



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

**Issued: July 2012**



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|--------------------------------------------------------------------------------------------------|---------------------------------------|
| <b>Flight Delays<sup>1</sup></b>                                                                 | May 2012<br>12 Months Ending May 2012 |
| <b>Mishandled Baggage<sup>1</sup></b>                                                            | May 2012                              |
| <b>Oversales<sup>1</sup></b>                                                                     | 1st Quarter 2012                      |
| <b>Consumer Complaints<sup>2</sup></b><br>(Includes Disability and<br>Discrimination Complaints) | May 2012                              |
| <b>Customer Service Reports to<br/>the Dept. of Homeland Security<sup>3</sup></b>                | May 2012                              |
| <b>Airline Animal Incident Reports<sup>4</sup></b>                                               | May 2012                              |

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

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

<sup>3</sup> Data provided by the Department of Homeland Security, Transportation Security Administration

<sup>4</sup> Data collected by the Aviation Consumer Protection Division

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## **INTRODUCTION**

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

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

The report normally is released by the end of the second week of each month. The report is available via the Internet at <http://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 domestic 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 domestic flights with tarmac delays of 2 hours or more.

Except for the flights listed in Tables 5, 11 and 11A this report provides summary information - it does not show the on-time record of individual flights. The on-time performance for individual markets and flights can be searched at [http://www.bts.gov/programs/airline\\_information/airline\\_ontime\\_statistics/](http://www.bts.gov/programs/airline_information/airline_ontime_statistics/). Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml>. CDs for earlier months can be purchased by sending an email to: [Orders@bts.gov](mailto:Orders@bts.gov). Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>. Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp).

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

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

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

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

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## AIR TRAVEL CONSUMER REPORT

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

|                        | AT 29 REPORTABLE AIRPORTS B/ |                                | AT ALL REPORTABLE AIRPORTS C/ |                                |
|------------------------|------------------------------|--------------------------------|-------------------------------|--------------------------------|
| CARRIER                | NUMBER OF AIRPORTS REPORTED  | PERCENT OF ARRIVALS ON TIME D/ | NUMBER OF AIRPORTS REPORTED   | PERCENT OF ARRIVALS ON TIME D/ |
| HAWAIIAN AIRLINES S/   | 7                            | 72.0                           | 15                            | 94.7                           |
| ALASKA AIRLINES S/     | 18                           | 91.7                           | 51                            | 91.5                           |
| AIRTRAN AIRWAYS S/     | 21                           | 87.4                           | 59                            | 88.0                           |
| VIRGIN AMERICA S/      | 13                           | 86.9                           | 13                            | 86.9                           |
| DELTA AIR LINES S/     | 29                           | 86.4                           | 124                           | 86.4                           |
| US AIRWAYS S/          | 27                           | 85.4                           | 78                            | 85.5                           |
| SKYWEST AIRLINES S/    | 18                           | 85.6                           | 144                           | 85.4                           |
| MESA AIRLINES S/V/     | 15                           | 86.0                           | 81                            | 85.4                           |
| SOUTHWEST AIRLINES S/  | 22                           | 84.3                           | 73                            | 84.2                           |
| JETBLUE AIRWAYS S/     | 22                           | 82.5                           | 53                            | 83.0                           |
| AMERICAN EAGLE S/      | 19                           | 82.6                           | 135                           | 82.1                           |
| FRONTIER AIRLINES S/   | 21                           | 81.9                           | 59                            | 81.7                           |
| AMERICAN AIRLINES S/   | 28                           | 80.8                           | 78                            | 80.3                           |
| EXPRESSJET AIRLINES S/ | 19                           | 78.7                           | 150                           | 78.8                           |
| UNITED AIRLINES S/     | 28                           | 77.2                           | 78                            | 77.8                           |
| TOTAL                  |                              | 83.2                           |                               | 83.4                           |

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

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

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

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## AIR TRAVEL CONSUMER REPORT

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

| Carrier              | 2nd<br>Quarter<br>04-06 2011 |      | 3rd<br>Quarter<br>07-09 2011 |      | 4th<br>Quarter<br>10-12 2011 |      | 1st<br>Quarter<br>01-03 2012 |      | Mar-12 |      | Apr-12 |      | May-12 |      | 12 Months<br>Ending<br>May 2012 |      | Database To<br>Date 09<br>1987-05 2012 |      |
|----------------------|------------------------------|------|------------------------------|------|------------------------------|------|------------------------------|------|--------|------|--------|------|--------|------|---------------------------------|------|----------------------------------------|------|
|                      | %                            | Rank | %                            | Rank | %                            | Rank | %                            | Rank | %      | Rank | %      | Rank | %      | Rank | %                               | Rank | %                                      | Rank |
| AIRTRAN              | 82.6                         | 3    | 84.1                         | 3    | 90.1                         | 2    | 90                           | 2    | 90.9   | 2    | 94     | 2    | 88     | 3    | 87.7                            | 3    | (--)                                   | (--) |
| ALASKA               | 90.6                         | 2    | 91.1                         | 2    | 87.2                         | 6    | 84.5                         | 7    | 85.4   | 6    | 90.6   | 4    | 91.5   | 2    | 88.6                            | 2    | 76.5                                   | 5    |
| AMERICAN             | 72.9                         | 12   | 78.5                         | 10   | 82.5                         | 11   | 83.1                         | 8    | 79.9   | 12   | 81.4   | 15   | 80.3   | 13   | 80.9                            | 10   | 78                                     | 3    |
| AMERICAN EAGLE       | 70.2                         | 15   | 78.7                         | 9    | 83.5                         | 8    | 82.8                         | 9    | 82.3   | 8    | 84.8   | 11   | 82.1   | 11   | 81.4                            | 9    | (--)                                   | (--) |
| ATLANTIC SOUTHEAST   | 69.3                         | 16   | 75.3                         | 15   | 83.2                         | 9    | (--)                         | (--) | (--)   | (--) | (--)   | (--) | (--)   | (--) | (--)                            | (--) | (--)                                   | (--) |
| CONTINENTAL          | 74.2                         | 11   | 76.5                         | 13   | 81.2                         | 15   | (--)                         | (--) | (--)   | (--) | (--)   | (--) | (--)   | (--) | (--)                            | (--) | (--)                                   | (--) |
| DELTA                | 79.8                         | 6    | 83.3                         | 5    | 88.9                         | 3    | 87.3                         | 3    | 85.7   | 5    | 90.9   | 3    | 86.4   | 5    | 86.1                            | 4    | 77.6                                   | 4    |
| EXPRESSJET           | 70.5                         | 14   | 75.5                         | 14   | 79.6                         | 16   | (--)                         | (--) | (--)   | (--) | (--)   | (--) | (--)   | (--) | (--)                            | (--) | (--)                                   | (--) |
| EXPRESSJET(COMBINED) | (--)                         | (--) | (--)                         | (--) | (--)                         | (--) | 77.4                         | 14   | 74.1   | 15   | 82.6   | 13   | 78.8   | 14   | (--)                            | (--) | (--)                                   | (--) |
| FRONTIER             | 77.1                         | 9    | 80.9                         | 7    | 82                           | 14   | 77.1                         | 15   | 80.8   | 9    | 82.7   | 12   | 81.7   | 12   | 80.2                            | 11   | (--)                                   | (--) |
| HAWAIIAN             | 92.9                         | 1    | 95.2                         | 1    | 92.6                         | 1    | 92.3                         | 1    | 92.5   | 1    | 94.4   | 1    | 94.7   | 1    | 93.5                            | 1    | (--)                                   | (--) |
| JETBLUE              | 72.7                         | 13   | 70.9                         | 16   | 82.3                         | 13   | 81.8                         | 11   | 80.1   | 11   | 86.8   | 8    | 83     | 10   | 79                              | 13   | (--)                                   | (--) |
| MESA                 | 81.6                         | 4    | 83.1                         | 6    | 88                           | 4    | 86.3                         | 6    | 86.5   | 4    | 89.2   | 6    | 85.4   | 8    | 85.3                            | 6    | (--)                                   | (--) |
| SKYWEST              | 79.9                         | 5    | 80.1                         | 8    | 82.5                         | 12   | 81.7                         | 12   | 80.2   | 10   | 85     | 10   | 85.4   | 7    | 81.7                            | 8    | (--)                                   | (--) |
| SOUTHWEST            | 77.6                         | 8    | 83.8                         | 4    | 87.5                         | 5    | 87.2                         | 4    | 85.1   | 7    | 87     | 7    | 84.2   | 9    | 85.5                            | 5    | 81.9                                   | 1    |
| UNITED               | 77.8                         | 7    | 77.4                         | 11   | 83.1                         | 10   | 80.9                         | 13   | 77.4   | 13   | 81.6   | 14   | 77.8   | 15   | 79.9                            | 12   | 76.2                                   | 6    |
| US AIRWAYS           | 75.1                         | 10   | 76.7                         | 12   | 86.9                         | 7    | 87.2                         | 5    | 87.3   | 3    | 90.6   | 5    | 85.5   | 6    | 83.4                            | 7    | 78.3                                   | 2    |
| VIRGIN AMERICA       | (--)                         | (--) | (--)                         | (--) | (--)                         | (--) | 82.6                         | 10   | 74.9   | 14   | 86.7   | 9    | 86.9   | 4    | (--)                            | (--) | (--)                                   | (--) |
| Total                | 76.5                         |      | 80.2                         |      | 85.1                         |      | 84.0                         |      | 82.2   |      | 86.3   |      | 83.4   |      | 83.6                            |      | 78.5                                   |      |

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

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

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

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

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## AIR TRAVEL CONSUMER REPORT

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

| ARRIVAL AIRPORT* |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |
|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|                  | ATL       |           | BOS       |           | BWI       |           | CLT       |           | DCA       |           | DEN       |           | DFW       |           | DTW       |           |
| CARRIER*         | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME |
| AA               | 409       | 75.1      | 929       | 68.1      | 268       | 67.2      | 171       | 71.9      | 807       | 70.5      | 447       | 79.0      | 13115     | 85.7      | 179       | 67.0      |
| AS               | 31        | 83.9      | 93        | 93.5      | H/        |           | H/        |           | 92        | 77.2      | 93        | 94.6      | 89        | 96.6      | H/        |           |
| B6               | H/        |           | 2710      | 83.5      | 155       | 83.2      | 151       | 81.5      | 273       | 84.6      | 89        | 88.8      | 93        | 74.2      | H/        |           |
| DL               | 17133     | 86.4      | 1103      | 86.1      | 596       | 87.6      | 447       | 81.7      | 899       | 86.9      | 559       | 91.6      | 403       | 90.8      | 3804      | 89.4      |
| EV               | 8810      | 83.8      | 107       | 76.6      | 201       | 73.1      | 524       | 74.2      | 327       | 55.4      | 1621      | 85.3      | 266       | 83.8      | 1537      | 82.8      |
| F9               | 88        | 71.6      | 14        | 85.7      | H/        |           | H/        |           | 120       | 78.3      | 3287      | 84.3      | 146       | 80.8      | 75        | 62.7      |
| FL               | 5311      | 89.2      | 519       | 83.8      | 1215      | 89.0      | 185       | 82.7      | 361       | 88.1      | 94        | 91.5      | H/        |           | 182       | 88.5      |
| HA               | H/        |           | H/        |           | H/        |           | H/        |           | H/        |           | H/        |           | H/        |           | H/        |           |
| MQ               | 523       | 74.8      | H/        |           | 177       | 84.2      | 471       | 70.7      | 687       | 83.3      | 186       | 81.7      | 7839      | 84.6      | 404       | 77.7      |
| OO               | 163       | 74.8      | H/        |           | H/        |           | 46        | 82.6      | 9         | 88.9      | 3907      | 90.3      | 385       | 78.2      | 210       | 86.2      |
| UA               | 144       | 78.5      | 1179      | 71.7      | 380       | 73.4      | 57        | 70.2      | 655       | 72.2      | 4136      | 83.6      | 358       | 75.4      | 107       | 78.5      |
| US               | 439       | 82.5      | 1619      | 84.7      | 394       | 85.0      | 7570      | 87.5      | 1725      | 84.7      | 431       | 88.2      | 534       | 83.7      | 268       | 85.4      |
| VX               | H/        |           | 181       | 84.5      | H/        |           | H/        |           | H/        |           | H/        |           | 185       | 85.9      | H/        |           |
| WN               | 632       | 77.2      | 528       | 77.5      | 5751      | 80.6      | H/        |           | H/        |           | 4757      | 87.3      | H/        |           | 526       | 79.1      |
| YV               | 199       | 85.9      | 5         | 60.0      | H/        |           | 2471      | 85.6      | H/        |           | H/        |           | 95        | 89.5      | 159       | 86.2      |
| TOTAL            | 33882     | 85.5      | 8987      | 80.6      | 9137      | 81.6      | 12093     | 85.2      | 5955      | 79.9      | 19607     | 86.4      | 23508     | 85.0      | 7451      | 85.4      |

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

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

MAY 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               | 296       | 60.8      | 308       | 78.9      | 300       | 73.0      | 335       | 76.7      | 1199      | 83.5      | 773       | 81.6      | 2511      | 83.1      | 1380      | 71.2      |
| AS               | 62        | 82.3      | H/        |           | H/        |           | 31        | 83.9      | H/        |           | 419       | 95.9      | 518       | 91.9      | H/        |           |
| B6               | 464       | 65.9      | 1165      | 80.3      | 378       | 77.5      | H/        |           | 3552      | 85.2      | 368       | 84.8      | 208       | 88.9      | 279       | 67.0      |
| DL               | 411       | 64.7      | 858       | 82.5      | 211       | 83.9      | 180       | 78.3      | 1610      | 86.4      | 1021      | 91.7      | 1645      | 87.2      | 2273      | 76.2      |
| EV               | 3555      | 56.9      | 22        | 54.5      | 2192      | 79.2      | 5791      | 85.9      | 124       | 69.4      | H/        |           | H/        |           | 194       | 59.8      |
| F9               | H/        |           | 28        | 96.4      | H/        |           | H/        |           | H/        |           | 191       | 88.5      | 138       | 84.8      | 112       | 50.0      |
| FL               | H/        |           | 512       | 86.1      | 89        | 92.1      | H/        |           | H/        |           | 173       | 95.4      | 155       | 91.0      | 569       | 71.0      |
| HA               | H/        |           | H/        |           | H/        |           | H/        |           | H/        |           | 84        | 86.9      | 73        | 67.1      | H/        |           |
| MQ               | 229       | 62.9      | H/        |           | H/        |           | 211       | 80.6      | 558       | 84.8      | H/        |           | 1840      | 90.5      | 1458      | 72.8      |
| OO               | H/        |           | H/        |           | 176       | 64.8      | 1664      | 84.7      | H/        |           | 759       | 80.2      | 4207      | 86.0      | H/        |           |
| UA               | 3964      | 68.4      | 451       | 74.7      | 2059      | 74.7      | 5791      | 83.8      | 405       | 84.2      | 1116      | 79.6      | 2666      | 80.1      | 722       | 65.0      |
| US               | 353       | 67.1      | 521       | 76.8      | H/        |           | 484       | 87.0      | 185       | 79.5      | 598       | 89.5      | 517       | 87.8      | 1138      | 79.9      |
| VX               | H/        |           | 124       | 93.5      | 198       | 84.8      | H/        |           | 371       | 81.4      | 271       | 91.5      | 1084      | 91.1      | H/        |           |
| WN               | 540       | 57.6      | 1439      | 82.3      | 237       | 72.2      | H/        |           | H/        |           | 6707      | 89.3      | 3198      | 85.1      | 245       | 59.2      |
| YV               | 43        | 60.5      | H/        |           | 856       | 86.0      | H/        |           | H/        |           | 42        | 83.3      | 1         | 100.0     | 62        | 79.0      |
| TOTAL            | 9917      | 63.1      | 5428      | 81.2      | 6696      | 78.2      | 14487     | 84.6      | 8004      | 84.6      | 12522     | 87.8      | 18761     | 85.7      | 8432      | 72.5      |

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

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



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## AIR TRAVEL CONSUMER REPORT

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

| ARRIVAL AIRPORT* |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |           |
|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|                  | MCO       |           | MDW       |           | MIA       |           | MSP       |           | ORD       |           | PDX       |           | PHL       |           | PHX       |           |
| CARRIER*         | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME | # OF ARR. | % ON TIME |
| AA               | 806       | 79.2      | H/        |           | 3895      | 80.7      | 317       | 74.1      | 4514      | 80.8      | 120       | 81.7      | 329       | 72.3      | 420       | 80.5      |
| AS               | 39        | 94.9      | H/        |           | 31        | 93.5      | 58        | 96.6      | 150       | 89.3      | 851       | 92.4      | H/        |           | 217       | 96.3      |
| B6               | 1471      | 82.3      | H/        |           | H/        |           | H/        |           | 170       | 81.2      | 116       | 82.8      | H/        |           | 62        | 77.4      |
| DL               | 1476      | 83.9      | 207       | 85.0      | 626       | 82.6      | 4507      | 88.7      | 514       | 77.2      | 390       | 86.7      | 546       | 78.9      | 638       | 91.5      |
| EV               | 1         | 100.0     | 2         | 100.0     | H/        |           | 416       | 72.8      | 4974      | 77.0      | H/        |           | 69        | 69.6      | H/        |           |
| F9               | 70        | 71.4      | 122       | 87.7      | H/        |           | 97        | 73.2      | H/        |           | 157       | 80.3      | 31        | 58.1      | 91        | 84.6      |
| FL               | 1733      | 86.2      | 281       | 91.5      | 31        | 87.1      | 267       | 87.3      | H/        |           | H/        |           | 240       | 75.0      | 93        | 86.0      |
| HA               | H/        |           | H/        |           | H/        |           | H/        |           | H/        |           | 31        | 80.6      | H/        |           | 31        | 58.1      |
| MQ               | H/        |           | H/        |           | 1239      | 78.0      | 232       | 77.2      | 7468      | 83.4      | H/        |           | 140       | 60.0      | 114       | 93.9      |
| OO               | H/        |           | H/        |           | H/        |           | 2177      | 90.4      | 2190      | 81.8      | 882       | 92.2      | H/        |           | 1777      | 91.1      |
| UA               | 963       | 76.2      | H/        |           | 264       | 75.8      | 270       | 70.4      | 5213      | 75.8      | 562       | 74.9      | 447       | 67.6      | 665       | 79.4      |
| US               | 706       | 84.8      | H/        |           | 280       | 75.0      | 303       | 78.5      | 608       | 77.6      | 218       | 82.1      | 3778      | 81.4      | 4970      | 91.3      |
| VX               | 62        | 88.7      | H/        |           | H/        |           | H/        |           | 186       | 78.0      | H/        |           | 154       | 90.3      | H/        |           |
| WN               | 3072      | 83.6      | 6980      | 84.5      | H/        |           | 498       | 79.7      | H/        |           | 1154      | 86.6      | 952       | 73.1      | 5301      | 87.8      |
| YV               | H/        |           | H/        |           | 96        | 75.0      | H/        |           | 759       | 81.4      | H/        |           | 26        | 69.2      | 1374      | 91.1      |
| TOTAL            | 10399     | 82.9      | 7592      | 84.8      | 6462      | 79.9      | 9142      | 86.1      | 26746     | 79.8      | 4481      | 86.6      | 6712      | 77.9      | 15753     | 89.2      |

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

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

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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               | 428       | 78.7      | 422       | 82.5      | 984       | 71.4      | 149       | 81.2      | 519       | 78.4      |
| AS               | 379       | 94.2      | 3860      | 92.1      | 329       | 78.7      | H/        |           | H/        |           |
| B6               | 88        | 92.0      | 179       | 89.4      | 336       | 83.3      | 124       | 89.5      | 358       | 79.9      |
| DL               | 513       | 92.4      | 704       | 86.8      | 715       | 83.8      | 2435      | 93.1      | 865       | 84.4      |
| EV               | H/        |           | H/        |           | H/        |           | H/        |           | H/        |           |
| F9               | 111       | 82.9      | 167       | 74.9      | 147       | 75.5      | 150       | 87.3      | 31        | 64.5      |
| FL               | H/        |           | 62        | 95.2      | 154       | 91.6      | H/        |           | 592       | 90.4      |
| HA               | 31        | 61.3      | 62        | 77.4      | 31        | 48.4      | H/        |           | H/        |           |
| MQ               | 304       | 88.2      | H/        |           | H/        |           | 155       | 85.2      | H/        |           |
| OO               | 669       | 82.8      | 526       | 94.7      | 4529      | 71.2      | 4682      | 93.5      | H/        |           |
| UA               | 786       | 82.8      | 933       | 74.7      | 3977      | 76.1      | 88        | 92.0      | 574       | 79.3      |
| US               | 338       | 87.9      | 346       | 86.7      | 463       | 83.2      | 177       | 94.9      | 587       | 80.6      |
| VX               | 147       | 90.5      | 271       | 87.8      | 1482      | 84.6      | H/        |           | H/        |           |
| WN               | 2781      | 87.2      | 1092      | 85.1      | 1301      | 74.5      | 1089      | 85.8      | 2223      | 85.1      |
| YV               | H/        |           | H/        |           | H/        |           | 1         | 100.0     | H/        |           |
| TOTAL            | 6575      | 86.5      | 8624      | 87.8      | 14448     | 75.9      | 9050      | 92.0      | 5749      | 83.5      |

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

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

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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<br>ARRIVAL TIME          | ATL  | BOS  | BWI  | CLT  | DCA  | DEN  | DFW  | DTW  | EWB  | FLL  | IAD  | IAH  | JFK  | LAS   | LAX  | LGA   | MCO   | MDW  |
| 600 - 659 AM                       | 92.6 | 79.8 | 93.0 | 86.7 | 95.5 | 88.5 | 88.4 | 89.0 | 61.6 | 95.2 | 81.4 | 90.4 | 86.2 | 100.0 | 92.2 | 100.0 | 100.0 | 96.8 |
| 700 - 759 AM                       | 95.0 | 84.9 | 95.6 | 96.3 | 90.0 | 94.2 | 91.4 | 92.8 | 90.0 | 85.7 | 87.9 | 91.4 | 86.5 | 95.1  | 93.2 | 80.6  | 95.9  | 95.0 |
| 800 - 859 AM                       | 92.8 | 91.0 | 93.5 | 93.3 | 91.0 | 94.2 | 90.1 | 93.8 | 86.9 | 94.1 | 89.7 | 91.0 | 92.2 | 94.6  | 91.4 | 91.8  | 94.1  | 95.7 |
| 900 - 959 AM                       | 92.8 | 91.5 | 89.6 | 92.9 | 89.5 | 92.4 | 89.7 | 93.8 | 90.8 | 93.5 | 81.3 | 91.9 | 92.5 | 94.5  | 91.8 | 85.4  | 91.5  | 95.1 |
| 1000 - 1059 AM                     | 91.9 | 91.3 | 89.5 | 88.6 | 84.9 | 92.1 | 88.7 | 85.7 | 90.6 | 88.9 | 91.8 | 88.8 | 95.8 | 92.8  | 88.5 | 80.8  | 89.7  | 93.3 |
| 1100 - 1159 AM                     | 90.9 | 89.9 | 94.2 | 85.1 | 89.8 | 92.2 | 90.0 | 88.3 | 79.7 | 91.9 | 88.1 | 88.0 | 92.4 | 89.4  | 87.4 | 82.8  | 89.1  | 93.3 |
| 1200 - 1259 PM                     | 92.2 | 88.5 | 89.1 | 91.9 | 82.4 | 90.5 | 86.7 | 90.0 | 68.7 | 88.1 | 86.7 | 88.2 | 91.6 | 90.7  | 91.6 | 75.1  | 89.0  | 89.4 |
| 100 - 159 PM                       | 90.1 | 89.8 | 89.0 | 88.4 | 88.9 | 88.9 | 86.5 | 92.3 | 68.6 | 86.1 | 87.5 | 86.1 | 88.4 | 87.0  | 88.6 | 75.7  | 88.5  | 87.4 |
| 200 - 259 PM                       | 85.5 | 84.6 | 85.5 | 74.6 | 85.8 | 86.8 | 86.9 | 88.7 | 59.0 | 84.0 | 84.4 | 86.6 | 84.4 | 83.4  | 86.1 | 78.1  | 85.1  | 84.9 |
| 300 - 359 PM                       | 87.9 | 85.8 | 83.7 | 87.8 | 78.0 | 84.1 | 82.4 | 81.0 | 56.1 | 86.7 | 80.7 | 84.4 | 86.2 | 88.6  | 85.7 | 72.6  | 82.9  | 83.7 |
| 400 - 459 PM                       | 84.0 | 78.2 | 75.8 | 82.1 | 75.5 | 83.6 | 84.4 | 89.0 | 46.9 | 75.2 | 74.4 | 84.3 | 79.3 | 84.6  | 84.0 | 71.2  | 83.0  | 81.3 |
| 500 - 559 PM                       | 83.2 | 73.5 | 83.1 | 83.6 | 78.4 | 84.0 | 83.1 | 81.8 | 49.1 | 75.1 | 76.5 | 79.7 | 82.8 | 87.0  | 84.9 | 68.5  | 78.4  | 83.2 |
| 600 - 659 PM                       | 77.0 | 74.0 | 74.9 | 80.6 | 71.9 | 77.5 | 83.3 | 81.2 | 50.1 | 71.9 | 71.1 | 80.8 | 80.1 | 86.6  | 83.1 | 66.4  | 74.0  | 77.4 |
| 700 - 759 PM                       | 75.5 | 74.0 | 74.2 | 82.1 | 82.2 | 81.2 | 80.5 | 78.4 | 45.8 | 74.8 | 69.9 | 78.0 | 80.4 | 86.6  | 84.2 | 66.2  | 76.4  | 79.8 |
| 800 - 859 PM                       | 74.0 | 68.7 | 73.1 | 79.5 | 72.7 | 78.7 | 79.7 | 83.1 | 45.3 | 77.3 | 67.1 | 76.9 | 82.2 | 81.2  | 80.2 | 60.8  | 78.7  | 78.8 |
| 900 - 959 PM                       | 76.5 | 72.7 | 72.2 | 76.1 | 65.7 | 79.4 | 79.7 | 74.4 | 51.3 | 72.1 | 70.0 | 77.7 | 82.8 | 84.4  | 78.9 | 60.5  | 77.6  | 74.4 |
| 1000 - 1059 PM                     | 75.9 | 73.8 | 63.3 | 70.5 | 75.8 | 78.6 | 74.8 | 71.0 | 58.3 | 74.1 | 70.0 | 73.5 | 81.6 | 82.3  | 79.5 | 64.7  | 69.2  | 71.0 |
| 1100 - 559 AM                      | 79.3 | 75.1 | 69.1 | 75.1 | 72.4 | 76.8 | 77.0 | 75.3 | 72.7 | 69.6 | 73.3 | 75.3 | 79.2 | 81.6  | 80.8 | 69.3  | 80.2  | 70.8 |
| TOTAL, ALL ARRIVALS,<br>BY AIRPORT | 85.5 | 80.6 | 81.6 | 85.2 | 79.9 | 86.4 | 85.0 | 85.4 | 63.1 | 81.2 | 78.2 | 84.6 | 84.6 | 87.8  | 85.7 | 72.5  | 82.9  | 84.8 |

\* 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<br>ARRIVAL TIME          | MIA  | MSP  | ORD  | PDX  | PHL  | PHX  | SAN  | SEA  | SFO  | SLC  | TPA  | TOTAL |
| 600 - 659 AM                       | 84.9 | 89.9 | 90.7 | 96.8 | 79.6 | 93.0 | J/   | 96.8 | 93.7 | J/   | 80.0 | 88.7  |
| 700 - 759 AM                       | 92.5 | 91.4 | 87.4 | 98.0 | 86.4 | 94.4 | 83.3 | 96.6 | 90.5 | 95.4 | 98.2 | 91.6  |
| 800 - 859 AM                       | 92.7 | 92.1 | 86.8 | 93.8 | 82.0 | 94.5 | 94.3 | 97.4 | 84.0 | 96.6 | 97.3 | 91.5  |
| 900 - 959 AM                       | 89.0 | 93.9 | 89.3 | 95.9 | 73.3 | 89.6 | 91.1 | 96.3 | 74.9 | 95.5 | 91.9 | 90.5  |
| 1000 - 1059 AM                     | 88.1 | 89.2 | 89.9 | 93.1 | 84.2 | 93.1 | 90.6 | 92.8 | 71.2 | 94.7 | 92.6 | 89.7  |
| 1100 - 1159 AM                     | 87.0 | 90.2 | 87.1 | 93.5 | 74.9 | 93.8 | 89.5 | 90.4 | 73.6 | 93.0 | 91.1 | 88.6  |
| 1200 - 1259 PM                     | 85.3 | 92.8 | 83.1 | 86.5 | 87.0 | 90.6 | 90.9 | 87.2 | 68.1 | 96.3 | 90.7 | 86.9  |
| 100 - 159 PM                       | 85.5 | 88.7 | 81.6 | 88.8 | 79.0 | 89.6 | 89.7 | 89.7 | 76.0 | 92.3 | 83.7 | 86.3  |
| 200 - 259 PM                       | 82.1 | 89.4 | 84.1 | 84.8 | 80.3 | 90.9 | 88.9 | 91.1 | 79.8 | 93.8 | 85.1 | 85.1  |
| 300 - 359 PM                       | 79.5 | 77.6 | 80.3 | 91.8 | 75.5 | 91.6 | 87.6 | 86.4 | 73.3 | 95.0 | 81.2 | 83.1  |
| 400 - 459 PM                       | 75.5 | 85.4 | 77.4 | 91.7 | 78.0 | 88.1 | 84.6 | 91.4 | 78.4 | 91.4 | 85.2 | 80.8  |
| 500 - 559 PM                       | 77.7 | 82.2 | 74.6 | 85.8 | 79.6 | 88.0 | 84.3 | 91.4 | 73.5 | 86.1 | 82.4 | 80.5  |
| 600 - 659 PM                       | 72.1 | 85.9 | 73.0 | 83.6 | 77.0 | 85.6 | 83.7 | 86.2 | 79.4 | 95.1 | 77.1 | 78.1  |
| 700 - 759 PM                       | 71.0 | 74.7 | 68.3 | 79.8 | 74.2 | 84.0 | 81.9 | 86.6 | 74.1 | 90.4 | 79.5 | 77.7  |
| 800 - 859 PM                       | 70.6 | 79.9 | 65.5 | 83.0 | 62.9 | 88.2 | 81.8 | 79.8 | 75.5 | 87.3 | 71.4 | 75.6  |
| 900 - 959 PM                       | 69.5 | 74.8 | 66.9 | 84.5 | 76.9 | 83.2 | 85.3 | 81.8 | 71.7 | 82.0 | 77.2 | 74.9  |
| 1000 - 1059 PM                     | 64.6 | 68.9 | 67.3 | 79.8 | 76.3 | 76.7 | 78.7 | 82.9 | 69.7 | 87.8 | 76.8 | 74.4  |
| 1100 - 559 AM                      | 75.4 | 78.7 | 79.6 | 78.2 | 73.6 | 83.6 | 86.3 | 82.8 | 77.1 | 77.8 | 74.8 | 76.9  |
| TOTAL, ALL ARRIVALS,<br>BY AIRPORT | 79.9 | 86.1 | 79.8 | 86.6 | 77.9 | 89.2 | 86.5 | 87.8 | 75.9 | 92.0 | 83.5 | 83.2  |

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

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## AIR TRAVEL CONSUMER REPORT

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

| DEPARTURE AIRPORT*                   |      |      |      |      |       |      |      |       |      |       |      |      |      |      |      |      |      |       |
|--------------------------------------|------|------|------|------|-------|------|------|-------|------|-------|------|------|------|------|------|------|------|-------|
| SCHEDULED<br>DEPARTURE TIME          | ATL  | BOS  | BWI  | CLT  | DCA   | DEN  | DFW  | DTW   | EWR  | FLL   | IAD  | IAH  | JFK  | LAS  | LAX  | LGA  | MCO  | MDW   |
| 600 - 659 AM                         | 97.1 | 96.4 | 92.3 | 95.7 | 93.8  | 94.6 | 87.2 | 95.3  | 90.8 | 98.0  | 91.9 | 90.7 | 93.4 | 95.4 | 94.4 | 93.7 | 94.8 | 94.7  |
| 700 - 759 AM                         | 94.0 | 93.3 | 92.6 | 91.5 | 91.9  | 94.1 | 88.0 | 91.0  | 86.3 | 96.2  | 88.6 | 90.7 | 92.4 | 92.3 | 92.9 | 91.6 | 96.9 | 90.7  |
| 800 - 859 AM                         | 93.0 | 93.2 | 88.2 | 93.5 | 91.1  | 91.5 | 87.8 | 90.4  | 85.4 | 94.2  | 88.0 | 89.6 | 92.8 | 86.9 | 88.8 | 90.0 | 96.8 | 91.3  |
| 900 - 959 AM                         | 91.4 | 91.0 | 80.1 | 92.0 | 88.3  | 89.7 | 87.1 | 98.2  | 86.6 | 90.8  | 88.2 | 89.9 | 88.3 | 87.4 | 84.1 | 88.8 | 91.3 | 90.6  |
| 1000 - 1059 AM                       | 89.2 | 91.3 | 79.5 | 91.7 | 89.5  | 84.6 | 81.7 | 88.5  | 88.2 | 92.7  | 87.7 | 88.6 | 90.1 | 85.7 | 84.7 | 86.1 | 90.5 | 84.4  |
| 1100 - 1159 AM                       | 85.5 | 88.2 | 76.8 | 86.8 | 88.8  | 87.9 | 83.3 | 87.3  | 88.7 | 83.8  | 95.1 | 82.7 | 90.7 | 84.1 | 81.6 | 82.7 | 86.2 | 81.6  |
| 1200 - 1259 PM                       | 86.6 | 85.8 | 79.0 | 87.5 | 87.2  | 87.3 | 82.8 | 85.9  | 76.6 | 87.4  | 81.0 | 87.9 | 88.4 | 86.6 | 83.4 | 86.0 | 83.2 | 83.9  |
| 100 - 159 PM                         | 86.9 | 85.8 | 77.2 | 86.8 | 84.7  | 86.4 | 79.1 | 87.0  | 67.5 | 76.4  | 85.6 | 83.5 | 85.0 | 80.9 | 87.1 | 75.6 | 83.2 | 71.3  |
| 200 - 259 PM                         | 84.5 | 86.7 | 69.9 | 85.5 | 91.0  | 82.9 | 82.3 | 87.4  | 64.0 | 77.9  | 75.7 | 77.9 | 83.7 | 82.8 | 83.9 | 79.0 | 81.0 | 77.4  |
| 300 - 359 PM                         | 82.1 | 77.5 | 69.1 | 66.7 | 83.9  | 78.5 | 78.8 | 83.1  | 60.9 | 79.4  | 78.2 | 81.5 | 83.2 | 74.3 | 80.2 | 79.7 | 79.8 | 70.5  |
| 400 - 459 PM                         | 81.6 | 81.6 | 70.2 | 83.9 | 75.6  | 77.2 | 79.8 | 83.0  | 56.1 | 72.8  | 71.3 | 79.4 | 83.4 | 79.8 | 82.5 | 75.0 | 76.5 | 67.1  |
| 500 - 559 PM                         | 78.1 | 77.3 | 68.0 | 80.0 | 71.2  | 78.2 | 77.7 | 83.3  | 52.9 | 66.1  | 66.4 | 75.6 | 77.0 | 76.4 | 83.6 | 75.6 | 76.5 | 58.6  |
| 600 - 659 PM                         | 77.5 | 66.6 | 71.7 | 80.8 | 76.8  | 80.3 | 77.2 | 79.5  | 60.3 | 69.0  | 72.5 | 77.8 | 82.9 | 79.1 | 83.8 | 72.4 | 71.0 | 61.8  |
| 700 - 759 PM                         | 76.4 | 73.6 | 60.2 | 80.1 | 76.3  | 76.9 | 77.5 | 75.6  | 47.6 | 76.9  | 72.9 | 77.3 | 81.2 | 80.5 | 77.6 | 67.2 | 73.5 | 65.0  |
| 800 - 859 PM                         | 77.6 | 71.5 | 69.5 | 84.1 | 76.6  | 74.9 | 77.4 | 77.8  | 48.1 | 72.5  | 79.8 | 76.3 | 74.8 | 75.1 | 83.5 | 71.1 | 68.0 | 60.0  |
| 900 - 959 PM                         | 75.9 | 83.9 | 55.4 | 65.5 | 81.4  | 68.0 | 78.7 | 78.6  | 47.6 | 73.5  | 68.3 | 81.2 | 75.7 | 71.1 | 81.1 | 73.9 | 80.5 | 63.1  |
| 1000 - 1059 PM                       | 82.1 | J/   | 85.2 | 83.5 | 85.2  | 75.2 | 78.1 | J/    | 72.2 | J/    | 72.4 | 76.7 | 82.3 | 90.0 | 88.6 | J/   | J/   | J/    |
| 1100 - 559 AM                        | 89.8 | 96.5 | 95.3 | 96.8 | 100.0 | 91.5 | 84.7 | 100.0 | 95.5 | 100.0 | 90.2 | 92.0 | 96.2 | 91.1 | 85.8 | 96.8 | 90.6 | 100.0 |
| TOTAL, ALL DEPARTURES,<br>BY AIRPORT | 84.1 | 85.1 | 75.9 | 85.8 | 84.9  | 82.9 | 81.5 | 85.1  | 70.0 | 82.7  | 78.5 | 82.9 | 85.5 | 83.4 | 85.3 | 81.6 | 83.3 | 76.1  |

\* 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<br>DEPARTURE TIME          | MIA  | MSP  | ORD  | PDX  | PHL  | PHX  | SAN  | SEA  | SFO  | SLC  | TPA  | TOTAL |
| 600 - 659 AM                         | 96.2 | 93.5 | 89.0 | 97.5 | 91.4 | 94.4 | 95.0 | 97.3 | 94.1 | 97.1 | 96.8 | 94.0  |
| 700 - 759 AM                         | 91.5 | 94.5 | 89.1 | 97.1 | 89.3 | 94.9 | 90.9 | 92.9 | 91.9 | 96.8 | 96.3 | 92.1  |
| 800 - 859 AM                         | 89.7 | 90.0 | 87.4 | 92.3 | 90.0 | 90.5 | 90.0 | 93.8 | 90.4 | 97.1 | 93.3 | 90.6  |
| 900 - 959 AM                         | 84.1 | 91.5 | 85.3 | 90.4 | 84.5 | 88.5 | 90.3 | 90.1 | 79.3 | 93.0 | 90.9 | 88.3  |
| 1000 - 1059 AM                       | 87.1 | 89.2 | 84.8 | 92.2 | 88.1 | 90.1 | 84.5 | 94.5 | 71.9 | 93.3 | 88.4 | 86.5  |
| 1100 - 1159 AM                       | 85.7 | 89.8 | 85.2 | 94.8 | 84.6 | 86.2 | 86.2 | 89.2 | 69.2 | 94.5 | 91.2 | 85.8  |
| 1200 - 1259 PM                       | 81.4 | 95.3 | 79.9 | 89.4 | 79.5 | 90.9 | 86.5 | 92.3 | 69.7 | 88.6 | 88.6 | 84.2  |
| 100 - 159 PM                         | 76.3 | 85.6 | 75.0 | 87.7 | 85.0 | 88.9 | 88.3 | 89.5 | 68.8 | 91.2 | 80.1 | 82.1  |
| 200 - 259 PM                         | 76.1 | 83.8 | 75.5 | 92.9 | 75.7 | 81.6 | 90.4 | 87.5 | 72.5 | 88.6 | 83.9 | 81.1  |
| 300 - 359 PM                         | 69.6 | 85.6 | 76.7 | 86.4 | 76.1 | 80.2 | 87.3 | 84.3 | 73.4 | 93.0 | 74.7 | 79.1  |
| 400 - 459 PM                         | 72.3 | 75.7 | 73.7 | 88.3 | 79.3 | 84.7 | 85.5 | 93.2 | 75.7 | 92.8 | 77.0 | 78.5  |
| 500 - 559 PM                         | 68.8 | 84.4 | 71.5 | 94.6 | 75.8 | 79.6 | 84.8 | 93.4 | 80.4 | 91.3 | 79.3 | 76.5  |
| 600 - 659 PM                         | 67.6 | 76.4 | 67.2 | 88.2 | 79.9 | 83.7 | 80.8 | 88.3 | 80.1 | 84.2 | 77.2 | 76.1  |
| 700 - 759 PM                         | 71.0 | 85.5 | 70.0 | 83.1 | 68.3 | 79.0 | 81.1 | 92.2 | 74.7 | 82.2 | 85.3 | 75.3  |
| 800 - 859 PM                         | 66.0 | 59.1 | 66.3 | 82.2 | 78.3 | 83.9 | 81.1 | 87.0 | 74.0 | 92.0 | 66.8 | 75.0  |
| 900 - 959 PM                         | 67.7 | 82.6 | 66.2 | 88.3 | 85.1 | 80.1 | 88.3 | 86.8 | 80.2 | 92.0 | 73.1 | 74.8  |
| 1000 - 1059 PM                       | 74.2 | 85.0 | 76.0 | 90.7 | 91.2 | 89.1 | 94.3 | 90.6 | 77.4 | 92.1 | J/   | 82.2  |
| 1100 - 559 AM                        | J/   | 96.0 | 92.8 | 86.7 | 98.1 | 91.5 | J/   | 88.2 | 80.0 | 96.0 | 94.9 | 89.8  |
| TOTAL, ALL DEPARTURES,<br>BY AIRPORT | 77.6 | 87.0 | 77.6 | 91.3 | 82.4 | 87.1 | 87.7 | 90.9 | 78.2 | 92.8 | 85.5 | 82.9  |

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

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## AIR TRAVEL CONSUMER REPORT

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

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

## CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

|      |
|------|
| NONE |
|------|

## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

|      |
|------|
| NONE |
|------|

## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

|            |      |     |         |      |    |    |       |      |
|------------|------|-----|---------|------|----|----|-------|------|
| EXPRESSJET | 4523 | May | DCA-EWR | 1745 | 23 | 16 | 69.57 | 91.4 |
| EXPRESSJET | 4561 | Apr | DCA-EWR | 1745 | 30 | 17 | 56.67 | 84.5 |

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

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

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## AIR TRAVEL CONSUMER REPORT

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

| CARRIER        | NUMBER OF<br>REGULARLY SCHEDULED FLIGHTS<br>FOR WHICH<br>CARRIER REPORTED DATA | REGULARLY SCHEDULED FLIGHTS<br>LATE 70% OF THE TIME OR MORE D/ |            |
|----------------|--------------------------------------------------------------------------------|----------------------------------------------------------------|------------|
|                |                                                                                | NUMBER                                                         | PERCENTAGE |
| EXPRESSJET     | 1,898                                                                          | 17                                                             | 0.9        |
| UNITED         | 1,300                                                                          | 5                                                              | 0.4        |
| ALASKA         | 420                                                                            | 1                                                              | 0.2        |
| SOUTHWEST      | 3,368                                                                          | 7                                                              | 0.2        |
| DELTA          | 2,081                                                                          | 0                                                              | 0.0        |
| SKYWEST        | 1,602                                                                          | 0                                                              | 0.0        |
| AMERICAN       | 1,496                                                                          | 0                                                              | 0.0        |
| AMERICAN EAGLE | 1,404                                                                          | 0                                                              | 0.0        |
| US AIRWAYS     | 1,156                                                                          | 0                                                              | 0.0        |
| AIRTRAN        | 620                                                                            | 0                                                              | 0.0        |
| JETBLUE        | 616                                                                            | 0                                                              | 0.0        |
| MESA           | 370                                                                            | 0                                                              | 0.0        |
| FRONTIER       | 234                                                                            | 0                                                              | 0.0        |
| HAWAIIAN       | 198                                                                            | 0                                                              | 0.0        |
| VIRGIN AMERICA | 154                                                                            | 0                                                              | 0.0        |
| TOTAL          | 16,917                                                                         | 30                                                             | 0.2        |

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

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



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## AIR TRAVEL CONSUMER REPORT

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

| CITY (AIRPORT)                          | PERCENT ONTIME |       | REPORTED OPERATIONS |        |
|-----------------------------------------|----------------|-------|---------------------|--------|
|                                         | ARR.           | DEP.  | ARR.                | DEP.   |
| ABERDEEN SD (ABR)                       | 90.3           | 88.7  | 62                  | 62     |
| ABILENE TX (ABI)                        | 82.6           | 90.8  | 207                 | 207    |
| ADAK ISLAND AK (ADK)                    | 88.9           | 100.0 | 9                   | 9      |
| AGUADILLA PR (BQN)                      | 94.1           | 90.8  | 101                 | 131    |
| AKRON OH (CAK)                          | 81.2           | 88.6  | 693                 | 693    |
| ALBANY GA (ABY)                         | 79.0           | 80.2  | 81                  | 81     |
| ALBANY NY (ALB)                         | 76.3           | 86.0  | 684                 | 684    |
| ALBUQUERQUE NM (ABQ)                    | 86.7           | 87.0  | 2,734               | 2,735  |
| ALEXANDRIA LA (AEX)                     | 82.4           | 86.1  | 273                 | 273    |
| ALLENTOWN/BETHLEHEM/EASTON PA (ABE)     | 80.8           | 86.2  | 240                 | 239    |
| AMARILLO TX (AMA)                       | 83.8           | 86.3  | 667                 | 666    |
| ANCHORAGE AK (ANC)                      | 87.6           | 91.8  | 1,560               | 1,557  |
| APPLETON WI (ATW)                       | 82.0           | 86.5  | 327                 | 327    |
| ARCATA/EUREKA CA (ACV)                  | 68.2           | 70.3  | 292                 | 293    |
| ARLINGTON VA (DCA)                      | 79.9           | 84.9  | 5,955               | 5,955  |
| ASHEVILLE NC (AVL)                      | 79.0           | 81.5  | 390                 | 390    |
| ASPEN CO (ASE)                          | 88.2           | 91.0  | 144                 | 145    |
| ATLANTA GA (ATL)                        | 85.5           | 84.1  | 33,882              | 33,885 |
| AUGUSTA GA (AGS)                        | 81.6           | 84.3  | 255                 | 255    |
| AUSTIN TX (AUS)                         | 83.8           | 87.7  | 3,652               | 3,652  |
| BAKERSFIELD CA (BFL)                    | 83.0           | 87.5  | 311                 | 311    |
| BALTIMORE MD (BWI)                      | 81.6           | 75.9  | 9,137               | 9,132  |
| BARROW AK (BRW)                         | 81.7           | 83.1  | 71                  | 71     |
| BATON ROUGE LA (BTR)                    | 79.3           | 80.0  | 711                 | 710    |
| BELLINGHAM WA (BLI)                     | 90.8           | 92.0  | 87                  | 87     |
| BEMIDJI MN (BJI)                        | 88.7           | 95.2  | 62                  | 62     |
| BEND/REDMOND OR (RDM)                   | 88.2           | 89.7  | 271                 | 271    |
| BETHEL AK (BET)                         | 92.9           | 91.8  | 85                  | 85     |
| BILLINGS MT (BIL)                       | 93.0           | 92.6  | 299                 | 299    |
| BIRMINGHAM AL (BHM)                     | 80.3           | 85.5  | 1,555               | 1,555  |
| BISMARCK/MANDAN ND (BIS)                | 86.3           | 91.4  | 336                 | 336    |
| BLOOMINGTON/NORMAL IL (BMI)             | 85.5           | 90.3  | 310                 | 310    |
| BOISE ID (BOI)                          | 83.7           | 88.6  | 867                 | 867    |
| BOSTON MA (BOS)                         | 80.6           | 85.1  | 8,987               | 8,992  |
| BOZEMAN MT (BZN)                        | 97.0           | 97.4  | 232                 | 232    |
| BRANSON MO (BKG)                        | 92.5           | 92.5  | 161                 | 161    |
| BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI) | 86.5           | 90.4  | 251                 | 251    |
| BROWNSVILLE TX (BRO)                    | 85.1           | 91.6  | 202                 | 202    |
| BRUNSWICK GA (BQK)                      | 86.7           | 94.0  | 83                  | 83     |
| BUFFALO NY (BUF)                        | 81.4           | 86.3  | 1,840               | 1,841  |
| BURBANK CA (BUR)                        | 88.9           | 90.2  | 2,217               | 2,217  |
| BURLINGTON VT (BTV)                     | 78.9           | 82.7  | 265                 | 266    |
| BUTTE MT (BTM)                          | 95.2           | 96.8  | 62                  | 62     |

| CITY (AIRPORT)                  | PERCENT ONTIME |       | REPORTED OPERATIONS |        |
|---------------------------------|----------------|-------|---------------------|--------|
|                                 | ARR.           | DEP.  | ARR.                | DEP.   |
| CARLSBAD CA (CLD)               | 87.3           | 86.8  | 197                 | 197    |
| CASPER WY (CPR)                 | 94.6           | 95.8  | 168                 | 168    |
| CEDAR CITY UT (CDC)             | 93.1           | 98.3  | 58                  | 58     |
| CEDAR RAPIDS/IOWA CITY IA (CID) | 84.3           | 85.7  | 654                 | 652    |
| CHAMPAIGN/URBANA IL (CMI)       | 82.0           | 85.0  | 206                 | 206    |
| CHANTILLY VA (IAD)              | 78.2           | 78.5  | 6,696               | 6,686  |
| CHARLESTON SC (CHS)             | 79.8           | 82.0  | 1,250               | 1,251  |
| CHARLESTON/DUNBAR WV (CRW)      | 75.7           | 77.8  | 329                 | 329    |
| CHARLOTTE AMALIE VI (STT)       | 80.4           | 89.1  | 311                 | 311    |
| CHARLOTTE NC (CLT)              | 85.2           | 85.8  | 12,093              | 12,088 |
| CHARLOTTESVILLE VA (CHO)        | 86.7           | 89.4  | 150                 | 151    |
| CHATTANOOGA TN (CHA)            | 77.8           | 81.3  | 465                 | 465    |
| CHICAGO IL (MDW)                | 84.8           | 76.1  | 7,592               | 7,591  |
| CHICAGO IL (ORD)                | 79.8           | 77.6  | 26,746              | 26,746 |
| CHICO CA (CIC)                  | 64.4           | 64.4  | 118                 | 118    |
| CHRISTIANSTED VI (STX)          | 77.4           | 81.7  | 93                  | 93     |
| CLEVELAND OH (CLE)              | 80.7           | 83.4  | 4,320               | 4,321  |
| CODY WY (COD)                   | 88.9           | 91.9  | 63                  | 62     |
| COLLEGE STATION/BRYAN TX (CLL)  | 82.1           | 82.1  | 95                  | 95     |
| COLORADO SPRINGS CO (COS)       | 83.0           | 88.2  | 977                 | 974    |
| COLUMBIA SC (CAE)               | 77.4           | 83.4  | 614                 | 614    |
| COLUMBUS GA (CSG)               | 77.0           | 85.7  | 196                 | 196    |
| COLUMBUS MS (GTR)               | 78.8           | 87.1  | 85                  | 85     |
| COLUMBUS OH (CMH)               | 79.2           | 83.9  | 2,501               | 2,502  |
| CORDOVA AK (CDV)                | 93.5           | 98.4  | 62                  | 62     |
| CORPUS CHRISTI TX (CRP)         | 81.9           | 86.6  | 625                 | 625    |
| COVINGTON KY (CVG)              | 81.3           | 84.0  | 2,395               | 2,396  |
| CRESCENT CITY CA (CEC)          | 58.3           | 51.2  | 84                  | 84     |
| DALLAS TX (DAL)                 | 84.1           | 80.7  | 3,879               | 3,879  |
| DALLAS/FORT WORTH TX (DFW)      | 85.0           | 81.5  | 23,508              | 23,508 |
| DAYTON OH (DAY)                 | 81.2           | 87.3  | 1,029               | 1,029  |
| DAYTONA BEACH FL (DAB)          | 85.8           | 90.1  | 190                 | 191    |
| DEADHORSE AK (SCC)              | 87.9           | 91.4  | 58                  | 58     |
| DENVER CO (DEN)                 | 86.4           | 82.9  | 19,607              | 19,607 |
| DES MOINES IA (DSM)             | 81.4           | 86.3  | 870                 | 869    |
| DETROIT MI (DTW)                | 85.4           | 85.1  | 7,451               | 7,451  |
| DOTHAN AL (DHN)                 | 83.0           | 87.5  | 112                 | 112    |
| DUBUQUE IA (DBQ)                | 85.2           | 88.9  | 27                  | 27     |
| DULUTH MN (DLH)                 | 80.1           | 91.2  | 171                 | 170    |
| DURANGO CO (DRO)                | 83.6           | 88.0  | 275                 | 274    |
| EAGLE CO (EGE)                  | 96.8           | 100.0 | 31                  | 32     |
| EAU CLAIRE WI (EAU)             | 82.3           | 87.1  | 62                  | 62     |
| EL CENTRO CA (IPL)              | 93.4           | 96.7  | 61                  | 61     |

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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.   |
| EL PASO TX (ELP)               | 83.1           | 87.5 | 1,826               | 1,826  |
| ELKO NV (EKO)                  | 94.1           | 96.5 | 85                  | 85     |
| ELMIRA/CORNING NY (ELM)        | 87.7           | 82.5 | 57                  | 57     |
| EUGENE OR (EUG)                | 89.7           | 90.2 | 417                 | 418    |
| EVANSVILLE IN (EVV)            | 82.6           | 85.8 | 317                 | 317    |
| FAIRBANKS AK (FAI)             | 89.8           | 89.5 | 403                 | 401    |
| FARGO ND (FAR)                 | 83.3           | 86.7 | 430                 | 430    |
| FAYETTEVILLE AR (XNA)          | 80.1           | 85.3 | 1,074               | 1,074  |
| FAYETTEVILLE NC (FAY)          | 81.7           | 87.8 | 263                 | 263    |
| FLAGSTAFF AZ (FLG)             | 90.7           | 90.2 | 214                 | 215    |
| FLINT MI (FNT)                 | 88.7           | 91.7 | 302                 | 302    |
| FORT LAUDERDALE FL (FLL)       | 81.2           | 82.7 | 5,428               | 5,432  |
| FORT MYERS FL (RSW)            | 84.4           | 87.3 | 1,900               | 1,902  |
| FORT SMITH AR (FSM)            | 86.3           | 88.7 | 124                 | 124    |
| FORT WAYNE IN (FWA)            | 87.0           | 86.4 | 323                 | 323    |
| FRESNO CA (FAT)                | 81.2           | 85.0 | 961                 | 962    |
| GAINESVILLE FL (GNV)           | 84.6           | 86.0 | 272                 | 272    |
| GARDEN CITY KS (GCK)           | 90.3           | 90.3 | 62                  | 62     |
| GILLETTE WY (GCC)              | 89.7           | 95.5 | 155                 | 155    |
| GRAND FORKS ND (GFK)           | 89.2           | 94.2 | 120                 | 120    |
| GRAND ISLAND NE (GRI)          | 79.3           | 87.9 | 58                  | 58     |
| GRAND JUNCTION CO (GJT)        | 87.0           | 92.1 | 430                 | 429    |
| GRAND RAPIDS MI (GRR)          | 82.1           | 86.0 | 780                 | 778    |
| GREAT FALLS MT (GTF)           | 87.6           | 93.4 | 137                 | 137    |
| GREEN BAY WI (GRB)             | 81.8           | 85.5 | 406                 | 407    |
| GREENSBORO/HIGH POINT NC (GSO) | 74.6           | 79.8 | 802                 | 802    |
| GREER SC (GSP)                 | 77.0           | 83.2 | 792                 | 793    |
| GUAM TT (GUM)                  | 87.1           | 87.1 | 31                  | 31     |
| GULFPORT/BILOXI MS (GPT)       | 77.8           | 82.0 | 428                 | 428    |
| GUNNISON CO (GUC)              | 96.8           | 93.5 | 31                  | 31     |
| HANCOCK/HOUGHTON MI (CMX)      | 75.8           | 85.5 | 62                  | 62     |
| HARLINGEN/SAN BENITO TX (HRL)  | 83.4           | 90.3 | 362                 | 362    |
| HARRISBURG PA (MDT)            | 82.7           | 87.0 | 583                 | 583    |
| HARTFORD CT (BDL)              | 80.8           | 86.2 | 1,855               | 1,857  |
| HAYDEN CO (HDN)                | 91.9           | 98.4 | 62                  | 62     |
| HELENA MT (HLN)                | 95.3           | 96.3 | 107                 | 108    |
| HILO HI (ITO)                  | 96.1           | 96.7 | 633                 | 633    |
| HOBBS NM (HOB)                 | 69.4           | 87.8 | 49                  | 49     |
| HONOLULU HI (HNL)              | 92.1           | 93.6 | 4,528               | 4,528  |
| HOUSTON TX (HOU)               | 84.9           | 77.3 | 4,517               | 4,516  |
| HOUSTON TX (IAH)               | 84.6           | 82.9 | 14,487              | 14,455 |
| HUNTSVILLE AL (HSV)            | 80.8           | 85.7 | 769                 | 768    |
| IDAHO FALLS ID (IDA)           | 93.7           | 96.6 | 237                 | 237    |

| CITY (AIRPORT)                     | PERCENT ONTIME |       | REPORTED OPERATIONS |        |
|------------------------------------|----------------|-------|---------------------|--------|
|                                    | ARR.           | DEP.  | ARR.                | DEP.   |
| INDIANAPOLIS IN (IND)              | 81.0           | 84.7  | 2,527               | 2,526  |
| INYOKERN CA (IYK)                  | 89.5           | 87.7  | 57                  | 57     |
| ISLIP NY (ISP)                     | 75.7           | 79.6  | 539                 | 539    |
| JACKSON WY (JAC)                   | 94.1           | 95.7  | 186                 | 186    |
| JACKSON/VICKSBURG MS (JAN)         | 83.2           | 85.7  | 817                 | 817    |
| JACKSONVILLE FL (JAX)              | 79.9           | 82.5  | 2,133               | 2,133  |
| JACKSONVILLE/CAMP LEJEUNE NC (OAJ) | 82.0           | 85.3  | 150                 | 150    |
| JOPLIN MO (JLN)                    | 80.6           | 80.6  | 62                  | 62     |
| JUNEAU AK (JNU)                    | 91.9           | 92.4  | 356                 | 356    |
| KAHULUI HI (OGG)                   | 93.7           | 94.6  | 2,033               | 2,033  |
| KALAMAZOO MI (AZO)                 | 86.9           | 91.8  | 61                  | 61     |
| KALISPELL MT (FCA)                 | 89.1           | 98.3  | 119                 | 119    |
| KANSAS CITY MO (MCI)               | 83.2           | 85.0  | 4,216               | 4,215  |
| KETCHIKAN AK (KTN)                 | 90.3           | 92.3  | 196                 | 196    |
| KEY WEST FL (EYW)                  | 88.5           | 89.7  | 156                 | 156    |
| KILLEEN TX (GRK)                   | 80.4           | 85.4  | 363                 | 362    |
| KLAMATH FALLS OR (LMT)             | 82.3           | 91.9  | 62                  | 62     |
| KNOXVILLE TN (TYS)                 | 75.3           | 80.5  | 811                 | 812    |
| KODIAK AK (ADQ)                    | 75.9           | 81.0  | 58                  | 58     |
| KONA HI (KOA)                      | 95.1           | 94.3  | 1,050               | 1,050  |
| KOTZEBUE AK (OTZ)                  | 88.0           | 85.9  | 92                  | 92     |
| LA CROSSE WI (LSE)                 | 88.0           | 88.9  | 108                 | 108    |
| LAFAYETTE LA (LFT)                 | 77.8           | 85.6  | 423                 | 423    |
| LAKE CHARLES LA (LCH)              | 86.6           | 89.6  | 134                 | 134    |
| LANSING MI (LAN)                   | 69.3           | 74.3  | 101                 | 101    |
| LAREDO TX (LRD)                    | 82.4           | 85.4  | 199                 | 198    |
| LAS VEGAS NV (LAS)                 | 87.8           | 83.4  | 12,522              | 12,520 |
| LAWTON/FORT SILL OK (LAW)          | 81.9           | 89.9  | 149                 | 149    |
| LEWISBURG WV (LWB)                 | 86.8           | 90.4  | 53                  | 52     |
| LEWISTON ID (LWS)                  | 98.2           | 100.0 | 57                  | 57     |
| LEXINGTON KY (LEX)                 | 81.3           | 85.5  | 587                 | 587    |
| LIHUE HI (LIH)                     | 93.9           | 94.6  | 1,072               | 1,072  |
| LINCOLN NE (LNK)                   | 81.6           | 86.3  | 277                 | 277    |
| LITTLE ROCK AR (LIT)               | 84.0           | 86.0  | 1,467               | 1,467  |
| LONG BEACH CA (LGB)                | 90.6           | 89.2  | 1,301               | 1,302  |
| LONGVIEW TX (GGG)                  | 83.9           | 85.5  | 62                  | 62     |
| LOS ANGELES CA (LAX)               | 85.7           | 85.3  | 18,761              | 18,761 |
| LOUISVILLE KY (SDF)                | 79.5           | 84.7  | 1,324               | 1,323  |
| LUBBOCK TX (LBB)                   | 83.3           | 88.4  | 657                 | 656    |
| MADISON WI (MSN)                   | 80.0           | 83.4  | 841                 | 842    |
| MANCHESTER NH (MHT)                | 78.2           | 85.6  | 664                 | 665    |
| MANHATTAN/FT. RILEY KS (MHK)       | 77.3           | 84.4  | 154                 | 154    |
| MARQUETTE MI (MQT)                 | 63.0           | 96.3  | 27                  | 27     |

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

| CITY (AIRPORT)                      | PERCENT ONTIME |      | REPORTED OPERATIONS |        |
|-------------------------------------|----------------|------|---------------------|--------|
|                                     | ARR.           | DEP. | ARR.                | DEP.   |
| MARTHA'S VINEYARD MA (MVY)          | 83.3           | 83.3 | 12                  | 12     |
| MEDFORD OR (MFR)                    | 75.8           | 78.1 | 297                 | 297    |
| MELBOURNE FL (MLB)                  | 79.8           | 91.2 | 114                 | 114    |
| MEMPHIS TN (MEM)                    | 88.6           | 89.0 | 3,076               | 3,077  |
| MERIDIAN MS (MEI)                   | 82.8           | 91.4 | 58                  | 58     |
| MIAMI FL (MIA)                      | 79.9           | 77.6 | 6,462               | 6,463  |
| MIDLAND/ODESSA TX (MAF)             | 83.3           | 86.5 | 658                 | 657    |
| MILWAUKEE WI (MKE)                  | 85.6           | 86.1 | 3,267               | 3,266  |
| MINNEAPOLIS MN (MSP)                | 86.1           | 87.0 | 9,142               | 9,147  |
| MINOT ND (MOT)                      | 90.8           | 93.1 | 131                 | 131    |
| MISSION/MCALLEN/EDINBURG TX (MFE)   | 84.5           | 92.0 | 238                 | 238    |
| MISSOULA MT (MSO)                   | 94.2           | 96.9 | 226                 | 226    |
| MOBILE AL (MOB)                     | 76.7           | 84.1 | 434                 | 434    |
| MODESTO CA (MOD)                    | 68.6           | 74.6 | 118                 | 118    |
| MOLINE IL (MLI)                     | 82.1           | 83.5 | 491                 | 492    |
| MONROE LA (MLU)                     | 79.4           | 87.6 | 233                 | 233    |
| MONTEREY CA (MRV)                   | 80.4           | 81.2 | 489                 | 489    |
| MONTGOMERY AL (MGM)                 | 77.9           | 81.9 | 349                 | 349    |
| MONTROSE/DELTA CO (MTJ)             | 73.0           | 88.9 | 63                  | 63     |
| MOSINEE WI (CWA)                    | 81.4           | 80.0 | 140                 | 140    |
| MUSKEGON MI (MKG)                   | 79.0           | 75.8 | 62                  | 62     |
| MYRTLE BEACH SC (MYR)               | 81.3           | 82.4 | 283                 | 284    |
| NANTUCKET MA (ACK)                  | 75.0           | 78.1 | 32                  | 32     |
| NASHVILLE TN (BNA)                  | 83.0           | 82.9 | 4,857               | 4,858  |
| NEW BERN/MOREHEAD/BEAUFORT NC (EWN) | 78.7           | 83.1 | 89                  | 89     |
| NEW ORLEANS LA (MSY)                | 82.3           | 84.0 | 3,456               | 3,456  |
| NEW YORK NY (JFK)                   | 84.6           | 85.5 | 8,004               | 8,003  |
| NEW YORK NY (LGA)                   | 72.5           | 81.6 | 8,432               | 8,431  |
| NEWARK NJ (EWR)                     | 63.1           | 70.0 | 9,917               | 9,869  |
| NEWBURGH/POUGHKEEPSIE NY (SWF)      | 81.7           | 89.2 | 120                 | 120    |
| NEWPORT NEWS/WILLIAMSBURG VA (PHF)  | 80.2           | 82.3 | 192                 | 192    |
| NOME AK (OME)                       | 89.1           | 91.3 | 92                  | 92     |
| NORFOLK VA (ORF)                    | 77.4           | 81.2 | 1,129               | 1,128  |
| NORTH BEND/COOS BAY OR (OTH)        | 82.3           | 71.0 | 62                  | 62     |
| OAKLAND CA (OAK)                    | 86.5           | 85.6 | 3,999               | 4,001  |
| OKLAHOMA CITY OK (OKC)              | 83.7           | 88.7 | 1,889               | 1,888  |
| OMAHA NE (OMA)                      | 83.1           | 87.5 | 1,606               | 1,604  |
| ONTARIO CA (ONT)                    | 85.2           | 89.4 | 1,876               | 1,875  |
| ORLANDO FL (MCO)                    | 82.9           | 83.3 | 10,399              | 10,402 |
| PADUCAH KY (PAH)                    | 80.6           | 90.3 | 62                  | 62     |
| PALM SPRINGS CA (PSP)               | 85.0           | 85.4 | 1,011               | 1,013  |
| PANAMA CITY FL (ECP)                | 81.3           | 85.1 | 498                 | 498    |
| PASCO/KENNEWICK/RICHLAND WA (PSC)   | 91.1           | 95.4 | 259                 | 259    |

| CITY (AIRPORT)                    | PERCENT ONTIME |       | REPORTED OPERATIONS |        |
|-----------------------------------|----------------|-------|---------------------|--------|
|                                   | ARR.           | DEP.  | ARR.                | DEP.   |
| PENSACOLA FL (PNS)                | 81.2           | 87.9  | 866                 | 866    |
| PEORIA IL (PIA)                   | 75.7           | 81.5  | 313                 | 313    |
| PETERSBURG AK (PSG)               | 90.3           | 88.7  | 62                  | 62     |
| PHILADELPHIA PA (PHL)             | 77.9           | 82.4  | 6,712               | 6,714  |
| PHOENIX AZ (PHX)                  | 89.2           | 87.1  | 15,753              | 15,753 |
| PITTSBURGH PA (PIT)               | 80.3           | 86.8  | 2,461               | 2,459  |
| POCATELLO ID (PIH)                | 100.0          | 100.0 | 85                  | 85     |
| PONCE PR (PSE)                    | 91.5           | 100.0 | 71                  | 70     |
| PORTLAND ME (PWM)                 | 78.7           | 84.2  | 492                 | 493    |
| PORTLAND OR (PDX)                 | 86.6           | 91.3  | 4,481               | 4,480  |
| PROVIDENCE RI (PVD)               | 75.8           | 84.6  | 1,186               | 1,185  |
| RALEIGH/DURHAM NC (RDU)           | 82.3           | 84.7  | 3,720               | 3,718  |
| RAPID CITY SD (RAP)               | 87.3           | 91.5  | 425                 | 425    |
| REDDING CA (RDD)                  | 67.1           | 67.8  | 149                 | 149    |
| RENO NV (RNO)                     | 88.3           | 89.2  | 1,593               | 1,594  |
| RICHMOND VA (RIC)                 | 76.0           | 83.9  | 1,428               | 1,428  |
| ROANOKE VA (ROA)                  | 78.0           | 79.7  | 364                 | 365    |
| ROCHESTER MN (RST)                | 89.1           | 93.8  | 64                  | 64     |
| ROCHESTER NY (ROC)                | 81.7           | 87.1  | 908                 | 907    |
| ROCK SPRINGS WY (RKS)             | 92.4           | 93.0  | 185                 | 185    |
| ROSWELL NM (ROW)                  | 86.5           | 86.5  | 89                  | 89     |
| SACRAMENTO CA (SMF)               | 87.1           | 87.5  | 3,856               | 3,855  |
| SAGINAW/BAY CITY/MIDLAND MI (MBS) | 80.6           | 77.7  | 93                  | 94     |
| SALT LAKE CITY UT (SLC)           | 92.0           | 92.8  | 9,050               | 9,046  |
| SAN ANGELO TX (SJT)               | 80.3           | 80.3  | 122                 | 122    |
| SAN ANTONIO TX (SAT)              | 83.3           | 86.2  | 3,205               | 3,206  |
| SAN DIEGO CA (SAN)                | 86.5           | 87.7  | 6,575               | 6,576  |
| SAN FRANCISCO CA (SFO)            | 75.9           | 78.2  | 14,448              | 14,442 |
| SAN JOSE CA (SJC)                 | 88.9           | 90.5  | 3,388               | 3,385  |
| SAN JUAN PR (SJU)                 | 83.6           | 87.3  | 2,036               | 2,102  |
| SAN LUIS OBISPO CA (SBP)          | 82.1           | 85.0  | 408                 | 408    |
| SANTA ANA CA (SNA)                | 88.3           | 87.1  | 3,310               | 3,310  |
| SANTA BARBARA CA (SBA)            | 83.1           | 84.1  | 875                 | 875    |
| SANTA FE NM (SAF)                 | 84.7           | 87.9  | 124                 | 124    |
| SANTA MARIA CA (SMX)              | 84.2           | 83.3  | 114                 | 114    |
| SARASOTA/BRADENTON FL (SRQ)       | 87.7           | 91.2  | 488                 | 488    |
| SAVANNAH GA (SAV)                 | 74.7           | 77.1  | 851                 | 852    |
| SCRANTON/WILKES-BARRE PA (AVP)    | 74.8           | 80.7  | 119                 | 119    |
| SEATTLE WA (SEA)                  | 87.8           | 90.9  | 8,624               | 8,626  |
| SHREVEPORT LA (SHV)               | 81.9           | 87.0  | 547                 | 548    |
| SIoux CITY IA (SUX)               | 82.8           | 86.2  | 58                  | 58     |
| SIoux FALLS SD (FSD)              | 81.0           | 86.4  | 559                 | 560    |
| SITKA AK (SIT)                    | 90.3           | 93.5  | 93                  | 93     |

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

| CITY (AIRPORT)                      | PERCENT ONTIME |       | REPORTED OPERATIONS |       |
|-------------------------------------|----------------|-------|---------------------|-------|
|                                     | ARR.           | DEP.  | ARR.                | DEP.  |
| SOUTH BEND IN (SBN)                 | 69.6           | 75.5  | 227                 | 229   |
| SPOKANE WA (GEG)                    | 85.3           | 89.7  | 880                 | 880   |
| SPRINGFIELD IL (SPI)                | 83.7           | 87.1  | 178                 | 178   |
| SPRINGFIELD MO (SGF)                | 81.6           | 86.4  | 656                 | 656   |
| ST. GEORGE UT (SGU)                 | 85.6           | 88.5  | 174                 | 174   |
| ST. LOUIS MO (STL)                  | 84.1           | 82.8  | 4,836               | 4,835 |
| SUN VALLEY/HAILEY/KETCHUM ID (SUN)  | 94.6           | 93.5  | 93                  | 93    |
| SYRACUSE NY (SYR)                   | 79.5           | 84.2  | 533                 | 533   |
| TALLAHASSEE FL (TLH)                | 80.9           | 83.6  | 392                 | 391   |
| TAMPA FL (TPA)                      | 83.5           | 85.5  | 5,749               | 5,750 |
| TEXARKANA AR (TXK)                  | 83.7           | 91.3  | 92                  | 92    |
| TRAVERSE CITY MI (TVC)              | 71.1           | 76.1  | 142                 | 142   |
| TUCSON AZ (TUS)                     | 86.0           | 91.0  | 1,792               | 1,793 |
| TULSA OK (TUL)                      | 80.8           | 87.0  | 1,626               | 1,625 |
| TWIN FALLS ID (TWF)                 | 86.0           | 98.9  | 93                  | 93    |
| TYLER TX (TYR)                      | 79.8           | 87.9  | 124                 | 124   |
| VALDOSTA GA (VLD)                   | 81.8           | 83.0  | 88                  | 88    |
| VALPARAISO FL (VPS)                 | 80.7           | 85.2  | 560                 | 560   |
| WACO TX (ACT)                       | 85.7           | 80.7  | 119                 | 119   |
| WATERLOO IA (ALO)                   | 77.6           | 89.7  | 58                  | 58    |
| WATERTOWN NY (ART)                  | 81.5           | 79.6  | 54                  | 54    |
| WEST PALM BEACH/PALM BEACH FL (PBI) | 77.0           | 82.4  | 1,820               | 1,819 |
| WHITE PLAINS NY (HPN)               | 80.3           | 82.2  | 732                 | 732   |
| WICHITA FALLS TX (SPS)              | 80.3           | 83.6  | 122                 | 122   |
| WICHITA KS (ICT)                    | 84.8           | 88.9  | 896                 | 894   |
| WILMINGTON NC (ILM)                 | 88.6           | 90.0  | 341                 | 341   |
| WRANGELL AK (WRG)                   | 85.5           | 88.7  | 62                  | 62    |
| YAKUTAT AK (YAK)                    | 96.8           | 100.0 | 62                  | 62    |
| YUMA AZ (YUM)                       | 90.0           | 91.7  | 301                 | 301   |

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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                           | 24,235                      | 693                         | 2.9                             | 135                           | 41,684                      | 1,195                       | 2.9                             |
| EXPRESSJET     | 19                           | 30,732                      | 435                         | 1.4                             | 151                           | 61,101                      | 836                         | 1.4                             |
| SKYWEST        | 18                           | 28,958                      | 272                         | 0.9                             | 145                           | 50,702                      | 565                         | 1.1                             |
| MESA           | 15                           | 6,190                       | 77                          | 1.2                             | 81                            | 11,582                      | 128                         | 1.1                             |
| UNITED         | 28                           | 38,834                      | 346                         | 0.9                             | 79                            | 45,224                      | 389                         | 0.9                             |
| AMERICAN       | 28                           | 36,330                      | 236                         | 0.6                             | 78                            | 45,129                      | 288                         | 0.6                             |
| SOUTHWEST      | 22                           | 51,003                      | 296                         | 0.6                             | 73                            | 98,987                      | 619                         | 0.6                             |
| US AIRWAYS     | 27                           | 29,547                      | 137                         | 0.5                             | 78                            | 34,661                      | 169                         | 0.5                             |
| ALASKA         | 18                           | 7,346                       | 11                          | 0.1                             | 51                            | 12,642                      | 53                          | 0.4                             |
| AIRTRAN        | 21                           | 12,821                      | 39                          | 0.3                             | 59                            | 19,046                      | 55                          | 0.3                             |
| DELTA          | 29                           | 47,293                      | 124                         | 0.3                             | 124                           | 61,208                      | 149                         | 0.2                             |
| JETBLUE        | 22                           | 12,789                      | 13                          | 0.1                             | 53                            | 18,691                      | 24                          | 0.1                             |
| FRONTIER       | 21                           | 5,374                       | 4                           | 0.1                             | 59                            | 6,804                       | 5                           | 0.1                             |
| HAWAIIAN       | 7                            | 343                         | 0                           | 0.0                             | 15                            | 6,246                       | 3                           | 0.0                             |
| VIRGIN AMERICA | 13                           | 4,716                       | 1                           | 0.0                             | 13                            | 4,716                       | 1                           | 0.0                             |
| Total          |                              | 336,511                     | 2,684                       | 0.8                             | Total                         | 518,423                     | 4,479                       | 0.9                             |

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

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

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

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

| CARRIER        | NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED | REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE |            |
|----------------|------------------------------------------------|-------------------------------------------------|------------|
|                |                                                | NUMBER                                          | PERCENTAGE |
| AMERICAN EAGLE | 1,406                                          | 290                                             | 20.6       |
| EXPRESSJET     | 5,777                                          | 356                                             | 6.2        |
| MESA           | 906                                            | 49                                              | 5.4        |
| SKYWEST        | 3,750                                          | 201                                             | 5.4        |
| UNITED         | 4,970                                          | 189                                             | 3.8        |
| ALASKA         | 460                                            | 11                                              | 2.4        |
| US AIRWAYS     | 2,073                                          | 44                                              | 2.1        |
| AMERICAN       | 1,528                                          | 27                                              | 1.8        |
| SOUTHWEST      | 13,514                                         | 180                                             | 1.3        |
| DELTA          | 2,416                                          | 23                                              | 1.0        |
| HAWAIIAN       | 218                                            | 2                                               | 0.9        |
| FRONTIER       | 400                                            | 3                                               | 0.8        |
| AIRTRAN        | 1,170                                          | 5                                               | 0.4        |
| JETBLUE        | 659                                            | 1                                               | 0.2        |
| VIRGIN AMERICA | 164                                            | 0                                               | 0.0        |
| TOTAL          | 39,411                                         | 1,381                                           | 3.5        |

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.

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

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

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

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

| CARRIER | TOTAL RECORDS | ONTIME | % ONTIME | CANCELLED | % CANCELLED | DIVERTED | % DIVERTED | CAUSES OF DELAY   |                     |                       |                         |                                |                                  |                |                  |                              |                                |
|---------|---------------|--------|----------|-----------|-------------|----------|------------|-------------------|---------------------|-----------------------|-------------------------|--------------------------------|----------------------------------|----------------|------------------|------------------------------|--------------------------------|
|         |               |        |          |           |             |          |            | AIR CARRIER DELAY | % AIR CARRIER DELAY | EXTREME WEATHER DELAY | % EXTREME WEATHER DELAY | NATIONAL AVIATION SYSTEM DELAY | % NATIONAL AVIATION SYSTEM DELAY | SECURITY DELAY | % SECURITY DELAY | LATE ARRIVING AIRCRAFT DELAY | % LATE ARRIVING AIRCRAFT DELAY |
| AA      | 45129         | 36233  | 80.29%   | 288       | 0.64%       | 235      | 0.52%      | 2221              | 4.92%               | 658                   | 1.46%                   | 2830                           | 6.27%                            | 5              | 0.01%            | 2659                         | 5.89%                          |
| AS      | 12642         | 11562  | 91.46%   | 53        | 0.42%       | 28       | 0.22%      | 313               | 2.48%               | 20                    | 0.16%                   | 375                            | 2.96%                            | 5              | 0.04%            | 287                          | 2.27%                          |
| B6      | 18691         | 15511  | 82.99%   | 24        | 0.13%       | 42       | 0.22%      | 956               | 5.11%               | 73                    | 0.39%                   | 1149                           | 6.15%                            | 13             | 0.07%            | 924                          | 4.94%                          |
| DL      | 61208         | 52862  | 86.36%   | 149       | 0.24%       | 126      | 0.21%      | 2373              | 3.88%               | 207                   | 0.34%                   | 3112                           | 5.08%                            | 5              | 0.01%            | 2373                         | 3.88%                          |
| EV      | 61101         | 48120  | 78.75%   | 836       | 1.37%       | 173      | 0.28%      | 4044              | 6.62%               | 581                   | 0.95%                   | 2408                           | 3.94%                            | 4              | 0.01%            | 4935                         | 8.08%                          |
| F9      | 6804          | 5557   | 81.67%   | 5         | 0.07%       | 12       | 0.18%      | 374               | 5.49%               | 15                    | 0.22%                   | 557                            | 8.19%                            | 0              | 0.00%            | 284                          | 4.17%                          |
| FL      | 19046         | 16769  | 88.04%   | 55        | 0.29%       | 45       | 0.24%      | 428               | 2.25%               | 23                    | 0.12%                   | 922                            | 4.84%                            | 0              | 0.00%            | 803                          | 4.22%                          |
| HA      | 6246          | 5917   | 94.73%   | 3         | 0.05%       | 1        | 0.02%      | 246               | 3.93%               | 1                     | 0.02%                   | 4                              | 0.06%                            | 1              | 0.02%            | 74                           | 1.18%                          |
| MQ      | 41684         | 34215  | 82.08%   | 1195      | 2.87%       | 132      | 0.32%      | 1447              | 3.47%               | 523                   | 1.26%                   | 2136                           | 5.13%                            | 6              | 0.01%            | 2030                         | 4.87%                          |
| OO      | 50702         | 43293  | 85.39%   | 565       | 1.11%       | 85       | 0.17%      | 1616              | 3.19%               | 105                   | 0.21%                   | 2014                           | 3.97%                            | 11             | 0.02%            | 3011                         | 5.94%                          |
| UA      | 45224         | 35196  | 77.83%   | 389       | 0.86%       | 114      | 0.25%      | 2983              | 6.60%               | 166                   | 0.37%                   | 3794                           | 8.39%                            | 19             | 0.04%            | 2563                         | 5.67%                          |
| US      | 34661         | 29640  | 85.51%   | 169       | 0.49%       | 64       | 0.18%      | 1335              | 3.85%               | 80                    | 0.23%                   | 2317                           | 6.68%                            | 17             | 0.05%            | 1039                         | 3.00%                          |
| VX      | 4716          | 4097   | 86.87%   | 1         | 0.02%       | 2        | 0.04%      | 118               | 2.49%               | 149                   | 3.15%                   | 178                            | 3.77%                            | 1              | 0.02%            | 171                          | 3.62%                          |
| WN      | 98987         | 83385  | 84.24%   | 619       | 0.63%       | 162      | 0.16%      | 4880              | 4.93%               | 347                   | 0.35%                   | 2347                           | 2.37%                            | 80             | 0.08%            | 7166                         | 7.24%                          |
| YV      | 11582         | 9887   | 85.37%   | 128       | 1.11%       | 26       | 0.22%      | 450               | 3.88%               | 71                    | 0.61%                   | 486                            | 4.19%                            | 8              | 0.07%            | 526                          | 4.54%                          |
| TOTAL   | 518423        | 432244 |          | 4479      |             | 1247     |            | 23783             |                     | 3020                  |                         | 24629                          |                                  | 176            |                  | 28845                        |                                |
|         |               |        | 83.38%   |           | 0.86%       |          | 0.24%      |                   | 4.59%               |                       | 0.58%                   |                                | 4.75%                            |                | 0.03%            |                              | 5.56%                          |

**\*Causes of Delay:**

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

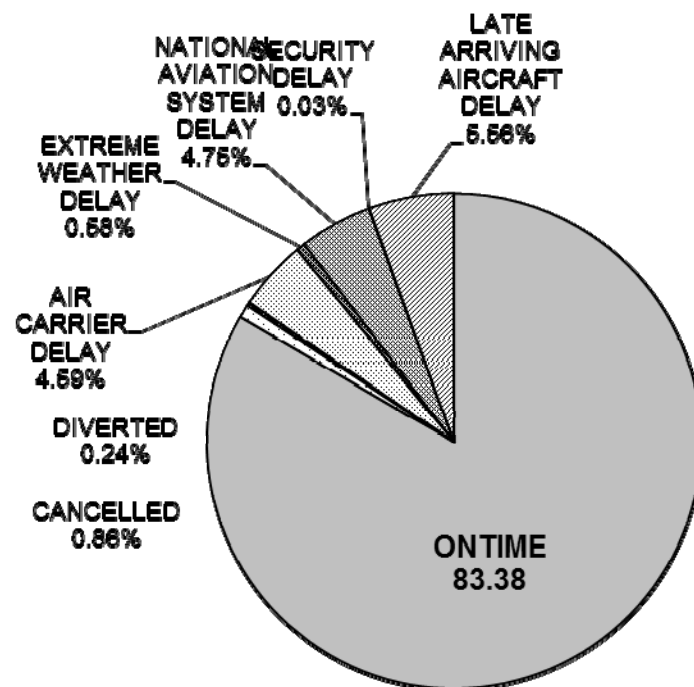
A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's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

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

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

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

MAY 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.
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- **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>



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## 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 |
|-------------|---------------|----------------|---------------------|----------------|---------------------------------|-------------------------|
| UNITED      | 260           | SEA            | IAD                 | 5/27/2012      | Diversion Airport               | 188                     |

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).

MAY 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 |
|-------------|---------------|----------------|---------------------|----------------|---------------------------------|-------------------------|
| UNITED      | 881           | ORD            | NRT                 | 5/7/2012       | Origin Airport                  | 284                     |

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).

MAY 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 |
| UA      | 45,224                                                      | 53                              | 0.12       |
| AA      | 45,129                                                      | 36                              | 0.08       |
| MQ      | 41,684                                                      | 28                              | 0.07       |
| US      | 34,661                                                      | 19                              | 0.05       |
| B6      | 18,691                                                      | 8                               | 0.04       |
| EV      | 61,101                                                      | 23                              | 0.04       |
| DL      | 61,208                                                      | 18                              | 0.03       |
| VX      | 4,716                                                       | 1                               | 0.02       |
| OO      | 50,702                                                      | 5                               | 0.01       |
| YV      | 11,582                                                      | 1                               | 0.01       |
| FL      | 19,046                                                      | 1                               | 0.01       |
| WN      | 98,987                                                      | 4                               | 0.00       |
| AS      | 12,642                                                      | 0                               | 0.00       |
| HA      | 6,246                                                       | 0                               | 0.00       |
| F9      | 6,804                                                       | 0                               | 0.00       |
| TOTAL   | 518,423                                                     | 197                             | 0.04       |

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 |
|----|---------------|

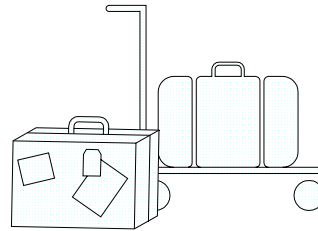
\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #21, issued December 1, 2011, effective January 1, 2012.

\*\* 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.



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

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

| RANK   | AIRLINE                 | MAY 2012                    |                        |                                    | MAY 2011                    |                        |                                    |
|--------|-------------------------|-----------------------------|------------------------|------------------------------------|-----------------------------|------------------------|------------------------------------|
|        |                         | TOTAL<br>BAGGAGE<br>REPORTS | ENPLANED<br>PASSENGERS | REPORTS<br>PER 1,000<br>PASSENGERS | TOTAL<br>BAGGAGE<br>REPORTS | ENPLANED<br>PASSENGERS | REPORTS<br>PER 1,000<br>PASSENGERS |
| 1      | VIRGIN AMERICA          | 393                         | 516,341                | 0.76                               | *                           | *                      | *                                  |
| 2      | AIRTRAN AIRWAYS         | 2,896                       | 1,947,769              | 1.49                               | 3,756                       | 2,251,939              | 1.67                               |
| 3      | JETBLUE AIRWAYS         | 3,576                       | 2,137,140              | 1.67                               | 4,122                       | 1,993,074              | 2.07                               |
| 4      | FRONTIER AIRLINES       | 1,598                       | 865,945                | 1.85                               | 1,841                       | 908,689                | 2.03                               |
| 5      | DELTA AIR LINES         | 16,196                      | 8,401,870              | 1.93                               | 24,014                      | 8,444,542              | 2.84                               |
| 6      | US AIRWAYS              | 8,549                       | 4,238,309              | 2.02                               | 11,932                      | 4,223,202              | 2.83                               |
| 7      | ALASKA AIRLINES         | 3,736                       | 1,480,286              | 2.52                               | 4,091                       | 1,391,818              | 2.94                               |
| 8      | AMERICAN AIRLINES       | 15,773                      | 6,065,133              | 2.60                               | 24,999                      | 5,858,794              | 4.27                               |
| 9      | HAWAIIAN AIRLINES       | 1,957                       | 744,257                | 2.63                               | 1,804                       | 725,548                | 2.49                               |
| 10     | SOUTHWEST AIRLINES      | 27,428                      | 10,018,657             | 2.74                               | 37,360                      | 9,706,504              | 3.85                               |
| 11     | UNITED AIRLINES**       | 21,660                      | 6,194,447              | 3.50                               | 12,227                      | 3,565,530              | 3.43                               |
| 12     | AMERICAN EAGLE AIRLINES | 7,382                       | 1,651,064              | 4.47                               | 12,896                      | 1,487,868              | 8.67                               |
| 13     | SKYWEST AIRLINES        | 9,777                       | 2,163,992              | 4.52                               | 8,087                       | 2,012,544              | 4.02                               |
| 14     | MESA AIRLINES           | 3,376                       | 682,663                | 4.95                               | 3,958                       | 774,909                | 5.11                               |
| 15     | EXPRESSJET AIRLINES**   | 13,527                      | 2,635,710              | 5.13                               | 7,044                       | 1,288,659              | 5.47                               |
| TOTALS |                         | 137,824                     | 49,743,583             | 2.77                               | 158,131                     | 44,633,620             | 3.54                               |

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

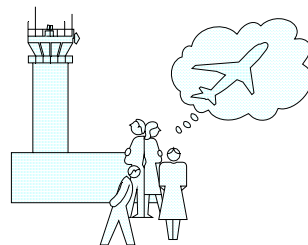
## **OVERSALES**

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

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

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

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





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

| RANK | AIRLINE                        | JANUARY - MARCH 2012           |             |                        |                                         | JANUARY - MARCH 2011           |             |                        |                                         |
|------|--------------------------------|--------------------------------|-------------|------------------------|-----------------------------------------|--------------------------------|-------------|------------------------|-----------------------------------------|
|      |                                | <u>DENIED BOARDINGS (DB'S)</u> |             | Enplaned<br>Passengers | Involuntary<br>DB's per<br>10,000 psgrs | <u>DENIED BOARDINGS (DB'S)</u> |             | Enplaned<br>Passengers | Involuntary<br>DB's per<br>10,000 psgrs |
|      |                                | Voluntary                      | Involuntary |                        |                                         | Voluntary                      | Involuntary |                        |                                         |
| 1    | <b>JETBLUE AIRWAYS</b>         | 0                              | 4           | 6,371,852              | <b>0.01</b>                             | 14                             | 12          | 6,038,693              | <b>0.02</b>                             |
| 2    | <b>VIRGIN AMERICA</b>          | 14                             | 12          | 1,402,246              | <b>0.09</b>                             | *                              | *           | *                      | *                                       |
| 3    | <b>HAWAIIAN AIRLINES</b>       | 174                            | 80          | 2,218,145              | <b>0.36</b>                             | 83                             | 25          | 2,089,095              | <b>0.12</b>                             |
| 4    | <b>DELTA AIR LINES</b>         | 28,208                         | 1,023       | 23,153,402             | <b>0.44</b>                             | 23,802                         | 656         | 22,640,522             | <b>0.29</b>                             |
| 5    | <b>FRONTIER AIRLINES</b>       | 399                            | 109         | 2,409,538              | <b>0.45</b>                             | 837                            | 233         | 2,090,355              | <b>1.11</b>                             |
| 6    | <b>ALASKA AIRLINES</b>         | 1,465                          | 247         | 3,910,885              | <b>0.63</b>                             | 1,798                          | 439         | 3,759,030              | <b>1.17</b>                             |
| 7    | <b>US AIRWAYS</b>              | 7,475                          | 974         | 13,514,441             | <b>0.72</b>                             | 11,360                         | 1,177       | 12,705,868             | <b>0.93</b>                             |
| 8    | <b>SOUTHWEST AIRLINES</b>      | 14,755                         | 1,964       | 26,029,507             | <b>0.75</b>                             | 16,228                         | 2,167       | 25,637,423             | <b>0.85</b>                             |
| 9    | <b>AMERICAN AIRLINES</b>       | 14,589                         | 1,478       | 18,320,011             | <b>0.81</b>                             | 11,820                         | 2,191       | 17,751,646             | <b>1.23</b>                             |
| 10   | <b>AIRTRAN AIRWAYS</b>         | 10,427                         | 431         | 5,188,466              | <b>0.83</b>                             | 9,648                          | 246         | 5,604,721              | <b>0.44</b>                             |
| 11   | <b>AMERICAN EAGLE AIRLINES</b> | 6,437                          | 603         | 4,098,471              | <b>1.47</b>                             | 6,107                          | 994         | 3,627,278              | <b>2.74</b>                             |
| 12   | <b>SKYWEST AIRLINES</b>        | 11,901                         | 972         | 5,942,158              | <b>1.64</b>                             | 14,697                         | 453         | 5,714,175              | <b>0.79</b>                             |
| 13   | <b>UNITED AIRLINES**/***</b>   | 21,120                         | 3,084       | 17,850,152             | <b>1.73</b>                             | 19,147                         | 1,310       | 10,557,367             | <b>1.24</b>                             |
| 14   | <b>EXPRESSJET AIRLINES**</b>   | 13,962                         | 1,301       | 6,940,687              | <b>1.87</b>                             | 7,702                          | 179         | 3,185,462              | <b>0.56</b>                             |
| 15   | <b>MESA AIRLINES</b>           | 1,900                          | 446         | 1,877,874              | <b>2.38</b>                             | 2,897                          | 352         | 2,080,943              | <b>1.69</b>                             |
|      | <b>TOTALS</b>                  | 132,826                        | 12,728      | 139,227,835            | <b>0.91</b>                             | 125,896                        | 10,317      | 123,429,438            | <b>0.84</b>                             |

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.

\*\* 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 – March 2011 reflect the deletion of Continental's and Atlantic Southeast's data for that quarter.

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

## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

|                  | MAY 2012   |          |             |               |  | MAY 2011   |          |             |               |
|------------------|------------|----------|-------------|---------------|--|------------|----------|-------------|---------------|
|                  | COMPLAINTS | OPINIONS | COMPLIMENTS | INFO REQUESTS |  | COMPLAINTS | OPINIONS | COMPLIMENTS | INFO REQUESTS |
| U.S. AIRLINES    | 935        | 58       | 1           | 113           |  | 904        | 58       | 0           | 73            |
| FOREIGN AIRLINES | 268        | 4        | 1           | 22            |  | 125        | 2        | 1           | 10            |
| TRAVEL AGENTS    | 27         | 2        | 0           | 7             |  | 21         | 0        | 0           | 1             |
| TOUR OPERATORS   | 9          | 0        | 0           | 0             |  | 10         | 0        | 0           | 1             |
| MISCELLANEOUS    | 21         | 3        | 1           | 18            |  | 5          | 12       | 0           | 12            |
| INDUSTRY TOTALS  | 1,260      | 67       | 3           | 160           |  | 1,065      | 72       | 1           | 97            |

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

| COMPLAINT CATEGORY | MAY 2012 |              |              | MAY 2011 |              |              |
|--------------------|----------|--------------|--------------|----------|--------------|--------------|
|                    | RANKING  | COMPLAINTS** | SUB-CATEGORY | RANKING  | COMPLAINTS** | SUB-CATEGORY |
| FLIGHT PROBLEMS    | 1        | 317          |              | 1        | 383          |              |
| CANCELLATIONS      |          |              | 127          |          |              | 155          |
| DELAYS             |          |              | 101          |          |              | 111          |
| MISCONNECTIONS     |          |              | 47           |          |              | 54           |
| RES/TKTNG/BOARDING | 2        | 176          |              | 4        | 116          |              |
| BAGGAGE            | 3        | 174          |              | 2        | 144          |              |
| CUSTOMER SERVICE   | 4        | 164          |              | 3        | 120          |              |
| FARES              | 5        | 132          |              | 6        | 61           |              |
| REFUNDS            | 6        | 117          |              | 5        | 95           |              |
| DISABILITY         | 7        | 68           |              | 7        | 58           |              |
| OTHER              | 8        | 46           |              | 9        | 30           |              |
| FREQUENT FLYER     |          |              | 27           |          |              | 27           |
| OVERSALES          | 9        | 36           |              | 8        | 44           |              |
| ADVERTISING        | 10       | 24           |              | 11       | 4            |              |
| DISCRIMINATION     | 11       | 5            |              | 10       | 10           |              |
| ANIMALS            | 12       | 1            |              | 12       | 0            |              |
| COMPLAINT TOTAL    |          | 1,260        |              |          | 1,065        |              |

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\* 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\*

MAY 2012

| U.S. AIRLINES**         | FLIGHT PROBLEMS | OVER-SALES | RES/TKTG/BOARDING | FARES | REFUNDS | BAGGAGE | CUSTOMER SERVICE | DIS-ABILITY | ADVER-TISING | DISCRIM-INATION | ANIMALS | OTHER | TOTAL |
|-------------------------|-----------------|------------|-------------------|-------|---------|---------|------------------|-------------|--------------|-----------------|---------|-------|-------|
| ALPHABETICAL            |                 |            |                   |       |         |         |                  |             |              |                 |         |       |       |
| AIRTRAN AIRWAYS         | 4               | 0          | 0                 | 0     | 0       | 1       | 1                | 0           | 0            | 0               | 0       | 0     | 6     |
| ALASKA AIRLINES         | 1               | 0          | 2                 | 1     | 0       | 1       | 5                | 0           | 2            | 0               | 0       | 0     | 12    |
| ALLEGiant AIR           | 6               | 0          | 1                 | 0     | 3       | 1       | 1                | 0           | 1            | 0               | 0       | 0     | 13    |
| AMERICAN AIRLINES       | 29              | 5          | 16                | 0     | 5       | 18      | 17               | 6           | 3            | 1               | 0       | 2     | 102   |
| AMERICAN EAGLE AIRLINES | 5               | 1          | 1                 | 0     | 0       | 4       | 2                | 1           | 0            | 0               | 0       | 0     | 14    |
| COLGAN AIR              | 3               | 0          | 0                 | 0     | 0       | 2       | 1                | 0           | 0            | 0               | 0       | 0     | 6     |
| DELTA AIR LINES         | 19              | 6          | 10                | 8     | 3       | 13      | 17               | 9           | 3            | 0               | 0       | 3     | 91    |
| EXPRESSJET AIRLINES     | 9               | 1          | 1                 | 0     | 0       | 6       | 2                | 3           | 0            | 0               | 0       | 0     | 22    |
| FRONTIER AIRLINES       | 1               | 0          | 2                 | 0     | 1       | 1       | 2                | 0           | 0            | 0               | 0       | 0     | 7     |
| GREAT LAKES AVIATION    | 3               | 1          | 0                 | 0     | 0       | 1       | 0                | 0           | 0            | 0               | 0       | 0     | 5     |
| HAWAIIAN AIRLINES       | 1               | 0          | 0                 | 1     | 0       | 1       | 2                | 1           | 0            | 0               | 0       | 1     | 7     |
| JETBLUE AIRWAYS         | 2               | 0          | 1                 | 0     | 3       | 2       | 2                | 2           | 2            | 0               | 0       | 1     | 15    |
| MESA AIRLINES           | 4               | 0          | 0                 | 0     | 0       | 0       | 0                | 0           | 0            | 0               | 0       | 1     | 5     |
| PIEDMONT AIRLINES       | 5               | 1          | 3                 | 0     | 1       | 2       | 0                | 5           | 0            | 0               | 0       | 0     | 17    |
| PINNACLE AIRLINES       | 11              | 0          | 1                 | 0     | 1       | 1       | 1                | 2           | 0            | 0               | 0       | 0     | 17    |
| PSA AIRLINES            | 4               | 0          | 1                 | 0     | 0       | 1       | 0                | 0           | 0            | 0               | 0       | 0     | 6     |
| REPUBLIC AIRLINES       | 7               | 0          | 1                 | 1     | 0       | 0       | 1                | 1           | 0            | 0               | 0       | 0     | 11    |
| SKYWEST AIRLINES        | 11              | 1          | 0                 | 0     | 0       | 3       | 2                | 0           | 0            | 0               | 0       | 0     | 17    |
| SOUTHWEST AIRLINES      | 15              | 0          | 5                 | 0     | 3       | 1       | 4                | 5           | 0            | 0               | 0       | 1     | 34    |
| SPIRIT AIRLINES         | 29              | 2          | 17                | 10    | 6       | 6       | 6                | 1           | 0            | 0               | 0       | 2     | 79    |
| UNITED AIRLINES         | 73              | 9          | 44                | 10    | 44      | 29      | 51               | 9           | 4            | 1               | 1       | 16    | 291   |
| UNITED EXPRESS          | 4               | 1          | 3                 | 0     | 1       | 1       | 1                | 1           | 0            | 0               | 0       | 1     | 13    |
| US AIRWAYS              | 29              | 3          | 8                 | 8     | 10      | 17      | 18               | 11          | 3            | 1               | 0       | 1     | 109   |
| VIRGIN AMERICA          | 0               | 0          | 0                 | 0     | 2       | 1       | 1                | 1           | 0            | 0               | 0       | 0     | 5     |
| OTHER U.S. AIRLINES     | 18              | 0          | 3                 | 1     | 1       | 3       | 3                | 0           | 0            | 0               | 0       | 2     | 31    |
| TOTAL MAY 2012          | 293             | 31         | 120               | 40    | 84      | 116     | 140              | 58          | 18           | 3               | 1       | 31    | 935   |
| % OF TOTAL COMPLAINTS   | 31.3            | 3.3        | 12.8              | 4.3   | 9.0     | 12.4    | 15.0             | 6.2         | 1.9          | 0.3             | 0.1     | 3.3   |       |
| TOTAL MAY 2011          | 351             | 38         | 87                | 50    | 62      | 119     | 106              | 50          | 3            | 9               | 0       | 29    | 904   |
| % OF TOTAL COMPLAINTS   | 38.8            | 4.2        | 9.6               | 5.5   | 6.9     | 13.2    | 11.7             | 5.5         | 0.3          | 1.0             | 0.0     | 3.2   |       |

\* 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

MAY 2012

| U.S. AIRLINES*                | COMPS<br>RECD<br>IN<br>MAY | INCI-<br>DENTS<br>IN<br>MAY | PERCENT     | INCI-<br>DENTS<br>IN<br>APRIL | PERCENT     | INCI-<br>DENTS<br>IN ALL<br>PRIOR<br>MONTHS | PERCENT     | UN-<br>KNOWN<br>INCI-<br>DENT<br>DATE | PERCENT     |
|-------------------------------|----------------------------|-----------------------------|-------------|-------------------------------|-------------|---------------------------------------------|-------------|---------------------------------------|-------------|
| ALPHABETICAL                  |                            |                             |             |                               |             |                                             |             |                                       |             |
| AIRTRAN AIRWAYS               | 6                          | 4                           | 66.7        | 1                             | 16.7        | 1                                           | 16.7        | 0                                     | 0.0         |
| ALASKA AIRLINES               | 12                         | 6                           | 50.0        | 2                             | 16.7        | 2                                           | 16.7        | 2                                     | 16.7        |
| ALLEGiant AIR                 | 13                         | 6                           | 46.2        | 0                             | 0.0         | 6                                           | 46.2        | 1                                     | 7.7         |
| AMERICAN AIRLINES             | 102                        | 43                          | 42.2        | 18                            | 17.6        | 31                                          | 30.4        | 10                                    | 9.8         |
| AMERICAN EAGLE AIRLINES       | 14                         | 7                           | 50.0        | 4                             | 28.6        | 3                                           | 21.4        | 0                                     | 0.0         |
| COLGAN AIR                    | 6                          | 4                           | 66.7        | 1                             | 16.7        | 0                                           | 0.0         | 1                                     | 16.7        |
| DELTA AIR LINES               | 91                         | 33                          | 36.3        | 18                            | 19.8        | 32                                          | 35.2        | 8                                     | 8.8         |
| EXPRESSJET AIRLINES           | 22                         | 12                          | 54.5        | 3                             | 13.6        | 5                                           | 22.7        | 2                                     | 9.1         |
| FRONTIER AIRLINES             | 7                          | 4                           | 57.1        | 1                             | 14.3        | 2                                           | 28.6        | 0                                     | 0.0         |
| GREAT LAKES AVIATION          | 5                          | 3                           | 60.0        | 1                             | 20.0        | 1                                           | 20.0        | 0                                     | 0.0         |
| HAWAIIAN AIRLINES             | 7                          | 2                           | 28.6        | 1                             | 14.3        | 2                                           | 28.6        | 2                                     | 28.6        |
| JETBLUE AIRWAYS               | 15                         | 6                           | 40.0        | 2                             | 13.3        | 4                                           | 26.7        | 3                                     | 20.0        |
| MESA AIRLINES                 | 5                          | 3                           | 60.0        | 0                             | 0.0         | 2                                           | 40.0        | 0                                     | 0.0         |
| PIEDMONT AIRLINES             | 17                         | 10                          | 58.8        | 3                             | 17.6        | 2                                           | 11.8        | 2                                     | 11.8        |
| PINNACLE AIRLINES             | 17                         | 10                          | 58.8        | 2                             | 11.8        | 4                                           | 23.5        | 1                                     | 5.9         |
| PSA AIRLINES                  | 6                          | 4                           | 66.7        | 2                             | 33.3        | 0                                           | 0.0         | 0                                     | 0.0         |
| REPUBLIC AIRLINES             | 11                         | 3                           | 27.3        | 2                             | 18.2        | 4                                           | 36.4        | 2                                     | 18.2        |
| SKYWEST AIRLINES              | 17                         | 10                          | 58.8        | 5                             | 29.4        | 1                                           | 5.9         | 1                                     | 5.9         |
| SOUTHWEST AIRLINES            | 34                         | 22                          | 64.7        | 4                             | 11.8        | 4                                           | 11.8        | 4                                     | 11.8        |
| SPIRIT AIRLINES               | 79                         | 39                          | 49.4        | 14                            | 17.7        | 22                                          | 27.8        | 4                                     | 5.1         |
| UNITED AIRLINES               | 291                        | 116                         | 39.9        | 56                            | 19.2        | 86                                          | 29.6        | 33                                    | 11.3        |
| UNITED EXPRESS                | 13                         | 9                           | 69.2        | 3                             | 23.1        | 1                                           | 7.7         | 0                                     | 0.0         |
| US AIRWAYS                    | 109                        | 39                          | 35.8        | 23                            | 21.1        | 29                                          | 26.6        | 18                                    | 16.5        |
| VIRGIN AMERICA                | 5                          | 2                           | 40.0        | 1                             | 20.0        | 2                                           | 40.0        | 0                                     | 0.0         |
| OTHER U.S. AIRLINES           | 31                         | 13                          | 41.9        | 6                             | 19.4        | 8                                           | 25.8        | 4                                     | 12.9        |
| <b>TOTALS</b>                 | <b>935</b>                 | <b>410</b>                  | <b>43.9</b> | <b>173</b>                    | <b>18.5</b> | <b>254</b>                                  | <b>27.2</b> | <b>98</b>                             | <b>10.5</b> |
| <b>PREVIOUS YEAR'S TOTALS</b> | <b>904</b>                 | <b>389</b>                  | <b>43.0</b> | <b>222</b>                    | <b>24.6</b> | <b>198</b>                                  | <b>21.9</b> | <b>95</b>                             | <b>10.5</b> |

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

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

Table 5

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

MAY 2012

|                                | FLIGHT<br>PROBLEMS | OVER-<br>SALES | RES/TKTG/<br>BOARDING | FARES     | REFUNDS   | BAGGAGE   | CUSTOMER<br>SERVICE | DISAB-<br>ILITY | ADVERT-<br>ISING | DISCRIM-<br>INATION | ANIMALS  | OTHER    | TOTAL      |
|--------------------------------|--------------------|----------------|-----------------------|-----------|-----------|-----------|---------------------|-----------------|------------------|---------------------|----------|----------|------------|
| <b><u>FOREIGN AIRLINES</u></b> |                    |                |                       |           |           |           |                     |                 |                  |                     |          |          |            |
| AIR CANADA                     | 4                  | 1              | 5                     | 3         | 0         | 5         | 3                   | 0               | 0                | 0                   | 0        | 1        | 22         |
| AIR FRANCE                     | 1                  | 0              | 1                     | 1         | 1         | 6         | 0                   | 1               | 0                | 0                   | 0        | 1        | 12         |
| AIR INDIA                      | 8                  | 0              | 3                     | 1         | 1         | 2         | 0                   | 0               | 0                | 0                   | 0        | 0        | 15         |
| ALITALIA AIRLINES              | 0                  | 0              | 0                     | 0         | 0         | 3         | 3                   | 0               | 1                | 0                   | 0        | 0        | 7          |
| ALL NIPPON AIRLINES            | 0                  | 0              | 0                     | 7         | 0         | 0         | 0                   | 0               | 0                | 0                   | 0        | 0        | 7          |
| AVIANCA                        | 0                  | 1              | 0                     | 1         | 2         | 3         | 0                   | 1               | 0                | 0                   | 0        | 0        | 8          |
| BRITISH AIRWAYS                | 0                  | 0              | 0                     | 1         | 1         | 2         | 2                   | 2               | 3                | 0                   | 0        | 1        | 12         |
| KLM                            | 0                  | 0              | 0                     | 0         | 1         | 4         | 0                   | 1               | 1                | 0                   | 0        | 0        | 7          |
| KOREAN AIR LINES               | 0                  | 0              | 0                     | 54        | 0         | 0         | 0                   | 0               | 0                | 0                   | 0        | 0        | 54         |
| LUFTHANSA                      | 2                  | 0              | 4                     | 2         | 2         | 3         | 1                   | 0               | 0                | 0                   | 0        | 1        | 15         |
| PAKISTAN AIRLINES              | 1                  | 1              | 0                     | 0         | 0         | 3         | 4                   | 1               | 0                | 0                   | 0        | 0        | 10         |
| TURKISH AIRLINES               | 1                  | 0              | 1                     | 0         | 2         | 3         | 0                   | 0               | 0                | 0                   | 0        | 0        | 7          |
| VOLARIS AIRLINES               | 0                  | 0              | 2                     | 0         | 1         | 2         | 1                   | 0               | 1                | 0                   | 0        | 0        | 7          |
| OTHER FOREIGN AIRLINES         | 4                  | 2              | 25                    | 9         | 10        | 20        | 6                   | 4               | 0                | 2                   | 0        | 3        | 85         |
| <b>TOTALS</b>                  | <b>21</b>          | <b>5</b>       | <b>41</b>             | <b>79</b> | <b>21</b> | <b>56</b> | <b>20</b>           | <b>10</b>       | <b>6</b>         | <b>2</b>            | <b>0</b> | <b>7</b> | <b>268</b> |
| <b><u>TRAVEL AGENTS</u></b>    |                    |                |                       |           |           |           |                     |                 |                  |                     |          |          |            |
| CHEAPOAIR.COM                  | 0                  | 0              | 2                     | 2         | 1         | 0         | 1                   | 0               | 0                | 0                   | 0        | 0        | 6          |
| ORBITZ.COM                     | 0                  | 0              | 2                     | 1         | 1         | 0         | 1                   | 0               | 0                | 0                   | 0        | 0        | 5          |
| OTHER TRAVEL AGENTS            | 0                  | 0              | 7                     | 5         | 2         | 0         | 1                   | 0               | 0                | 0                   | 0        | 1        | 16         |
| <b>TOTALS</b>                  | <b>0</b>           | <b>0</b>       | <b>11</b>             | <b>8</b>  | <b>4</b>  | <b>0</b>  | <b>3</b>            | <b>0</b>        | <b>0</b>         | <b>0</b>            | <b>0</b> | <b>1</b> | <b>27</b>  |
| <b><u>TOUR OPERATORS</u></b>   |                    |                |                       |           |           |           |                     |                 |                  |                     |          |          |            |
| DIRECT AIR AND TOURS           | 0                  | 0              | 0                     | 0         | 3         | 0         | 0                   | 0               | 0                | 0                   | 0        | 6        | 9          |
| OTHER TOUR OPERATORS           | 0                  | 0              | 0                     | 0         | 0         | 0         | 0                   | 0               | 0                | 0                   | 0        | 0        | 0          |
| <b>TOTALS</b>                  | <b>0</b>           | <b>0</b>       | <b>0</b>              | <b>0</b>  | <b>3</b>  | <b>0</b>  | <b>0</b>            | <b>0</b>        | <b>0</b>         | <b>0</b>            | <b>0</b> | <b>6</b> | <b>9</b>   |
| <b><u>MISCELLANEOUS</u></b>    |                    |                |                       |           |           |           |                     |                 |                  |                     |          |          |            |
| OTHER MISCELLANEOUS            | 3                  | 0              | 4                     | 5         | 5         | 2         | 1                   | 0               | 0                | 0                   | 0        | 1        | 21         |
| <b>TOTALS</b>                  | <b>3</b>           | <b>0</b>       | <b>4</b>              | <b>5</b>  | <b>5</b>  | <b>2</b>  | <b>1</b>            | <b>0</b>        | <b>0</b>         | <b>0</b>            | <b>0</b> | <b>1</b> | <b>21</b>  |

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

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

TABLE 6

MAY 2012  
CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

| RANK  | AIRLINE                 | MAY 2012   |                         |                                     | MAY 2011   |                         |                                     |
|-------|-------------------------|------------|-------------------------|-------------------------------------|------------|-------------------------|-------------------------------------|
|       |                         | COMPLAINTS | SYSTEMWIDE ENPLANEMENTS | COMPLAINTS PER 100,000 ENPLANEMENTS | COMPLAINTS | SYSTEMWIDE ENPLANEMENTS | COMPLAINTS PER 100,000 ENPLANEMENTS |
| 1     | AIRTRAN AIRWAYS         | 6          | 1,969,376               | 0.30                                | 14         | 2,247,364               | 0.62                                |
| 2     | SOUTHWEST AIRLINES      | 34         | 9,754,078               | 0.35                                | 48         | 9,710,047               | 0.49                                |
| 3     | JETBLUE AIRWAYS         | 15         | 2,372,976               | 0.63                                | 26         | 2,196,297               | 1.18                                |
| 4     | MESA AIRLINES           | 5          | 682,663                 | 0.73                                | 1          | 774,909                 | 0.13                                |
| 5     | FRONTIER AIRLINES       | 7          | 918,115                 | 0.76                                | 9          | 1,340,210               | 0.67                                |
| 6     | ALASKA AIRLINES         | 12         | 1,566,223               | 0.77                                | 10         | 1,483,037               | 0.67                                |
| 7     | SKYWEST AIRLINES        | 17         | 2,188,513               | 0.78                                | 12         | 2,089,982               | 0.57                                |
| 8     | EXPRESSJET AIRLINES**   | 22         | 2,771,173               | 0.79                                | 12         | 1,275,250               | 0.94                                |
| 9     | AMERICAN EAGLE AIRLINES | 14         | 1,686,784               | 0.83                                | 34         | 1,542,978               | 2.20                                |
| 10    | HAWAIIAN AIRLINES       | 7          | 782,093                 | 0.90                                | 3          | 737,533                 | 0.41                                |
| 11    | DELTA AIR LINES         | 91         | 9,971,385               | 0.91                                | 108        | 9,991,250               | 1.08                                |
| 12    | VIRGIN AMERICA          | 5          | 531,333                 | 0.94                                | *          | *                       | *                                   |
| 13    | AMERICAN AIRLINES       | 102        | 7,563,763               | 1.35                                | 147        | 7,359,397               | 2.00                                |
| 14    | US AIRWAYS              | 109        | 4,686,559               | 2.33                                | 95         | 4,711,418               | 2.02                                |
| 15    | UNITED AIRLINES**       | 291        | 8,079,964               | 3.60                                | 102        | 4,348,551               | 2.35                                |
| TOTAL |                         | 737        | 55,524,998              | 1.33                                | 623        | 49,808,223              | 1.25                                |

**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 May 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 May 2012 as provided by the Transportation Security Administration<sup>a</sup>

The Transportation Security Administration (TSA) screened approximately 55 million airline passengers and their 44 million checked bags in the month of May as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of May.

**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 <sup>c</sup> |                                          | Screening Procedures |                             | Processing Time      |                             | Personal Property    |                             |
|-----------------------|------------------------------------------|----------------------|-----------------------------|----------------------|-----------------------------|----------------------|-----------------------------|
| Number of Complaints  | Percentage of Flying Public <sup>c</sup> | Number of Complaints | Percentage of Flying Public | Number of Complaints | Percentage of Flying Public | Number of Complaints | Percentage of Flying Public |
| 313                   | .0005                                    | 26                   | .00005                      | 109                  | .0002                       | 443                  | .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 |
| 186                              | .0003                                   | 473                                  | .001                                      |

### NOTES

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

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

<sup>c</sup> The percentage is based on the number of reports divided by the number of passengers or number of bags screened by TSA in the month of May.

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.

### May 2012 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

[Section 710](#) of the Wendell H. Ford Aviation Investment and Reform Act for the 21<sup>st</sup> Century (“AIR-21”; P.L. 106-81) requires U.S. airlines that perform scheduled passenger transportation to file reports with the Department concerning incidents involving the loss, injury or death of animals during air transportation. This requirement was implemented through the issuance of 14 CFR 234.13 ([70 FR 7392](#)) as supplemented by a Reporting Directive published at [70 FR 9217](#).

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

A statistical summary of the reports appears in the table below. To see the actual (redacted) reports filed by these airlines, click the airline’s name in the web version of the report (see <http://airconsumer.ost.dot.gov/reports/index.htm>).

| <b>Carrier</b>  | <b>Death</b> | <b>Injury</b> | <b>Loss</b> |
|-----------------|--------------|---------------|-------------|
| <i>Alaska</i>   | <b>1</b>     | <b>1</b>      |             |
| <i>American</i> | <b>1</b>     |               |             |
| <i>Delta</i>    | <b>1</b>     |               |             |
| <i>Total</i>    | <b>3</b>     | <b>1</b>      |             |