.1	8	28.6	2	7.1	2	7.1
AMERICAN AIRLINES	193	74	38.3	48	24.9	42	21.8	29	15.0
AMERICAN EAGLE AIRLINES	46	29	63.0	8	17.4	1	2.2	8	17.4
CHAUTAUQUA AIRLINES	12	9	75.0	2	16.7	1	8.3	0	0.0
COLGAN AIR	17	9	52.9	6	35.3	1	5.9	1	5.9
COMAIR	6	5	83.3	1	16.7	0	0.0	0	0.0
COMMUTAIR	6	4	66.7	2	33.3	0	0.0	0	0.0
DELTA AIR LINES	98	49	50.0	26	26.5	13	13.3	10	10.2
EXPRESSJET AIRLINES	74	55	74.3	13	17.6	2	2.7	4	5.4
FRONTIER AIRLINES	8	5	62.5	2	25.0	1	12.5	0	0.0
GOJET AIRLINES, LLC	14	6	42.9	7	50.0	1	7.1	0	0.0
GREAT LAKES AVIATION	6	2	33.3	4	66.7	0	0.0	0	0.0
HORIZON AIRLINES	6	4	66.7	0	0.0	1	16.7	1	16.7
JETBLUE AIRWAYS	23	13	56.5	7	30.4	3	13.0	0	0.0
MESA AIRLINES	8	6	75.0	1	12.5	0	0.0	1	12.5
PIEDMONT AIRLINES	25	12	48.0	9	36.0	1	4.0	3	12.0
PINNACLE AIRLINES	28	15	53.6	9	32.1	2	7.1	2	7.1
PSA AIRLINES	6	2	33.3	1	16.7	2	33.3	1	16.7
REPUBLIC AIRLINES	9	6	66.7	1	11.1	1	11.1	1	11.1
SHUTTLE AMERICA	9	3	33.3	4	44.4	2	22.2	0	0.0
SKYWEST AIRLINES	35	23	65.7	10	28.6	1	2.9	1	2.9
SOUTHWEST AIRLINES	33	23	69.7	3	9.1	4	12.1	3	9.1
SPIRIT AIRLINES	125	62	49.6	27	21.6	22	17.6	14	11.2
TRANS STATES AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
UNITED AIRLINES	995	322	32.4	197	19.8	392	39.4	84	8.4
UNITED EXPRESS	38	29	76.3	7	18.4	1	2.6	1	2.6
US AIRWAYS	136	58	42.6	34	25.0	28	20.6	16	11.8
VIRGIN AMERICA	5	5	100.0	0	0.0	0	0.0	0	0.0
VISION AIRLINES	6	6	100.0	0	0.0	0	0.0	0	0.0
OTHER U. S. AIRLINES	21	10	47.6	3	14.3	6	28.6	2	9.5
TOTALS	2,057	884	43.0	452	22.0	533	25.9	188	9.1
PREVIOUS YEAR'S TOTALS	1,073	445	41.5	302	28.1	211	19.7	115	10.7

*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**/JULY 2012

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	3	0	4	0	0	5	1	0	0	0	0	1	14
AIR CANADA	19	0	9	2	3	8	18	0	0	0	0	0	59
AIR FRANCE	4	1	5	0	0	10	1	2	0	0	0	2	25
AIR INDIA	3	0	1	0	1	0	0	0	0	0	0	0	5
ALITALIA AIRLINES	0	0	5	0	2	4	1	0	0	0	0	0	12
BRITISH AIRWAYS	0	4	3	2	1	4	0	1	0	0	0	1	16
CATHAY PACIFIC	2	0	0	0	1	0	2	0	0	0	0	0	5
EMIRATES AIRLINES	2	0	3	0	0	3	3	0	0	0	0	0	11
ETHIOPIAN AIRLINES	0	0	1	1	0	2	1	0	0	0	0	0	5
IBERIA AIRLINES	2	0	1	0	1	3	0	0	0	0	0	1	8
JET AIRWAYS	1	0	2	0	0	2	0	0	0	0	0	0	5
KLM	1	0	3	1	0	1	1	0	0	0	0	0	7
LAN AIRLINES	1	0	0	0	1	1	0	0	2	0	0	0	5
LUFTHANSA	2	0	6	0	0	5	4	3	1	0	0	1	22
QATAR AIRWAYS	2	0	1	0	0	2	0	0	0	0	0	0	5
ROYAL JORDANIAN	0	0	2	1	0	2	1	0	0	0	0	0	6
SINGAPORE AIRLINES	0	0	2	2	0	0	2	0	1	0	0	0	7
TURKISH AIRLINES	2	0	3	1	2	11	2	1	0	0	0	2	24
VIRGIN ATLANTIC	2	0	1	0	1	1	0	0	0	0	0	0	5
VOLARIS AIRLINES	0	9	11	2	2	9	3	1	1	0	0	0	38
OTHER FOREIGN AIRLINES	17	3	14	2	7	18	5	1	1	1	0	5	74
TOTALS	63	17	77	14	22	91	45	9	6	1	0	13	358
<u>TRAVEL AGENTS</u>													
ORBITZ.COM	3	0	0	0	0	1	2	0	0	0	0	0	6
OTHER TRAVEL AGENTS	2	0	8	3	3	3	3	0	1	0	0	1	24
TOTALS	5	0	8	3	3	4	5	0	1	0	0	1	30
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	0	1
TOTALS	0	0	0	0	1	0	0	0	0	0	0	0	1
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	4	1	4	0	1	3	2	1	1	1	0	2	20
TOTALS	4	1	4	0	1	3	2	1	1	1	0	2	20

* 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

JULY 2012
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	JULY 2012			JULY 2011		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	HAWAIIAN AIRLINES	2	883,891	0.23	4	798,780	0.50
2	SOUTHWEST AIRLINES	33	10,445,784	0.32	36	10,122,864	0.36
3	AIRTRAN AIRWAYS	13	2,210,221	0.59	17	2,478,032	0.69
4	JETBLUE AIRWAYS	23	2,789,266	0.82	32	2,576,243	1.24
5	ALASKA AIRLINES	15	1,768,548	0.85	13	1,694,926	0.77
6	DELTA AIR LINES	98	11,276,624	0.87	156	11,258,370	1.39
7	VIRGIN AMERICA	5	571,028	0.88	*	*	*
8	FRONTIER AIRLINES	8	841,057	0.95	23	1,065,018	2.16
9	MESA AIRLINES	8	664,914	1.20	5	795,540	0.63
10	SKYWEST AIRLINES	35	2,422,448	1.44	14	2,299,213	0.61
11	AMERICAN AIRLINES	193	7,981,690	2.42	131	8,185,818	1.60
12	EXPRESSJET AIRLINES**	74	2,980,880	2.48	19	1,346,515	1.41
13	AMERICAN EAGLE AIRLINES	46	1,686,662	2.73	26	1,612,100	1.61
14	US AIRWAYS	136	4,805,802	2.83	112	4,830,275	2.32
15	UNITED AIRLINES**	995	8,847,537	11.25	161	4,901,369	3.28
	TOTAL	1,684	60,176,352	2.80	752	53,965,063	1.39

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

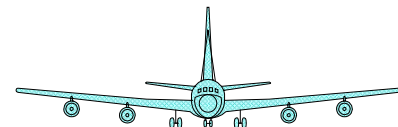
Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



Customer Service Reports to the U.S. Department of Homeland Security for the Month of July 2012 as provided by the Transportation Security Administration^a

The Transportation Security Administration (TSA) screened approximately 60 million airline passengers and their 48 million checked bags in the month of July as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations^b. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of July.

Note: Comparing the numbers below with the number of passenger complaints about airlines (found in this report) is not appropriate. Complaints about airlines tabulated in this report represent a more limited group, namely, those who take the extra step of contacting the U.S. Department of Transportation to complain about an airline. Airlines themselves receive thousands of complaints and inquiries directly from passengers that are not recorded in this report.

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
291	.0005	27	.00005	118	.0002	401	.0007

In addition, TSA also processes damage claims concerning loss or damage to passenger property. Claims allegedly resulting from an incident that occurred at a passenger screening checkpoint are handled exclusively by TSA. While in most cases TSA screeners handle checked baggage for a very small amount of time relative to the airline personnel, liability is no longer clearly exclusive to the airlines. Consequently, the data below for checked baggage claims includes claims for which TSA and/or the airlines may be liable.

Number of Damage Claims Received			
Checkpoint (TSA)	Percentage of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	Percentage of Total Checked Bags Screened
197	.0003	535	.001

NOTES

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

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

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

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

July 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://airconsumer.ost.dot.gov/reports/index.htm>).

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