



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	November 2011 12 Months Ending November 2011
Mishandled Baggage¹	November 2011
Oversales¹	3rd Quarter 2011 January – September 2011
Consumer Complaints² (Includes Disability and Discrimination Complaints)	November 2011
Customer Service Reports to the Dept. of Homeland Security³	November 2011
Airline Animal Incident Reports⁴	November 2011

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.ost.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 first 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 fifteen (15*) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the one (1**) carrier that currently reports flight delay data voluntarily.

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 16 reporting air carriers, 11 carriers (AirTran, American Eagle, Atlantic Southeast, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Southwest, United, and US Airways) use ACARS exclusively; 2 carriers (American and Continental) use a combination of ACARS and DGS; and 3 carriers (Alaska, 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.

****ExpressJet Airlines currently reports flight delay data voluntarily, as permitted by Part 234.**

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AIR TRAVEL CONSUMER REPORT

TABLE 1. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME BY CARRIER *

CARRIER	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	80.2	15	92.0
DELTA AIR LINES S/	29	88.4	121	88.8
SOUTHWEST AIRLINES S/	21	88.2	72	88.6
AIRTRAN AIRWAYS S/	22	87.7	63	88.4
MESA AIRLINES S/	15	88.5	83	87.8
US AIRWAYS S/	27	87.2	76	87.5
JETBLUE AIRWAYS S/	21	85.2	47	85.9
FRONTIER AIRLINES S/	21	85.5	47	85.7
ALASKA AIRLINES S/	18	87.2	50	84.8
UNITED AIRLINES S/	26	82.7	69	82.9
ATLANTIC SOUTHEAST AIRLINES S/	21	82.4	127	82.7
AMERICAN EAGLE S/	20	81.9	136	82.5
CONTINENTAL AIRLINES S/	26	82.0	57	82.2
AMERICAN AIRLINES S/	28	82.4	78	81.9
SKYWEST AIRLINES S/	18	81.5	148	81.7
EXPRESSJET AIRLINES S/V/	19	80.8	119	81.3
TOTAL		85.0		85.3

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

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

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AIR TRAVEL CONSUMER REPORT

TABLE 1A. OVERALL PERCENTAGE OF REPORTED FLIGHT OPERATIONS ARRIVING ON TIME AND CARRIER RANK, BY MONTH, QUARTER, AND DATABASE TO DATE

Carrier	4th Quarter 10-12 2010		1st Quarter 01-03 2011		2nd Quarter 04-06 2011		3rd Quarter 07-09 2011		Sep -11		Oct-11		Nov-11		12 Months Ending Nov 2011		Database To Date 09 1987-11 2011			
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank		
AIRTRAN	87.0	3	81.0	5	82.6	3	84.1	3	89.5	3	89.8	3	88.4	4	83.6	3	(--)	(--)		
ALASKA	83.9	6	83.4	2	90.6	2	91.1	2	91.7	2	91.1	2	84.8	9	87.8	2	76.5	6		
AMERICAN	84.0	5	77.4	7	72.9	12	78.5	10	82.2	10	83.1	12	81.9	14	77.7	11	78.0	4		
AMERICAN EAGLE	81.7	9	73.1	15	70.2	15	78.7	9	84.3	9	85.0	10	82.5	12	75.6	13	74.2	8		
ATLANTIC SOUTHEAST	77.6	14	73.4	13	69.3	16	75.3	15	81.2	12	84.7	11	82.7	11	74.2	15	(--)	(--)		
COMAIR	74.7	16	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	63.1	18	(--)	(--)
CONTINENTAL	80.9	11	76.6	9	74.2	11	76.5	13	79.8	14	81.6	14	82.2	13	76.5	12	78.3	2		
DELTA	78.0	13	77.1	8	79.8	6	83.3	5	88.0	4	89.5	4	88.8	2	80.8	5	77.6	5		
EXPRESSJET	81.5	10	73.2	14	70.5	14	75.5	14	77.9	15	81.5	15	81.3	16	74.3	14	(--)	(--)		
FRONTIER	82.2	8	76.1	11	77.1	9	80.9	7	87.0	5	86.9	6	85.7	8	79.5	8	(--)	(--)		
HAWAIIAN	92.0	1	90.4	1	92.9	1	95.2	1	95.5	1	94.7	1	92.0	1	92.5	1	(--)	(--)		
JETBLUE	71.1	18	67.4	16	72.7	13	70.9	16	77.8	16	76.7	16	85.9	7	71.2	16	(--)	(--)		
MESA	85.2	4	82.6	4	81.6	4	83.1	6	85.5	6	88.1	5	87.8	5	83.0	4	(--)	(--)		
PINNACLE	79.4	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	65.5	17	(--)	(--)
SKYWEST	75.1	15	75.0	12	79.9	5	80.1	8	85.1	7	85.5	8	81.7	15	78.0	10	(--)	(--)		
SOUTHWEST	74.6	17	76.3	10	77.6	8	83.8	4	84.3	8	86.8	7	88.6	3	79.7	7	81.9	1		
UNITED	88.1	2	82.7	3	77.8	7	77.4	11	82.2	11	82.4	13	82.9	10	80.1	6	76.2	7		
US AIRWAYS	82.9	7	80.7	6	75.1	10	76.7	12	80.7	13	85.3	9	87.5	6	79.0	9	78.3	3		
Total	79.6		76.8		76.5		80.2		83.9		85.5		85.3		78.6		78.2			

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

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	421	85.3	798	78.9	227	79.3	155	83.2	792	80.4	400	77.5	11967	88.5	168	82.1
AS	30	90.0	64	100.0	H/		H/		88	87.5	90	92.2	83	91.6	H/	
B6	H/		2512	86.8	118	91.5	134	88.1	261	90.4	87	88.5	H/		H/	
CO	134	85.1	414	83.6	105	87.6	75	88.0	222	84.7	573	82.9	210	82.4	100	87.0
DL	15760	89.1	1052	87.0	628	91.6	399	88.5	812	88.8	545	88.3	363	87.6	4017	90.5
EV	7866	82.7	113	87.6	135	88.9	70	71.4	213	82.6	11	100.0	123	80.5	1156	85.8
F9	79	91.1	26	96.2	H/		H/		118	85.6	3236	89.1	122	82.8	83	83.1
FL	5587	88.5	536	85.4	1343	90.9	160	89.4	355	92.4	120	94.2	134	73.9	172	91.3
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	415	77.8	181	81.2	155	85.2	408	78.2	602	84.9	187	75.4	5892	85.3	339	78.2
OO	169	85.8	H/		H/		9	88.9	23	73.9	3940	87.6	383	82.5	164	81.7
UA	30	73.3	552	86.2	207	90.3	31	83.9	327	82.3	3241	87.9	255	85.5	35	71.4
US	442	87.6	1511	85.4	369	88.9	7037	89.6	1579	88.3	377	87.0	572	87.8	276	87.3
WN	H/		671	85.5	4750	91.2	H/		H/		4298	90.0	H/		458	92.1
XE	216	78.7	32	90.6	26	80.8	317	81.7	171	72.5	1410	88.2	144	84.7	236	78.0
YV	173	82.1	34	79.4	H/		1443	88.8	H/		H/		52	92.3	53	73.6
TOTAL	31322	87.0	8496	85.5	8063	90.5	10238	88.5	5563	85.9	18515	88.1	20300	87.1	7257	88.0

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

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

ARRIVAL AIRPORT*																
CARRIER*	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	282	66.0	287	85.4	278	88.1	266	81.2	1047	83.9	721	73.6	2313	76.2	1200	75.0
AS	60	76.7	H/		H/		30	80.0	H/		349	92.8	469	87.2	H/	
B6	497	70.8	1281	86.9	380	86.8	H/		3363	86.2	322	82.6	230	76.1	299	71.9
CO	3618	81.1	417	85.4	61	91.8	5688	86.4	H/		544	79.6	674	76.0	246	73.6
DL	499	74.7	768	89.7	226	92.9	170	87.1	1464	89.8	985	88.4	1564	82.0	1847	81.2
EV	95	67.4	22	81.8	759	78.8	184	79.9	115	77.4	H/		H/		64	57.8
F9	H/		56	85.7	H/		H/		H/		236	77.5	182	76.4	87	70.1
FL	H/		453	85.4	102	93.1	H/		H/		182	85.7	184	75.0	571	75.5
HA	H/		H/		H/		H/		H/		79	92.4	60	95.0	H/	
MQ	173	65.3	H/		H/		204	68.6	745	80.4	H/		1739	83.9	1451	79.7
OO	H/		H/		174	85.1	1382	88.4	H/		589	76.2	4022	76.4	H/	
UA	270	78.5	H/		1755	86.5	157	90.4	353	91.8	447	84.6	1722	80.0	507	72.6
US	317	76.0	518	87.5	H/		401	82.8	181	91.2	760	86.4	549	83.2	1064	82.5
WN	529	72.4	1332	91.9	227	91.2	H/		H/		6077	88.4	3082	83.8	236	76.3
XE	2912	72.0	H/		1089	86.1	5313	85.1	H/		H/		H/		74	52.7
YV	51	78.4	H/		781	86.8	H/		H/		20	100.0	24	91.7	31	83.9
TOTAL	9303	75.7	5134	88.3	5832	86.1	13795	85.6	7268	86.3	11311	85.9	16814	80.0	7677	77.8

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
CARRIER*	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	769	83.9	H/		3668	86.9	246	84.6	4033	77.7	117	60.7	300	76.7	426	72.8
AS	30	93.3	H/		30	93.3	58	93.1	143	86.7	828	87.9	H/		207	92.3
B6	1439	88.2	H/		H/		H/		187	78.1	80	86.2	H/		84	89.3
CO	505	85.3	H/		220	85.5	H/		669	72.5	149	70.5	131	80.9	312	74.0
DL	1314	89.5	197	82.7	619	91.6	4439	92.3	475	77.9	325	87.1	537	81.6	574	86.1
EV	192	89.1	H/		248	90.3	221	87.8	446	67.5	H/		41	80.5	1	100.0
F9	51	90.2	100	94.0	H/		102	76.5	H/		147	77.6	21	81.0	135	75.6
FL	1740	88.4	338	92.0	28	96.4	231	90.5	H/		H/		237	81.9	69	79.7
HA	H/		H/		H/		H/		H/		60	68.3	H/		30	63.3
MQ	H/		H/		1122	87.8	258	79.1	6584	79.6	H/		139	72.7	120	73.3
OO	H/		H/		H/		1657	92.5	2340	75.9	942	85.7	H/		346	81.5
UA	342	86.0	H/		H/		250	83.2	4315	81.4	326	86.8	244	78.3	294	81.3
US	678	85.1	H/		245	84.9	283	83.7	577	75.9	154	81.8	3632	83.9	4888	91.7
WN	2606	92.1	6328	91.1	H/		447	89.0	H/		1045	88.8	1475	81.2	4911	87.5
XE	2	100.0	H/		20	100.0	217	85.3	3923	77.9	H/		84	71.4	20	90.0
YV	H/		H/		162	90.1	H/		703	82.9	H/		7	57.1	2485	91.5
TOTAL	9668	88.7	6963	90.9	6362	87.7	8409	90.4	24395	78.6	4173	85.2	6848	82.1	14902	88.3

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	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	402	72.1	348	67.8	859	60.1	148	74.3	493	84.0
AS	331	89.4	3452	87.1	314	70.4	H/		H/	
B6	98	80.6	117	86.3	290	72.1	132	88.6	374	89.8
CO	243	78.2	356	71.1	530	67.5	58	84.5	338	84.9
DL	496	84.5	761	88.7	702	75.4	2428	90.5	810	90.7
EV	H/		H/		H/		H/		140	93.6
F9	114	83.3	159	74.2	159	66.0	138	90.6	14	92.9
FL	H/		43	79.1	109	72.5	H/		645	90.1
HA	30	86.7	70	68.6	30	80.0	H/		H/	
MQ	284	87.3	H/		H/		173	82.7	H/	
OO	562	76.0	590	86.1	4272	68.0	4541	89.9	H/	
UA	505	80.8	504	84.5	3126	77.5	30	50.0	190	83.2
US	297	85.2	263	86.3	462	77.5	147	91.8	545	88.1
WN	2588	87.1	1091	87.1	1246	69.3	1009	88.9	1988	91.9
XE	H/		H/		H/		2	100.0	H/	
YV	30	80.0	H/		H/		H/		H/	
TOTAL	5980	83.8	7754	84.9	12099	71.0	8806	89.4	5537	89.6

* See Appendix at end of this section for list of airport and carrier 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	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	90.5	92.0	100.0	90.9	J/	90.6	91.7	91.8	87.8	91.9	83.2	94.8	93.3	91.2	88.2	94.7	89.6	96.0
700 - 759 AM	94.0	93.1	93.8	94.3	91.1	93.4	89.2	96.9	89.2	93.3	90.2	92.5	88.1	95.9	85.2	84.5	91.7	97.1
800 - 859 AM	92.6	90.0	97.6	93.8	87.9	92.1	89.5	94.9	89.4	94.5	92.3	92.0	93.8	95.3	88.1	84.6	94.8	97.5
900 - 959 AM	91.2	92.8	96.4	90.4	91.1	92.2	90.0	95.3	93.7	97.7	95.6	93.5	88.5	91.1	85.4	87.1	92.8	96.7
1000 - 1059 AM	89.5	92.3	97.9	93.0	88.2	89.7	91.6	92.9	91.9	94.9	94.0	90.2	92.1	89.5	81.7	88.2	94.5	96.0
1100 - 1159 AM	90.1	93.1	94.1	89.6	89.6	91.1	91.8	94.3	90.5	92.2	88.8	87.6	90.8	92.6	79.6	83.9	93.4	95.4
1200 - 1259 PM	90.2	90.7	93.1	91.6	90.8	91.2	91.8	91.3	83.9	88.8	93.2	87.3	93.0	86.2	78.2	85.7	92.0	93.0
100 - 159 PM	89.2	90.4	93.3	89.5	87.8	88.2	90.5	92.7	80.5	91.3	90.5	86.4	88.4	83.8	81.5	80.0	90.3	93.4
200 - 259 PM	89.0	89.0	92.2	82.4	87.7	87.6	89.2	88.1	76.1	89.7	83.7	85.0	88.3	86.4	78.8	77.8	91.7	94.9
300 - 359 PM	86.8	87.8	91.8	87.9	87.7	87.0	88.0	86.8	70.6	86.9	87.1	80.9	85.8	85.1	82.0	78.5	91.4	90.2
400 - 459 PM	86.4	86.1	87.8	91.9	82.9	86.2	85.7	84.3	67.0	87.1	86.3	84.7	88.1	81.6	78.5	77.4	88.4	88.0
500 - 559 PM	89.3	80.9	87.5	84.6	86.4	84.9	84.7	89.0	62.1	88.7	88.3	79.9	88.0	81.6	76.5	74.0	86.7	88.6
600 - 659 PM	81.8	77.5	85.4	84.9	81.2	84.9	82.6	83.0	66.4	84.9	85.4	85.3	83.0	84.7	77.0	67.4	87.9	87.6
700 - 759 PM	79.2	80.4	83.5	83.6	83.8	83.3	82.9	83.8	64.5	85.2	80.7	79.4	75.1	82.0	77.9	70.3	86.2	85.7
800 - 859 PM	77.3	78.2	87.5	84.8	84.4	83.6	81.1	83.6	61.0	83.0	79.9	77.1	79.5	80.5	75.3	70.6	79.8	85.7
900 - 959 PM	83.0	78.7	84.3	83.1	82.4	83.0	81.8	76.6	64.1	87.5	82.9	76.9	82.6	78.2	75.9	70.4	84.4	85.3
1000 - 1059 PM	83.3	82.1	86.3	85.7	82.8	85.9	79.6	88.2	79.2	79.9	87.4	84.8	84.5	86.3	75.5	67.6	83.6	85.3
1100 - 559 AM	89.9	81.9	88.8	80.2	78.3	86.4	81.4	87.5	81.3	80.9	81.5	83.9	84.2	80.1	83.9	79.1	82.3	83.9
TOTAL, ALL ARRIVALS, BY AIRPORT	87.0	85.5	90.5	88.5	85.9	88.1	87.1	88.0	75.7	88.3	86.1	85.6	86.3	85.9	80.0	77.8	88.7	90.9

* 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	86.4	92.6	91.9	93.2	87.6	94.7	66.7	81.3	86.6	100.0	88.9	90.5
700 - 759 AM	84.6	91.6	89.6	95.2	94.4	94.6	87.3	89.5	91.3	91.5	93.8	91.3
800 - 859 AM	92.4	95.1	86.3	97.4	83.7	95.3	89.8	93.1	83.7	93.7	93.7	91.2
900 - 959 AM	93.5	93.7	83.5	91.4	81.8	92.1	87.9	92.8	74.5	93.8	95.8	90.4
1000 - 1059 AM	93.6	92.8	84.9	86.1	85.4	90.2	83.0	88.1	65.0	93.1	94.9	89.3
1100 - 1159 AM	94.4	96.3	82.3	84.5	82.4	91.2	87.8	89.0	71.2	84.9	92.2	88.5
1200 - 1259 PM	91.0	94.8	82.8	90.5	84.5	90.5	83.4	86.9	63.0	92.4	91.3	87.5
100 - 159 PM	91.6	91.8	78.8	83.9	83.8	87.6	89.3	90.1	64.6	88.9	91.3	86.8
200 - 259 PM	89.7	90.8	76.9	85.0	81.9	86.4	85.0	87.3	68.1	89.3	91.8	85.8
300 - 359 PM	87.8	87.2	73.5	84.5	83.2	88.8	85.5	82.0	66.7	92.3	90.7	84.3
400 - 459 PM	85.4	90.3	72.4	86.3	83.6	86.7	81.2	87.7	71.0	87.8	90.0	83.8
500 - 559 PM	88.1	87.5	70.5	87.4	75.6	87.9	79.7	81.6	68.3	88.4	88.2	81.5
600 - 659 PM	82.9	89.7	70.3	89.4	80.0	86.2	78.6	86.1	70.7	88.1	87.5	81.5
700 - 759 PM	78.9	80.1	70.1	77.7	78.6	82.2	80.8	85.4	70.8	88.9	85.9	79.6
800 - 859 PM	85.1	87.2	71.2	85.3	76.1	86.8	81.4	78.6	70.6	81.7	85.8	79.4
900 - 959 PM	83.7	87.0	76.6	80.4	80.6	87.4	83.8	81.2	66.1	82.1	86.4	79.8
1000 - 1059 PM	83.7	79.9	81.1	79.4	81.7	82.6	84.9	82.8	66.8	86.2	82.9	81.3
1100 - 559 AM	74.1	86.5	84.9	81.8	84.3	81.6	81.9	78.2	74.4	83.1	84.9	82.4
TOTAL, ALL ARRIVALS, BY AIRPORT	87.7	90.4	78.6	85.2	82.1	88.3	83.8	84.9	71.0	89.4	89.6	85.0

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

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AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*																		
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	93.5	96.5	96.9	94.5	93.7	94.1	94.2	94.5	93.6	96.9	94.8	94.4	94.3	95.7	93.9	97.0	95.9	96.4
700 - 759 AM	93.9	92.4	94.2	93.0	94.3	94.3	90.9	90.9	92.7	95.5	94.1	92.8	94.8	93.8	89.6	95.5	97.0	95.0
800 - 859 AM	92.5	90.7	94.2	94.4	90.2	91.1	91.0	94.5	90.2	96.1	89.8	91.4	92.3	92.1	87.5	94.9	95.6	93.6
900 - 959 AM	90.2	92.8	93.3	92.8	92.3	89.0	89.5	93.9	90.9	93.8	90.3	90.7	92.8	90.5	87.1	87.6	94.8	94.0
1000 - 1059 AM	88.6	88.6	93.7	90.3	90.4	88.9	86.7	93.8	89.6	93.8	98.5	92.3	86.3	87.9	83.6	85.5	92.9	93.6
1100 - 1159 AM	88.3	91.8	92.9	89.9	86.6	88.1	86.6	89.9	87.4	92.2	92.4	90.4	89.6	86.4	79.3	88.1	92.0	89.0
1200 - 1259 PM	87.6	90.0	91.0	86.1	92.9	86.3	86.4	89.1	88.0	89.5	87.0	89.8	89.7	88.7	77.8	83.1	91.9	90.5
100 - 159 PM	86.8	91.1	86.7	90.2	88.8	87.3	85.9	85.5	84.0	79.9	84.1	87.1	83.4	82.6	82.3	86.1	90.1	82.4
200 - 259 PM	87.6	83.7	85.6	87.1	86.9	83.7	84.5	87.2	80.4	87.2	74.1	81.8	87.1	82.5	76.5	81.2	86.5	86.4
300 - 359 PM	87.0	87.1	84.7	76.2	84.9	85.3	85.4	84.6	76.1	85.2	94.1	79.7	82.9	74.8	79.5	83.3	86.4	88.8
400 - 459 PM	82.6	86.1	80.0	86.9	89.6	82.0	82.3	85.7	67.4	82.3	84.1	81.1	85.1	82.2	80.5	81.3	86.7	76.8
500 - 559 PM	85.1	79.0	81.6	88.6	82.5	81.9	82.3	81.6	66.8	81.4	83.3	81.0	87.2	77.2	79.1	77.4	86.9	78.2
600 - 659 PM	88.0	77.5	82.9	85.4	82.5	85.3	82.8	82.1	69.1	80.3	81.9	82.4	84.6	77.4	77.6	76.0	82.2	80.5
700 - 759 PM	82.5	77.3	78.0	85.7	88.0	84.1	78.8	79.6	70.5	81.9	81.2	80.9	84.3	77.6	75.6	74.1	82.6	76.9
800 - 859 PM	83.9	79.5	80.8	85.8	84.8	83.5	81.7	78.6	64.6	78.9	76.8	70.9	79.5	71.4	77.2	75.2	82.9	73.7
900 - 959 PM	84.3	71.9	81.4	87.5	89.5	81.9	82.6	79.0	55.1	85.4	89.4	85.5	85.0	78.7	77.1	75.1	66.0	72.0
1000 - 1059 PM	86.5	J/	100.0	90.0	92.0	91.8	88.9	80.0	52.6	J/	86.4	88.0	83.5	88.7	86.7	75.0	90.9	61.5
1100 - 559 AM	95.6	96.2	96.0	90.0	96.0	90.4	95.5	100.0	94.9	98.1	100.0	96.6	91.8	94.1	83.6	100.0	89.5	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	87.0	87.4	87.8	89.0	88.8	86.5	85.7	86.9	80.2	88.3	86.5	85.9	87.6	84.9	82.5	85.1	89.5	85.9

* 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	91.7	94.2	92.4	97.0	92.2	94.0	94.7	93.7	92.4	94.9	96.4	94.6
700 - 759 AM	92.9	93.1	91.2	95.1	94.6	94.8	90.7	93.5	89.8	93.7	97.3	93.0
800 - 859 AM	92.6	96.4	89.4	90.9	92.2	93.4	88.1	92.6	87.5	89.5	95.9	91.6
900 - 959 AM	88.1	92.4	87.7	92.3	86.7	91.4	89.0	85.0	79.0	93.7	96.0	90.1
1000 - 1059 AM	85.7	91.1	85.2	87.8	85.7	87.8	88.5	88.5	75.7	87.9	96.1	88.3
1100 - 1159 AM	91.3	90.5	84.2	86.2	84.9	90.6	80.1	84.6	70.0	93.5	92.1	87.6
1200 - 1259 PM	87.0	96.3	83.6	82.9	82.9	84.5	84.9	89.7	68.7	84.7	91.8	86.0
100 - 159 PM	88.3	89.7	82.5	88.5	81.7	88.1	79.2	82.4	67.6	89.7	89.3	85.2
200 - 259 PM	80.5	87.9	77.4	86.6	80.2	83.5	87.7	83.5	64.0	90.7	87.8	83.1
300 - 359 PM	82.7	87.4	76.5	86.3	84.1	80.2	76.7	85.0	66.9	89.4	87.2	82.9
400 - 459 PM	79.6	80.7	73.1	85.6	77.4	84.7	83.1	84.0	69.7	90.9	87.2	81.3
500 - 559 PM	79.8	88.6	74.9	86.9	77.1	85.3	83.4	91.2	70.8	88.1	83.9	81.6
600 - 659 PM	77.9	88.8	73.4	84.9	81.1	79.4	75.8	82.8	73.0	87.0	86.3	80.3
700 - 759 PM	79.9	88.2	75.8	88.7	74.0	86.9	80.7	86.9	76.1	87.6	85.0	80.9
800 - 859 PM	79.5	74.0	74.4	78.7	84.8	84.3	81.1	84.2	74.6	91.6	84.8	80.0
900 - 959 PM	78.2	88.1	77.9	94.4	86.0	85.2	84.3	86.2	68.5	90.2	50.0	81.2
1000 - 1059 PM	79.8	J/	83.4	89.7	82.0	94.8	96.2	88.9	85.6	92.3	J/	87.1
1100 - 559 AM	90.0	95.1	94.0	90.4	92.8	88.9	100.0	92.0	80.3	95.5	94.1	90.2
TOTAL, ALL DEPARTURES, BY AIRPORT	84.6	89.8	81.2	89.2	84.6	87.5	85.4	88.0	76.2	90.8	90.6	85.8

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

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AIR TRAVEL CONSUMER REPORT

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

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

CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

NONE

CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

SKYWEST	5355	Oct	SFO-SMF	1536	31	17	54.8	78.2
SKYWEST	6280	Nov	SFO-SMF	1531	29	15	51.7	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 6. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS I/ ARRIVING LATE 70% OF THE TIME OR MORE

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
AMERICAN	1,243	4	0.3
CONTINENTAL	705	2	0.3
SKYWEST	1,296	2	0.2
EXPRESSJET	861	1	0.1
DELTA	2,058	0	0.0
AMERICAN EAGLE	1,232	0	0.0
US AIRWAYS	1,201	0	0.0
ATLANTIC SOUTHEAST	878	0	0.0
AIRTRAN	704	0	0.0
JETBLUE	593	0	0.0
UNITED	576	0	0.0
SOUTHWEST	497	0	0.0
ALASKA	388	0	0.0
MESA	345	0	0.0
FRONTIER	229	0	0.0
HAWAIIAN	175	0	0.0
TOTAL	12,981	9	0.1

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

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AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	86.1	91.5	201	201
ADAK ISLAND AK (ADK)	37.5	25.0	8	8
AGUADILLA PR (BQN)	81.3	87.7	107	106
AKRON OH (CAK)	88.1	88.2	654	654
ALBANY GA (ABY)	82.5	83.8	80	80
ALBANY NY (ALB)	87.2	92.0	775	776
ALBUQUERQUE NM (ABQ)	87.3	89.2	2,742	2,744
ALEXANDRIA LA (AEX)	82.5	85.8	274	274
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	86.3	90.9	255	254
AMARILLO TX (AMA)	87.0	89.8	568	567
ANCHORAGE AK (ANC)	71.8	83.7	1,243	1,242
APPLETON WI (ATW)	83.2	81.8	291	291
ARCATA/EUREKA CA (ACV)	64.7	65.3	278	277
ARLINGTON VA (DCA)	85.9	88.8	5,563	5,563
ASHEVILLE NC (AVL)	80.8	78.8	400	400
ASPEN CO (ASE)	86.1	89.2	158	157
ATLANTA GA (ATL)	87.0	87.0	31,322	31,323
ATLANTIC CITY NJ (ACY)	91.5	98.3	59	59
AUGUSTA GA (AGS)	81.9	82.6	299	299
AUSTIN TX (AUS)	85.8	89.6	3,373	3,371
BAKERSFIELD CA (BFL)	76.3	79.9	304	303
BALTIMORE MD (BWI)	90.5	87.8	8,063	8,069
BANGOR ME (BGR)	83.7	91.8	49	49
BARROW AK (BRW)	81.5	76.9	65	65
BATON ROUGE LA (BTR)	83.1	85.5	593	594
BELLINGHAM WA (BLI)	78.3	88.3	60	60
BEND/REDMOND OR (RDM)	85.4	87.3	260	260
BETHEL AK (BET)	68.8	66.3	80	80
BILLINGS MT (BIL)	91.0	94.5	255	256
BIRMINGHAM AL (BHM)	86.7	89.5	1,452	1,451
BISMARCK/MANDAN ND (BIS)	87.3	88.1	276	277
BLOOMINGTON/NORMAL IL (BMI)	82.4	88.6	273	273
BOISE ID (BOI)	85.9	87.7	1,052	1,053
BOSTON MA (BOS)	85.5	87.4	8,496	8,500
BOZEMAN MT (BZN)	89.6	95.1	164	164
BRANSON MO (BKG)	86.9	83.9	137	137
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	81.1	84.0	280	281
BROWNSVILLE TX (BRO)	85.6	94.3	194	194
BRUNSWICK GA (BQK)	82.7	92.0	75	75
BUFFALO NY (BUF)	88.7	90.3	1,656	1,658
BURBANK CA (BUR)	87.7	88.3	2,194	2,195
BURLINGTON VT (BTV)	81.1	83.3	317	317
BUTTE MT (BTM)	83.9	89.3	56	56

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	75.6	78.3	180	180
CASPER WY (CPR)	89.2	93.0	157	157
CEDAR CITY UT (CDC)	92.9	100.0	56	56
CEDAR RAPIDS/IOWA CITY IA (CID)	84.9	85.0	536	535
CHAMPAIGN/URBANA IL (CMI)	77.2	88.9	180	180
CHANTILLY VA (IAD)	86.1	86.5	5,832	5,853
CHARLESTON SC (CHS)	85.4	87.0	1,049	1,050
CHARLESTON/DUNBAR WV (CRW)	77.2	80.4	276	276
CHARLOTTE AMALIE VI (STT)	81.9	86.9	199	199
CHARLOTTE NC (CLT)	88.5	89.0	10,238	10,244
CHARLOTTESVILLE VA (CHO)	87.4	91.6	143	143
CHATTANOOGA TN (CHA)	83.7	86.6	344	344
CHEYENNE WY (CYS)	83.3	86.7	30	30
CHICAGO IL (MDW)	90.9	85.9	6,963	6,962
CHICAGO IL (ORD)	78.6	81.2	24,395	24,358
CHICO CA (CIC)	61.7	67.5	115	114
CHRISTIANSTED VI (STX)	73.3	83.3	60	60
CLEVELAND OH (CLE)	86.7	89.5	3,642	3,644
CODY WY (COD)	82.0	77.0	61	61
COLLEGE STATION/BRYAN TX (CLL)	85.7	92.9	14	14
COLORADO SPRINGS CO (COS)	83.4	88.7	896	894
COLUMBIA SC (CAE)	81.1	83.7	556	557
COLUMBUS GA (CSG)	86.2	87.4	181	182
COLUMBUS MS (GTR)	82.5	90.0	80	80
COLUMBUS OH (CMH)	86.5	89.0	2,260	2,259
CORDOVA AK (CDV)	75.9	74.1	58	58
CORPUS CHRISTI TX (CRP)	87.1	89.3	637	636
COVINGTON KY (CVG)	86.6	87.2	2,076	2,080
CRESCENT CITY CA (CEC)	65.9	61.4	82	83
DALLAS TX (DAL)	88.7	83.3	3,604	3,603
DALLAS/FORT WORTH TX (DFW)	87.1	85.7	20,300	20,315
DAYTON OH (DAY)	84.4	88.4	949	948
DAYTONA BEACH FL (DAB)	91.6	96.6	119	119
DEATHORSE AK (SCC)	92.6	87.0	54	54
DENVER CO (DEN)	88.1	86.5	18,515	18,514
DES MOINES IA (DSM)	84.5	86.0	1,003	1,001
DETROIT MI (DTW)	88.0	86.9	7,257	7,253
DOTHAN AL (DHN)	84.0	82.0	100	100
DUBUQUE IA (DBQ)	82.1	87.2	39	39
DULUTH MN (DLH)	85.4	90.5	171	169
DURANGO CO (DRO)	89.8	91.3	264	264
EAGLE CO (EGE)	85.7	90.9	77	77
EAU CLAIRE WI (EAU)	86.2	86.2	58	58

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EL CENTRO CA (IPL)	76.3	83.1	59	59
EL PASO TX (ELP)	84.8	87.8	1,693	1,693
ELKO NV (EKO)	91.4	92.6	81	81
ELMIRA/CORNING NY (ELM)	86.8	88.6	106	105
EUGENE OR (EUG)	77.2	82.7	394	393
EVANSVILLE IN (EVV)	81.0	84.0	226	225
FAIRBANKS AK (FAI)	77.9	84.8	335	335
FARGO ND (FAR)	84.3	87.4	414	412
FAYETTEVILLE AR (XNA)	82.2	85.4	957	959
FAYETTEVILLE NC (FAY)	81.7	85.7	300	301
FLAGSTAFF AZ (FLG)	90.6	90.6	203	203
FLINT MI (FNT)	90.0	92.3	261	261
FORT LAUDERDALE FL (FLL)	88.3	88.3	5,134	5,133
FORT MYERS FL (RSW)	88.3	90.1	2,127	2,124
FORT SMITH AR (FSM)	76.6	88.8	107	107
FORT WAYNE IN (FWA)	79.8	82.2	253	253
FRESNO CA (FAT)	77.9	82.1	896	894
GAINESVILLE FL (GNV)	83.3	85.0	240	240
GILLETTE WY (GCC)	80.8	92.6	120	121
GRAND FORKS ND (GFK)	87.2	94.9	78	78
GRAND ISLAND NE (GRI)	89.1	89.1	55	55
GRAND JUNCTION CO (GJT)	87.4	91.1	405	406
GRAND RAPIDS MI (GRR)	87.0	90.0	838	841
GREAT FALLS MT (GTF)	92.7	92.0	137	137
GREEN BAY WI (GRB)	83.5	86.4	363	361
GREENSBORO/HIGH POINT NC (GSO)	80.8	82.3	650	650
GREER SC (GSP)	83.2	88.7	839	838
GUAM (GUM)	56.7	73.3	30	30
GULFPORT/BILOXI MS (GPT)	87.5	88.7	415	415
GUNNISON CO (GUC)	90.0	90.0	30	30
HANCOCK/HOUGHTON MI (CMX)	75.0	78.7	60	61
HARLINGEN/SAN BENITO TX (HRL)	84.7	90.9	385	385
HARRISBURG PA (MDT)	85.7	86.6	433	433
HARTFORD CT (BDL)	88.2	90.1	1,795	1,798
HAYDEN CO (HDN)	87.3	90.3	63	62
HELENA MT (HLN)	87.0	91.7	108	108
HILO HI (ITO)	91.5	92.9	539	539
HOBBS NM (HOB)	62.2	84.4	45	45
HONOLULU HI (HNL)	88.3	91.6	3,989	3,989
HOUSTON TX (HOU)	87.7	80.7	4,213	4,212
HOUSTON TX (IAH)	85.6	85.9	13,795	13,809
HUNTSVILLE AL (HSV)	83.9	88.7	638	637
IDAHO FALLS ID (IDA)	90.9	92.5	252	254

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
INDIANAPOLIS IN (IND)	87.3	88.2	2,375	2,373
INYO KERN CA (IYK)	77.1	82.9	70	70
ISLIP NY (ISP)	88.6	87.9	554	554
JACKSON WY (JAC)	80.6	83.5	139	139
JACKSON/VICKSBURG MS (JAN)	86.6	87.4	811	810
JACKSONVILLE FL (JAX)	87.4	89.1	2,068	2,070
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	85.8	89.1	148	147
JUNEAU AK (JNU)	77.4	78.5	292	293
KAHULUI HI (OGG)	89.1	91.9	1,601	1,600
KALAMAZOO MI (AZO)	85.9	94.4	71	71
KALISPELL MT (FCA)	91.6	98.1	107	107
KANSAS CITY MO (MCI)	86.3	87.0	4,048	4,044
KETCHIKAN AK (KTN)	74.9	76.7	175	176
KEY WEST FL (EYW)	93.1	93.1	145	145
KILLEEN TX (GRK)	74.5	85.5	55	55
KLAMATH FALLS OR (LMT)	75.3	81.8	89	88
KNOXVILLE TN (TYS)	80.8	86.4	817	816
KODIAK AK (ADQ)	55.6	51.9	54	54
KONA HI (KOA)	91.3	95.0	931	931
KOTZEBUE AK (OTZ)	77.0	72.4	87	87
LA CROSSE WI (LSE)	94.8	94.8	77	77
LAFAYETTE LA (LFT)	82.0	87.0	422	422
LAKE CHARLES LA (LCH)	88.0	94.6	92	92
LANSING MI (LAN)	79.0	75.2	105	105
LAREDO TX (LRD)	88.3	91.2	206	205
LAS VEGAS NV (LAS)	85.9	84.9	11,311	11,306
LEWISBURG WV (LWB)	83.3	83.3	30	30
LEWISTON ID (LWS)	94.3	96.2	53	53
LEXINGTON KY (LEX)	79.9	84.0	532	532
LIHUE HI (LIH)	88.5	90.7	881	881
LINCOLN NE (LNK)	82.3	84.0	181	181
LITTLE ROCK AR (LIT)	85.8	87.8	1,287	1,287
LONG BEACH CA (LGB)	89.4	88.6	1,198	1,198
LOS ANGELES CA (LAX)	80.0	82.5	16,814	16,815
LOUISVILLE KY (SDF)	85.4	88.4	1,202	1,200
LUBBOCK TX (LBB)	84.2	88.2	620	620
MADISON WI (MSN)	88.7	89.5	656	657
MANCHESTER NH (MHT)	88.4	89.1	818	818
MANHATTAN/FT. RILEY KS (MHK)	85.9	89.1	128	128
MARQUETTE MI (MQT)	73.1	84.6	26	26
MEDFORD OR (MFR)	70.6	74.5	262	263
MELBOURNE FL (MLB)	87.3	91.5	118	118
MEMPHIS TN (MEM)	88.2	88.9	3,662	3,660

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CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MERIDIAN MS (MEI)	80.0	86.7	60	60
MIAMI FL (MIA)	87.7	84.6	6,362	6,357
MIDLAND/ODESSA TX (MAF)	83.1	86.7	573	572
MILWAUKEE WI (MKE)	89.9	90.7	3,214	3,216
MINNEAPOLIS MN (MSP)	90.4	89.8	8,409	8,402
MINOT ND (MOT)	92.5	88.8	159	160
MISSION/MCALLEN/EDINBURG TX (MFE)	84.5	90.0	239	239
MISSOULA MT (MSO)	89.4	91.5	188	188
MOBILE AL (MOB)	86.1	91.1	460	460
MODESTO CA (MOD)	56.6	68.1	113	113
MOLINE IL (MLI)	84.6	85.3	462	462
MONROE LA (MLU)	84.3	87.4	127	127
MONTEREY CA (MRY)	76.8	79.5	457	459
MONTGOMERY AL (MGM)	81.6	86.0	342	343
MONTROSE/DELTA CO (MTJ)	86.2	94.3	87	87
MOSINEE WI (CWA)	81.9	81.1	127	127
MUSKEGON MI (MKG)	79.3	77.6	58	58
MYRTLE BEACH SC (MYR)	83.6	88.0	275	276
NASHVILLE TN (BNA)	87.2	86.5	4,251	4,255
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	84.0	85.3	75	75
NEW ORLEANS LA (MSY)	88.1	89.5	3,100	3,100
NEW YORK NY (JFK)	86.3	87.6	7,268	7,269
NEW YORK NY (LGA)	77.8	85.1	7,677	7,680
NEWARK NJ (EWR)	75.7	80.2	9,303	9,304
NEWBURGH/POUGHKEEPSIE NY (SWF)	87.8	92.7	123	123
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	87.1	91.9	357	357
NOME AK (OME)	74.7	75.9	87	87
NORFOLK VA (ORF)	86.3	88.9	1,066	1,068
NORTH BEND/COOS BAY OR (OTH)	67.0	62.6	91	91
OAKLAND CA (OAK)	88.6	86.1	3,746	3,745
OKLAHOMA CITY OK (OKC)	84.3	88.7	1,709	1,706
OMAHA NE (OMA)	87.8	89.8	1,614	1,613
ONTARIO CA (ONT)	86.9	88.7	1,902	1,903
ORLANDO FL (MCO)	88.7	89.5	9,668	9,663
PADUCAH KY (PAH)	78.3	81.7	60	60
PALM SPRINGS CA (PSP)	80.5	83.5	1,014	1,013
PANAMA CITY FL (ECP)	83.0	86.4	487	487
PASCO/KENNEWICK/RICHLAND WA (PSC)	85.4	88.7	274	275
PENSACOLA FL (PNS)	86.4	91.1	767	765
PEORIA IL (PIA)	83.1	89.5	219	219
PETERSBURG AK (PSG)	74.1	75.9	58	58
PHILADELPHIA PA (PHL)	82.1	84.6	6,848	6,852
PHOENIX AZ (PHX)	88.3	87.5	14,902	14,903

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PITTSBURGH PA (PIT)	87.8	90.7	2,463	2,464
POCATELLO ID (PIH)	91.4	97.5	81	81
PONCE PR (PSE)	88.3	93.3	60	60
PORTLAND ME (PWM)	88.6	90.1	475	476
PORTLAND OR (PDX)	85.2	89.2	4,173	4,167
PROVIDENCE RI (PVD)	88.9	90.1	1,180	1,183
RALEIGH/DURHAM NC (RDU)	88.4	89.3	3,658	3,659
RAPID CITY SD (RAP)	91.6	88.5	381	382
REDDING CA (RDD)	60.6	67.6	142	142
RENO NV (RNO)	85.4	86.0	1,491	1,491
RICHMOND VA (RIC)	83.8	87.1	1,339	1,338
ROANOKE VA (ROA)	75.5	78.3	229	230
ROCHESTER MN (RST)	81.1	87.8	74	74
ROCHESTER NY (ROC)	86.5	89.2	770	770
ROCK SPRINGS WY (RKS)	79.7	81.4	177	177
ROSWELL NM (ROW)	90.0	90.0	100	100
SACRAMENTO CA (SMF)	84.2	83.8	3,623	3,623
SAGINAW/BAY CITY/MIDLAND MI (MBS)	76.9	77.8	108	108
SALT LAKE CITY UT (SLC)	89.4	90.8	8,806	8,799
SAN ANTONIO TX (SAT)	85.9	88.6	3,049	3,054
SAN DIEGO CA (SAN)	83.8	85.4	5,980	5,978
SAN FRANCISCO CA (SFO)	71.0	76.2	12,099	12,106
SAN JOSE CA (SJC)	85.5	86.1	3,157	3,157
SAN JUAN PR (SJU)	85.1	85.7	1,649	1,647
SAN LUIS OBISPO CA (SBP)	74.2	77.3	387	392
SANTA ANA CA (SNA)	86.7	85.5	3,249	3,250
SANTA BARBARA CA (SBA)	82.0	82.5	840	841
SANTA FE NM (SAF)	88.2	84.9	85	86
SANTA MARIA CA (SMX)	78.8	81.7	104	104
SARASOTA/BRADENTON FL (SRQ)	90.9	89.7	438	438
SAVANNAH GA (SAV)	82.8	86.4	688	686
SCRANTON/WILKES-BARRE PA (AVP)	80.6	82.6	108	109
SEATTLE WA (SEA)	84.9	88.0	7,754	7,752
SHREVEPORT LA (SHV)	83.2	87.0	285	284
SIoux FALLS SD (FSD)	85.1	86.9	429	429
SITKA AK (SIT)	64.4	75.6	87	86
SOUTH BEND IN (SBN)	77.4	80.5	266	267
SPOKANE WA (GEG)	87.9	91.0	866	865
SPRINGFIELD IL (SPI)	82.0	82.6	167	167
SPRINGFIELD MO (SGF)	81.5	85.4	622	622
ST. GEORGE UT (SGU)	81.9	86.1	166	166
ST. LOUIS MO (STL)	87.8	87.7	4,567	4,567
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	87.5	85.2	88	88

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SYRACUSE NY (SYR)	85.9	86.6	553	551
TALLAHASSEE FL (TLH)	87.4	88.0	341	341
TAMPA FL (TPA)	89.6	90.6	5,537	5,532
TEXARKANA AR (TXK)	81.1	86.5	74	74
TOLEDO OH (TOL)	69.7	72.7	33	33
TRAVERSE CITY MI (TVC)	83.8	81.3	136	134
TUCSON AZ (TUS)	84.3	90.2	1,836	1,834
TULSA OK (TUL)	85.0	89.0	1,462	1,463
TUPELO MS (TUP)	100.0	100.0	1	1
TWIN FALLS ID (TWF)	88.5	90.8	87	87
TYLER TX (TYR)	86.5	91.0	89	89
VALDOSTA GA (VLD)	79.5	85.5	83	83
VALPARAISO FL (VPS)	83.8	88.1	438	438
WACO TX (ACT)	93.3	87.5	15	16
WATERTOWN NY (ART)	91.7	78.3	24	23
WEST PALM BEACH/PALM BEACH FL (PBI)	86.1	88.4	1,938	1,938
WHITE PLAINS NY (HPN)	82.9	85.6	764	765
WICHITA KS (ICT)	81.8	88.1	853	852
WILMINGTON NC (ILM)	83.7	87.4	349	349
WRANGELL AK (WRG)	77.6	79.3	58	58
YAKUTAT AK (YAK)	77.6	79.3	58	58
YUMA AZ (YUM)	87.1	89.2	287	287

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
SKYWEST	18	26,095	366	1.4	148	45,418	741	1.6
AMERICAN EAGLE	20	21,171	297	1.4	136	35,703	496	1.4
MESA	15	6,054	79	1.3	83	11,324	144	1.3
ALASKA	18	6,654	6	0.1	50	11,293	125	1.1
EXPRESSJET	19	16,214	145	0.9	119	31,809	304	1.0
US AIRWAYS	27	28,124	195	0.7	76	33,326	224	0.7
UNITED	26	20,009	128	0.6	69	22,982	152	0.7
ATLANTIC SOUTHEAST	21	12,217	72	0.6	127	25,156	153	0.6
SOUTHWEST	21	46,389	248	0.5	72	91,367	491	0.5
AMERICAN	28	33,129	163	0.5	78	41,465	190	0.5
DELTA	29	44,770	101	0.2	121	58,100	118	0.2
AIRTRAN	22	13,342	27	0.2	63	20,141	38	0.2
CONTINENTAL	26	16,596	22	0.1	56	20,072	29	0.1
FRONTIER	21	5,373	7	0.1	47	6,968	9	0.1
HAWAIIAN	7	359	0	0.0	15	5,324	6	0.1
JETBLUE	21	12,285	6	0.0	47	17,592	8	0.0
Total		308,781	1,862	0.6	Total	478,040	3,228	0.7

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.

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,467	141	9.6
ALASKA	439	32	7.3
SKYWEST	7,071	413	5.8
MESA	1,266	61	4.8
AMERICAN	2,417	102	4.2
EXPRESSJET	6,058	208	3.4
ATLANTIC SOUTHEAST	2,285	75	3.3
UNITED	3,885	92	2.4
US AIRWAYS	1,807	40	2.2
SOUTHWEST	25,258	425	1.7
DELTA	3,143	27	0.9
AIRTRAN	953	8	0.8
CONTINENTAL	1,478	9	0.6
FRONTIER	423	1	0.2
JETBLUE	698	1	0.1
HAWAIIAN	203	0	0.0
TOTAL	58,851	1,635	2.8

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

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

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TABLE 9. CAUSES OF DELAY*, BY CARRIER****

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	41465	33978	81.94%	190	0.46%	68	0.16%	2378	5.74%	180	0.43%	3001	7.24%	0	0.00%	1670	4.03%
AS	11293	9576	84.80%	125	1.11%	42	0.37%	376	3.33%	72	0.64%	657	5.82%	8	0.07%	438	3.88%
B6	17592	15115	85.92%	8	0.05%	49	0.28%	794	4.51%	9	0.05%	902	5.13%	5	0.03%	711	4.04%
CO	20072	16496	82.18%	29	0.14%	26	0.13%	987	4.92%	79	0.39%	1803	8.98%	2	0.01%	650	3.24%
DL	58100	51586	88.79%	118	0.20%	63	0.11%	1980	3.41%	86	0.15%	2657	4.57%	2	0.00%	1607	2.77%
EV	25156	20808	82.72%	153	0.61%	29	0.12%	1549	6.16%	85	0.34%	859	3.42%	7	0.03%	1665	6.62%
F9	6968	5972	85.71%	9	0.13%	9	0.13%	305	4.38%	3	0.04%	373	5.35%	0	0.00%	298	4.28%
FL	20141	17808	88.42%	38	0.19%	25	0.12%	470	2.34%	5	0.02%	1049	5.21%	0	0.00%	746	3.70%
HA	5324	4897	91.98%	6	0.11%	4	0.08%	240	4.50%	2	0.04%	13	0.24%	3	0.05%	160	3.01%
MQ	35703	29465	82.53%	496	1.39%	73	0.20%	1353	3.79%	222	0.62%	2528	7.08%	1	0.00%	1565	4.38%
OO	45418	37125	81.74%	741	1.63%	102	0.22%	1503	3.31%	102	0.22%	2333	5.14%	11	0.02%	3500	7.71%
UA	22982	19050	82.89%	152	0.66%	40	0.17%	891	3.88%	18	0.08%	1689	7.35%	1	0.00%	1141	4.97%
US	33326	29151	87.47%	224	0.67%	45	0.14%	1251	3.75%	33	0.10%	1720	5.16%	17	0.05%	885	2.65%
WN	91367	80935	88.58%	491	0.54%	112	0.12%	2906	3.18%	268	0.29%	1689	1.85%	57	0.06%	4909	5.37%
XE	31809	25858	81.29%	304	0.96%	80	0.25%	1559	4.90%	46	0.15%	1781	5.60%	3	0.01%	2178	6.85%
YV	11324	9940	87.78%	144	1.27%	6	0.05%	427	3.77%	13	0.12%	368	3.25%	7	0.06%	418	3.69%
TOTAL	478040	407760		3228		773		18968		1223		23422		124		22542	
			85.30%		0.68%		0.16%		3.97%		0.26%		4.90%		0.03%		4.72%

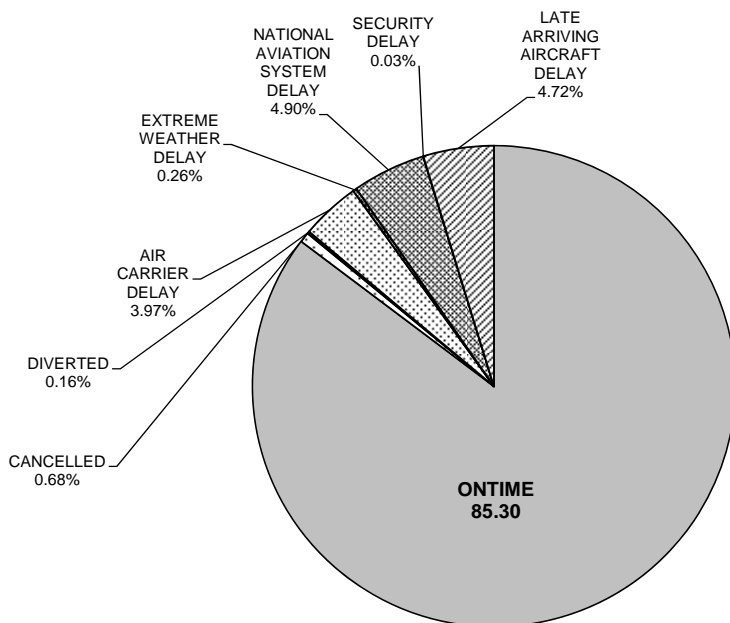
***Causes of Delay:**

- **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.

NOVEMBER 2011
 AIR TRAVEL CONSUMER REPORT
 TABLE 10. OVERALL CAUSES OF DELAY*



Causes of Delay:

- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.
- **National Aviation System Delay:** Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.
- **Security Delay:** Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.

A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

Note: For additional airline-specific information, visit <http://www.bts.gov>

NOVEMBER 2011

AIR TRAVEL CONSUMER REPORT

TABLE 11. LIST OF REGULARLY SCHEDULED FLIGHTS WITH TARMAC DELAYS OVER 3 HOURS
BY CARRIER

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
AMERICAN	181	JFK	LAX	11/30/2011	Diversion Airport	187

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

NOVEMBER 2011

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
CHINA AIRLINES	8	TPE	LAX	11/30/2011	Diversion Airport	271

Note: Tarmac delays of more than 4 hours on any international flight at its U.S. airport departure from or arrival in the U.S. based on reports from all U.S. and foreign carriers operating international flights to and from the U.S. (Part 244).

NOVEMBER 2011

AIR TRAVEL CONSUMER REPORT

TABLE 12. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED 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
CO	20,072	14	0.07
XE	31,809	16	0.05
US	33,326	11	0.03
DL	58,100	16	0.03
AA	41,465	11	0.03
MQ	35,703	7	0.02
AS	11,293	2	0.02
UA	22,982	4	0.02
OO	45,418	5	0.01
EV	25,156	1	0.00
WN	91,367	2	0.00
B6	17,592	0	0.00
F9	6,968	0	0.00
FL	20,141	0	0.00
HA	5,324	0	0.00
YV	11,324	0	0.00
TOTAL	478,040	89	0.02

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

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: Reagan National	DCA
Washington: Dulles	IAD

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	Atlantic Southeast Airlines
CO	Continental Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways

Air Carriers Voluntarily Reporting

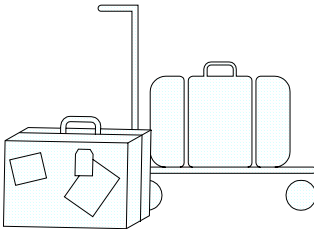
Data to DOT and to CRS Vendors

XE	ExpressJet Airlines
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* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #20, issued November 5, 2010, effective January 1, 2011.

MISHANDLED BAGGAGE

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



NOVEMBER 2011
MISHANDLED BAGGAGE REPORTS
FILED BY PASSENGERS
U.S. AIRLINES*

RANK	AIRLINE	NOVEMBER 2011			NOVEMBER 2010		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	AIRTRAN AIRWAYS	2,895	1,995,272	1.45	2,935	2,050,267	1.43
2	FRONTIER AIRLINES	1,632	899,852	1.81	1,605	726,129	2.21
3	JETBLUE AIRWAYS	3,683	1,993,974	1.85	3,538	1,834,473	1.93
4	DELTA AIR LINES	15,074	7,749,326	1.95	20,680	7,657,993	2.70
5	US AIRWAYS	8,992	4,020,830	2.24	7,335	3,895,134	1.88
6	HAWAIIAN AIRLINES	1,766	681,965	2.59	2,020	678,689	2.98
7	AMERICAN AIRLINES	14,315	5,483,364	2.61	16,061	5,516,013	2.91
8	ALASKA AIRLINES	3,516	1,318,352	2.67	4,034	1,251,178	3.22
9	SOUTHWEST AIRLINES	27,866	9,286,078	3.00	29,746	9,052,532	3.29
10	UNITED AIRLINES	9,457	3,105,048	3.05	8,597	3,573,268	2.41
11	CONTINENTAL AIRLINES	8,268	2,676,870	3.09	5,960	2,624,199	2.27
12	SKYWEST AIRLINES	6,618	1,882,458	3.52	7,413	1,896,608	3.91
13	MESA AIRLINES	2,395	624,659	3.83	2,470	722,321	3.42
14	EXPRESSJET AIRLINES	4,982	1,270,871	3.92	4,499	1,222,036	3.68
15	ATLANTIC SOUTHEAST AIRLINES	4,777	1,143,388	4.18	6,508	1,177,374	5.53
16	AMERICAN EAGLE AIRLINES	7,717	1,403,209	5.50	8,067	1,346,419	5.99
TOTALS		123,953	45,535,516	2.72	131,468	45,224,633	2.91

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 (ExpressJet). 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.

NOTE: Effective January 2011, Comair and Pinnacle Airlines are no longer ranked in this table. Totals for November 2010 reflect the deletion of Comair and Pinnacle's data for that month.

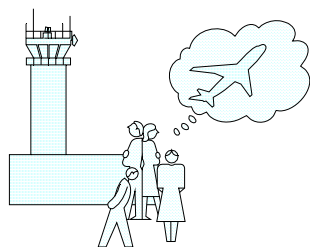
OVERSALES

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

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

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

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



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

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

RANK	AIRLINE	JULY - SEPTEMBER 2011				JULY - SEPTEMBER 2010			
		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	16	8	7,015,965	0.01	1	3	6,572,961	0.00
2	HAWAIIAN AIRLINES	171	3	2,266,585	0.01	37	0	2,251,990	0.00
3	DELTA AIR LINES	30,608	1,036	27,524,156	0.38	29,292	921	26,763,823	0.34
4	SOUTHWEST AIRLINES	14,335	1,583	28,539,135	0.55	17,393	2,153	27,848,578	0.77
5	AIRTRAN AIRWAYS	13,380	369	6,533,019	0.56	11,322	197	6,538,710	0.30
6	ALASKA AIRLINES	1,424	269	4,590,676	0.59	2,358	646	4,387,652	1.47
7	SKYWEST AIRLINES	12,506	482	6,624,658	0.73	12,292	301	6,302,913	0.48
8	US AIRWAYS	8,767	1,120	13,743,223	0.81	16,387	1,545	13,734,726	1.12
9	AMERICAN AIRLINES	18,097	1,677	19,890,022	0.84	15,107	1,059	19,695,432	0.54
10	ATLANTIC SOUTHEAST AIRLINES	10,215	393	3,723,441	1.06	8,389	235	3,666,681	0.64
11	FRONTIER AIRLINES	1,297	330	3,045,475	1.08	2,428	694	2,606,366	2.66
12	UNITED AIRLINES**	20,177	1,635	12,305,211	1.33	17,349	1,629	13,071,281	1.25
13	CONTINENTAL AIRLINES	8,628	1,657	10,157,979	1.63	7,842	1,143	9,511,544	1.20
14	MESA AIRLINES	2,953	387	2,097,955	1.84	3,410	614	2,272,104	2.70
15	AMERICAN EAGLE AIRLINES	7,556	827	4,449,341	1.86	5,708	1,557	4,097,842	3.80
16	EXPRESSJET AIRLINES	7,699	919	4,367,314	2.10	6,489	621	4,303,947	1.44
	TOTALS	157,829	12,695	156,874,155	0.81	155,804	13,318	153,626,550	0.87

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 (ExpressJet). 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.

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

NOTE: Effective January 2011, Comair and Pinnacle Airlines are no longer ranked in this table. Totals for January – September 2010 reflect the deletion of Comair and Pinnacle's data for that quarter.

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2011				JANUARY - SEPTEMBER 2010			
		<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	39	20	19,677,001	0.01	32	10	18,214,702	0.01
2	HAWAIIAN AIRLINES	400	37	6,507,261	0.06	247	34	6,326,710	0.05
3	DELTA AIR LINES	82,605	2,455	76,916,770	0.32	90,903	3,310	74,201,040	0.45
4	AIRTRAN AIRWAYS	34,794	899	18,842,178	0.48	42,838	801	18,600,092	0.43
5	SKYWEST AIRLINES	38,498	1,271	18,549,456	0.69	39,688	1,309	17,692,238	0.74
6	SOUTHWEST AIRLINES	45,954	5,852	83,096,530	0.70	72,664	11,145	79,235,452	1.41
7	ATLANTIC SOUTHEAST AIRLINES	29,611	918	10,617,652	0.86	23,261	609	10,200,573	0.60
8	ALASKA AIRLINES	4,814	1,092	12,592,042	0.87	5,826	1,405	11,650,545	1.21
9	US AIRWAYS	31,651	3,887	40,460,545	0.96	53,024	7,103	38,472,109	1.85
10	AMERICAN AIRLINES	45,504	5,528	57,292,288	0.96	49,091	5,134	57,287,611	0.90
11	FRONTIER AIRLINES	3,335	811	7,774,514	1.04	5,965	1,920	7,104,726	2.70
12	UNITED AIRLINES**	60,237	4,050	34,693,027	1.17	44,602	4,981	36,905,652	1.35
13	CONTINENTAL AIRLINES	23,742	4,667	29,042,201	1.61	25,930	5,315	27,462,416	1.94
14	EXPRESSJET AIRLINES	22,118	2,286	12,219,561	1.87	20,267	2,309	11,776,084	1.96
15	MESA AIRLINES	7,975	1,280	5,973,750	2.14	11,374	1,723	6,947,331	2.48
16	AMERICAN EAGLE AIRLINES	21,310	3,166	12,453,713	2.54	15,777	5,196	11,661,732	4.46
	TOTALS	452,587	38,219	446,708,489	0.86	501,489	52,304	433,739,013	1.21

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 (ExpressJet). 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.

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

NOTE: Effective January 2011, Comair and Pinnacle Airlines are no longer ranked in this table. Totals for January – September 2010 reflect the deletion of Comair and Pinnacle's data for that quarter.

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT
CONSUMER COMPLAINTS
SUMMARY

	NOVEMBER 2011				NOVEMBER 2010			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	640	71	0	75	528	27	1	80
FOREIGN AIRLINES	205	6	0	17	112	4	0	16
TRAVEL AGENTS	10	2	0	1	11	1	0	2
TOUR OPERATORS	6	1	0	0	10	0	0	0
MISCELLANEOUS	12	16	0	12	7	28	0	18
INDUSTRY TOTALS	873	96	0	105	668	60	1	116

Table 2

AIR TRAVEL CONSUMER REPORT
COMPLAINT CATEGORIES*

COMPLAINT CATEGORY	NOVEMBER 2011			NOVEMBER 2010		
	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	260		1	165	
CANCELLATIONS			96			77
DELAYS			89			37
MISCONNECTIONS			31			23
BAGGAGE	2	117		2	125	
FARES	3	115		7	33	
CUSTOMER SERVICE	4	93		3	105	
RES/TKTG/BOARDING	5	93		4	100	
REFUNDS	6	84		6	40	
DISABILITY	7	45		5	44	
OVERSALES	8	27		8	32	
OTHER	9	18		10	10	
FREQUENT FLYER			15			5
ADVERTISING	10	12		11	3	
DISCRIMINATION	11	9		9	11	
ANIMALS	12	0		12	0	
COMPLAINT TOTAL		873			668	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

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

NOVEMBER 2011

U. S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	3	0	1	0	0	2	0	2	0	0	0	0	8
ALASKA AIRLINES	1	0	0	1	0	1	0	1	0	1	0	0	5
ALLEGIAN AIR	2	0	0	1	2	1	0	0	1	0	0	0	7
AMERICAN AIRLINES	27	3	7	3	10	18	16	4	0	0	0	3	91
AMERICAN EAGLE AIRLINES	7	0	0	0	0	2	0	3	0	0	0	0	12
ATLANTIC SOUTHEAST AIRLINES	5	0	0	0	0	0	0	1	0	0	0	0	6
COLGAN AIR	3	0	1	0	0	0	1	1	0	0	0	0	6
CONTINENTAL AIRLINES	15	3	7	1	5	7	10	2	0	2	0	3	55
DELTA AIRLINES	27	4	13	13	6	7	11	4	3	0	0	2	90
EXPRESSJET AIRLINES	6	1	0	0	0	0	2	1	0	0	0	0	10
HAWAIIAN AIRLINES	1	0	0	0	0	0	4	0	0	0	0	0	5
JETBLUE AIRWAYS	13	0	1	1	0	2	3	1	1	1	0	0	23
MESABA AVIATION	4	0	0	0	0	0	0	1	0	0	0	0	5
PIEDMONT AIRLINES	5	3	1	0	0	0	0	7	0	0	0	0	16
REPUBLIC AIRLINES	5	1	0	1	0	0	0	0	0	0	0	0	7
SKYWEST AIRLINES	4	1	0	0	1	1	2	0	0	0	0	0	9
SOUTHWEST AIRLINES	4	0	1	1	2	3	3	2	2	1	0	0	19
SPIRIT AIRLINES	13	2	11	6	8	7	5	0	1	0	0	1	54
UNITED AIRLINES	15	1	11	4	8	16	9	1	1	2	0	5	73
UNITED EXPRESS	1	0	1	0	0	1	1	1	0	0	0	0	5
US AIRWAYS	34	2	9	5	11	8	8	3	0	1	0	0	81
VIRGIN AMERICA	1	0	3	0	0	0	4	1	0	0	0	1	10
OTHER U. S. AIRLINES	23	3	1	0	0	8	4	3	1	0	0	0	43
TOTAL NOVEMBER 2011	219	24	68	37	53	84	83	39	10	8	0	15	640
% OF TOTAL COMPLAINTS	34.2	3.8	10.6	5.8	8.3	13.1	13.0	6.1	1.6	1.2	0	2.3	
TOTAL NOVEMBER 2010	145	26	69	27	24	91	88	39	2	8	0	9	528
% OF TOTAL COMPLAINTS	27.5	4.9	13.1	5.1	4.5	17.2	16.7	7.4	0.4	1.5	0	1.7	

* 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.'

Table 4

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

NOVEMBER 2011

U. S. AIRLINES*	COMPS RECD IN SEP.	INCI - DENTS IN SEP.	PERCENT	INCI - DENTS IN AUG.	PERCENT	INCI - DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI - DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	8	7	87.5	0	0.0	1	12.5	0	0.0
ALASKA AIRLINES	5	3	60.0	0	0.0	1	20.0	1	20.0
ALLEGIAN AIR	7	3	42.9	0	0.0	2	28.6	2	28.6
AMERICAN AIRLINES	91	28	30.8	19	20.9	34	37.4	10	11.0
AMERICAN EAGLE AIRLINES	12	5	41.7	3	25.0	3	25.0	1	8.3
ATLANTIC SOUTHEAST AIRLINES	6	3	50.0	1	16.7	2	33.3	0	0.0
COLGAN AIR	6	2	33.3	2	33.3	1	16.7	1	16.7
CONTINENTAL AIRLINES	55	17	30.9	18	32.7	16	29.1	4	7.3
DELTA AIRLINES	90	36	40.0	11	12.2	29	32.2	14	15.6
EXPRESSJET AIRLINES	10	3	30.0	3	30.0	2	20.0	2	20.0
HAWAIIAN AIRLINES	5	2	40.0	0	0.0	3	60.0	0	0.0
JETBLUE AIRWAYS	23	3	13.0	12	52.2	5	21.7	3	13.0
MESABA AVIATION	5	3	60.0	1	20.0	1	20.0	0	0.0
PIEDMONT AIRLINES	16	5	31.2	6	37.5	4	25.0	1	6.2
REPUBLIC AIRLINES	7	1	14.3	3	42.9	1	14.3	2	28.6
SKYWEST AIRLINES	9	7	77.8	0	0.0	2	22.2	0	0.0
SOUTHWEST AIRLINES	19	10	52.6	4	21.1	5	26.3	0	0.0
SPIRIT AIRLINES	54	20	37.0	9	16.7	14	25.9	11	20.4
UNITED AIRLINES	73	30	41.1	13	17.8	21	28.8	9	12.3
UNITED EXPRESS	5	3	60.0	2	40.0	0	0.0	0	0.0
US AIRWAYS	81	41	50.6	13	16.0	19	23.5	8	9.9
VIRGIN AMERICA	10	6	60.0	0	0.0	3	30.0	1	10.0
OTHER U. S. AIRLINES	43	19	44.2	8	18.6	11	25.6	5	11.6
TOTALS	640	257	40.2	128	20.0	180	28.1	75	11.7
PREVIOUS YEAR'S TOTALS	528	172	32.6	112	21.2	188	35.6	56	10.6

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

Table 5

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

NOVEMBER 2011

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISABILITY	ADVERTISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
<u>FOREIGN AIRLINES</u>													
AEROMEXICO	0	0	0	0	1	3	1	0	0	0	0	0	5
AIR FRANCE	1	1	1	1	2	0	0	0	0	1	0	0	7
ALITALIA AIRLINES	4	0	1	0	1	7	0	0	0	0	0	0	13
BRITISH AIRWAYS	1	0	2	3	3	2	0	1	0	0	0	0	12
ETIHAD AIRWAYS	0	0	1	1	0	3	0	0	0	0	0	0	5
IBERIA AIRLINES	1	1	0	0	2	0	0	1	0	0	0	0	5
KLM	3	0	1	0	0	1	0	0	0	0	0	0	5
KOREAN AIRLINES	0	0	0	63	0	0	0	0	0	0	0	0	63
LUFTHANSA	3	0	1	0	3	3	1	0	0	0	0	1	12
SWISS AIR	4	0	1	0	0	0	0	1	0	0	0	0	6
OTHER FOREIGN AIRLINES	17	0	10	6	11	14	8	3	1	0	0	2	72
TOTALS	34	2	18	74	23	33	10	6	1	1	0	3	205
<u>TRAVEL AGENTS</u>													
OTHER TRAVEL AGENTS	0	0	3	2	5	0	0	0	0	0	0	0	10
TOTALS	0	0	3	2	5	0	0	0	0	0	0	0	10
<u>TOUR OPERATORS</u>													
DIRECT AIR AND TOURS	2	1	0	1	2	0	0	0	0	0	0	0	6
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	2	1	0	1	2	0	0	0	0	0	0	0	6
<u>MISCELLANEOUS</u>													
OTHER MISCELLANEOUS	5	0	4	1	1	0	0	0	1	0	0	0	12
TOTALS	5	0	4	1	1	0	0	0	1	0	0	0	12

* 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

NOVEMBER 2011
CONSUMER COMPLAINTS: RANKINGS
U.S. AIRLINES *

RANK	AIRLINE	NOVEMBER 2011			NOVEMBER 2010		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>MESA AIRLINES</i>	1	718,837	0.14	2	697,513	0.29
2	<i>SOUTHWEST AIRLINES</i>	19	9,076,696	0.21	26	8,865,791	0.29
3	<i>FRONTIER AIRLINES</i>	3	925,406	0.32	7	1,122,165	0.62
4	<i>ALASKA AIRLINES</i>	5	1,433,122	0.35	5	1,349,812	0.37
5	<i>AIRTRAN AIRWAYS</i>	8	1,991,766	0.40	11	2,035,497	0.54
6	<i>SKYWEST AIRLINES</i>	9	1,944,347	0.46	10	1,954,872	0.51
7	<i>ATLANTIC SOUTHEAST AIRLINES</i>	6	1,135,271	0.53	5	1,164,773	0.43
8	<i>HAWAIIAN AIRLINES</i>	5	707,447	0.71	1	676,823	0.15
9	<i>EXPRESSJET AIRLINES</i>	10	1,374,896	0.73	3	1,310,235	0.23
10	<i>AMERICAN EAGLE AIRLINES</i>	12	1,446,504	0.83	9	1,350,170	0.67
11	<i>DELTA AIR LINES</i>	90	8,924,305	1.01	122	8,839,484	1.38
12	<i>JETBLUE AIRWAYS</i>	23	2,199,626	1.05	13	1,990,208	0.65
13	<i>AMERICAN AIRLINES</i>	91	6,809,664	1.34	76	6,871,522	1.11
14	<i>CONTINENTAL AIRLINES</i>	55	3,547,369	1.55	38	3,469,908	1.10
15	<i>US AIRWAYS</i>	81	4,361,288	1.86	41	4,227,261	0.97
16	<i>UNITED AIRLINES</i>	73	3,741,193	1.95	51	4,196,069	1.22
	TOTAL	491	50,337,737	0.98	420	50,122,103	0.84

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

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

NOTE: Effective January 2011, Comair and Pinnacle Airlines are no longer ranked in this table. Totals for November 2010 reflect the deletion of Comair and Pinnacle's data for the month.

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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



Customer Service Reports to the U.S. Department of Homeland Security for the Month of November 2011 as provided by the Transportation Security Administration^a

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

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

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 ^c	Number of Complaints	Percentage of Flying Public
279	.0005	33	.00006	122	.0002	416	.0008

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
172	.0003	487	.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 9:00AM to 5:00PM EST.

^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 November.

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

November 2011 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><u>Alaska</u></i>	1		
<i><u>Delta</u></i>	1		
<i>Total</i>	2		