



U.S. Department
of Transportation



Air Travel Consumer Report

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

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

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INTRODUCTION

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

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

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

JUNE 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	71.7	16	93.9
ALASKA AIRLINES S/	19	89.2	55	88.4
MESA AIRLINES S//	14	88.5	80	87.0
US AIRWAYS S/	27	85.9	70	86.2
DELTA AIR LINES S/	29	85.2	127	85.5
AIRTRAN AIRWAYS S/**	21	84.7	59	85.3
SKYWEST AIRLINES S/	18	82.8	148	82.4
AMERICAN EAGLE S/	19	83.7	137	82.1
VIRGIN AMERICA S/	14	82.0	14	82.0
SOUTHWEST AIRLINES S/	22	80.2	73	79.8
AMERICAN AIRLINES S/	28	80.3	80	79.8
JETBLUE AIRWAYS S/	22	77.0	53	77.4
EXPRESSJET AIRLINES S/	17	76.8	155	76.3
FRONTIER AIRLINES S/	21	75.3	52	74.3
UNITED AIRLINES S/	28	69.9	81	70.1
TOTAL		80.7		80.7

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.

** AirTran Airways revised its flight delay report on September 19, 2012. This table has been updated to reflect this change.

- 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.

JUNE 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		Apr-12		May-12		Jun-12		3rd Quarter 07-09 2011		Database To Date 09/87-06/12	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN**	84.1	3.0	90.1	2.0	90.0	2.0	89.1	3.0	94.0	2.0	88.0	3.0	85.3	6.0	88.2	3.0	(--)	(--)
ALASKA	91.1	2.0	87.2	6.0	84.5	7.0	90.1	2.0	90.6	4.0	91.5	2.0	88.4	2.0	88.4	2.0	76.5	5.0
AMERICAN	78.5	10.0	82.5	11.0	83.1	8.0	80.5	12.0	81.4	15.0	80.3	13.0	79.8	11.0	81.1	10.0	78.0	3.0
AMERICAN EAGLE	78.7	9.0	83.5	8.0	82.8	9.0	83.0	10.0	84.8	11.0	82.1	11.0	82.1	8.0	82.0	9.0	(--)	(--)
ATLANTIC SOUTHEAST	75.3	15.0	83.2	9.0	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
CONTINENTAL	76.5	13.0	81.2	15.0	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
DELTA	83.3	5.0	88.9	3.0	87.3	3.0	87.5	4.0	90.9	3.0	86.4	5.0	85.5	5.0	86.7	4.0	77.6	4.0
EXPRESSJET	75.5	14.0	79.6	16.0	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET(COMBINED)	(--)	(--)	(--)	(--)	77.4	14.0	79.1	14.0	82.6	13.0	78.8	14.0	76.3	13.0	(--)	(--)	(--)	(--)
FRONTIER	80.9	7.0	82.0	14.0	77.1	15.0	79.4	13.0	82.7	12.0	81.7	12.0	74.3	14.0	80.0	11.0	(--)	(--)
HAWAIIAN	95.2	1.0	92.6	1.0	92.3	1.0	94.4	1.0	94.4	1.0	94.7	1.0	93.9	1.0	93.6	1.0	(--)	(--)
JETBLUE	70.9	16.0	82.3	13.0	81.8	11.0	82.4	11.0	86.8	8.0	83.0	10.0	77.4	12.0	79.3	12.0	(--)	(--)
MESA	83.1	6.0	88.0	4.0	86.3	6.0	87.1	6.0	89.2	6.0	85.4	8.0	87.0	3.0	86.0	5.0	(--)	(--)
SKYWEST	80.1	8.0	82.5	12.0	81.7	12.0	84.2	8.0	85.0	10.0	85.4	7.0	82.4	7.0	82.1	8.0	(--)	(--)
SOUTHWEST	83.8	4.0	87.5	5.0	87.2	4.0	83.7	9.0	87.0	7.0	84.2	9.0	79.8	10.0	85.5	6.0	81.9	1.0
UNITED	77.4	11.0	83.1	10.0	80.9	13.0	76.4	15.0	81.6	14.0	77.8	15.0	70.1	15.0	79.2	13.0	76.2	6.0
US AIRWAYS	76.7	12.0	86.9	7.0	87.2	5.0	87.4	5.0	90.6	5.0	85.5	6.0	86.2	4.0	84.5	7.0	78.3	2.0
VIRGIN AMERICA	(--)	(--)	(--)	(--)	82.6	10.0	85.2	7.0	86.7	9.0	86.9	4.0	82.0	9.0	(--)	(--)	(--)	(--)
Total	80.2		85.1		84.0		83.4		86.3		83.4		80.7		83.9		78.5	

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

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

** AirTran Airways revised its flight delay report for June 2012 on September 19, 2012. This table has been updated to reflect this change.

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.

JUNE 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*	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	402	76.6	908	71.0	266	60.2	166	73.5	772	75.0	442	73.5	12737	84.4	192	75.5
AS	30	93.3	90	91.1	H/		H/		90	90.0	146	87.7	90	85.6	H/	
B6	H/		2757	77.8	149	73.2	131	74.8	419	78.3	88	85.2	90	77.8	H/	
DL	17158	86.0	966	79.8	625	86.2	456	86.4	908	87.2	591	84.8	430	84.4	4051	87.0
EV	9264	82.7	68	80.9	118	83.1	511	71.0	237	56.1	1795	74.4	204	74.0	1941	80.7
F9	86	60.5	H/		H/		H/		115	74.8	3297	79.1	119	70.6	82	57.3
FL**	5295	86.0	448	79.0	1325	85.3	211	86.3	353	85.8	198	87.9	H/		175	86.3
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	510	75.1	H/		171	78.4	460	80.0	661	77.3	180	76.7	7781	83.9	408	80.6
OO	87	73.6	H/		H/		32	81.2	2	100.0	4704	83.8	434	73.3	231	86.1
UA	124	61.3	1203	65.3	420	60.5	36	66.7	672	65.8	4140	75.8	328	69.5	81	76.5
US	431	87.0	1581	80.8	393	86.8	7083	88.4	1630	84.5	438	82.4	526	83.1	270	84.8
VX	H/		180	87.8	H/		H/		H/		H/		180	76.7	H/	
WN	662	79.5	549	68.9	5707	81.1	H/		H/		4843	82.4	H/		512	72.7
YV	178	84.8	1	100.0	H/		2425	89.8	H/		H/		95	90.5	179	81.6
TOTAL	34227	84.5	8751	76.0	9174	80.6	11511	87.0	5859	79.1	20862	80.1	23014	83.6	8122	83.4

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

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JUNE 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*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	292	66.4	270	77.0	279	70.6	328	71.0	1149	78.9	750	82.7	2452	82.4	1284	77.9
AS	60	83.3	H/		H/		30	80.0	H/		375	91.2	569	88.0	H/	
B6	462	67.3	1168	78.1	260	72.3	H/		3579	76.9	362	79.3	236	80.1	410	72.9
DL	427	77.0	875	84.3	209	89.0	198	80.8	1903	81.2	956	86.2	1698	81.7	2079	78.0
EV	3448	66.6	H/		2186	76.9	7050	73.4	120	66.7	H/		H/		167	67.1
F9	H/		42	66.7	H/		H/		H/		194	78.4	143	65.0	106	56.6
FL**	H/		539	87.2	4	75.0	H/		H/		174	90.2	217	87.6	536	73.3
HA	H/		H/		H/		H/		27	74.1	81	76.5	97	70.1	H/	
MQ	224	65.2	H/		H/		205	71.2	540	82.0	H/		1847	88.0	1412	80.4
OO	H/		H/		151	77.5	1461	75.2	H/		598	81.9	4283	82.3	H/	
UA	4106	68.8	469	73.1	2090	68.8	5909	73.7	390	72.3	1140	68.8	2999	66.3	728	61.3
US	385	77.4	475	81.7	H/		477	84.1	180	77.8	592	89.2	520	83.8	1101	82.0
VX	H/		120	80.8	185	84.9	H/		360	76.7	259	86.9	1098	88.6	H/	
WN	504	67.5	1337	80.3	235	74.9	H/		H/		6579	83.6	3229	76.2	240	62.1
YV	5	80.0	H/		830	84.6	H/		H/		44	86.4	H/		89	74.2
TOTAL	9913	68.5	5295	80.4	6429	75.3	15658	74.0	8248	78.2	12104	82.7	19388	79.8	8152	75.9

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

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JUNE 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*	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	797	75.5	H/		3804	79.2	293	73.4	4203	83.1	135	74.1	326	72.1	336	83.6
AS	40	95.0	H/		30	80.0	59	96.6	150	86.7	891	91.6	20	95.0	178	93.3
B6	1511	78.9	H/		H/		H/		180	76.7	167	80.2	H/		60	81.7
DL	1445	85.5	187	86.1	621	83.6	5031	87.6	550	84.4	468	83.1	516	81.0	631	86.4
EV	H/		H/		H/		354	76.8	5477	78.9	H/		68	75.0	24	66.7
F9	114	72.8	133	78.2	H/		119	62.2	3	0.0	167	71.3	30	46.7	81	88.9
FL**	1651	84.4	342	87.7	2	100.0	252	80.2	H/		H/		230	82.6	56	80.4
HA	H/		H/		H/		H/		H/		30	86.7	H/		30	76.7
MQ	H/		H/		1200	78.8	218	78.4	7240	86.6	H/		144	76.4	113	93.8
OO	H/		H/		H/		2308	89.6	2247	83.5	915	90.7	H/		1822	91.4
UA	967	69.8	H/		263	76.4	243	63.8	5462	72.8	628	63.4	458	65.3	528	70.5
US	673	82.3	H/		270	76.3	304	74.3	599	82.0	228	87.7	3671	84.8	5122	91.3
VX	60	78.3	H/		H/		H/		180	78.9	92	87.0	150	90.0	H/	
WN	3034	82.0	7012	80.9	H/		483	69.2	H/		1227	80.8	987	77.7	5295	82.6
YV	H/		H/		91	79.1	H/		870	89.2	H/		29	86.2	1426	91.2
TOTAL	10292	80.7	7674	81.2	6281	79.3	9664	84.7	27161	81.3	4948	82.5	6629	81.1	15702	87.2

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

** AirTran Airways revised its flight delay report on September 19, 2012. This table has been updated to reflect this change.

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

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AIR TRAVEL CONSUMER REPORT

TABLE 2. NUMBER OF REPORTED FLIGHT ARRIVALS AND PERCENTAGE ARRIVING ON TIME D/ BY CARRIER AND AIRPORT (REPORTABLE AIRPORTS ONLY)

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	401	79.8	465	76.6	926	65.3	148	73.6	489	73.2
AS	416	90.9	4033	89.8	337	72.4	H/		H/	
B6	87	82.8	207	79.7	342	73.1	120	77.5	414	73.4
DL	590	89.3	888	83.0	880	77.8	2636	90.0	838	81.9
EV	H/		H/		H/		H/		H/	
F9	119	76.5	186	66.7	140	63.6	125	79.2	30	30.0
FL**	H/		170	85.9	206	72.3	H/		578	84.4
HA	30	53.3	60	76.7	30	50.0	H/		H/	
MQ	295	90.2	H/		H/		150	87.3	H/	
OO	688	80.8	534	87.5	4500	65.9	5018	92.4	H/	
UA	844	73.6	1040	64.8	4363	66.2	86	68.6	564	68.8
US	371	86.0	378	85.4	464	73.1	169	84.6	559	84.1
VX	145	80.7	260	83.8	1480	76.4	H/		H/	
WN	2786	79.9	1280	80.3	1269	64.8	1025	78.1	2204	81.4
YV	H/		H/		H/		2	50.0	H/	
TOTAL	6772	81.4	9501	83.2	14937	68.2	9479	89.1	5676	79.2

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

** AirTran Airways revised its flight delay report on September 19, 2012. This table has been updated to reflect this change.

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	90.6	75.0	64.0	88.4	90.5	93.7	89.0	83.0	55.8	65.7	62.2	83.1	76.7	97.1	87.3	J/	75.9	99.2
700 - 759 AM	94.9	83.8	93.6	96.9	91.7	92.3	90.6	94.1	79.5	78.6	86.9	87.2	78.9	93.8	88.2	87.0	98.2	94.0
800 - 859 AM	92.8	89.7	94.3	93.7	88.2	93.7	90.3	95.2	83.7	87.7	81.4	87.6	82.1	93.3	90.2	88.8	93.4	92.4
900 - 959 AM	89.6	90.8	91.7	92.9	90.6	90.4	90.3	93.9	88.4	92.4	88.2	86.0	80.6	92.9	90.3	84.2	91.7	94.1
1000 - 1059 AM	90.8	87.2	94.9	93.3	88.1	91.8	90.4	87.8	87.3	90.3	79.2	83.7	89.7	88.5	86.3	83.8	90.9	93.3
1100 - 1159 AM	87.6	86.2	91.9	92.8	86.9	90.7	90.5	90.1	82.7	89.9	81.5	84.9	86.6	90.2	85.0	83.8	89.3	90.6
1200 - 1259 PM	88.5	85.3	91.2	91.6	82.7	89.2	88.8	90.2	77.0	81.6	84.2	82.0	83.3	85.2	85.9	84.9	86.8	87.6
100 - 159 PM	88.1	84.4	89.8	91.2	87.0	84.5	87.4	88.0	73.5	86.4	87.1	75.5	82.3	82.1	82.7	83.1	87.5	86.5
200 - 259 PM	84.9	82.0	86.7	88.8	82.5	80.0	88.6	85.1	70.9	87.3	86.1	73.8	81.6	84.8	83.9	80.7	84.0	88.8
300 - 359 PM	83.1	79.6	81.9	87.7	78.5	75.1	82.1	81.8	67.7	79.5	79.0	72.2	84.4	83.3	81.4	77.0	84.4	78.6
400 - 459 PM	83.4	77.0	79.0	83.6	78.2	75.5	80.7	85.2	62.7	80.4	77.5	67.0	79.8	81.6	79.9	74.4	78.1	80.1
500 - 559 PM	81.7	67.1	77.9	82.4	79.8	75.1	79.0	80.3	69.7	79.4	77.3	61.3	75.9	79.9	74.5	73.2	75.4	75.6
600 - 659 PM	77.3	63.9	76.0	82.2	69.2	64.4	78.0	76.6	57.9	75.8	70.5	62.3	75.8	78.4	77.9	69.0	74.2	77.1
700 - 759 PM	77.3	66.0	69.5	83.0	74.5	68.0	75.2	81.4	55.9	77.4	71.3	63.4	72.3	76.9	75.9	67.5	74.1	62.9
800 - 859 PM	76.4	69.2	71.4	79.5	72.6	64.3	74.5	77.4	56.3	70.7	65.1	63.3	73.6	74.0	74.3	63.1	74.1	72.8
900 - 959 PM	80.0	70.2	70.9	80.3	67.7	67.9	76.4	67.4	56.4	71.0	65.4	65.6	71.4	74.2	66.2	62.8	74.2	71.1
1000 - 1059 PM	71.5	73.7	64.2	70.4	72.9	66.1	67.0	71.3	61.9	69.7	64.8	63.9	75.2	71.8	66.4	68.3	68.2	67.4
1100 - 559 AM	74.1	64.5	60.3	76.2	68.9	70.7	73.1	72.8	63.8	68.8	60.7	62.1	72.5	72.1	71.4	70.3	68.0	58.9
TOTAL, ALL ARRIVALS, BY AIRPORT	84.5	76.0	80.6	87.0	79.1	80.1	83.6	83.4	68.5	80.4	75.3	74.0	78.2	82.7	79.8	75.9	80.7	81.2

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	71.0	98.1	93.6	100.0	79.9	93.5	J/	90.0	95.9	J/	92.1	86.4
700 - 759 AM	91.1	93.2	90.9	93.3	86.7	91.8	87.9	97.7	88.3	96.6	98.2	90.5
800 - 859 AM	89.1	93.9	89.7	97.6	87.9	92.1	93.0	91.3	80.6	93.7	98.5	90.9
900 - 959 AM	86.9	94.8	90.4	94.6	92.9	90.8	92.7	93.5	77.3	96.3	88.4	89.8
1000 - 1059 AM	87.7	89.2	92.0	85.6	91.2	93.7	84.2	87.8	72.8	93.5	89.0	89.1
1100 - 1159 AM	88.6	87.2	87.7	89.5	88.5	93.0	86.1	89.3	75.8	86.8	88.1	87.5
1200 - 1259 PM	88.1	91.7	85.1	85.7	90.7	90.0	87.8	86.4	67.4	91.4	83.1	85.9
100 - 159 PM	82.9	89.0	85.1	91.9	86.4	90.5	86.3	89.9	68.2	89.2	85.2	84.9
200 - 259 PM	85.1	87.8	80.1	86.0	87.2	90.3	83.7	86.2	68.4	93.1	84.0	83.5
300 - 359 PM	82.1	80.9	80.0	86.0	82.4	87.9	84.8	81.4	61.1	95.4	85.8	80.7
400 - 459 PM	77.5	81.7	77.5	79.4	83.8	85.5	75.1	83.1	63.8	85.6	76.8	78.6
500 - 559 PM	73.4	83.2	75.8	86.7	79.6	86.0	81.7	87.3	64.8	75.0	71.8	76.4
600 - 659 PM	75.2	81.6	72.7	78.6	80.1	82.7	78.8	79.0	63.5	91.4	76.3	74.2
700 - 759 PM	72.4	72.4	70.6	82.0	72.9	76.7	72.4	79.0	62.8	87.7	75.6	73.4
800 - 859 PM	70.5	78.8	69.7	74.9	66.8	83.8	71.6	81.7	63.5	83.0	68.7	72.2
900 - 959 PM	68.6	68.3	76.9	77.5	78.3	82.8	80.0	78.0	56.0	84.5	70.3	71.8
1000 - 1059 PM	73.6	61.0	73.0	70.8	72.5	77.2	68.4	74.5	57.7	74.3	68.3	69.2
1100 - 559 AM	65.0	72.5	70.7	69.0	66.2	81.0	77.7	74.1	64.2	59.1	67.7	68.9
TOTAL, ALL ARRIVALS, BY AIRPORT	79.3	84.7	81.3	82.5	81.1	87.2	81.4	83.2	68.2	89.1	79.2	80.7

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	92.0	91.5	92.6	93.8	92.6	94.9	86.8	95.2	88.9	95.7	90.6	91.1	88.5	95.5	92.4	92.6	93.5	95.8
700 - 759 AM	94.5	91.9	87.5	92.8	90.9	89.0	86.6	91.4	80.9	94.1	88.2	85.5	90.1	93.2	88.1	90.1	96.1	93.2
800 - 859 AM	93.4	86.2	90.2	91.5	91.0	90.1	86.5	93.1	82.3	90.9	85.3	85.3	87.6	87.4	86.8	87.0	90.3	84.2
900 - 959 AM	88.4	87.8	81.9	92.7	89.1	85.4	84.2	91.7	81.9	84.6	81.8	85.4	80.9	84.6	83.1	87.4	90.6	84.1
1000 - 1059 AM	89.1	86.7	78.6	91.6	85.3	82.6	82.2	90.4	81.4	87.9	72.9	81.0	81.3	81.5	79.8	82.8	89.7	88.2
1100 - 1159 AM	85.6	87.6	79.4	90.6	89.1	83.3	80.0	87.1	76.4	90.1	90.0	75.8	81.6	85.0	82.7	87.2	84.7	82.2
1200 - 1259 PM	84.1	84.6	86.3	91.1	87.5	81.3	83.1	87.8	74.5	85.6	78.1	74.6	82.4	79.6	78.9	86.5	87.3	77.9
100 - 159 PM	84.3	80.9	81.3	87.8	82.3	77.6	80.5	81.2	68.3	79.3	82.9	76.1	82.5	72.2	79.8	82.7	82.2	71.3
200 - 259 PM	83.4	78.8	73.7	85.8	82.1	73.6	81.8	84.1	62.4	82.7	75.1	67.8	76.2	76.3	80.0	78.3	78.3	71.1
300 - 359 PM	79.6	72.4	78.3	77.4	79.3	67.6	77.7	80.4	62.0	77.5	76.3	67.8	73.9	72.1	76.1	79.5	77.1	72.1
400 - 459 PM	78.2	69.9	65.7	83.8	77.0	67.3	72.7	82.6	58.0	76.6	64.3	66.0	76.1	68.8	76.1	75.4	78.2	66.0
500 - 559 PM	78.0	65.7	69.8	80.7	74.6	62.8	75.5	76.7	59.2	73.5	59.8	61.1	72.8	63.1	76.5	73.3	71.7	65.2
600 - 659 PM	74.5	62.6	65.8	79.7	70.0	66.1	74.0	74.8	60.8	76.4	64.8	55.9	73.7	70.2	76.7	68.7	70.0	62.5
700 - 759 PM	73.2	63.2	65.9	83.2	75.2	58.0	68.5	72.6	53.9	76.6	62.6	58.7	72.5	64.1	73.6	69.1	74.8	54.5
800 - 859 PM	76.0	63.6	57.4	83.3	73.1	60.6	67.8	74.8	44.7	76.2	62.3	53.7	63.7	60.9	74.4	70.1	71.6	36.4
900 - 959 PM	75.2	67.9	57.3	78.2	81.7	60.1	74.8	77.1	47.4	58.7	66.8	62.4	63.4	55.0	73.2	71.1	67.6	48.5
1000 - 1059 PM	79.4	J/	J/	86.6	90.0	65.4	76.0	79.2	60.7	J/	63.6	94.4	66.0	83.2	71.9	75.7	J/	J/
1100 - 559 AM	81.9	92.3	90.7	90.3	94.6	82.9	88.9	93.6	86.9	95.0	88.8	80.4	80.8	87.0	76.0	77.8	85.8	92.6
TOTAL, ALL DEPARTURES, BY AIRPORT	82.5	79.1	75.9	87.0	83.4	74.6	78.8	83.3	68.5	83.2	73.7	71.4	77.9	77.3	80.0	81.3	81.9	71.8

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	90.1	91.6	86.9	95.3	88.2	92.9	94.8	94.8	90.2	96.3	97.1	92.2
700 - 759 AM	86.6	94.2	88.8	91.9	90.4	93.6	89.6	91.3	90.4	94.0	95.0	90.3
800 - 859 AM	91.1	90.7	88.5	92.3	87.6	88.5	92.1	92.8	83.2	93.7	92.4	88.9
900 - 959 AM	85.0	92.1	84.3	94.0	89.2	87.7	89.6	93.3	77.1	92.5	93.0	86.5
1000 - 1059 AM	85.4	91.0	81.8	88.7	91.6	89.1	87.4	85.9	71.0	87.7	88.6	84.4
1100 - 1159 AM	82.9	86.9	81.6	86.8	89.0	83.0	84.0	84.1	72.9	94.3	88.2	84.4
1200 - 1259 PM	83.0	95.5	78.8	88.6	85.3	82.5	85.7	88.0	66.4	89.5	86.4	81.8
100 - 159 PM	75.4	86.8	78.1	84.6	86.8	86.5	80.9	79.8	66.8	90.6	75.8	80.2
200 - 259 PM	78.3	84.5	71.8	87.8	80.7	79.4	82.2	86.7	61.3	89.6	84.3	77.8
300 - 359 PM	75.3	84.9	72.0	86.2	81.6	82.3	75.4	78.4	56.2	89.8	77.8	75.5
400 - 459 PM	65.8	73.7	71.3	77.1	74.9	86.0	79.6	79.0	58.8	91.3	79.0	73.7
500 - 559 PM	63.1	77.7	66.7	80.4	78.4	65.5	75.0	82.3	64.0	85.4	68.0	71.2
600 - 659 PM	65.8	70.7	68.1	82.4	77.7	78.0	72.2	78.6	60.9	70.9	65.6	70.5
700 - 759 PM	68.5	83.4	65.5	86.0	74.1	53.9	74.4	85.2	61.4	78.7	77.1	68.5
800 - 859 PM	63.1	68.6	64.5	85.2	81.3	83.3	67.3	81.8	61.0	88.6	72.1	68.5
900 - 959 PM	62.9	83.0	63.8	86.6	77.6	78.4	74.2	84.9	63.8	92.5	71.5	68.9
1000 - 1059 PM	72.0	80.8	79.5	86.3	87.0	85.7	91.7	82.2	63.4	95.2	J/	76.7
1100 - 559 AM	J/	93.8	84.4	82.5	90.0	89.5	91.3	82.2	72.0	88.2	97.0	83.7
TOTAL, ALL DEPARTURES, BY AIRPORT	75.6	85.6	76.1	87.7	83.9	83.8	83.7	85.8	70.2	90.6	83.3	79.3

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

NONE

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

EXPRESSJET	5975	May	CVG-ORD	2044	25	14	56.00	88.6
EXPRESSJET	6185	Jun	CVG-ORD	2018	22	13	59.09	84.9
EXPRESSJET	4391	May	DCA-EWR	1854	26	19	73.08	84.5
EXPRESSJET	4391	Jun	DCA-EWR	1856	25	14	56.00	57.1
EXPRESSJET	4448	May	EWR-DCA	1715	29	20	68.97	76.1
EXPRESSJET	4448	Jun	EWR-DCA	1719	30	16	53.33	76.6
EXPRESSJET	4539	May	EWR-IAD	1705	31	17	54.84	91.3
EXPRESSJET	4530	Jun	EWR-IAD	1706	30	16	53.33	124.3
EXPRESSJET	4447	May	EWR-MKE	1959	25	13	52.00	89.5
EXPRESSJET	4282	Jun	EWR-MKE	2000	24	13	54.17	72.3

* Minimum of 10 flights per month

** Includes canceled and diverted flights

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

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
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CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

EXPRESSJET	4171	May	EWR-RDU	2115	26	14	53.85	97.6
EXPRESSJET	4237	Jun	EWR-RDU	2129	25	13	52.00	69.8
EXPRESSJET	4655	May	EWR-RIC	2109	26	16	61.54	85.2
EXPRESSJET	4438	Jun	EWR-RIC	2106	25	13	52.00	73.9
EXPRESSJET	6101	May	IAD-SDF	1903	31	16	51.61	86.6
EXPRESSJET	5930	Jun	IAD-SDF	1900	30	17	56.67	135.9
EXPRESSJET	4447	May	ORF-EWR	1701	31	20	64.52	85.2
EXPRESSJET	4620	Jun	ORF-EWR	1717	30	17	56.67	90.7
SOUTHWEST	100	May	BWI-LGA	1940	27	17	62.96	85.9
SOUTHWEST	2512	Jun	BWI-LGA	1945	25	15	60.00	76.0

* 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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
FRONTIER	235	7	3.0
UNITED	1,402	39	2.8
EXPRESSJET	2,152	20	0.9
SOUTHWEST	3,430	29	0.8
AIRTRAN	645	2	0.3
SKYWEST	1,798	4	0.2
AMERICAN EAGLE	1,416	1	0.1
DELTA	2,200	0	0.0
AMERICAN	1,451	0	0.0
US AIRWAYS	1,187	0	0.0
JETBLUE	652	0	0.0
ALASKA	458	0	0.0
MESA	408	0	0.0
HAWAIIAN	212	0	0.0
VIRGIN AMERICA	160	0	0.0
TOTAL	17,806	102	0.6

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

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

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	93.3	90.0	60	60
ABILENE TX (ABI)	77.6	85.9	205	205
ADAK ISLAND AK (ADK)	75.0	75.0	8	8
AGUADILLA PR (BQN)	86.7	84.0	120	150
AKRON OH (CAK)	81.3	88.0	685	685
ALBANY GA (ABY)	85.7	89.3	84	84
ALBANY NY (ALB)	73.2	80.0	757	756
ALBUQUERQUE NM (ABQ)	81.3	83.6	2,756	2,753
ALEXANDRIA LA (AEX)	81.9	84.4	326	326
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	79.2	86.7	255	255
AMARILLO TX (AMA)	77.1	81.4	660	660
ANCHORAGE AK (ANC)	86.2	85.7	1,913	1,912
APPLETON WI (ATW)	81.0	85.8	331	331
ARCATA/EUREKA CA (ACV)	59.1	64.2	301	302
ARLINGTON VA (DCA)	79.1	83.4	5,859	5,861
ASHEVILLE NC (AVL)	82.1	86.4	390	390
ASPEN CO (ASE)	79.2	85.4	375	371
ATLANTA GA (ATL)	84.5	82.5	34,227	34,233
AUGUSTA GA (AGS)	85.5	87.0	269	270
AUSTIN TX (AUS)	80.1	83.4	3,739	3,738
BAKERSFIELD CA (BFL)	78.9	82.0	332	333
BALTIMORE MD (BWI)	80.6	75.9	9,174	9,171
BANGOR ME (BGR)	82.8	90.6	64	64
BARROW AK (BRW)	71.0	73.9	69	69
BATON ROUGE LA (BTR)	81.0	81.2	653	654
BEAUMONT/PORT ARTHUR TX (BPT)	70.0	80.0	10	10
BELLINGHAM WA (BLI)	92.3	89.0	91	91
BEMIDJI MN (BJI)	90.0	90.0	60	60
BEND/REDMOND OR (RDM)	84.8	87.9	289	289
BETHEL AK (BET)	67.9	67.9	81	81
BILLINGS MT (BIL)	81.9	88.8	359	357
BIRMINGHAM AL (BHM)	79.1	82.3	1,569	1,571
BISMARCK/MANDAN ND (BIS)	83.0	90.0	230	231
BLOOMINGTON/NORMAL IL (BMI)	84.8	89.8	244	245
BOISE ID (BOI)	79.3	85.2	904	903
BOSTON MA (BOS)	76.0	79.1	8,751	8,755
BOZEMAN MT (BZN)	89.1	90.9	476	473
BRANSON MO (BKG)	84.9	88.1	159	159
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	84.6	88.3	246	247
BROWNSVILLE TX (BRO)	70.4	78.8	203	203
BRUNSWICK GA (BQK)	79.8	79.8	84	84
BUFFALO NY (BUF)	76.3	82.2	1,788	1,784
BURBANK CA (BUR)	83.6	87.2	2,149	2,153

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BURLINGTON VT (BTV)	72.3	72.6	321	321
BUTTE MT (BTM)	95.0	95.0	60	60
CARLSBAD CA (CLD)	83.2	83.2	191	191
CASPER WY (CPR)	88.4	92.5	199	199
CEDAR CITY UT (CDC)	88.2	92.3	51	52
CEDAR RAPIDS/IOWA CITY IA (CID)	81.0	83.2	678	680
CHAMPAIGN/URBANA IL (CMI)	74.4	84.2	203	203
CHANTILLY VA (IAD)	75.3	73.7	6,429	6,437
CHARLESTON SC (CHS)	79.6	85.6	1,184	1,186
CHARLESTON/DUNBAR WV (CRW)	79.2	76.0	351	350
CHARLOTTE AMALIE VI (STT)	81.0	89.4	311	311
CHARLOTTE NC (CLT)	87.0	87.0	11,511	11,505
CHARLOTTESVILLE VA (CHO)	79.3	84.8	145	145
CHATTANOOGA TN (CHA)	83.6	86.2	477	477
CHICAGO IL (MDW)	81.2	71.8	7,674	7,671
CHICAGO IL (ORD)	81.3	76.1	27,161	27,143
CHICO CA (CIC)	67.8	72.2	115	115
CHRISTIANSTED VI (STX)	68.9	78.9	90	90
CLEVELAND OH (CLE)	78.0	82.1	4,225	4,224
CODY WY (COD)	85.6	85.6	104	104
COLLEGE STATION/BRYAN TX (CLL)	74.8	82.5	155	154
COLORADO SPRINGS CO (COS)	79.1	82.5	1,093	1,093
COLUMBIA MO (COU)	89.7	88.1	68	67
COLUMBIA SC (CAE)	77.5	82.5	583	583
COLUMBUS GA (CSG)	75.3	80.8	182	182
COLUMBUS MS (GTR)	76.5	82.4	85	85
COLUMBUS OH (CMH)	79.9	86.5	2,493	2,490
CORDOVA AK (CDV)	78.3	88.3	60	60
CORPUS CHRISTI TX (CRP)	69.3	76.5	596	596
COVINGTON KY (CVG)	82.1	84.3	2,268	2,268
CRESCENT CITY CA (CEC)	49.4	53.6	85	84
DALLAS TX (DAL)	79.6	75.1	3,783	3,784
DALLAS/FORT WORTH TX (DFW)	83.6	78.8	23,014	23,026
DAYTON OH (DAY)	79.2	85.0	1,009	1,009
DAYTONA BEACH FL (DAB)	88.9	89.5	153	153
DEADHORSE AK (SCC)	83.9	83.9	56	56
DEL RIO TX (DRT)	79.2	87.0	24	23
DENVER CO (DEN)	80.1	74.6	20,862	20,862
DES MOINES IA (DSM)	78.1	83.1	976	974
DETROIT MI (DTW)	83.4	83.3	8,122	8,125
DILLINGHAM AK (DLG)	75.0	78.6	28	28
DOTHAN AL (DHN)	81.6	85.2	114	115
DUBUQUE IA (DBQ)	90.9	90.9	11	11

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DULUTH MN (DLH)	87.7	88.2	187	186
DURANGO CO (DRO)	76.0	81.1	312	312
EAGLE CO (EGE)	84.0	93.2	75	73
EAU CLAIRE WI (EAU)	81.7	80.0	60	60
EL CENTRO CA (IPL)	80.0	85.0	60	60
EL PASO TX (ELP)	79.3	83.7	1,799	1,799
ELKO NV (EKO)	92.7	90.2	82	82
ELMIRA/CORNING NY (ELM)	86.5	89.4	104	104
EUGENE OR (EUG)	76.2	80.3	462	461
EVANSVILLE IN (EVV)	85.5	89.0	346	344
FAIRBANKS AK (FAI)	83.0	85.3	477	477
FARGO ND (FAR)	81.0	85.8	415	415
FAYETTEVILLE AR (XNA)	79.5	83.9	1,058	1,059
FAYETTEVILLE NC (FAY)	82.8	85.8	261	261
FLAGSTAFF AZ (FLG)	91.9	94.2	222	223
FLINT MI (FNT)	88.9	93.8	323	323
FORT LAUDERDALE FL (FLL)	80.4	83.2	5,295	5,296
FORT MYERS FL (RSW)	82.5	88.6	1,804	1,806
FORT SMITH AR (FSM)	77.3	82.5	172	171
FORT WAYNE IN (FWA)	85.2	85.7	357	357
FRESNO CA (FAT)	82.2	84.5	997	997
GAINESVILLE FL (GNV)	81.9	84.6	259	260
GARDEN CITY KS (GCK)	78.3	88.3	60	60
GILLETTE WY (GCC)	83.6	89.0	146	146
GRAND FORKS ND (GFK)	86.7	93.8	128	129
GRAND ISLAND NE (GRI)	80.0	87.3	55	55
GRAND JUNCTION CO (GJT)	83.8	89.2	452	453
GRAND RAPIDS MI (GRR)	79.4	86.2	862	860
GREAT FALLS MT (GTF)	94.6	95.2	167	167
GREEN BAY WI (GRB)	83.0	88.9	341	342
GREENSBORO/HIGH POINT NC (GSO)	73.6	79.6	848	848
GREER SC (GSP)	74.1	82.9	843	843
GUAM TT (GUM)	76.7	87.1	30	31
GULFPORT/BILOXI MS (GPT)	77.1	80.6	432	433
GUNNISON CO (GUC)	80.8	80.8	26	26
GUSTAVUS AK (GST)	85.7	81.0	21	21
HANCOCK/HOUGHTON MI (CMX)	90.3	93.5	62	62
HARLINGEN/SAN BENITO TX (HRL)	71.7	77.9	371	371
HARRISBURG PA (MDT)	83.1	87.0	480	483
HARTFORD CT (BDL)	77.2	85.8	1,849	1,848
HAYDEN CO (HDN)	83.3	95.2	84	84
HELENA MT (HLN)	94.9	97.1	137	137
HILO HI (ITO)	90.8	93.9	610	610

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HOBBS NM (HOB)	69.8	86.8	53	53
HONOLULU HI (HNL)	90.6	92.1	4,774	4,774
HOUSTON TX (HOU)	80.1	67.0	4,665	4,662
HOUSTON TX (IAH)	74.0	71.4	15,658	15,622
HUNTSVILLE AL (HSV)	79.3	84.5	789	791
IDAHO FALLS ID (IDA)	88.3	96.0	299	299
INDIANAPOLIS IN (IND)	81.0	85.6	2,557	2,554
INYOKERN CA (IYK)	72.9	89.8	59	59
ISLIP NY (ISP)	78.2	83.4	468	470
JACKSON WY (JAC)	76.9	83.9	359	354
JACKSON/VICKSBURG MS (JAN)	77.2	80.5	839	837
JACKSONVILLE FL (JAX)	80.4	83.8	2,037	2,037
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	87.7	89.7	146	146
JOPLIN MO (JLN)	83.3	83.3	60	60
JUNEAU AK (JNU)	86.1	88.1	446	445
KAHULUI HI (OGG)	91.7	93.3	2,051	2,053
KALAMAZOO MI (AZO)	80.0	94.5	55	55
KALISPELL MT (FCA)	89.8	95.5	244	243
KANSAS CITY MO (MCI)	78.2	82.0	4,170	4,168
KETCHIKAN AK (KTN)	86.5	87.8	229	229
KEY WEST FL (EYW)	82.7	86.0	150	150
KILLEEN TX (GRK)	78.8	85.4	391	391
KING SALMON AK (AKN)	89.3	89.3	28	28
KLAMATH FALLS OR (LMT)	76.7	91.7	60	60
KNOXVILLE TN (TYS)	74.7	81.5	886	887
KODIAK AK (ADQ)	83.6	87.3	55	55
KONA HI (KOA)	93.3	94.6	1,134	1,134
KOTZEBUE AK (OTZ)	84.4	82.2	90	90
LA CROSSE WI (LSE)	90.4	92.2	115	115
LAFAYETTE LA (LFT)	79.7	84.5	469	470
LAKE CHARLES LA (LCH)	75.9	82.9	199	199
LANSING MI (LAN)	75.7	81.8	148	148
LAREDO TX (LRD)	72.4	84.8	199	198
LAS VEGAS NV (LAS)	82.7	77.3	12,104	12,107
LAWTON/FORT SILL OK (LAW)	81.8	82.4	148	148
LEWISBURG WV (LWB)	78.8	80.4	52	51
LEWISTON ID (LWS)	88.1	94.9	59	59
LEXINGTON KY (LEX)	81.5	86.3	622	622
LIHUE HI (LIH)	89.9	92.0	1,170	1,170
LINCOLN NE (LNK)	75.2	79.9	258	259
LITTLE ROCK AR (LIT)	75.4	79.9	1,456	1,455
LONG BEACH CA (LGB)	84.3	83.6	1,313	1,316
LONGVIEW TX (GGG)	76.7	81.7	60	60

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LOS ANGELES CA (LAX)	79.8	80.0	19,388	19,389
LOUISVILLE KY (SDF)	78.3	83.9	1,326	1,326
LUBBOCK TX (LBB)	75.0	81.5	676	677
MADISON WI (MSN)	79.8	85.7	792	795
MANCHESTER NH (MHT)	77.9	85.1	823	820
MANHATTAN/FT. RILEY KS (MHK)	80.0	91.3	150	150
MARQUETTE MI (MQT)	64.0	100.0	25	25
MARTHA'S VINEYARD MA (MVY)	79.2	79.2	24	24
MEDFORD OR (MFR)	70.1	73.9	318	318
MELBOURNE FL (MLB)	89.0	90.7	118	118
MEMPHIS TN (MEM)	85.3	86.6	3,169	3,168
MERIDIAN MS (MEI)	81.8	87.5	55	56
MIAMI FL (MIA)	79.3	75.6	6,281	6,279
MIDLAND/ODESSA TX (MAF)	73.8	81.6	690	691
MILWAUKEE WI (MKE)	83.5	85.8	3,230	3,233
MINNEAPOLIS MN (MSP)	84.7	85.6	9,664	9,670
MINOT ND (MOT)	85.9	89.2	185	185
MISSION/MCALLEN/EDINBURG TX (MFE)	68.5	79.7	302	301
MISSOULA MT (MSO)	87.2	91.0	336	333
MOBILE AL (MOB)	71.6	78.2	479	478
MODESTO CA (MOD)	61.7	66.1	115	115
MOLINE IL (MLI)	76.3	82.3	464	464
MONROE LA (MLU)	73.9	83.1	314	313
MONTEREY CA (MRY)	77.8	80.9	477	476
MONTGOMERY AL (MGM)	80.9	84.3	356	356
MONTROSE/DELTA CO (MTJ)	77.8	87.0	108	108
MOSINEE WI (CWA)	80.7	82.1	145	145
MUSKEGON MI (MKG)	90.0	86.7	60	60
MYRTLE BEACH SC (MYR)	88.9	90.3	279	279
NANTUCKET MA (ACK)	80.0	74.3	70	70
NASHVILLE TN (BNA)	81.9	83.2	4,804	4,802
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	79.8	83.1	89	89
NEW ORLEANS LA (MSY)	79.7	83.5	3,284	3,286
NEW YORK NY (JFK)	78.2	77.9	8,248	8,249
NEW YORK NY (LGA)	75.9	81.3	8,152	8,155
NEWARK NJ (EWR)	68.5	68.5	9,913	9,815
NEWBURGH/POUGHKEEPSIE NY (SWF)	81.7	88.3	120	120
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	82.8	83.3	203	203
NOME AK (OME)	86.7	85.4	90	89
NORFOLK VA (ORF)	78.3	82.6	1,265	1,265
NORTH BEND/COOS BAY OR (OTH)	58.3	54.8	84	84
OAKLAND CA (OAK)	80.2	81.3	3,981	3,982
OKLAHOMA CITY OK (OKC)	78.9	85.8	1,888	1,889

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
OMAHA NE (OMA)	75.6	85.1	1,662	1,659
ONTARIO CA (ONT)	82.6	86.7	1,880	1,879
ORLANDO FL (MCO)	80.7	81.9	10,292	10,292
PADUCAH KY (PAH)	90.0	90.0	60	60
PALM SPRINGS CA (PSP)	79.7	82.6	699	700
PANAMA CITY FL (ECP)	77.7	82.2	539	540
PASCO/KENNEWICK/RICHLAND WA (PSC)	83.8	88.1	235	235
PENSACOLA FL (PNS)	75.0	79.4	896	895
PEORIA IL (PIA)	76.1	83.0	348	348
PETERSBURG AK (PSG)	76.7	81.7	60	60
PHILADELPHIA PA (PHL)	81.1	83.9	6,629	6,619
PHOENIX AZ (PHX)	87.2	83.8	15,702	15,698
PITTSBURGH PA (PIT)	78.0	84.8	2,569	2,568
POCATELLO ID (PIH)	97.5	96.3	81	81
PONCE PR (PSE)	66.7	81.1	90	90
PORTLAND ME (PWM)	81.8	84.7	550	549
PORTLAND OR (PDX)	82.5	87.7	4,948	4,948
PROVIDENCE RI (PVD)	78.1	85.2	1,230	1,233
RALEIGH/DURHAM NC (RDU)	80.7	83.7	3,585	3,588
RAPID CITY SD (RAP)	78.0	82.9	599	595
REDDING CA (RDD)	55.0	64.4	149	149
RENO NV (RNO)	83.2	85.8	1,686	1,686
RICHMOND VA (RIC)	75.3	83.2	1,422	1,422
ROANOKE VA (ROA)	77.7	82.9	382	381
ROCHESTER MN (RST)	84.0	88.6	106	105
ROCHESTER NY (ROC)	78.1	83.2	803	805
ROCK SPRINGS WY (RKS)	81.1	88.3	180	180
ROSWELL NM (ROW)	76.5	82.4	85	85
SACRAMENTO CA (SMF)	81.0	83.0	3,872	3,872
SAGINAW/BAY CITY/MIDLAND MI (MBS)	91.1	87.8	90	90
SALT LAKE CITY UT (SLC)	89.1	90.6	9,479	9,485
SAN ANGELO TX (SJT)	83.3	83.3	120	120
SAN ANTONIO TX (SAT)	79.2	83.5	3,290	3,287
SAN DIEGO CA (SAN)	81.4	83.7	6,772	6,769
SAN FRANCISCO CA (SFO)	68.2	70.2	14,937	14,924
SAN JOSE CA (SJC)	82.2	84.9	3,422	3,423
SAN JUAN PR (SJU)	83.1	84.7	2,194	2,312
SAN LUIS OBISPO CA (SBP)	81.6	80.6	413	413
SANTA ANA CA (SNA)	84.1	83.3	3,352	3,359
SANTA BARBARA CA (SBA)	81.8	82.2	928	929
SANTA FE NM (SAF)	87.6	90.5	137	137
SANTA MARIA CA (SMX)	82.5	87.7	114	114
SARASOTA/BRADENTON FL (SRQ)	81.7	86.5	399	399

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAVANNAH GA (SAV)	79.1	78.9	814	814
SCRANTON/WILKES-BARRE PA (AVP)	74.8	84.0	119	119
SEATTLE WA (SEA)	83.2	85.8	9,501	9,502
SHREVEPORT LA (SHV)	79.5	81.7	629	629
SIoux CITY IA (SUX)	81.8	87.3	55	55
SIoux FALLS SD (FSD)	73.3	83.4	498	500
SITKA AK (SIT)	89.1	91.2	137	137
SOUTH BEND IN (SBN)	76.9	80.6	342	341
SPOKANE WA (GEG)	81.2	88.5	911	911
SPRINGFIELD IL (SPI)	86.5	87.1	170	171
SPRINGFIELD MO (SGF)	77.0	84.0	623	625
ST. GEORGE UT (SGU)	88.6	93.4	166	166
ST. LOUIS MO (STL)	80.7	79.4	4,732	4,730
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	94.1	96.3	135	135
SYRACUSE NY (SYR)	77.7	85.3	498	498
TALLAHASSEE FL (TLH)	81.5	79.8	372	371
TAMPA FL (TPA)	79.2	83.3	5,676	5,678
TEXARKANA AR (TXK)	75.6	85.6	90	90
TRAVERSE CITY MI (TVC)	71.3	80.3	230	229
TUCSON AZ (TUS)	81.4	88.7	1,648	1,649
TULSA OK (TUL)	77.1	85.3	1,635	1,635
TWIN FALLS ID (TWF)	93.3	93.3	90	90
TYLER TX (TYR)	67.3	77.1	202	201
VALDOSTA GA (VLD)	82.0	83.1	89	89
VALPARAISO FL (VPS)	75.6	77.2	615	615
WACO TX (ACT)	76.5	86.1	166	165
WATERLOO IA (ALO)	81.8	92.7	55	55
WATERTOWN NY (ART)	80.4	92.2	51	51
WEST PALM BEACH/PALM BEACH FL (PBI)	78.9	83.8	1,699	1,702
WEST YELLOWSTONE MT (WYS)	92.8	91.3	69	69
WHITE PLAINS NY (HPN)	80.0	83.7	765	767
WICHITA FALLS TX (SPS)	75.0	84.2	120	120
WICHITA KS (ICT)	77.3	84.8	941	941
WILMINGTON NC (ILM)	87.0	91.2	308	308
WRANGELL AK (WRG)	83.3	81.7	60	60
YAKUTAT AK (YAK)	83.3	90.0	60	60
YUMA AZ (YUM)	85.5	88.0	275	275

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	19	23,760	465	2.0	137	40,882	828	2.0
EXPRESSJET	17	33,037	548	1.7	155	65,243	1,041	1.6
UNITED	28	40,132	654	1.6	81	46,770	727	1.6
SKYWEST	18	30,016	427	1.4	148	52,968	817	1.5
AMERICAN	28	35,015	511	1.5	80	43,545	641	1.5
JETBLUE	22	13,197	168	1.3	53	19,253	228	1.2
MESA	14	6,259	71	1.1	80	11,696	133	1.1
US AIRWAYS	27	28,879	263	0.9	70	33,661	290	0.9
SOUTHWEST	22	51,002	351	0.7	73	98,766	680	0.7
ALASKA	19	7,635	14	0.2	55	13,326	71	0.5
DELTA	29	48,822	189	0.4	127	63,243	236	0.4
AIRTRAN*	21	12,967	47	0.4	59	19,396	65	0.3
FRONTIER	21	5,433	13	0.2	52	6,965	16	0.2
HAWAIIAN	8	383	0	0.0	16	6,470	8	0.1
VIRGIN AMERICA	14	4,749	5	0.1	14	4,749	5	0.1
Total		341,286	3,726	1.1	Total	526,933	5,786	1.1

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

* AirTran Airways revised its flight cancellation report on September 19, 2012. This table has been updated to reflect this change.

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.

JUNE 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	2,167	322	14.9
AMERICAN EAGLE	1,468	196	13.4
SKYWEST	4,602	358	7.8
EXPRESSJET	7,483	580	7.8
JETBLUE	734	52	7.1
UNITED	6,639	441	6.6
MESA	799	53	6.6
US AIRWAYS	1,432	60	4.2
ALASKA	506	18	3.6
SOUTHWEST	12,762	285	2.2
DELTA	2,997	40	1.3
AIRTRAN*	2,277	30	1.3
FRONTIER	318	3	0.9
HAWAIIAN	232	2	0.9
VIRGIN AMERICA	174	0	0.0
TOTAL	44,590	2,440	5.5

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.

* AirTran Airways revised its flight cancellation report on September 19, 2012. This table has been updated to reflect this change.

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>

JUNE 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	43545	34755	79.81%	641	1.47%	215	0.49%	2534	5.82%	555	1.28%	2461	5.65%	19	0.04%	2365	5.43%
AS	13326	11780	88.40%	71	0.53%	28	0.21%	405	3.04%	24	0.18%	533	4.00%	5	0.04%	480	3.60%
B6	19253	14900	77.39%	228	1.18%	39	0.20%	1369	7.11%	133	0.69%	1052	5.46%	16	0.08%	1516	7.88%
DL	63243	54066	85.49%	236	0.37%	192	0.30%	2871	4.54%	261	0.41%	2952	4.67%	1	0.00%	2664	4.21%
EV	65243	49791	76.32%	1041	1.60%	223	0.34%	4115	6.31%	270	0.41%	3527	5.41%	5	0.01%	6272	9.61%
F9	6965	5174	74.29%	16	0.23%	15	0.22%	508	7.29%	19	0.27%	753	10.81%	0	0.00%	481	6.90%
FL***	19396	16554	85.35%	65	0.34%	53	0.27%	537	2.77%	16	0.08%	1087	5.60%	0	0.00%	1085	5.59%
HA	6470	6077	93.93%	8	0.12%	3	0.05%	268	4.15%	2	0.03%	3	0.05%	1	0.01%	108	1.67%
MQ	40882	33578	82.13%	828	2.03%	121	0.30%	2003	4.90%	410	1.00%	1594	3.90%	4	0.01%	2344	5.73%
OO	52968	43653	82.41%	817	1.54%	112	0.21%	2066	3.90%	132	0.25%	2259	4.27%	5	0.01%	3924	7.41%
UA	46770	32790	70.11%	727	1.55%	173	0.37%	4536	9.70%	227	0.49%	3862	8.26%	27	0.06%	4427	9.47%
US	33661	29004	86.16%	290	0.86%	44	0.13%	1375	4.08%	81	0.24%	1871	5.56%	26	0.08%	970	2.88%
VX	4749	3893	81.98%	5	0.11%	8	0.17%	136	2.87%	107	2.26%	315	6.64%	4	0.08%	281	5.91%
WN	98766	78863	79.85%	680	0.69%	174	0.18%	6151	6.23%	357	0.36%	2966	3.00%	76	0.08%	9499	9.62%
YV	11696	10171	86.96%	133	1.14%	14	0.12%	740	6.32%	18	0.15%	229	1.96%	8	0.07%	383	3.28%
TOTAL	526933	425049		5786		1414		29612		2612		25463		197		36800	
			80.66%		1.10%		0.27%		5.62%		0.50%		4.83%		0.04%		6.98%

***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.

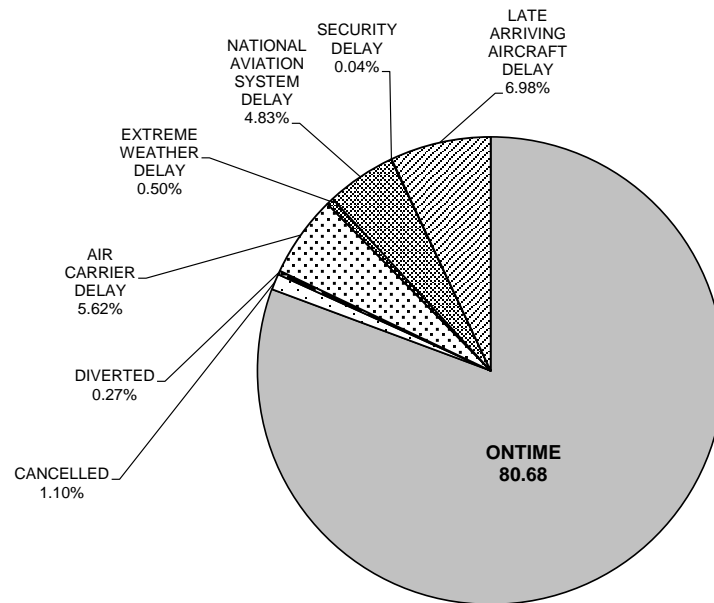
** See Appendix at the end of this section for list of carrier codes.

***AirTran Airways revised its flight delay report on September 19, 2012. This table has been updated to reflect this change.

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.

JUNE 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>

JUNE 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
NONE						

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

JUNE 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
AIR CANADA	711	LGA	YYZ	6/25/2012	Origin Airport	248

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).

JUNE 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
AA	43,545	91	0.21
B6	19,253	27	0.14
US	33,661	44	0.13
DL	63,243	64	0.10
VX	4,749	3	0.06
UA	46,770	29	0.06
FL	19,396	11	0.06
MQ	40,882	20	0.05
EV	65,243	19	0.03
YV	11,696	3	0.03
OO	52,968	3	0.01
WN	98,766	5	0.01
AS	13,326	0	0.00
HA	6,470	0	0.00
F9	6,965	0	0.00
TOTAL	526,933	319	0.06

Note: Tarmac delays of 2 hours or more on any domestic flight based on reports from all carriers operating domestic flights within the U.S. (Part 234 and 244).

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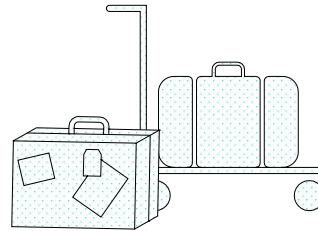
* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #21, issued December 1, 2011, effective January 1, 2012.

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

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

MISHANDLED BAGGAGE

This section gives the rate of mishandled-baggage reports per 1,000 passengers by carrier and for the industry. The rate is based on the total number of reports each carrier received from passengers concerning lost, damaged, delayed or pilfered baggage. The reports of mishandled baggage do not distinguish between carriers that interline and those that do not. As with the data on flight delays in the previous section, these baggage statistics are filed with DOT's Bureau of Transportation Statistics (Office of Airline Information) on a monthly basis by U.S. airlines that have at least one percent of total domestic scheduled-service passenger revenues, plus any other airline that voluntarily submits the data. See 14 CFR Part 234.



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

RANK	AIRLINE	JUNE 2012			JUNE 2011		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	452	532,381	0.85	*	*	*
2	AIRTRAN AIRWAYS	3,465	2,107,622	1.64	4,218	2,328,293	1.81
3	JETBLUE AIRWAYS	4,604	2,215,818	2.08	4,454	2,023,039	2.20
4	FRONTIER AIRLINES	2,046	937,724	2.18	2,201	994,203	2.21
5	US AIRWAYS	9,325	4,180,837	2.23	13,556	4,188,723	3.24
6	DELTA AIR LINES	21,166	8,971,842	2.36	26,118	8,740,084	2.99
7	AMERICAN AIRLINES	17,025	6,017,167	2.83	22,380	6,147,375	3.64
8	HAWAIIAN AIRLINES	2,378	788,652	3.02	1,798	725,986	2.48
9	ALASKA AIRLINES	4,902	1,599,810	3.06	4,395	1,505,390	2.92
10	SOUTHWEST AIRLINES	33,298	10,411,890	3.20	39,310	10,217,679	3.85
11	UNITED AIRLINES**	31,787	6,491,495	4.90	16,342	3,854,212	4.24
12	MESA AIRLINES	3,409	689,841	4.94	4,903	795,492	6.16
13	AMERICAN EAGLE AIRLINES	8,966	1,672,198	5.36	11,144	1,525,661	7.30
14	SKYWEST AIRLINES	13,185	2,282,443	5.78	8,486	2,125,933	3.99
15	EXPRESSJET AIRLINES**	17,516	2,824,780	6.20	7,671	1,323,616	5.80
TOTALS		173,524	51,724,500	3.35	166,976	46,495,686	3.59

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

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

JANUARY – JUNE
MISHANDLED BAGGAGE REPORTS
FILED BY PASSENGERS
U.S. AIRLINES*

RANK	AIRLINE	JANUARY - JUNE 2012			JANUARY - JUNE 2011		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	2,600	2,963,497	0.88	*	*	*
2	AIRTRAN AIRWAYS	15,777	11,015,866	1.43	20,766	12,299,023	1.69
3	JETBLUE AIRWAYS	22,693	12,670,512	1.79	25,739	11,441,763	2.25
4	US AIRWAYS	51,756	24,664,516	2.10	64,772	23,665,298	2.74
5	DELTA AIR LINES	99,634	47,324,264	2.11	138,563	46,213,580	3.00
6	FRONTIER AIRLINES	10,472	4,939,881	2.12	10,666	4,736,657	2.25
7	HAWAIIAN AIRLINES	11,927	4,367,445	2.73	11,833	4,183,250	2.83
8	ALASKA AIRLINES	23,150	8,385,178	2.76	23,903	8,001,366	2.99
9	AMERICAN AIRLINES	94,599	34,119,160	2.77	134,362	33,594,805	4.00
10	SOUTHWEST AIRLINES	164,163	56,737,728	2.89	214,020	55,590,433	3.85
11	UNITED AIRLINES**	135,734	36,154,096	3.75	76,133	20,603,099	3.70
12	MESA AIRLINES	17,666	3,931,536	4.49	22,867	4,374,522	5.23
13	SKYWEST AIRLINES	60,077	12,403,878	4.84	50,998	11,492,731	4.44
14	EXPRESSJET AIRLINES**	82,043	14,961,750	5.48	43,939	7,060,439	6.22
15	AMERICAN EAGLE AIRLINES	49,681	8,995,467	5.52	65,838	8,034,871	8.19
TOTALS		841,972	283,634,774	2.97	904,399	251,291,837	3.60

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

TOTAL BAGGAGE REPORTS—For the domestic system only. These are passenger reports of mishandled baggage, including those that did not subsequently result in claims for compensation.

ENPLANED PASSENGERS—For the domestic system only.

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay data voluntarily (Mesa). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report. Virgin America was ranked in this table for the first time in January 2012.

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

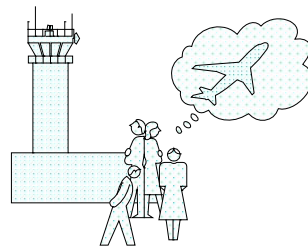
OVERSALES

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

	JUNE 2012				JUNE 2011			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	1,353	68	5	117	938	70	1	80
FOREIGN AIRLINES	253	7	0	9	151	1	0	7
TRAVEL AGENTS	27	1	0	6	25	2	0	2
TOUR OPERATORS	2	1	0	1	5	0	0	0
MISCELLANEOUS	18	7	0	9	9	6	0	19
INDUSTRY TOTALS	1,653	84	5	142	1,128	79	1	108

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JUNE 2012			JUNE 2011		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	542		1	389	
CANCELLATIONS			221			162
DELAYS			184			115
MISCONNECTIONS			90			51
CUSTOMER SERVICE	2	284		4	142	
RES/TKTNG/BOARDING	3	219		2	162	
BAGGAGE	4	218		3	151	
REFUNDS	5	120		5	91	
DISABILITY	6	81		7	49	
FARES	7	65		6	67	
OVERSALES	8	59		8	36	
OTHER	9	33		9	24	
FREQUENT FLYER			22			18
ADVERTISING	10	21		11	5	
DISCRIMINATION	11	10		10	12	
ANIMALS	12	1		12	0	
COMPLAINT TOTAL		1,653			1,128	

* 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*

JUNE 2012

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIRTRAN AIRWAYS	1	0	2	0	1	2	2	2	0	0	0	0	10
ALASKA AIRLINES	1	2	0	0	0	1	4	0	1	0	0	0	9
ALLEGiant AIR	8	1	2	0	1	3	8	2	1	0	0	1	27
AMERICAN AIRLINES	34	3	7	6	11	15	12	13	0	1	0	3	105
AMERICAN EAGLE AIRLINES	9	2	2	0	0	4	4	1	0	0	0	0	22
CHAUTAUQUA AIRLINES	3	0	1	0	0	0	1	1	0	0	0	0	6
COLGAN AIR	4	0	1	0	0	1	0	0	0	0	0	0	6
COMAIR	4	0	0	0	0	0	1	0	0	0	0	0	5
COMMUTAIR	7	0	0	0	0	0	0	0	0	0	0	0	7
DELTA AIR LINES	31	3	7	3	10	5	11	8	1	0	0	3	82
EXPRESSJET AIRLINES	35	2	1	0	0	6	7	1	0	0	0	0	52
FRONTIER AIRLINES	1	1	2	0	0	2	1	0	0	0	0	0	7
GOJET AIRLINES	6	1	0	0	0	2	0	0	0	0	0	0	9
HAWAIIAN AIRLINES	0	0	2	0	0	1	1	1	0	0	0	0	5
JETBLUE AIRWAYS	5	0	2	3	0	4	4	3	1	0	0	1	23
PIEDMONT AIRLINES	8	4	2	0	0	0	3	5	0	0	0	0	22
PINNACLE AIRLINES	6	1	1	0	0	1	4	0	0	0	0	0	13
REPUBLIC AIRLINES	6	0	2	0	0	4	0	0	0	0	0	0	12
SHUTTLE AMERICA	6	0	1	0	0	0	1	0	0	0	0	0	8
SILVER WINGS AIRLINES	2	0	0	0	1	0	0	1	0	0	0	1	5
SKYWEST AIRLINES	28	0	1	0	0	7	2	1	0	0	0	0	39
SOUTHWEST AIRLINES	3	1	2	2	1	1	3	3	2	1	0	0	19
SPIRIT AIRLINES	34	6	11	3	9	14	9	2	3	1	0	1	93
TRANS STATES AIRLINES	2	0	0	0	0	2	2	0	0	0	0	0	6
UNITED AIRLINES	190	15	83	15	46	51	139	26	3	5	1	11	585
UNITED EXPRESS	14	0	4	0	0	3	3	3	0	0	0	0	27
US AIRWAYS	33	6	15	12	13	15	14	5	2	1	0	1	117
VIRGIN AMERICA	1	0	0	0	0	2	4	0	0	0	0	2	9
OTHER U. S. AIRLINES	10	0	3	1	1	4	4	0	0	0	0	0	23
TOTAL JUNE 2012	492	48	154	45	94	150	244	78	14	9	1	24	1,353
% OF TOTAL COMPLAINTS	36.4	3.5	11.4	3.3	6.9	11.1	18.0	5.8	1.0	0.7	0.1	1.8	
TOTAL JUNE 2011	356	33	106	56	63	121	124	44	4	11	0	20	938
% OF TOTAL COMPLAINTS	38.0	3.5	11.3	6.0	6.7	12.9	13.2	4.7	0.4	1.2	0.0	2.1	

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

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

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

Table 4

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

U. S. AIRLINES* ALPHABETICAL	COMPS RECD IN JUN	INCI- DENTS IN JUN	PERCENT	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
AIRTRAN AIRWAYS	10	7	70.0	0	0.0	0	0.0	3	30.0
ALASKA AIRLINES	9	3	33.3	2	22.2	2	22.2	2	22.2
ALLEGIAN AIR	27	19	70.4	5	18.5	2	7.4	1	3.7
AMERICAN AIRLINES	105	57	54.3	17	16.2	24	22.9	7	6.7
AMERICAN EAGLE AIRLINES	22	12	54.5	5	22.7	4	18.2	1	4.5
CHAUTAUQUA AIRLINES	6	4	66.7	1	16.7	0	0.0	1	16.7
COLGAN AIR	6	2	33.3	2	33.3	1	16.7	1	16.7
COMAIR	5	4	80.0	0	0.0	1	20.0	0	0.0
COMMUTAIR	7	7	100.0	0	0.0	0	0.0	0	0.0
DELTA AIR LINES	82	48	58.5	12	14.6	16	19.5	6	7.3
EXPRESSJET AIRLINES	52	31	59.6	10	19.2	9	17.3	2	3.8
FRONTIER AIRLINES	7	5	71.4	1	14.3	1	14.3	0	0.0
GOJET AIRLINES	9	7	77.8	1	11.1	1	11.1	0	0.0
HAWAIIAN AIRLINES	5	2	40.0	0	0.0	3	60.0	0	0.0
JETBLUE AIRWAYS	23	16	69.6	2	8.7	2	8.7	3	13.0
PIEDMONT AIRLINES	22	14	63.6	4	18.2	1	4.5	3	13.6
PINNACLE AIRLINES	13	11	84.6	1	7.7	1	7.7	0	0.0
REPUBLIC AIRLINES	12	10	83.3	0	0.0	2	16.7	0	0.0
SHUTTLE AMERICA	8	4	50.0	2	25.0	2	25.0	0	0.0
SILVER WINGS AIRLINES	5	3	60.0	0	0.0	1	20.0	1	20.0
SKYWEST AIRLINES	39	29	74.4	6	15.4	2	5.1	2	5.1
SOUTHWEST AIRLINES	19	8	42.1	1	5.3	4	21.1	6	31.6
SPIRIT AIRLINES	93	53	57.0	11	11.8	17	18.3	12	12.9
TRANS STATES AIRLINES	6	4	66.7	2	33.3	0	0.0	0	0.0
UNITED AIRLINES	585	345	59.0	105	17.9	100	17.1	35	6.0
UNITED EXPRESS	27	21	77.8	4	14.8	2	7.4	0	0.0
US AIRWAYS	117	51	43.6	27	23.1	26	22.2	13	11.1
VIRGIN AMERICA	9	5	55.6	2	22.2	1	11.1	1	11.1
OTHER U. S. AIRLINES	23	17	73.9	4	17.4	2	8.7	0	0.0
TOTALS	1,353	799	59.1	227	16.8	227	16.8	100	7.4
PREVIOUS YEAR'S TOTALS	938	436	46.5	214	22.8	195	20.8	93	9.9

*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**

JUNE 2012

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	0	0	1	0	0	2	2	0	0	0	0	0	5
AIR CANADA	15	3	3	0	0	7	10	0	0	1	0	1	40
AIR FRANCE	2	0	1	1	0	5	2	0	0	0	0	0	11
AIR INDIA	4	0	4	0	1	3	1	0	0	0	0	0	13
BRITISH AIRWAYS	0	0	3	0	0	2	0	0	0	0	0	2	7
EMIRATES AIRLINES	1	0	3	1	0	2	1	0	0	0	0	0	8
KLM	0	0	3	0	2	1	1	0	0	0	0	0	7
KOREAN AIR LINES	1	0	0	4	0	0	0	0	0	0	0	0	5
LUFTHANSA	1	1	3	0	1	4	0	1	0	0	0	0	11
SWISS AIR	0	0	1	1	2	0	1	0	0	0	0	0	5
TURKISH AIRLINES	1	0	3	0	1	5	2	0	0	0	0	0	12
VIRGIN ATLANTIC AIRWAYS	0	0	5	0	1	1	1	0	2	0	0	1	11
VOLARIS AIRLINES	4	6	11	4	7	15	6	0	1	0	0	0	54
OTHER FOREIGN AIRLINES	11	1	11	3	7	17	9	2	0	0	0	3	64
TOTALS	40	11	52	14	22	64	36	3	3	1	0	7	253
<u>TRAVEL AGENTS</u>													
CHEAPOAIR.COM	0	0	4	3	1	0	2	0	2	0	0	0	12
ORBITZ.COM	3	0	2	2	0	0	0	0	0	0	0	0	7
OTHER TRAVEL AGENTS	1	0	3	1	0	0	2	0	1	0	0	0	8
TOTALS	4	0	9	6	1	0	4	0	3	0	0	0	27
<u>TOUR OPERATORS</u>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	1	2
TOTALS	0	0	0	0	1	0	0	0	0	0	0	1	2
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	6	0	3	0	2	5	0	0	1	0	0	1	18
TOTALS	6	0	3	0	2	5	0	0	1	0	0	1	18

* 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

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

RANK	AIRLINE	JUNE 2012			JUNE 2011		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	19	10,107,031	0.19	34	9,928,599	0.34
2	MESA AIRLINES	3	689,841	0.43	4	795,492	0.50
3	AIRTRAN AIRWAYS	10	2,148,075	0.47	12	2,320,442	0.52
4	ALASKA AIRLINES	9	1,671,871	0.54	4	1,580,037	0.25
5	HAWAIIAN AIRLINES	5	827,319	0.60	6	736,326	0.81
6	FRONTIER AIRLINES	7	986,571	0.71	6	1,410,573	0.43
7	DELTA AIR LINES	82	10,805,018	0.76	110	10,544,080	1.04
8	JETBLUE AIRWAYS	23	2,487,348	0.92	29	2,240,287	1.29
9	AMERICAN EAGLE AIRLINES	22	1,703,638	1.29	41	1,570,834	2.61
10	AMERICAN AIRLINES	105	7,641,064	1.37	130	7,717,523	1.68
11	VIRGIN AMERICA	9	549,588	1.64	*	*	*
12	SKYWEST AIRLINES	39	2,320,751	1.68	24	2,192,186	1.09
13	EXPRESSJET AIRLINES**	52	2,958,718	1.76	18	1,305,589	1.38
14	US AIRWAYS	117	4,674,475	2.50	120	4,684,421	2.56
15	UNITED AIRLINES**	585	8,525,538	6.86	119	4,671,124	2.55
	TOTAL	1087	58,096,846	1.87	657	51,697,513	1.27

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

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS

	JANUARY - JUNE 2012				JANUARY - JUNE 2011			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	5,159	313	8	805	4,480	292	7	436
FOREIGN AIRLINES	1,062	20	1	98	748	16	1	75
TRAVEL AGENTS	132	10	1	21	98	5	0	8
TOUR OPERATORS	263	1	0	6	38	2	0	1
MISCELLANEOUS	105	80	2	84	57	51	0	89
INDUSTRY TOTALS	6,721	424	12	1,014	5,421	366	8	609

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	JANUARY - JUNE 2012			JANUARY - JUNE 2011		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	1,692		1	1,690	
CANCELLATIONS			663			743
DELAYS			574			475
MISCONNECTIONS			266			229
BAGGAGE	2	984		2	875	
RES/TKTG/BOARDING	3	971		3	697	
CUSTOMER SERVICE	4	907		4	626	
REFUNDS	5	592		5	461	
OTHER	6	439		9	140	
FREQUENT FLYER			146			111
FARES	7	363		6	289	
DISABILITY	8	344		7	285	
OVERSALES	9	251		8	250	
ADVERTISING	10	128		11	38	
DISCRIMINATION	11	47		10	64	
ANIMALS	12	3		12	6	
COMPLAINT TOTAL		6,721			5,421	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U. S. AIRLINESB BY COMPLAINT CATEGORY*/ JANUARY - JUNE 2012

U. S. AIRLINES**

ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	9	0	0	0	0	0	3	0	0	0	0	1	13
AIRTRAN AIRWAYS	12	5	10	0	3	12	13	4	0	2	0	0	61
ALASKA AIRLINES	7	2	6	1	1	4	13	3	3	0	0	2	42
ALLEGiant AIR	40	1	16	5	6	16	15	11	11	0	0	1	122
AMERICAN AIRLINES	150	24	61	22	48	99	72	45	7	6	0	18	552
AMERICAN EAGLE AIRLINES	26	7	7	1	3	27	12	5	0	0	0	0	88
CHAUTAUQUA AIRLINES	5	0	1	0	1	0	3	1	0	0	0	0	11
COLGAN AIR	19	0	2	0	1	8	1	1	0	0	0	0	32
COMAIR	7	2	1	0	0	1	1	3	0	0	0	0	15
COMMUTAIR	17	0	0	0	0	2	0	0	0	0	0	0	19
DELTA AIR LINES	108	22	58	22	36	41	74	37	13	7	1	24	443
EXPRESSJET AIRLINES	97	6	3	0	0	25	11	12	0	0	0	0	154
FRONTIER AIRLINES	11	1	9	3	2	11	9	1	0	0	0	2	49
GOJET AIRLINES	12	1	0	0	0	3	2	0	0	1	0	0	19
GREAT LAKES AVIATION	6	1	2	0	0	3	2	0	0	0	0	0	14
HAWAIIAN AIRLINES	5	0	3	3	1	4	6	4	0	1	0	3	30
JETBLUE AIRWAYS	19	0	12	5	7	22	18	16	5	1	0	4	109
MESA AIRLINES	9	0	0	0	0	0	2	0	0	0	0	1	12
PIEDMONT AIRLINES	30	17	12	0	1	9	5	10	0	0	0	0	84
PINNACLE AIRLINES	26	3	6	0	1	8	11	5	0	0	0	0	60
PSA AIRLINES	18	0	1	0	0	1	1	1	0	0	0	1	23
REPUBLIC AIRLINES	27	1	3	1	1	5	3	3	0	0	0	0	44
SHUTTLE AMERICA	15	1	2	0	1	4	3	0	0	1	0	0	27
SKYWEST AIRLINES	67	5	1	0	1	24	10	8	0	0	0	0	116
SOUTHWEST AIRLINES	37	3	18	6	8	18	25	15	2	1	0	7	140
SPIRIT AIRLINES	111	25	81	28	43	54	41	6	16	5	0	7	417
TRANS STATES AIRLINES	5	1	0	0	1	2	3	0	0	0	0	0	12
TSA	0	0	0	0	0	5	5	0	0	0	0	1	11
UNITED AIRLINES	443	59	296	63	196	177	330	71	16	10	2	77	1,740
UNITED EXPRESS	31	1	9	3	1	9	11	4	0	0	0	2	71
US AIRWAYS	119	25	62	34	52	79	64	42	13	6	0	15	511
VIRGIN AMERICA	7	0	6	2	8	4	11	4	0	0	0	4	46
OTHER U. S. AIRLINES	21	2	8	3	10	10	7	8	2	0	0	1	72
TOTAL JAN - JUN 2012	1,516	215	696	202	433	687	787	320	88	41	3	171	5,159
% OF TOTAL COMPLAINTS	29.4	4.2	13.5	3.9	8.4	13.3	15.3	6.2	1.7	0.8	0.1	3.3	
TOTAL JAN - JUN 2011	1,537	222	507	240	311	646	559	253	27	53	5	120	4,480
% OF TOTAL COMPLAINTS	34.3	5.0	11.3	5.4	6.9	14.4	12.5	5.6	0.6	1.2	0.1	2.7	

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

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

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

Table 4 (YTD)

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

JANUARY - JUNE 2012

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	8	0	7	3	3	8	2	1	0	0	0	0	32
AIR BERLIN	2	0	3	1	1	4	0	0	0	0	0	0	11
AIR CANADA	22	5	9	4	0	12	13	0	0	1	0	3	69
AIR CHINA	5	1	1	0	1	3	1	1	0	0	0	0	13
AIR FRANCE	4	1	7	3	3	21	4	2	0	1	0	2	48
AIR INDIA	14	0	7	1	4	9	1	0	0	0	0	0	36
ALITALIA AIRLINES	2	0	1	1	4	16	4	0	2	0	0	0	30
AVIANCA	3	1	2	2	4	5	2	1	0	0	0	0	20
BRITISH AIRWAYS	5	1	9	7	6	13	5	3	5	1	0	5	60
COPA	0	1	3	1	3	6	1	0	0	0	0	0	15
EMIRATES AIRLINES	2	2	5	4	2	11	9	0	0	1	0	0	36
ETIHAD AIRWAYS	0	1	4	1	3	8	1	1	0	0	0	0	19
IBERIA AIRLINES	9	1	5	0	4	5	2	1	1	0	0	0	28
JET AIRWAYS	0	0	6	1	1	8	1	0	0	0	0	0	17
KLM	1	0	6	0	5	11	1	2	1	0	0	0	27
KOREAN AIR LINES	2	0	0	59	0	1	0	0	0	0	0	0	62
LAN AIRLINES	3	0	2	0	4	4	2	0	1	0	0	0	16
LUFTHANSA	9	2	15	5	4	18	3	2	0	0	0	2	60
PAKISTAN INTERNATIONAL	4	1	0	0	0	4	5	1	0	0	0	0	15
PHILIPPINE AIRLINES	4	2	1	0	3	2	2	1	0	0	0	0	15
QATAR AIRWAYS	6	0	5	2	2	7	0	0	0	0	0	0	22
SWISS AIR	1	0	2	2	2	0	2	0	0	0	0	1	10
TACA	0	0	4	1	1	6	3	0	0	1	0	0	16
TURKISH AIRLINES	7	2	9	1	4	20	2	0	1	0	0	0	46
VIRGIN ATLANTIC AIRWAYS	1	0	7	0	1	2	4	1	2	0	0	3	21
VOLARIS AIRLINES	6	6	19	6	10	19	8	0	3	0	0	1	78
OTHER FOREIGN AIRLINES	26	6	52	21	39	56	24	6	2	1	0	7	240
TOTALS	146	33	191	126	114	279	102	23	18	6	0	24	1,062
<u>TRAVEL AGENTS</u>													
CHEAPOAIR.COM	0	0	13	8	2	1	3	0	6	0	0	0	33
EXPEDIA.COM	0	0	9	1	3	0	1	0	2	0	0	1	17
ORBITZ.COM	3	0	13	6	9	0	1	1	3	0	0	0	36
TRAVELOCITY.COM	0	0	5	1	1	0	2	0	1	0	0	0	10
OTHER TRAVEL AGENTS	1	0	13	9	6	0	3	0	4	0	0	0	36
TOTALS	4	0	53	25	21	1	10	1	16	0	0	1	132

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

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

Table 4 (YTD, contd.)

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

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<u>TOUR OPERATORS</u>													
DIRECT AIR AND TOURS	5	0	13	1	10	0	4	0	1	0	0	229	263
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	5	0	13	1	10	0	4	0	1	0	0	229	263
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	21	3	18	9	14	17	4	0	5	0	0	14	105
TOTALS	21	3	18	9	14	17	4	0	5	0	0	14	105

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

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

TABLE 5 (YTD)

JANUARY – JUNE
CONSUMER COMPLAINTS: RANKINGS/ U.S. AIRLINES*

RANK	AIRLINE	JANUARY-JUNE 2012			JANUARY-JUNE 2011		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	SOUTHWEST AIRLINES	140	55,214,373	0.25	182	54,483,483	0.33
2	MESA AIRLINES	12	3,931,536	0.31	25	4,280,700	0.58
3	ALASKA AIRLINES	42	9,027,265	0.47	42	8,640,243	0.49
4	AIRTRAN AIRWAYS	61	11,185,378	0.55	77	12,204,704	0.63
5	HAWAIIAN AIRLINES	30	4,548,689	0.66	31	4,241,966	0.73
6	JETBLUE AIRWAYS	109	14,185,321	0.77	136	12,660,406	1.07
7	DELTA AIR LINES	443	56,556,834	0.78	703	55,299,964	1.27
8	SKYWEST AIRLINES	116	12,572,961	0.92	92	11,887,235	0.77
9	FRONTIER AIRLINES	49	5,248,333	0.93	45	7,237,660	0.62
10	AMERICAN EAGLE AIRLINES	88	9,214,019	0.96	138	8,249,678	1.67
11	EXPRESSJET AIRLINES**	154	15,768,743	0.98	67	6,976,023	0.96
12	AMERICAN AIRLINES	552	43,125,140	1.28	636	42,306,297	1.50
13	VIRGIN AMERICA	46	3,032,874	1.52	*	*	*
14	US AIRWAYS	511	27,188,441	1.88	457	26,302,706	1.74
16	UNITED AIRLINES**	1,740	46,253,778	3.76	502	24,890,795	2.02
	TOTAL	4,093	317,053,685	1.29	3144	279,661,860	1.12

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

* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily. Virgin America was ranked for the first time in January 2012. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Mishandled Baggage" sections of this report.

** Effective January 2012, data of the merged operations of United Air Lines and Continental Airlines are combined, and appear only as United Airlines data in this table. Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear only as ExpressJet Airlines data in this table. Totals for January -June 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.

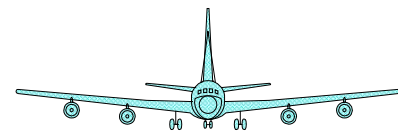
Disability: Civil rights complaints by air travelers with disabilities.

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 June 2012 as provided by the Transportation Security Administration^a

The Transportation Security Administration (TSA) screened approximately 58 million airline passengers and their 46 million checked bags in the month of June 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 June.

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
361	.0006	26	.00004	101	.0002	416	.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
174	.0003	424	.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 June.

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.

June 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>Delta</i>	1		
<i>United</i>	2		
<i>Total</i>	3		