



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: August 2013**



**Flight Delays<sup>1</sup>**

June 2013  
12 Months ending June 2013

**Mishandled Baggage<sup>1</sup>**

June 2013  
January – June 2013

**Oversales<sup>1</sup>**

2<sup>nd</sup> Quarter 2013  
January – June 2013

**Consumer Complaints<sup>2</sup>**  
(Includes Disability and  
Discrimination Complaints)

June 2013  
January – June 2013

**Customer Service Reports to  
the Dept. of Homeland Security<sup>3</sup>**

June 2013

**Airline Animal Incident Reports<sup>4</sup>**

June 2013

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<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://www.dot.gov/airconsumer>

<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://www.dot.gov/airconsumer>

## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the fifteen (15) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the one (1\*\*) carrier that currently reports flight delay data voluntarily.

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 16 reporting air carriers, 9 carriers (AirTran, American Eagle, ExpressJet, Frontier, Hawaiian, SkyWest, Southwest, US Airways and Virgin America) use ACARS exclusively; 2 carriers (American and United) use a combination of ACARS and DGS; and 5 carriers (Alaska, Delta, JetBlue, Mesa and Pinnacle) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

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

**\*\*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/	8	89.4	17	93.1
ALASKA AIRLINES S/	20	87.8	57	87.5
FRONTIER AIRLINES S/V/	21	78.2	66	77.9
SKYWEST AIRLINES S/	22	77.1	160	77.3
DELTA AIR LINES S/	29	76.5	136	76.1
PINNACLE AIRLINES S/	20	73.7	119	73.8
US AIRWAYS S/	27	72.6	75	73.0
SOUTHWEST AIRLINES S/	24	71.8	85	72.5
UNITED AIRLINES S/	28	70.6	81	71.1
VIRGIN AMERICA S/	16	70.3	19	70.6
AMERICAN AIRLINES S/	28	70.6	82	69.8
JETBLUE AIRWAYS S/	23	68.1	57	69.6
MESA AIRLINES S/V/	11	72.4	74	69.0
EXPRESSJET AIRLINES S/	21	66.5	159	66.0
AIRTRAN AIRWAYS S/	16	65.2	40	65.9
AMERICAN EAGLE S/	18	63.1	130	61.8
TOTAL		71.9		71.9

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.

\* 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.

## JUNE 2013

## AIR TRAVEL CONSUMER REPORT

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

Carrier*	3rd Quarter 07-09 2012		4th Quarter 10-12 2012		1st Quarter 01-03 2013		2nd Quarter 04-06 2013		April-2013		May-2013		June-2013		12 Months Ending June 2013		Database To Date 09/87-06/13	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	82.9	6	86.2	3	83.8	5	76.7	7	81.2	4	83.1	4	65.9	15	82.4	5	(--)	(--)
ALASKA	89.2	2	85.8	4	87.5	3	88.0	2	86.8	2	89.6	2	87.5	2	87.6	2	76.5	5
AMERICAN	70.0	15	74.1	15	80.0	10	72.8	14	72.3	12	76.2	12	69.8	11	74.2	15	78.0	3
AMERICAN EAGLE	80.0	11	80.6	9	74.7	13	66.2	16	66.9	16	69.9	16	61.8	16	75.5	12	(--)	(--)
DELTA	84.4	3	87.2	2	86.2	4	82.5	3	85.6	3	86.2	3	76.1	5	85.0	3	77.6	4
EXPRESSJET	73.9	13	77.4	12	70.9	16	70.2	15	71.0	14	73.9	13	66.0	14	73.1	16	(--)	(--)
FRONTIER	80.7	10	74.3	14	71.3	15	73.4	12	68.6	15	73.2	15	77.9	3	75.1	13	(--)	(--)
HAWAIIAN	92.8	1	94.1	1	91.8	1	92.8	1	93.0	1	92.4	1	93.1	1	92.9	1	(--)	(--)
JETBLUE	77.2	12	75.3	13	73.3	14	73.9	11	71.8	13	80.3	8	69.6	12	74.9	14	(--)	(--)
MESA	81.5	8	84.8	5	80.7	9	73.3	13	77.2	10	73.8	14	69.0	13	79.9	8	(--)	(--)
PINNACLE	(--)	(--)	(--)	(--)	78.9	12	78.2	6	79.7	8	81.2	7	73.8	6	78.5	10	(--)	(--)
SKYWEST	81.7	7	78.8	11	79.2	11	79.7	4	79.7	7	82.2	5	77.3	4	79.9	9	(--)	(--)
SOUTHWEST	81.0	9	80.8	8	83.1	6	76.7	8	78.4	9	79.0	10	72.5	8	80.3	7	81.9	1
UNITED	72.4	14	80.1	10	81.4	8	75.6	10	76.1	11	79.7	9	71.1	9	77.3	11	76.2	6
US AIRWAYS	84.2	4	84.7	6	82.4	7	78.7	5	81.0	5	82.0	6	73.0	7	82.4	6	78.3	2
VIRGIN AMERICA	83.3	5	82.6	7	89.7	2	76.3	9	80.7	6	78.1	11	70.6	10	82.7	4	(--)	(--)
Total	79.4		80.8		80.1		76.2		77.3		79.4		71.9		79.1		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).

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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
PINNACLE	530	63.8	180	60.0	195	63.6	174	64.9	248	72.6	29	75.9	139	71.9	6518	78.8
AMERICAN	399	62.4	1007	67.6	265	63.8	166	59.6	940	67.3	407	63.6	12985	72.9	219	61.6
ALASKA	60	88.3	142	85.9	H/		H/		120	85.8	170	91.8	83	92.8	H/	
JETBLUE	H/		3283	72.0	172	77.9	120	70.8	524	69.8	87	54.0	85	56.5	H/	
DELTA	18144	74.9	959	74.9	621	75.7	490	71.6	813	72.9	649	72.9	521	75.6	4368	79.3
EXPRESSJET	8648	66.7	214	79.4	122	66.4	616	54.5	180	53.9	1292	69.7	1468	64.8	1857	71.4
FRONTIER	43	48.8	H/		H/		H/		90	63.3	3096	81.4	110	76.4	48	70.8
AIRTRAN	4386	66.3	381	64.6	1028	66.8	H/		357	70.9	69	34.8	H/		170	65.9
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
AMERICAN EAGLE	503	50.1	H/		167	57.5	458	54.6	504	59.5	210	42.9	7273	71.0	407	54.1
SKYWEST	175	54.9	H/		20	70.0	30	73.3	H/		4522	75.7	417	70.0	168	73.8
UNITED	63	55.6	1152	66.9	313	74.4	26	73.1	630	66.8	3686	74.2	281	71.2	24	62.5
US AIRWAYS	458	64.2	1526	71.9	395	67.1	7386	76.7	1621	70.3	444	65.8	564	69.0	289	72.7
VIRGIN AMERICA	H/		174	68.4	H/		H/		30	73.3	H/		173	82.1	H/	
SOUTHWEST	866	69.5	732	64.2	5590	71.4	180	68.9	90	76.7	4875	75.3	H/		528	61.6
MESA	161	67.7	H/		5	100.0	2840	71.6	H/		H/		62	69.4	82	63.4
TOTAL	34436	70.6	9750	70.4	8893	70.5	12486	72.9	6147	68.9	19536	74.8	24161	71.8	14678	76.0

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

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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	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
PINNACLE	88	59.1	28	75.0	257	65.8	43	60.5	1234	56.9	H/		H/		114	60.5
AMERICAN	291	59.8	277	74.0	293	63.8	413	67.8	1158	72.7	812	70.8	2599	74.9	1310	65.3
ALASKA	60	65.0	30	90.0	H/		30	86.7	H/		410	90.5	612	84.8	H/	
JETBLUE	506	57.3	1272	66.4	233	73.4	H/		3629	65.8	334	71.6	279	65.6	480	57.7
DELTA	346	61.3	815	72.9	156	72.4	257	78.6	1823	71.1	1082	81.6	1914	79.7	1952	67.2
EXPRESSJET	3642	57.2	H/		2197	68.2	7255	74.2	120	60.8	H/		H/		675	56.0
FRONTIER	H/		43	60.5	H/		67	79.1	H/		150	78.0	120	72.5	55	58.2
AIRTRAN	H/		782	57.5	H/		H/		H/		146	53.4	89	51.7	252	50.4
HAWAIIAN	H/		H/		H/		H/		30	86.7	73	93.2	131	87.0	H/	
AMERICAN EAGLE	218	38.1	H/		H/		204	53.9	573	60.6	H/		548	59.1	1388	57.7
SKYWEST	2	100.0	H/		208	72.1	1384	76.1	H/		418	75.1	5298	78.3	H/	
UNITED	3935	68.6	496	73.2	1993	70.7	5589	77.0	365	64.9	1101	77.7	3131	69.8	677	53.2
US AIRWAYS	390	57.7	475	68.0	H/		484	71.5	230	61.3	551	72.2	529	61.8	1116	62.2
VIRGIN AMERICA	180	65.0	90	73.3	156	67.3	H/		300	61.0	306	81.4	1304	75.1	H/	
SOUTHWEST	501	50.5	998	71.5	233	60.5	H/		H/		6514	79.3	3233	70.3	527	59.8
MESA	H/		H/		801	67.5	H/		H/		H/		H/		49	32.7
TOTAL	10159	61.3	5306	68.5	6527	68.7	15726	74.9	9462	65.9	11897	78.3	19787	74.1	8595	60.9

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



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## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT																
	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
PINNACLE	H/		187	72.2	H/		2839	78.4	280	59.3	H/		220	48.6	H/	
AMERICAN	807	68.8	H/		3965	77.4	323	68.4	4470	68.5	175	55.4	321	57.3	367	66.5
ALASKA	61	85.2	H/		H/		60	95.0	145	82.1	905	87.8	30	76.7	188	93.6
JETBLUE	1486	71.7	H/		H/		H/		176	59.7	140	74.3	148	66.9	60	46.7
DELTA	1448	77.3	187	72.2	694	73.2	5060	82.5	558	67.9	485	79.4	557	64.1	614	81.9
EXPRESSJET	11	72.7	1	0.0	H/		738	72.2	5269	61.2	H/		105	71.4	4	100.0
FRONTIER	107	77.6	115	75.7	H/		116	75.9	4	75.0	141	80.9	H/		90	77.8
AIRTRAN	1739	67.9	384	68.0	H/		149	63.8	H/		H/		371	58.8	H/	
HAWAIIAN	H/		H/		H/		H/		H/		30	96.7	H/		30	90.0
AMERICAN EAGLE	H/		H/		1507	75.2	209	51.7	7258	59.0	H/		143	39.2	H/	
SKYWEST	2	50.0	19	68.4	53	47.2	2522	84.4	2562	66.2	859	84.5	H/		1966	85.8
UNITED	1022	78.7	H/		213	67.1	60	78.3	4931	68.6	590	68.8	354	59.6	409	76.3
US AIRWAYS	765	68.4	H/		270	68.1	359	73.5	620	61.1	234	68.4	3955	69.4	5218	82.9
VIRGIN AMERICA	48	87.5	H/		H/		H/		147	65.3	90	80.0	89	61.8	H/	
SOUTHWEST	2347	69.5	7198	70.4	H/		623	64.8	H/		1059	73.4	575	57.0	5008	74.6
MESA	H/		H/		44	65.9	H/		854	62.1	H/		49	53.1	1288	87.7
TOTAL	9843	71.8	8091	70.4	6746	75.5	13058	79.3	27274	63.9	4708	77.8	6917	64.8	15242	80.3

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

JUNE 2013

## 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
PINNACLE	H/		H/		H/		195	77.9	27	74.1
AMERICAN	437	61.3	495	69.3	905	56.6	137	59.9	526	67.9
ALASKA	518	88.2	4355	89.3	363	71.1	60	95.0	H/	
JETBLUE	115	70.4	271	78.2	378	65.1	90	75.6	471	67.5
DELTA	579	78.2	973	83.4	811	66.7	2948	87.2	871	74.6
EXPRESSJET	H/		H/		H/		30	80.0	3	66.7
FRONTIER	120	75.0	141	77.3	120	57.5	146	81.5	43	48.8
AIRTRAN	H/		H/		89	61.8	H/		772	69.6
HAWAIIAN	30	100.0	60	86.7	30	80.0	H/		H/	
AMERICAN EAGLE	89	57.3	H/		H/		98	54.1	H/	
SKYWEST	898	78.2	528	84.7	4315	61.4	5064	89.4	H/	
UNITED	737	69.9	981	69.2	4478	65.9	80	63.8	542	72.3
US AIRWAYS	366	63.9	404	69.3	474	54.9	207	73.9	580	69.3
VIRGIN AMERICA	140	73.6	264	73.1	1452	64.3	H/		H/	
SOUTHWEST	2734	72.6	1340	72.0	1353	57.9	939	70.3	1712	75.8
MESA	H/		H/		H/		H/		H/	
TOTAL	6763	73.5	9812	81.3	14768	62.9	9994	85.2	5547	72.0

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

JUNE 2013

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																		
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	87.4	70.2	80.2	81.5	92.5	87.6	80.2	86.9	73.8	69.8	72.0	87.8	76.5	96.4	86.4	J/	75.7	93.8
700 - 759 AM	89.4	80.0	92.1	88.2	92.0	90.9	79.9	90.4	80.2	57.9	82.3	87.9	78.0	94.0	88.6	86.4	76.7	79.0
800 - 859 AM	85.7	89.0	89.6	86.8	89.6	88.6	80.4	88.4	87.7	82.7	84.7	83.9	82.5	90.8	87.1	89.5	95.7	85.6
900 - 959 AM	83.6	89.8	87.0	81.5	84.0	87.0	80.7	86.9	84.4	86.2	93.3	80.2	84.7	91.5	86.2	83.7	89.8	89.7
1000 - 1059 AM	81.7	89.1	89.2	83.1	86.0	84.5	78.5	85.2	85.4	78.9	77.4	83.3	85.2	86.3	83.1	80.5	83.1	90.1
1100 - 1159 AM	84.6	86.8	86.4	78.2	83.3	82.4	81.8	85.4	78.5	82.2	83.2	81.8	87.8	83.0	79.4	79.3	82.8	85.0
1200 - 1259 PM	81.3	85.3	82.1	84.0	79.6	80.0	77.4	81.2	69.1	80.6	73.1	82.6	78.1	80.3	78.4	77.8	80.5	86.6
100 - 159 PM	79.6	83.8	76.4	81.7	80.7	81.0	75.6	83.6	66.8	83.5	85.0	78.8	77.4	78.1	77.8	73.3	78.6	80.0
200 - 259 PM	72.7	77.5	70.9	76.1	72.0	77.0	71.4	77.5	62.2	75.1	74.0	78.7	71.7	81.4	76.3	58.6	75.9	75.1
300 - 359 PM	66.9	77.0	76.6	75.4	68.9	74.8	70.4	72.9	59.0	65.2	69.8	72.0	67.3	77.5	75.8	58.9	74.9	65.2
400 - 459 PM	63.1	69.3	63.9	70.3	62.7	68.7	68.8	76.2	48.1	69.1	61.4	69.6	60.4	77.1	70.1	54.3	71.4	71.5
500 - 559 PM	57.9	63.3	56.5	64.2	63.5	66.3	67.3	60.8	52.4	63.6	57.9	69.3	60.3	75.8	73.9	47.6	64.6	61.7
600 - 659 PM	59.7	56.4	60.3	64.3	55.3	64.5	66.2	65.6	54.7	60.2	55.5	69.0	51.2	72.0	69.8	44.2	60.4	54.1
700 - 759 PM	54.1	56.7	52.9	55.7	56.9	59.9	60.7	65.8	44.3	60.1	60.6	59.3	50.1	69.5	67.5	44.6	62.4	57.5
800 - 859 PM	50.4	54.8	54.9	58.8	55.2	57.2	62.4	64.8	46.2	65.3	62.6	63.5	49.4	67.0	64.3	39.7	52.5	51.2
900 - 959 PM	51.9	53.5	51.7	55.5	58.3	58.1	59.4	58.4	46.4	58.6	59.2	62.8	52.2	67.4	60.8	43.9	62.1	51.0
1000 - 1059 PM	55.2	55.6	55.1	51.1	55.9	66.0	56.4	50.0	48.9	44.4	50.4	60.4	51.6	69.3	60.8	45.6	55.5	53.9
1100 - 559 AM	63.4	62.0	58.2	55.3	57.7	62.0	69.0	54.3	63.1	56.1	58.5	62.9	62.9	61.1	66.7	52.8	63.3	60.3
TOTAL, ALL ARRIVALS, BY AIRPORT	70.6	70.4	70.5	72.9	68.9	74.8	71.8	76.0	61.3	68.5	68.7	74.9	65.9	78.3	74.1	60.9	71.8	70.4

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

JUNE 2013

## AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	67.2	91.0	79.6	96.2	78.3	92.3	J/	90.3	88.4	J/	78.2	84.0
700 - 759 AM	91.9	87.0	79.2	98.1	84.1	93.0	86.7	92.9	89.9	95.8	J/	86.8
800 - 859 AM	90.3	83.4	76.1	94.6	76.7	93.7	87.7	94.4	80.6	95.6	91.3	85.5
900 - 959 AM	89.0	86.3	74.7	86.9	73.1	87.3	84.5	96.4	69.1	93.5	89.0	84.6
1000 - 1059 AM	91.4	86.3	75.8	88.8	79.8	85.4	75.9	86.1	64.9	88.8	88.3	83.0
1100 - 1159 AM	85.8	79.3	74.9	85.4	82.3	89.7	79.0	86.6	67.0	80.3	84.1	82.0
1200 - 1259 PM	81.4	87.7	69.8	89.4	80.2	82.6	82.1	85.7	61.8	93.8	78.6	79.4
100 - 159 PM	82.9	83.9	63.6	77.5	70.4	81.8	79.0	87.4	63.0	87.9	77.2	77.8
200 - 259 PM	74.5	84.6	65.1	75.0	67.3	83.6	78.1	76.8	63.4	88.7	81.3	74.3
300 - 359 PM	74.6	79.9	64.0	74.4	62.7	81.0	78.8	80.2	59.8	88.0	70.3	71.0
400 - 459 PM	78.6	78.3	58.3	77.4	62.9	69.5	74.2	84.7	63.3	87.1	70.4	68.3
500 - 559 PM	74.6	67.1	52.5	81.5	52.0	74.2	71.5	74.8	59.6	70.1	72.1	63.9
600 - 659 PM	69.5	75.3	48.0	76.2	50.4	71.7	73.0	81.4	59.7	83.8	64.3	63.4
700 - 759 PM	65.6	56.9	46.8	78.9	52.3	71.7	65.1	76.6	56.2	82.6	60.6	60.1
800 - 859 PM	55.1	69.2	52.5	75.8	44.5	71.0	63.6	76.9	53.1	75.0	63.4	59.4
900 - 959 PM	61.0	60.7	46.4	72.2	54.7	68.8	64.2	77.0	52.7	77.1	55.6	57.9
1000 - 1059 PM	65.4	57.8	58.3	60.4	53.3	71.7	59.1	69.5	48.6	59.1	54.0	57.5
1100 - 559 AM	59.6	63.0	67.3	63.7	55.6	69.4	67.6	75.8	56.1	48.6	54.9	62.3
TOTAL, ALL ARRIVALS, BY AIRPORT	75.5	79.3	63.9	77.8	64.8	80.3	73.5	81.3	62.9	85.2	72.0	71.9

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

JUNE 2013

## 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)

SCHEDULED DEPARTURE TIME	DEPARTURE AIRPORT*																	
	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	89.1	92.7	90.8	88.8	90.1	92.7	84.9	93.0	86.2	93.4	89.8	87.5	93.0	92.2	90.7	90.8	95.1	92.2
700 - 759 AM	90.5	86.5	86.9	85.2	89.8	90.0	80.4	89.5	85.4	94.0	86.9	84.9	92.2	89.6	86.0	91.5	91.7	84.9
800 - 859 AM	86.6	82.0	82.1	83.7	88.5	82.8	77.4	88.9	83.9	93.9	83.3	85.4	88.2	87.0	85.1	85.2	89.8	64.1
900 - 959 AM	83.7	83.9	74.8	86.2	85.9	80.5	73.3	84.1	85.5	81.7	77.5	78.3	83.8	81.1	79.8	87.0	87.9	75.3
1000 - 1059 AM	80.3	86.5	79.4	73.6	86.8	78.0	70.5	85.6	77.9	84.1	83.0	75.5	82.3	79.6	80.6	82.2	83.2	76.3
1100 - 1159 AM	75.2	84.7	79.4	83.6	85.3	74.5	67.0	88.4	78.9	72.0	83.6	74.5	76.3	78.2	76.9	79.8	74.9	81.0
1200 - 1259 PM	78.3	80.4	71.6	74.7	79.6	69.6	68.6	82.2	68.7	73.5	77.1	72.7	82.9	73.1	74.0	74.2	76.3	71.8
100 - 159 PM	74.2	80.5	61.4	76.5	74.3	71.4	63.7	76.3	63.4	74.5	71.2	70.7	72.8	71.7	72.8	71.3	73.7	59.6
200 - 259 PM	70.7	74.1	54.6	72.2	69.7	71.3	61.6	74.8	60.7	68.4	70.9	72.7	71.6	68.5	71.2	70.2	60.5	60.3
300 - 359 PM	63.1	69.5	55.2	62.3	70.5	64.4	60.6	71.5	55.2	65.3	60.9	65.7	61.1	67.7	70.2	58.6	67.4	58.6
400 - 459 PM	59.0	66.9	56.1	67.4	61.9	63.7	56.3	66.1	51.1	59.0	57.3	60.0	59.5	67.6	73.7	55.3	58.2	41.2
500 - 559 PM	54.4	56.0	55.0	58.1	59.0	56.2	59.4	65.5	48.9	61.9	59.5	59.4	60.7	63.9	70.0	51.9	53.2	51.4
600 - 659 PM	53.7	52.9	46.6	57.5	58.5	60.2	57.9	55.4	46.6	48.4	53.9	58.0	51.7	65.7	71.6	49.0	50.6	41.1
700 - 759 PM	54.9	51.1	45.1	60.0	54.4	59.4	56.5	63.3	47.0	54.2	48.9	60.5	47.6	61.4	65.1	44.9	46.8	33.0
800 - 859 PM	50.5	49.0	34.3	59.7	54.5	56.0	52.5	70.6	44.9	45.9	61.2	48.1	48.1	57.5	66.2	40.5	49.6	36.2
900 - 959 PM	50.4	30.8	30.7	54.4	54.3	51.4	57.6	71.3	43.1	60.0	59.6	60.2	41.7	61.4	66.9	45.3	47.2	26.7
1000 - 1059 PM	51.0	100.0	20.7	66.1	76.0	61.6	57.7	61.6	J/	44.4	64.2	54.5	56.7	64.1	68.5	31.8	54.5	J/
1100 - 559 AM	62.2	89.5	85.1	87.9	92.0	76.0	81.9	68.8	90.8	95.2	88.1	73.6	72.0	84.1	73.7	88.0	81.1	91.9
TOTAL, ALL DEPARTURES, BY AIRPORT	67.7	74.4	63.1	72.2	74.9	69.8	64.9	76.2	65.6	72.7	69.6	70.4	69.1	74.2	75.7	69.5	70.1	58.6

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

JUNE 2013

## AIR TRAVEL CONSUMER REPORT

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

DEPARTURE AIRPORT*												
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	88.6	88.2	77.9	92.5	88.4	95.2	95.1	92.0	91.5	94.3	95.8	90.2
700 - 759 AM	87.3	89.5	77.2	87.8	87.2	89.5	88.7	90.5	88.6	92.8	92.6	87.3
800 - 859 AM	86.6	82.6	75.8	89.2	85.1	87.6	86.0	91.1	85.4	90.1	87.9	84.2
900 - 959 AM	85.5	83.3	71.0	88.9	75.8	82.4	84.2	84.2	76.5	92.4	90.5	81.0
1000 - 1059 AM	88.6	86.6	68.7	82.8	78.9	85.9	79.0	85.5	73.7	80.9	80.8	79.7
1100 - 1159 AM	82.2	83.8	66.8	83.4	81.0	72.4	73.6	77.0	62.2	87.3	80.8	77.1
1200 - 1259 PM	75.0	68.4	63.5	84.2	77.3	83.5	73.3	79.2	62.8	79.7	76.0	74.2
100 - 159 PM	70.0	80.1	60.2	80.2	73.8	78.8	73.0	76.0	63.9	86.1	78.5	71.4
200 - 259 PM	71.5	78.9	55.1	74.4	70.8	72.2	80.2	79.3	62.4	74.9	67.5	68.6
300 - 359 PM	65.6	80.6	55.0	80.9	67.7	75.7	71.7	73.6	62.0	86.5	66.6	66.0
400 - 459 PM	63.3	64.4	53.0	74.6	62.3	75.3	76.6	76.4	61.0	83.7	62.2	62.2
500 - 559 PM	62.9	77.7	48.9	76.9	59.0	56.6	73.0	75.0	63.1	81.5	64.8	60.7
600 - 659 PM	67.9	59.8	45.3	80.7	55.1	66.0	67.0	77.0	58.7	70.9	54.1	56.7
700 - 759 PM	62.2	76.9	44.8	79.3	41.8	61.2	74.3	83.8	65.5	67.6	50.9	57.5
800 - 859 PM	62.1	52.9	47.5	87.0	62.6	74.0	63.3	75.7	62.2	86.1	58.0	57.2
900 - 959 PM	66.3	75.9	49.1	83.8	69.1	57.8	59.9	76.1	61.7	88.2	52.0	56.5
1000 - 1059 PM	66.1	73.8	44.1	83.4	61.8	71.8	89.0	79.0	63.9	89.4	J/	63.3
1100 - 559 AM	100.0	92.0	91.4	86.1	83.8	83.3	J/	79.6	66.8	67.3	82.4	78.4
TOTAL, ALL DEPARTURES, BY AIRPORT	73.6	80.3	60.0	83.9	71.4	77.9	78.1	81.4	69.6	85.9	74.1	71.1

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

JUNE 2013

## AIR TRAVEL CONSUMER REPORT

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

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

MESA	1037	Mar	KOA-HNL	1700	29	17	58.6	95.8
MESA	1037	Apr	KOA-HNL	1700	20	12	60.0	71.0
MESA	1037	May	KOA-HNL	1700	22	18	81.8	121.7
MESA	1037	Jun	KOA-HNL	1700	14	10	71.4	98.3

## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

EXPRESSJET	4326	Apr	CLT-EWR	1730	21	12	57.1	114.4
EXPRESSJET	4326	May	CLT-EWR	1721	21	13	61.9	75.1
EXPRESSJET	5814	Jun	CLT-EWR	1719	24	14	58.3	122.7
EXPRESSJET	4381	Apr	DTW-EWR	1735	21	12	57.1	136.8
EXPRESSJET	4381	May	DTW-EWR	1729	26	16	61.5	72.6
EXPRESSJET	5074	Jun	DTW-EWR	1725	27	17	63.0	87.6
EXPRESSJET	4414	Apr	EWR-STL	2105	16	9	56.3	72.1
EXPRESSJET	4672	May	EWR-STL	2124	26	14	53.9	75.2
EXPRESSJET	4672	Jun	EWR-STL	2059	21	12	57.1	84.0
EXPRESSJET	4321	Apr	GSO-EWR	1512	23	12	52.2	90.8
EXPRESSJET	3267	May	GSO-EWR	1507	28	15	53.6	64.4
EXPRESSJET	4552	Jun	GSO-EWR	1514	29	16	55.2	142.8
EXPRESSJET	3814	Apr	GSP-EWR	1730	20	11	55.0	100.6
EXPRESSJET	4572	May	GSP-EWR	1731	26	16	61.5	81.7
EXPRESSJET	4572	Jun	GSP-EWR	1727	25	15	60.0	134.0

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

\*\*\* For flights late more than 30 minutes only. Excludes canceled and diverted flights  
Chronically Delayed Flights for individual months can be found on the BTS website

JUNE 2013

## AIR TRAVEL CONSUMER REPORT

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

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

MESA	1017	Apr	HNL-LIH	1700	23	12	52.2	76.0
MESA	1017	May	HNL-LIH	1700	27	22	81.5	134.7
MESA	1017	Jun	HNL-LIH	1700	16	9	56.3	78.6
MESA	1018	Apr	HNL-OGG	1900	23	13	56.5	84.5
MESA	1018	May	HNL-OGG	1900	27	21	77.8	132.6
MESA	1028	Jun	HNL-OGG	1850	16	9	56.3	84.5
MESA	1037	Apr	KOA-HNL	1700	20	12	60.0	71.0
MESA	1037	May	KOA-HNL	1700	22	18	81.8	121.7
MESA	1037	Jun	KOA-HNL	1700	14	10	71.4	98.3
SOUTHWEST	3130	Apr	BWI-BUF	2145	20	11	55.0	54.4
SOUTHWEST	3130	May	BWI-BUF	2145	26	20	76.9	73.1
SOUTHWEST	416	Jun	BWI-BUF	2155	25	16	64.0	91.3
SOUTHWEST	1204	Apr	BWI-RDU	2040	15	8	53.3	79.0
SOUTHWEST	1204	May	BWI-RDU	2040	26	14	53.9	117.4
SOUTHWEST	2428	Jun	BWI-RDU	2020	29	15	51.7	126.4

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

\*\*\* For flights late more than 30 minutes only. Excludes canceled and diverted flights  
Chronically Delayed Flights for individual months can be found on the BTS website



JUNE 2013

## AIR TRAVEL CONSUMER REPORT

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

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

AIRTRAN	733	May	CAK-LGA	1645	27	14	51.9	94.6
AIRTRAN	700	Jun	CAK-LGA	1638	25	15	60.0	128.2
AIRTRAN	664	May	PHL-ATL	1821	27	14	51.9	99.9
AIRTRAN	664	Jun	PHL-ATL	1808	25	20	80.0	128.5
AMERICAN EAGLE	3629	May	ORD-DEN	2025	31	16	51.6	80.9
AMERICAN EAGLE	3037	Jun	ORD-DEN	2045	30	16	53.3	107.4
AMERICAN EAGLE	3805	May	ORD-IAH	2150	27	14	51.9	63.3
AMERICAN EAGLE	3021	Jun	ORD-IAH	2130	25	14	56.0	113.8
AMERICAN EAGLE	3702	May	ORD-MSP	1750	30	18	60.0	81.2
AMERICAN EAGLE	3274	Jun	ORD-MSP	1750	27	18	66.7	86.5
AMERICAN EAGLE	3739	May	ORD-XNA	2050	27	14	51.9	52.6
AMERICAN EAGLE	3139	Jun	ORD-XNA	2105	25	13	52.0	87.0
EXPRESSJET	5941	May	AVP-ORD	1703	25	15	60.0	86.3
EXPRESSJET	5941	Jun	AVP-ORD	1714	29	16	55.2	103.3
EXPRESSJET	4663	May	BTV-EWR	1511	26	14	53.9	93.3
EXPRESSJET	3852	Jun	BTV-EWR	1525	29	17	58.6	107.1
EXPRESSJET	5855	May	BUF-ORD	1839	25	13	52.0	105.8
EXPRESSJET	5843	Jun	BUF-ORD	1842	29	16	55.2	83.9
EXPRESSJET	3850	May	CLT-EWR	1452	26	15	57.7	73.5
EXPRESSJET	5796	Jun	CLT-EWR	1456	29	15	51.7	153.3
EXPRESSJET	4326	May	CLT-EWR	1721	21	13	61.9	75.1
EXPRESSJET	5814	Jun	CLT-EWR	1719	24	14	58.3	122.7

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

\*\*\* For flights late more than 30 minutes only. Excludes canceled and diverted flights  
Chronically Delayed Flights for individual months can be found on the BTS website

JUNE 2013

## AIR TRAVEL CONSUMER REPORT

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

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

EXPRESSJET	4093	May	CVG-IAH	1821	26	16	61.5	117.2
EXPRESSJET	4194	Jun	CVG-IAH	1807	21	11	52.4	102.4
EXPRESSJET	4129	May	DCA-EWR	1439	26	15	57.7	82.9
EXPRESSJET	4129	Jun	DCA-EWR	1439	25	19	76.0	136.1
EXPRESSJET	4381	May	DTW-EWR	1729	26	16	61.5	72.6
EXPRESSJET	5074	Jun	DTW-EWR	1725	27	17	63.0	87.6
EXPRESSJET	3827	May	DTW-EWR	2005	28	16	57.1	78.1
EXPRESSJET	4382	Jun	DTW-EWR	1959	24	13	54.2	98.3
EXPRESSJET	4191	May	EWR-BNA	1900	26	14	53.9	75.3
EXPRESSJET	4191	Jun	EWR-BNA	1903	30	16	53.3	126.8
EXPRESSJET	3828	May	EWR-DTW	1724	23	15	65.2	100.1
EXPRESSJET	4382	Jun	EWR-DTW	1729	24	14	58.3	100.6
EXPRESSJET	3829	May	EWR-IAD	1451	26	15	57.7	100.5
EXPRESSJET	4175	Jun	EWR-IAD	1455	29	16	55.2	98.0
EXPRESSJET	4131	May	EWR-RIC	1900	26	14	53.9	78.4
EXPRESSJET	4131	Jun	EWR-RIC	1859	29	15	51.7	146.2
EXPRESSJET	4672	May	EWR-STL	2124	26	14	53.9	75.2
EXPRESSJET	4672	Jun	EWR-STL	2059	21	12	57.1	84.0
EXPRESSJET	4361	May	EWR-TYS	1935	26	18	69.2	89.4
EXPRESSJET	4361	Jun	EWR-TYS	1945	29	16	55.2	126.3

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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JUNE 2013

## AIR TRAVEL CONSUMER REPORT

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

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

EXPRESSJET	3267	May	GSO-EWR	1507	28	15	53.6	64.4
EXPRESSJET	4552	Jun	GSO-EWR	1514	29	16	55.2	142.8
EXPRESSJET	4572	May	GSP-EWR	1731	26	16	61.5	81.7
EXPRESSJET	4572	Jun	GSP-EWR	1727	25	15	60.0	134.0
EXPRESSJET	5660	May	JAX-EWR	1330	31	17	54.8	83.9
EXPRESSJET	4388	Jun	JAX-EWR	1356	29	15	51.7	90.6
EXPRESSJET	4377	May	JAX-EWR	1757	27	16	59.3	78.2
EXPRESSJET	4377	Jun	JAX-EWR	1801	21	14	66.7	135.9
MESA	1036	May	HNL-KOA	1600	22	18	81.8	121.3
MESA	1036	Jun	HNL-KOA	1600	14	8	57.1	104.9
MESA	1058	May	HNL-KOA	1800	13	11	84.6	120.4
MESA	1058	Jun	HNL-KOA	1800	14	9	64.3	110.6
MESA	1017	May	HNL-LIH	1700	27	22	81.5	134.7
MESA	1017	Jun	HNL-LIH	1700	16	9	56.3	78.6
MESA	1028	May	HNL-OGG	1700	23	19	82.6	99.2
MESA	1028	Jun	HNL-OGG	1650	14	8	57.1	98.3
MESA	1018	May	HNL-OGG	1900	27	21	77.8	132.6
MESA	1028	Jun	HNL-OGG	1850	16	9	56.3	84.5
MESA	1037	May	KOA-HNL	1700	22	18	81.8	121.7
MESA	1037	Jun	KOA-HNL	1700	14	10	71.4	98.3
MESA	1059	May	KOA-HNL	1900	13	11	84.6	133.8
MESA	1059	Jun	KOA-HNL	1900	14	9	64.3	112.9

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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JUNE 2013

## AIR TRAVEL CONSUMER REPORT

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

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

MESA	1010	May	LIH-HNL	1400	31	22	71.0	102.4
MESA	1010	Jun	LIH-HNL	1400	30	16	53.3	76.5
MESA	1019	May	OGG-HNL	1800	23	18	78.3	86.1
MESA	1019	Jun	OGG-HNL	1745	14	8	57.1	103.7
PINNACLE	3458	May	BNA-JFK	1509	31	18	58.1	100.9
PINNACLE	3458	Jun	BNA-JFK	1512	30	20	66.7	78.9
PINNACLE	4208	May	BWI-JFK	1716	31	18	58.1	79.2
PINNACLE	3749	Jun	BWI-JFK	1729	30	16	53.3	112.4
PINNACLE	3525	May	JFK-ORD	1925	31	16	51.6	82.6
PINNACLE	3525	Jun	JFK-ORD	1905	30	19	63.3	105.7
SOUTHWEST	3130	May	BWI-BUF	2145	26	20	76.9	73.1
SOUTHWEST	416	Jun	BWI-BUF	2155	25	16	64.0	91.3
SOUTHWEST	1276	May	BWI-ISP	2145	26	17	65.4	69.2
SOUTHWEST	188	Jun	BWI-ISP	2155	25	14	56.0	85.6
SOUTHWEST	841	May	BWI-PVD	2150	26	19	73.1	70.8
SOUTHWEST	1364	Jun	BWI-PVD	2200	25	17	68.0	89.7
SOUTHWEST	1204	May	BWI-RDU	2040	26	14	53.9	117.4
SOUTHWEST	2428	Jun	BWI-RDU	2020	29	15	51.7	126.4
SOUTHWEST	174	May	MDW-DSM	2155	26	15	57.7	65.7
SOUTHWEST	232	Jun	MDW-DSM	2155	25	17	68.0	129.7
UNITED	502	May	ORD-LGA	1805	26	14	53.9	89.3
UNITED	1577	Jun	ORD-LGA	1806	29	18	62.1	112.2

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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Chronically Delayed Flights for individual months can be found on the BTS website

JUNE 2013

## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,282	117	9.1
AIRTRAN	523	28	5.4
SOUTHWEST	3,394	124	3.7
MESA	405	12	3.0
EXPRESSJET	2,164	62	2.9
PINNACLE	906	24	2.6
UNITED	876	14	1.6
AMERICAN	1,553	16	1.0
US AIRWAYS	1,217	10	0.8
SKYWEST	1,824	13	0.7
VIRGIN AMERICA	175	1	0.6
DELTA	2,319	13	0.6
JETBLUE	672	2	0.3
ALASKA	477	0	0.0
FRONTIER	226	0	0.0
HAWAIIAN	208	0	0.0
TOTAL	18,221	436	2.4

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.

JUNE 2013

## 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)	91.7	95.0	60	60
ABILENE TX (ABI)	68.4	80.3	228	228
ADAK ISLAND AK (ADK)	88.9	100.0	9	9
AGUADILLA PR (BQN)	72.0	82.0	150	150
AKRON OH (CAK)	65.8	76.8	798	798
ALBANY GA (ABY)	60.7	73.0	89	89
ALBANY NY (ALB)	65.7	78.9	866	869
ALBUQUERQUE NM (ABQ)	73.4	77.3	2,597	2,595
ALEXANDRIA LA (AEX)	62.1	68.6	354	354
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	61.1	72.9	239	240
ALPENA MI (APN)	76.0	76.0	50	50
AMARILLO TX (AMA)	65.7	73.3	644	645
ANCHORAGE AK (ANC)	86.7	90.8	2,033	2,029
APPLETON WI (ATW)	68.0	72.7	450	450
ARCATA/EUREKA CA (ACV)	61.4	57.4	272	272
ARLINGTON VA (DCA)	68.9	74.9	6,147	6,149
ASHEVILLE NC (AVL)	68.9	71.7	405	406
ASPEN CO (ASE)	71.7	80.1	399	397
ATLANTA GA (ATL)	70.6	67.7	34,436	34,445
AUGUSTA GA (AGS)	64.0	70.1	253	254
AUSTIN TX (AUS)	72.4	76.1	4,159	4,158
BAKERSFIELD CA (BFL)	76.1	80.3	314	314
BALTIMORE MD (BWI)	70.5	63.1	8,893	8,890
BANGOR ME (BGR)	68.4	85.5	76	76
BARROW AK (BRW)	84.0	81.3	75	75
BATON ROUGE LA (BTR)	66.3	68.5	800	801
BEAUMONT/PORT ARTHUR TX (BPT)	55.7	67.0	115	115
BELLINGHAM WA (BLI)	95.1	90.1	81	81
BEMIDJI MN (BJI)	85.5	90.3	62	62
BEND/REDMOND OR (RDM)	77.3	83.8	278	277
BETHEL AK (BET)	85.0	86.3	80	80
BILLINGS MT (BIL)	81.8	92.0	291	289
BINGHAMTON NY (BGM)	72.0	80.5	82	82
BIRMINGHAM AL (BHM)	67.1	73.1	1,404	1,405
BISMARCK/MANDAN ND (BIS)	80.1	85.9	312	313
BLOOMINGTON/NORMAL IL (BMI)	67.0	74.7	288	288
BOISE ID (BOI)	76.3	80.1	897	898
BOSTON MA (BOS)	70.4	74.4	9,750	9,745
BOZEMAN MT (BZN)	85.5	90.1	393	392
BRAINERD MN (BRD)	89.2	89.2	74	74
BRANSON MO (BKG)	76.0	76.6	154	154
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	64.1	69.1	223	223
BROWNSVILLE TX (BRO)	62.0	76.6	205	205

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BRUNSWICK GA (BQK)	68.9	74.4	90	90
BUFFALO NY (BUF)	67.0	74.5	2,160	2,159
BURBANK CA (BUR)	79.8	82.1	2,079	2,077
BURLINGTON VT (BTV)	68.4	69.6	627	624
BUTTE MT (BTM)	93.9	93.9	66	66
CARLSBAD CA (CLD)	80.0	83.6	220	220
CASPER WY (CPR)	74.3	80.2	202	202
CEDAR CITY UT (CDC)	86.0	88.0	50	50
CEDAR RAPIDS/IOWA CITY IA (CID)	69.1	73.1	712	713
CHAMPAIGN/URBANA IL (CMI)	49.8	63.4	205	205
CHANTILLY VA (IAD)	68.7	69.6	6,527	6,497
CHARLESTON SC (CHS)	65.9	71.2	1,456	1,460
CHARLESTON/DUNBAR WV (CRW)	66.0	72.6	312	314
CHARLOTTE AMALIE VI (STT)	80.0	87.6	315	315
CHARLOTTE NC (CLT)	72.9	72.2	12,486	12,484
CHARLOTTESVILLE VA (CHO)	57.7	65.5	142	142
CHATTANOOGA TN (CHA)	61.7	67.5	399	400
CHICAGO IL (MDW)	70.4	58.6	8,091	8,091
CHICAGO IL (ORD)	63.9	60.0	27,274	27,233
CHICO CA (CIC)	57.8	60.0	90	90
CHRISTIANSTED VI (STX)	85.7	86.9	84	84
CLEVELAND OH (CLE)	68.7	74.7	3,994	3,997
CODY WY (COD)	77.9	87.4	95	95
COLLEGE STATION/BRYAN TX (CLL)	72.4	79.4	232	233
COLORADO SPRINGS CO (COS)	65.6	76.4	762	762
COLUMBIA MO (COU)	56.3	64.4	87	87
COLUMBIA SC (CAE)	59.1	64.3	628	628
COLUMBUS GA (CSG)	62.3	66.4	138	140
COLUMBUS MS (GTR)	67.1	74.1	85	85
COLUMBUS OH (CMH)	69.5	74.0	2,484	2,483
CORDOVA AK (CDV)	90.0	95.0	60	60
CORPUS CHRISTI TX (CRP)	63.4	71.4	573	573
COVINGTON KY (CVG)	73.0	74.9	3,546	3,550
CRESCENT CITY CA (CEC)	53.8	48.8	80	80
DALLAS TX (DAL)	73.8	69.9	3,915	3,913
DALLAS/FORT WORTH TX (DFW)	71.8	64.9	24,161	24,172
DAYTON OH (DAY)	65.8	73.0	1,212	1,210
DAYTONA BEACH FL (DAB)	77.4	80.6	155	155
DEADHORSE AK (SCC)	88.7	87.3	71	71
DENVER CO (DEN)	74.8	69.8	19,536	19,572
DES MOINES IA (DSM)	62.5	70.4	1,356	1,353
DETROIT MI (DTW)	76.0	76.2	14,678	14,680
DICKINSON ND (DIK)	78.5	80.2	93	91

JUNE 2013

## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DILLINGHAM AK (DLG)	72.7	86.4	22	22
DOTHAN AL (DHN)	71.3	73.9	115	115
DULUTH MN (DLH)	76.5	80.8	285	286
DURANGO CO (DRO)	76.4	78.9	208	209
EAGLE CO (EGE)	47.8	100.0	23	21
EAU CLAIRE WI (EAU)	65.0	83.3	60	60
EL PASO TX (ELP)	70.9	78.5	1,704	1,703
ELKO NV (EKO)	90.0	90.0	110	110
ELMIRA/CORNING NY (ELM)	80.0	85.5	145	145
ERIE PA (ERI)	66.3	73.6	92	91
ESCANABA MI (ESC)	70.0	82.0	50	50
EUGENE OR (EUG)	78.4	79.2	477	476
EVANSVILLE IN (EVV)	64.7	73.3	419	420
FAIRBANKS AK (FAI)	86.5	91.5	473	473
FARGO ND (FAR)	72.6	77.7	566	569
FAYETTEVILLE AR (XNA)	64.5	69.3	1,129	1,128
FAYETTEVILLE NC (FAY)	71.8	75.8	248	248
FLAGSTAFF AZ (FLG)	90.5	91.1	169	169
FLINT MI (FNT)	70.8	84.1	377	377
FORT LAUDERDALE FL (FLL)	68.5	72.7	5,306	5,304
FORT MYERS FL (RSW)	74.7	77.9	1,705	1,712
FORT SMITH AR (FSM)	67.3	72.8	202	202
FORT WAYNE IN (FWA)	66.0	72.4	526	526
FRESNO CA (FAT)	77.5	79.4	965	965
GAINESVILLE FL (GNV)	66.3	73.9	264	264
GARDEN CITY KS (GCK)	65.0	76.7	60	60
GILLETTE WY (GCC)	77.5	85.0	120	120
GRAND FORKS ND (GFK)	82.5	91.2	228	228
GRAND ISLAND NE (GRI)	76.4	81.8	55	55
GRAND JUNCTION CO (GJT)	75.0	82.7	428	428
GRAND RAPIDS MI (GRR)	70.2	77.6	1,027	1,029
GREAT FALLS MT (GTF)	81.4	86.8	221	220
GREEN BAY WI (GRB)	70.6	76.4	520	521
GREENSBORO/HIGH POINT NC (GSO)	67.0	74.1	849	852
GREER SC (GSP)	68.1	74.8	907	908
GUAM TT (GUM)	86.7	56.7	30	30
GULFPORT/BILOXI MS (GPT)	69.8	72.6	427	427
GUNNISON CO (GUC)	82.8	83.3	29	30
GUSTAVUS AK (GST)	77.3	86.4	22	22
HANCOCK/HOUGHTON MI (CMX)	56.8	66.7	81	81
HARLINGEN/SAN BENITO TX (HRL)	78.1	86.6	352	352
HARRISBURG PA (MDT)	66.2	77.1	604	602
HARTFORD CT (BDL)	67.9	78.0	1,880	1,881

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HELENA MT (HLN)	88.6	98.2	114	114
HIBBING MN (HIB)	84.6	94.2	52	52
HILO HI (ITO)	89.4	91.2	612	612
HOBBS NM (HOB)	62.3	84.9	53	53
HONOLULU HI (HNL)	82.1	86.3	4,636	4,638
HOUSTON TX (HOU)	74.1	66.1	4,912	4,915
HOUSTON TX (IAH)	74.9	70.4	15,726	15,724
HUNTSVILLE AL (HSV)	65.1	74.8	714	713
IDAHO FALLS ID (IDA)	84.8	92.2	243	244
INDIANAPOLIS IN (IND)	69.2	76.4	2,694	2,697
INTERNATIONAL FALLS MN (INL)	96.6	91.5	59	59
INYOKERN CA (IYK)	86.0	91.2	57	57
IRON MOUNTAIN/KINGSFID MI (IMT)	87.3	87.3	55	55
ISLIP NY (ISP)	64.5	76.6	389	389
ITHACA/CORTLAND NY (ITH)	76.5	87.1	85	85
JACKSON WY (JAC)	80.8	90.1	276	274
JACKSON/VICKSBURG MS (JAN)	64.8	70.3	824	824
JACKSONVILLE FL (JAX)	68.9	75.7	2,084	2,082
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	63.6	65.6	154	154
JOPLIN MO (JLN)	71.7	75.0	60	60
JUNEAU AK (JNU)	88.4	90.4	450	449
KAHULUI HI (OGG)	83.7	88.1	2,059	2,061
KALAMAZOO MI (AZO)	69.0	81.6	213	212
KALISPELL MT (FCA)	82.7	91.9	197	197
KANSAS CITY MO (MCI)	72.5	77.0	4,490	4,494
KETCHIKAN AK (KTN)	90.1	90.9	232	232
KEY WEST FL (EYW)	78.0	80.2	368	368
KILLEEN TX (GRK)	66.8	77.2	391	391
KING SALMON AK (AKN)	100.0	100.0	22	22
KLAMATH FALLS OR (LMT)	73.3	91.7	60	60
KNOXVILLE TN (TYS)	59.4	68.8	1,101	1,102
KODIAK AK (ADQ)	80.0	78.2	55	55
KONA HI (KOA)	83.2	86.6	1,123	1,123
KOTZEBUE AK (OTZ)	87.8	83.3	90	90
LA CROSSE WI (LSE)	79.6	81.3	108	107
LAFAYETTE LA (LFT)	68.5	71.0	587	587
LAKE CHARLES LA (LCH)	74.3	82.3	175	175
LANSING MI (LAN)	67.9	77.7	355	355
LARAMIE WY (LAR)	71.7	85.0	60	60
LAREDO TX (LRD)	67.3	83.2	196	196
LAS VEGAS NV (LAS)	78.3	74.2	11,897	11,899
LAWTON/FORT SILL OK (LAW)	67.3	76.5	153	153
LEWISTON ID (LWS)	89.7	94.8	58	58

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LEXINGTON KY (LEX)	66.3	69.9	744	743
LIHUE HI (LIH)	83.9	87.5	1,036	1,036
LINCOLN NE (LNK)	71.2	77.2	281	281
LITTLE ROCK AR (LIT)	63.6	70.3	1,362	1,361
LONG BEACH CA (LGB)	84.7	85.3	1,207	1,207
LONGVIEW TX (GGG)	65.0	71.7	60	60
LOS ANGELES CA (LAX)	74.1	75.7	19,787	19,781
LOUISVILLE KY (SDF)	67.2	70.0	1,528	1,526
LUBBOCK TX (LBB)	71.1	79.7	575	577
MADISON WI (MSN)	63.1	71.5	997	997
MANCHESTER NH (MHT)	63.3	76.3	945	944
MANHATTAN/FT. RILEY KS (MHK)	60.7	74.0	150	150
MARQUETTE MI (MQT)	64.6	76.1	113	113
MARTHA'S VINEYARD MA (MVY)	64.9	64.9	37	37
MEDFORD OR (MFR)	72.4	70.1	293	294
MELBOURNE FL (MLB)	72.5	80.8	120	120
MEMPHIS TN (MEM)	74.3	76.1	2,931	2,931
MIAMI FL (MIA)	75.5	73.6	6,746	6,741
MIDLAND/ODESSA TX (MAF)	70.7	77.7	801	801
MILWAUKEE WI (MKE)	68.6	72.2	3,030	3,029
MINNEAPOLIS MN (MSP)	79.3	80.3	13,058	13,064
MINOT ND (MOT)	74.8	83.8	270	271
MISSION/MCALLEN/EDINBURG TX (MFE)	72.8	80.3	371	371
MISSOULA MT (MSO)	81.4	82.6	323	322
MOBILE AL (MOB)	65.4	70.6	523	523
MODESTO CA (MOD)	58.9	66.7	90	90
MOLINE IL (MLI)	68.6	76.9	545	545
MONROE LA (MLU)	66.2	70.6	299	299
MONTEREY CA (MRY)	75.8	78.5	480	480
MONTGOMERY AL (MGM)	60.1	70.5	333	332
MONTROSE/DELTA CO (MTJ)	66.3	80.9	89	89
MOSINEE WI (CWA)	65.0	76.4	280	280
MUSKEGON MI (MKG)	58.3	63.3	60	60
MYRTLE BEACH SC (MYR)	71.1	76.4	332	331
NANTUCKET MA (ACK)	75.4	71.0	69	69
NASHVILLE TN (BNA)	71.8	71.4	5,146	5,146
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	56.0	69.2	91	91
NEW ORLEANS LA (MSY)	72.7	76.4	3,750	3,754
NEW YORK NY (JFK)	65.9	69.1	9,462	9,472
NEW YORK NY (LGA)	60.9	69.5	8,595	8,596
NEWARK NJ (EWR)	61.3	65.6	10,159	10,175
NEWBURGH/POUGHKEEPSIE NY (SWF)	60.8	75.5	143	143
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	68.2	68.2	195	195

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
NOME AK (OME)	76.7	80.0	90	90
NORFOLK VA (ORF)	64.9	72.2	1,431	1,430
NORTH BEND/COOS BAY OR (OTH)	68.3	61.7	60	60
OAKLAND CA (OAK)	78.1	79.0	3,825	3,824
OKLAHOMA CITY OK (OKC)	66.2	73.9	2,096	2,095
OMAHA NE (OMA)	69.8	79.7	1,928	1,926
ONTARIO CA (ONT)	76.4	80.2	1,817	1,817
ORLANDO FL (MCO)	71.8	70.1	9,843	9,843
PADUCAH KY (PAH)	55.0	73.3	60	60
PAGO PAGO TT (PPG)	87.5	87.5	8	8
PALM SPRINGS CA (PSP)	80.5	81.8	686	686
PANAMA CITY FL (ECP)	67.8	74.3	475	474
PASCO/KENNEWICK/RICHLAND WA (PSC)	76.9	86.0	334	335
PELLSTON MI (PLN)	78.0	82.9	82	82
PENSACOLA FL (PNS)	68.0	76.3	882	882
PEORIA IL (PIA)	59.2	72.0	466	465
PETERSBURG AK (PSG)	93.3	88.3	60	60
PHILADELPHIA PA (PHL)	64.8	71.4	6,917	6,919
PHOENIX AZ (PHX)	80.3	77.9	15,242	15,251
PITTSBURGH PA (PIT)	69.7	76.8	3,035	3,036
POCATELLO ID (PIH)	90.0	92.5	80	80
PONCE PR (PSE)	47.9	68.6	71	70
PORTLAND ME (PWM)	66.3	73.3	659	658
PORTLAND OR (PDX)	77.8	83.9	4,708	4,713
PROVIDENCE RI (PVD)	68.1	77.6	1,371	1,373
RALEIGH/DURHAM NC (RDU)	71.0	75.9	4,056	4,057
RAPID CITY SD (RAP)	71.7	79.2	421	419
REDDING CA (RDD)	69.6	70.4	115	115
RENO NV (RNO)	76.0	77.9	1,547	1,548
RHINELANDER WI (RHI)	81.2	80.0	85	85
RICHMOND VA (RIC)	63.9	72.2	1,624	1,624
ROANOKE VA (ROA)	60.4	67.5	207	206
ROCHESTER MN (RST)	78.3	86.0	157	157
ROCHESTER NY (ROC)	63.5	69.7	862	861
ROCK SPRINGS WY (RKS)	88.0	92.0	150	150
ROCKFORD IL (RFD)	66.7	84.6	12	13
ROSWELL NM (ROW)	63.5	72.9	85	85
SACRAMENTO CA (SMF)	76.9	80.6	3,728	3,726
SAGINAW/BAY CITY/MIDLAND MI (MBS)	72.8	80.9	268	267
SALT LAKE CITY UT (SLC)	85.2	85.9	9,994	9,981
SAN ANGELO TX (SJT)	65.3	70.7	150	150
SAN ANTONIO TX (SAT)	70.4	77.1	3,469	3,470
SAN DIEGO CA (SAN)	73.5	78.1	6,763	6,761



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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAN FRANCISCO CA (SFO)	62.9	69.6	14,768	14,768
SAN JOSE CA (SJC)	76.9	80.2	3,572	3,569
SAN JUAN PR (SJU)	73.8	80.0	2,247	2,243
SAN LUIS OBISPO CA (SBP)	77.8	78.8	400	400
SANTA ANA CA (SNA)	78.9	79.2	3,417	3,416
SANTA BARBARA CA (SBA)	78.8	75.9	893	892
SANTA FE NM (SAF)	74.4	71.2	199	198
SANTA MARIA CA (SMX)	88.5	89.4	113	113
SARASOTA/BRADENTON FL (SRQ)	80.1	77.6	331	331
SAULT STE. MARIE MI (CIU)	80.0	90.9	55	55
SAVANNAH GA (SAV)	68.3	70.6	878	878
SCRANTON/WILKES-BARRE PA (AVP)	65.0	80.1	206	206
SEATTLE WA (SEA)	81.3	81.4	9,812	9,809
SHREVEPORT LA (SHV)	63.8	70.1	636	635
SIOUX CITY IA (SUX)	52.7	65.5	55	55
SIOUX FALLS SD (FSD)	66.6	74.9	638	638
SITKA AK (SIT)	86.4	87.9	140	140
SOUTH BEND IN (SBN)	64.3	70.2	496	494
SPOKANE WA (GEG)	76.3	88.2	765	764
SPRINGFIELD IL (SPI)	77.6	77.5	170	169
SPRINGFIELD MO (SGF)	59.7	70.2	554	554
ST. GEORGE UT (SGU)	95.0	95.7	140	140
ST. LOUIS MO (STL)	72.8	69.6	4,942	4,942
STATE COLLEGE PA (SCE)	70.5	81.8	88	88
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	93.5	91.1	168	168

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SYRACUSE NY (SYR)	67.2	73.2	775	776
TALLAHASSEE FL (TLH)	63.3	70.5	409	410
TAMPA FL (TPA)	72.0	74.1	5,547	5,547
TEXARKANA AR (TXK)	58.6	69.7	99	99
TRAVERSE CITY MI (TVC)	65.5	71.9	409	406
TRENTON NJ (TTN)	68.8	73.5	154	155
TUCSON AZ (TUS)	75.7	84.3	1,525	1,527
TULSA OK (TUL)	68.0	75.7	1,801	1,802
TWIN FALLS ID (TWF)	95.5	98.2	110	109
TYLER TX (TYR)	68.9	79.8	228	228
VALDOSTA GA (VLD)	65.6	73.3	90	90
VALPARAISO FL (VPS)	67.3	70.0	611	611
WACO TX (ACT)	60.7	73.1	145	145
WATERLOO IA (ALO)	45.5	58.2	55	55
WATERTOWN NY (ART)	54.0	64.0	50	50
WEST PALM BEACH/PALM BEACH FL (PBI)	66.0	68.7	1,547	1,551
WEST YELLOWSTONE MT (WYS)	93.9	97.0	66	66
WHITE PLAINS NY (HPN)	71.2	74.9	728	728
WICHITA FALLS TX (SPS)	70.0	71.7	120	120
WICHITA KS (ICT)	63.6	74.5	1,026	1,025
WILLISTON ND (ISN)	84.2	87.0	177	177
WILMINGTON NC (ILM)	69.3	75.1	345	345
WRANGELL AK (WRG)	93.3	95.0	60	60
YAKUTAT AK (YAK)	90.0	90.0	60	60
YUMA AZ (YUM)	84.1	89.8	264	264

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
AMERICAN EAGLE	18	21,754	976	4.5	130	37,701	1,578	4.2
EXPRESSJET	21	34,446	1,313	3.8	160	66,069	2,473	3.7
MESA	11	6,236	223	3.6	75	12,165	414	3.4
PINNACLE	20	13,528	487	3.6	119	26,055	835	3.2
SKYWEST	22	31,433	720	2.3	160	54,378	1,350	2.5
AIRTRAN	16	11,162	182	1.6	40	15,761	240	1.5
AMERICAN	28	36,468	504	1.4	82	45,263	644	1.4
US AIRWAYS	27	29,910	436	1.5	75	34,930	487	1.4
UNITED	28	37,851	487	1.3	81	43,550	551	1.3
SOUTHWEST	24	49,757	434	0.9	85	97,405	763	0.8
JETBLUE	23	14,341	105	0.7	57	20,643	152	0.7
ALASKA	20	8,405	16	0.2	57	13,998	60	0.4
DELTA	29	50,694	212	0.4	136	66,227	278	0.4
FRONTIER	21	4,965	7	0.1	66	6,571	19	0.3
VIRGIN AMERICA	16	4,944	7	0.1	19	5,105	8	0.2
HAWAIIAN	8	412	0	0.0	17	6,320	0	0.0
Total		356,306	6,109	1.7	Total	552,141	9,852	1.8

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	2,423	903	37.3
MESA	889	149	16.8
PINNACLE	2,150	340	15.8
EXPRESSJET	7,071	1,089	15.4
AMERICAN	2,202	282	12.8
SKYWEST	4,274	435	10.2
JETBLUE	1,350	132	9.8
AIRTRAN	1,113	80	7.2
US AIRWAYS	1,834	131	7.1
UNITED	9,206	349	3.8
FRONTIER	306	9	2.9
SOUTHWEST	9,322	258	2.8
DELTA	3,380	84	2.5
ALASKA	616	11	1.8
HAWAIIAN	239	0	0.0
VIRGIN AMERICA	185	0	0.0
Total	46,560	4,252	9.1

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

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\*\***

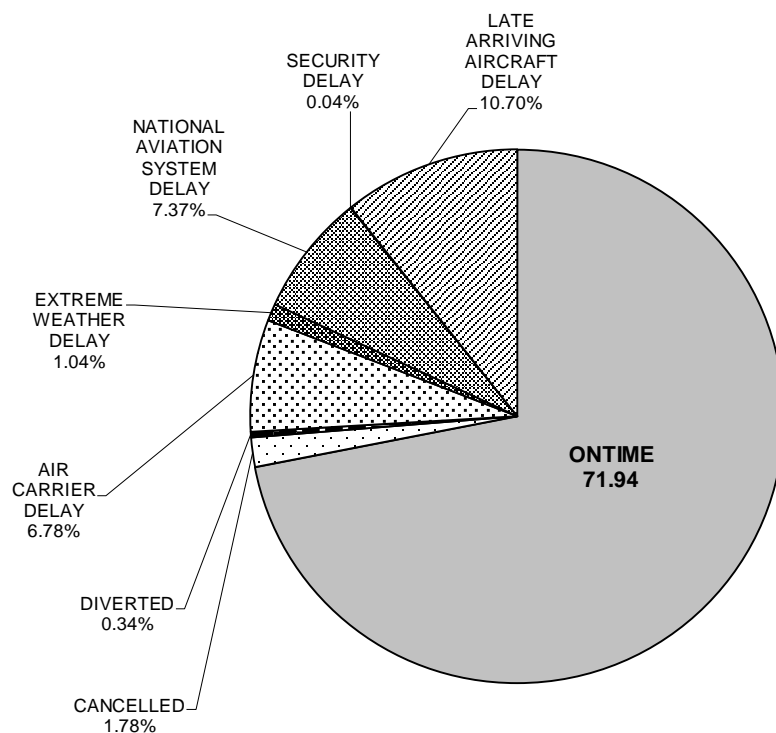
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
PINNACLE	26055	19224	73.78%	835	3.20%	87	0.33%	1773	6.80%	219	0.84%	1723	6.61%	10	0.04%	2184	8.38%
AMERICAN	45263	31588	69.79%	644	1.42%	235	0.52%	3182	7.03%	719	1.59%	3439	7.60%	6	0.01%	5450	12.04%
ALASKA	13998	12242	87.46%	60	0.43%	31	0.22%	434	3.10%	29	0.21%	730	5.22%	4	0.03%	467	3.34%
JETBLUE	20643	14372	69.62%	152	0.74%	80	0.39%	1567	7.59%	113	0.55%	2113	10.23%	16	0.08%	2231	10.81%
DELTA	66227	50398	76.10%	278	0.42%	202	0.31%	4837	7.30%	598	0.90%	5333	8.05%	6	0.01%	4575	6.91%
EXPRESSJET	66069	43589	65.97%	2473	3.74%	292	0.44%	4645	7.03%	550	0.83%	5303	8.03%	11	0.02%	9207	13.93%
FRONTIER	6571	5121	77.93%	19	0.29%	14	0.21%	313	4.76%	36	0.55%	672	10.22%	0	0.00%	397	6.04%
AIRTRAN	15761	10382	65.87%	240	1.52%	58	0.37%	1172	7.44%	166	1.06%	1599	10.15%	0	0.00%	2143	13.60%
HAWAIIAN	6320	5883	93.09%	0	0.00%	4	0.06%	265	4.19%	0	0.00%	6	0.09%	0	0.00%	162	2.57%
AMERICAN EAGLE	37701	23295	61.79%	1578	4.19%	112	0.30%	2643	7.01%	1187	3.15%	3282	8.71%	4	0.01%	5599	14.85%
SKYWEST	54378	42017	77.27%	1350	2.48%	132	0.24%	2604	4.79%	223	0.41%	2771	5.10%	9	0.02%	5272	9.70%
UNITED	43550	30977	71.13%	551	1.27%	180	0.41%	3458	7.94%	348	0.80%	4010	9.21%	6	0.01%	4020	9.23%
US AIRWAYS	34930	25490	72.97%	487	1.39%	106	0.30%	2278	6.52%	343	0.98%	3872	11.08%	39	0.11%	2316	6.63%
VIRGIN AMERICA	5105	3605	70.62%	8	0.16%	10	0.20%	279	5.46%	117	2.30%	582	11.40%	4	0.07%	500	9.80%
SOUTHWEST	97405	70648	72.53%	763	0.78%	302	0.31%	7258	7.45%	872	0.90%	4489	4.61%	76	0.08%	12996	13.34%
MESA	12165	8394	69.00%	414	3.40%	35	0.29%	755	6.21%	210	1.72%	766	6.30%	26	0.21%	1565	12.86%
TOTAL	552141	397225	71.94%	9852	1.78%	1880	0.34%	37462	6.78%	5731	1.04%	40690	7.37%	216	0.04%	59085	10.70%

**\*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.

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TABLE 10. OVERALL CAUSES OF DELAY\*



**Causes of Delay:**

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

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

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

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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
SKYWEST	5191	CLT	IAD	6/13/2013	Origin Airport	231
EXPRESSJET	5679	IAH	LFT	6/6/2013	Origin Airport	181

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

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## AIR TRAVEL CONSUMER REPORT

TABLE 11A. LIST OF REGULARLY SCHEDULED INTERNATIONAL FLIGHTS WITH TARMAC DELAYS OVER 4 HOURS  
BY CARRIER

Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
JAZZ AVIATION	7652	YUL	DCA	6/28/2013	Diversion Airport	254

**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).

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## 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
US AIRWAYS	34,930	121	0.3
DELTA	66,227	165	0.2
JETBLUE	20,643	43	0.2
PINNACLE	26,055	47	0.2
UNITED	43,550	68	0.2
AIRTRAN	15,761	24	0.2
AMERICAN EAGLE	37,701	56	0.1
EXPRESSJET	66,069	91	0.1
AMERICAN	45,263	58	0.1
MESA	12,165	11	0.1
VIRGIN AMERICA	5,105	4	0.1
FRONTIER	6,571	5	0.1
SOUTHWEST	97,405	36	0.0
SKYWEST	54,378	12	0.0
ALASKA	13,998	3	0.0
HAWAIIAN	6,320	0	0.0
TOTAL	552,141	744	0.1

Note: Tarmac delays of 2 hours or more on any scheduled domestic flight based on reports from carriers reporting Part 234 monthly on-time data.



**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
9E	Pinnacle Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways
VX	Virgin America

### **Air Carriers Voluntarily Reporting**

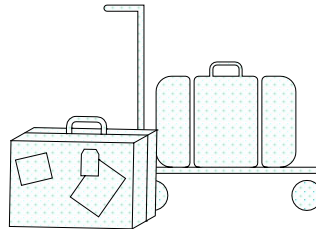
#### **Data to DOT and to CRS Vendors**

YV	Mesa Airlines
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\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #22, issued October 18, 2012, effective January 1, 2013.

## **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.



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

RANK	AIRLINE	JUNE 2013			JUNE 2012		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	560	587,361	<b>0.95</b>	452	532,381	<b>0.85</b>
2	JETBLUE AIRWAYS	4,970	2,327,604	<b>2.14</b>	4,604	2,215,818	<b>2.08</b>
3	FRONTIER AIRLINES	1,985	905,508	<b>2.19</b>	2,046	937,724	<b>2.18</b>
4	HAWAIIAN AIRLINES	1,820	821,690	<b>2.21</b>	2,378	788,652	<b>3.02</b>
5	DELTA AIR LINES	25,612	9,220,874	<b>2.78</b>	21,166	8,971,842	<b>2.36</b>
6	US AIRWAYS	13,863	4,484,453	<b>3.09</b>	9,325	4,180,837	<b>2.23</b>
7	PINNACLE AIRLINES**	3,854	1,160,714	<b>3.32</b>	**	**	<b>**</b>
8	ALASKA AIRLINES	5,939	1,696,336	<b>3.50</b>	4,902	1,599,810	<b>3.06</b>
9	AMERICAN AIRLINES	21,623	6,027,484	<b>3.59</b>	17,025	6,017,167	<b>2.83</b>
10	UNITED AIRLINES	24,804	6,106,302	<b>4.06</b>	31,787	6,491,495	<b>4.90</b>
11	SOUTHWEST AIRLINES	45,577	10,778,830	<b>4.23</b>	33,298	10,411,890	<b>3.20</b>
12	AIRTRAN AIRWAYS	8,680	1,670,956	<b>5.19</b>	3,465	2,107,622	<b>1.64</b>
13	SKYWEST AIRLINES	12,794	2,363,797	<b>5.41</b>	13,185	2,282,443	<b>5.78</b>
14	MESA AIRLINES	4,218	766,654	<b>5.50</b>	3,409	689,841	<b>4.94</b>
15	EXPRESSJET AIRLINES	16,795	2,842,664	<b>5.91</b>	17,516	2,824,780	<b>6.20</b>
16	AMERICAN EAGLE AIRLINES	10,739	1,520,479	<b>7.06</b>	8,966	1,672,198	<b>5.36</b>
TOTALS		203,833	53,281,706	<b>3.83</b>	173,524	51,724,500	<b>3.35</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.

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," "Oversales," and "Consumer Complaints" sections of this report.

\*\*Pinnacle Airlines was ranked for the first time in January 2013.

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

RANK	AIRLINE	JANUARY - JUNE 2013			JANUARY - JUNE 2012		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	2,770	2,999,632	<b>0.92</b>	2,600	2,963,497	<b>0.88</b>
2	JETBLUE AIRWAYS	25,448	13,292,448	<b>1.91</b>	22,693	12,670,512	<b>1.79</b>
3	FRONTIER AIRLINES	10,152	4,727,697	<b>2.15</b>	10,472	4,939,881	<b>2.12</b>
4	HAWAIIAN AIRLINES	10,139	4,564,228	<b>2.22</b>	11,927	4,367,445	<b>2.73</b>
5	DELTA AIR LINES	109,694	49,017,183	<b>2.24</b>	99,634	47,324,264	<b>2.11</b>
6	US AIRWAYS	62,042	25,609,083	<b>2.42</b>	51,756	24,664,516	<b>2.10</b>
7	PINNACLE AIRLINES**	18,665	6,442,061	<b>2.90</b>	**	**	<b>**</b>
8	AIRTRAN AIRWAYS	27,482	9,217,487	<b>2.98</b>	15,777	11,015,866	<b>1.43</b>
9	ALASKA AIRLINES	26,779	8,968,709	<b>2.99</b>	23,150	8,385,178	<b>2.76</b>
10	AMERICAN AIRLINES	107,318	33,795,790	<b>3.18</b>	94,599	34,119,160	<b>2.77</b>
11	SOUTHWEST AIRLINES***	204,716	58,201,882	<b>3.52</b>	164,163	56,737,728	<b>2.89</b>
12	UNITED AIRLINES	118,370	33,585,770	<b>3.52</b>	135,734	36,154,096	<b>3.75</b>
13	MESA AIRLINES	17,836	3,991,454	<b>4.47</b>	17,666	3,931,536	<b>4.49</b>
14	EXPRESSJET AIRLINES	78,084	15,276,995	<b>5.11</b>	82,043	14,961,750	<b>5.48</b>
15	SKYWEST AIRLINES	68,124	13,280,849	<b>5.13</b>	60,077	12,403,878	<b>4.84</b>
16	AMERICAN EAGLE AIRLINES	52,742	8,331,032	<b>6.33</b>	49,681	8,995,467	<b>5.52</b>
TOTALS		940,361	291,302,300	<b>3.23</b>	841,972	283,634,774	<b>2.97</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.

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," "Oversales," and "Consumer Complaints" sections of this report.

\*\*Pinnacle Airlines was ranked for the first time in January 2013.

\*\*\* Southwest Airlines revised its enplaned passengers report for May 2013 on July 19, 2013. This table reflects this revision.

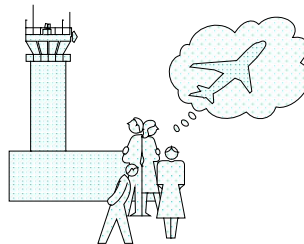
## OVERSALES

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.



**PASSENGERS DENIED BOARDING  
BY U.S. AIRLINES\***

RANK	AIRLINE	APRIL - JUNE 2013				APRIL - JUNE 2012			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	126	15	7,188,445	<b>0.02</b>	114	12	6,832,293	<b>0.02</b>
2	<b>VIRGIN AMERICA</b>	68	12	1,708,688	<b>0.07</b>	3	4	1,600,351	<b>0.02</b>
3	<b>HAWAIIAN AIRLINES</b>	449	56	2,481,456	<b>0.23</b>	189	11	2,328,787	<b>0.05</b>
4	<b>ALASKA AIRLINES</b>	877	152	4,780,086	<b>0.32</b>	1,281	276	4,478,826	<b>0.62</b>
5	<b>AMERICAN AIRLINES</b>	13,609	647	19,581,262	<b>0.33</b>	15,263	1,349	19,749,730	<b>0.68</b>
6	<b>US AIRWAYS</b>	8,011	985	14,993,178	<b>0.66</b>	6,791	1,073	14,144,925	<b>0.76</b>
7	<b>PINNACLE AIRLINES</b>	5,144	281	3,350,594	<b>0.84</b>	*	*	*	*
8	<b>DELTA AIR LINES</b>	20,416	2,374	27,642,624	<b>0.86</b>	28,487	1,044	27,142,748	<b>0.38</b>
9	<b>UNITED AIRLINES</b>	12,781	1,856	19,942,776	<b>0.93</b>	22,500	4,450	21,099,463	<b>2.11</b>
10	<b>AMERICAN EAGLE AIRLINES</b>	5,301	509	4,420,134	<b>1.15</b>	6,767	528	4,820,334	<b>1.10</b>
11	<b>AIRTRAN AIRWAYS</b>	8,832	683	5,031,798	<b>1.36</b>	12,026	601	5,990,763	<b>1.00</b>
12	<b>FRONTIER AIRLINES</b>	908	357	2,589,674	<b>1.38</b>	798	261	2,597,591	<b>1.00</b>
13	<b>SOUTHWEST AIRLINES</b>	26,487	4,538	30,575,862	<b>1.48</b>	21,474	3,090	29,290,547	<b>1.05</b>
14	<b>EXPRESSJET AIRLINES</b>	11,602	1,593	8,226,123	<b>1.94</b>	14,476	1,577	7,989,888	<b>1.97</b>
15	<b>SKYWEST AIRLINES</b>	8,049	1,436	6,875,131	<b>2.09</b>	10,932	1,630	6,637,699	<b>2.46</b>
16	<b>MESA AIRLINES</b>	1,725	646	2,156,621	<b>3.00</b>	2,566	481	1,863,476	<b>2.58</b>
	<b>TOTALS</b>	124,385	16,140	161,544,452	<b>1.00</b>	143,667	16,387	156,567,421	<b>1.05</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 (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.

Pinnacle Airlines was ranked for the first time in 1<sup>st</sup> Quarter 2013.

**PASSENGERS DENIED BOARDING  
BY U.S. AIRLINES\***

RANK	AIRLINE	JANUARY - JUNE 2013				JANUARY - JUNE 2012			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	296	16	13,953,731	<b>0.01</b>	114	16	13,204,145	<b>0.01</b>
2	<b>VIRGIN AMERICA</b>	187	23	3,027,898	<b>0.08</b>	17	16	3,002,597	<b>0.05</b>
3	<b>HAWAIIAN AIRLINES</b>	781	107	4,878,613	<b>0.22</b>	363	91	4,546,932	<b>0.20</b>
4	<b>ALASKA AIRLINES</b>	2,032	342	8,983,272	<b>0.38</b>	2,746	523	8,389,711	<b>0.62</b>
5	<b>AMERICAN AIRLINES</b>	26,431	1,672	37,848,823	<b>0.44</b>	29,852	2,827	38,069,741	<b>0.74</b>
6	<b>US AIRWAYS</b>	14,410	1,991	28,754,973	<b>0.69</b>	14,266	2,047	27,659,366	<b>0.74</b>
7	<b>DELTA AIR LINES</b>	42,861	3,651	51,773,001	<b>0.71</b>	56,695	2,067	50,296,150	<b>0.41</b>
8	<b>PINNACLE AIRLINES</b>	10,882	594	6,379,953	<b>0.93</b>	*	*	*	*
9	<b>FRONTIER AIRLINES</b>	1,400	537	4,853,788	<b>1.11</b>	1,197	370	5,007,129	<b>0.74</b>
10	<b>UNITED AIRLINES</b>	26,874	4,448	38,086,239	<b>1.17</b>	43,620	7,534	38,949,615	<b>1.93</b>
11	<b>AMERICAN EAGLE AIRLINES</b>	10,621	1,052	8,390,865	<b>1.25</b>	13,204	1,131	8,918,805	<b>1.27</b>
12	<b>SOUTHWEST AIRLINES</b>	43,794	7,723	56,845,104	<b>1.36</b>	36,229	5,054	55,320,054	<b>0.91</b>
13	<b>AIRTRAN AIRWAYS</b>	19,168	1,524	9,556,910	<b>1.59</b>	22,453	1,032	11,179,229	<b>0.92</b>
14	<b>EXPRESSJET AIRLINES</b>	24,702	3,356	15,333,388	<b>2.19</b>	28,438	2,878	14,930,575	<b>1.93</b>
15	<b>SKYWEST AIRLINES</b>	18,591	3,279	13,189,192	<b>2.49</b>	22,833	2,602	12,579,857	<b>2.07</b>
16	<b>MESA AIRLINES</b>	2,927	1,185	3,991,414	<b>2.97</b>	4,466	927	3,741,350	<b>2.48</b>
	<b>TOTALS</b>	245,957	31,500	305,847,164	<b>1.03</b>	276,493	29,115	295,795,256	<b>0.98</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 (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.

Pinnacle Airlines was ranked for the first time in 1<sup>st</sup> Quarter 2013.



## **CONSUMER COMPLAINTS**

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS  
SUMMARY

	JUNE 2013				JUNE 2012			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	944	59	3	102	1, 352	68	5	119
FOREIGN AIRLINES	252	9	0	27	256	7	0	10
TRAVEL AGENTS	22	0	0	5	25	1	0	7
TOUR OPERATORS	0	0	0	0	3	1	0	1
MISCELLANEOUS	10	10	0	14	17	7	0	8
INDUSTRY TOTALS	1, 228	78	3	148	1, 653	84	5	145

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

JUNE 2013				JUNE 2012		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	431		1	542	
DELAYS			182			184
CANCELLATIONS			166			221
MISCONNECTIONS			50			90
BAGGAGE	2	198		3	220	
CUSTOMER SERVICE	3	178		2	284	
RES/TKTG/BOARDING	4	173		4	218	
REFUNDS	5	86		5	119	
DISABILITY	6	53		6	81	
OVERSALES	7	34		8	59	
FARES	8	31		7	65	
OTHER	9	29		9	33	
FREQUENT FLYER			17			22
ADVERTISING	10	9		10	21	
DISCRIMINATION	11	5		11	10	
ANIMALS	12	1		12	1	
COMPLAINT TOTAL		1, 228			1, 653	

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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\*

JUNE 2013

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													
AIR WISCONSIN	3	1	0	0	0	0	1	0	0	0	0	0	5
AIRTRAN AIRWAYS	5	0	1	0	1	1	5	0	0	0	0	1	14
ALASKA AIRLINES	1	0	2	0	3	1	2	1	0	0	0	0	10
ALLEGIAN AIR	7	0	4	2	7	2	5	3	0	0	0	0	30
AMERICAN AIRLINES	55	0	19	7	14	24	31	6	0	1	0	3	160
AMERICAN EAGLE AIRLINES	19	1	5	0	0	0	2	2	0	0	0	0	29
CHAUTAUQUA AIRLINES	4	0	0	0	0	1	0	0	0	0	0	0	5
COMMUTAIR	6	0	0	0	0	1	0	0	0	0	0	0	7
DELTA AIR LINES	22	2	11	4	0	11	16	1	1	0	0	3	71
EXPRESSJET AIRLINES	26	0	1	0	0	1	0	0	0	0	0	0	28
FRONTIER AIRLINES	5	3	4	0	0	2	4	0	0	0	0	1	19
GO!	4	0	0	0	0	0	1	0	0	0	0	0	5
GOJET AIRLINES	6	0	0	0	0	1	1	0	0	0	0	0	8
HAWAIIAN AIRLINES	1	0	3	0	0	3	0	0	0	0	0	0	7
JETBLUE AIRWAYS	5	2	2	0	0	3	0	3	0	0	0	0	15
MESA AIRLINES	6	0	0	0	1	0	0	0	0	0	0	0	7
PIEDMONT AIRLINES	7	0	1	0	0	0	1	0	0	0	0	0	9
PINNACLE AIRLINES	10	0	2	0	0	4	1	0	0	0	0	0	17
REPUBLIC AIRLINES	10	1	0	0	0	1	1	1	0	0	0	0	14
SKYWEST AIRLINES	14	0	2	0	0	1	2	0	0	0	0	1	20
SOUTHWEST AIRLINES	18	2	8	0	1	6	9	2	1	1	0	0	48
SPIRIT AIRLINES	65	3	8	1	14	20	7	1	1	0	1	2	123
UNITED AIRLINES	46	8	23	3	14	25	42	11	0	0	0	8	180
US AIRWAYS	33	2	16	3	5	3	11	4	0	1	0	3	81
VIRGIN AMERICA	2	1	0	1	0	0	2	0	1	0	0	2	9
OTHER U. S. AIRLINES	17	0	0	0	0	4	1	1	0	0	0	0	23
TOTAL JUNE 2013	397	26	112	21	60	115	145	36	4	3	1	24	944
% OF TOTAL COMPLAINTS	42.1	2.8	11.9	2.2	6.4	12.2	15.4	3.8	0.4	0.3	0.1	2.5	
TOTAL JUNE 2012	492	48	154	45	94	150	243	78	14	9	1	24	1,352
% OF TOTAL COMPLAINTS	36.4	3.6	11.4	3.3	7	11.1	18	5.8	1.0	0.7	0.1	1.8	

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

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

Table 4

AIR TRAVEL CONSUMER REPORT  
COMPLAINTS AGAINST U. S. AIRLINES  
BY INCIDENT DATE  
JUNE 2013

U. S. AIRLINES*	COMPS RECD IN JUNE	INCI- DENTS IN JUNE	PERCENT	INCI- DENTS IN MAY	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIR WISCONSIN	5	2	40.0	2	40.0	1	20.0	0	0.0
AIRTRAN AIRWAYS	14	11	78.6	0	0.0	2	14.3	1	7.1
ALASKA AIRLINES	10	5	50.0	3	30.0	2	20.0	0	0.0
ALLEGiant AIR	30	17	56.7	1	3.3	11	36.7	1	3.3
AMERICAN AIRLINES	160	66	41.2	39	24.4	45	28.1	10	6.2
AMERICAN EAGLE AIRLINES	29	20	69.0	5	17.2	3	10.3	1	3.4
CHAUTAUQUA AIRLINES	5	3	60.0	2	40.0	0	0.0	0	0.0
COMMUTAIR	7	3	42.9	3	42.9	1	14.3	0	0.0
DELTA AIR LINES	71	36	50.7	15	21.1	13	18.3	7	9.9
EXPRESSJET AIRLINES	28	18	64.3	7	25.0	1	3.6	2	7.1
FRONTIER AIRLINES	19	10	52.6	3	15.8	5	26.3	1	5.3
GO!	5	1	20.0	4	80.0	0	0.0	0	0.0
GOJET AIRLINES	8	5	62.5	2	25.0	1	12.5	0	0.0
HAWAIIAN AIRLINES	7	2	28.6	3	42.9	2	28.6	0	0.0
JETBLUE AIRWAYS	15	7	46.7	3	20.0	4	26.7	1	6.7
MESA AIRLINES	7	5	71.4	1	14.3	1	14.3	0	0.0
PIEDMONT AIRLINES	9	5	55.6	2	22.2	1	11.1	1	11.1
PINNACLE AIRLINES	17	14	82.4	1	5.9	2	11.8	0	0.0
REPUBLIC AIRLINES	14	10	71.4	2	14.3	1	7.1	1	7.1
SKYWEST AIRLINES	20	12	60.0	4	20.0	2	10.0	2	10.0
SOUTHWEST AIRLINES	48	28	58.3	8	16.7	9	18.8	3	6.2
SPIRIT AIRLINES	123	83	67.5	12	9.8	19	15.4	9	7.3
UNITED AIRLINES	180	91	50.6	34	18.9	41	22.8	14	7.8
US AIRWAYS	81	35	43.2	23	28.4	16	19.8	7	8.6
VIRGIN AMERICA	9	2	22.2	3	33.3	1	11.1	3	33.3
OTHER U. S. AIRLINES	23	16	69.6	3	13.0	2	8.7	2	8.7
<b>TOTALS</b>	<b>944</b>	<b>507</b>	<b>53.7</b>	<b>185</b>	<b>19.6</b>	<b>186</b>	<b>19.7</b>	<b>66</b>	<b>7.0</b>
<b>PREVIOUS YEAR' S TOTALS</b>	<b>1,352</b>	<b>797</b>	<b>58.9</b>	<b>227</b>	<b>16.8</b>	<b>228</b>	<b>16.9</b>	<b>100</b>	<b>7.4</b>

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

Table 5

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

JUNE 2013

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROMEXICO	2	1	7	0	1	4	0	1	0	0	0	0	16
AIR BERLIN	0	0	0	0	0	6	0	1	0	0	0	0	7
AIR CANADA	6	3	5	0	0	7	7	1	0	2	0	1	32
AIR FRANCE	1	2	4	0	2	2	3	2	0	0	0	0	16
ALITALIA AIRLINES	2	0	3	2	0	3	1	1	0	0	0	0	12
BRITISH AIRWAYS	3	0	1	0	3	1	3	1	0	0	0	1	13
CHINA EASTERN AIRLINES	0	1	3	0	0	1	0	1	0	0	0	0	6
EMIRATES AIRLINES	1	0	2	0	0	5	0	0	1	0	0	0	9
ETIHAD AIRWAYS	0	0	0	0	2	3	0	0	0	0	0	0	5
IBERIA AIRLINES	1	0	0	0	0	2	0	2	0	0	0	0	5
LUFTHANSA	2	0	5	0	1	11	4	1	0	0	0	0	24
QATAR AIRWAYS	1	0	0	1	0	3	1	0	0	0	0	0	6
TACA INTERNATIONAL AIRLINES	2	1	0	1	0	1	0	0	0	0	0	0	5
TURKISH AIRLINES	1	0	3	0	0	5	0	2	0	0	0	1	12
VIRGIN ATLANTIC AIRWAYS	0	0	3	0	1	0	2	0	1	0	0	0	7
OTHER FOREIGN AIRLINES	10	0	13	5	9	25	10	3	1	0	0	1	77
<b>TOTALS</b>	<b>32</b>	<b>8</b>	<b>49</b>	<b>9</b>	<b>19</b>	<b>79</b>	<b>31</b>	<b>16</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>252</b>
<b><u>TRAVEL AGENTS</u></b>													
OTHER TRAVEL AGENTS	2	0	10	1	5	1	1	0	1	0	0	1	22
<b>TOTALS</b>	<b>2</b>	<b>0</b>	<b>10</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>22</b>
<b><u>TOUR OPERATORS</u></b>													
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>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	0	0	2	0	2	3	1	1	1	0	0	0	10
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</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

CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	JUNE 2013			JUNE 2012		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	48	10,507,073	<b>0.46</b>	19	10,107,031	<b>0.19</b>
2	<b>ALASKA AIRLINES</b>	10	1,792,673	<b>0.56</b>	9	1,671,871	<b>0.54</b>
3	<b>JETBLUE AIRWAYS</b>	15	2,633,963	<b>0.57</b>	23	2,487,348	<b>0.92</b>
4	<b>DELTA AIR LINES</b>	71	11,126,563	<b>0.64</b>	82	10,805,018	<b>0.76</b>
5	<b>HAWAIIAN AIRLINES</b>	7	873,387	<b>0.80</b>	5	827,319	<b>0.60</b>
6	<b>AIRTRAN AIRWAYS</b>	14	1,740,756	<b>0.80</b>	10	2,148,075	<b>0.47</b>
7	<b>SKYWEST AIRLINES</b>	20	2,424,266	<b>0.83</b>	39	2,320,751	<b>1.68</b>
8	<b>MESA AIRLINES</b>	7	766,654	<b>0.91</b>	3	689,841	<b>0.43</b>
9	<b>EXPRESSJET AIRLINES</b>	28	3,003,969	<b>0.93</b>	52	2,958,718	<b>1.76</b>
10	<b>PINNACLE AIRLINES</b>	17	1,187,276	<b>1.43</b>	*	*	*
11	<b>VIRGIN AMERICA</b>	9	604,915	<b>1.49</b>	9	549,588	<b>1.64</b>
12	<b>US AIRWAYS</b>	81	5,023,037	<b>1.61</b>	117	4,674,475	<b>2.50</b>
13	<b>AMERICAN EAGLE AIRLINES</b>	29	1,597,955	<b>1.81</b>	22	1,703,638	<b>1.29</b>
14	<b>AMERICAN AIRLINES</b>	160	7,720,199	<b>2.07</b>	106	7,641,064	<b>1.39</b>
15	<b>FRONTIER AIRLINES</b>	19	890,784	<b>2.13</b>	7	986,571	<b>0.71</b>
16	<b>UNITED AIRLINES</b>	180	8,210,190	<b>2.19</b>	585	8,525,538	<b>6.86</b>
	<b>TOTAL</b>	<b>715</b>	<b>60,103,660</b>	<b>1.19</b>	<b>1,088</b>	<b>58,096,846</b>	<b>1.87</b>

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays," "Mishandled Baggage," and "Oversales" sections of this report. Pinnacle Airlines was ranked for the first time in January 2013.

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT  
CONSUMER COMPLAINTS

	JANUARY - JUNE 2013				JANUARY - JUNE 2012			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	4, 805	370	14	646	5, 152	311	8	802
FOREIGN AIRLINES	1, 347	31	0	137	1, 071	20	1	104
TRAVEL AGENTS	109	5	0	23	131	10	1	22
TOUR OPERATORS	151	0	0	1	264	1	0	6
MISCELLANEOUS	89	62	1	89	105	82	2	84
INDUSTRY TOTALS	6, 501	468	15	896	6, 723	424	12	1, 018



TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT  
COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	JANUARY - JUNE 2013			JANUARY - JUNE 2012		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
FLIGHT PROBLEMS	1	1, 872		1	1, 691	
DELAYS			744			574
CANCELLATIONS			685			662
MISCONNECTIONS			282			266
BAGGAGE	2	1, 053		2	985	
RES/TKTG/BOARDING	3	969		3	970	
CUSTOMER SERVICE	4	963		4	906	
REFUNDS	5	433		5	592	
OTHER	6	412		6	439	
FREQUENT FLYER			169			146
DISABILITY	7	305		8	345	
FARES	8	219		7	363	
OVERSALES	9	192		9	251	
ADVERTISING	10	46		10	129	
DISCRIMINATION	11	34		11	49	
ANIMALS	12	3		12	3	
COMPLAINT TOTAL		6, 501			6, 723	

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\* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

\*\* INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

## AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U. S. AIRLINES  
BY COMPLAINT CATEGORY\*

JANUARY – JUNE 2013

U. S. AIRLINES**	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABI LITY	ADVER-TISING	DISCRIMINATION	ANIMALS	OTHER	TOTAL
ALPHABETICAL													
AIR WISCONSIN	13	4	0	0	2	0	7	1	0	0	0	0	27
AIRTRAN AIRWAYS	19	4	5	0	2	5	14	3	0	2	0	2	56
ALASKA AIRLINES	6	1	6	1	3	8	10	4	0	0	0	0	39
ALLEGiant AIR	64	0	49	8	20	9	33	14	5	0	0	5	207
AMERICAN AIRLINES	251	12	112	17	66	180	152	46	2	6	0	20	864
AMERICAN EAGLE AIRLINES	89	4	14	1	0	16	15	3	0	0	0	2	144
CHAUTAUQUA AIRLINES	17	0	2	1	0	2	1	1	0	0	0	0	24
COMMUTAIR	22	0	1	0	0	3	0	0	0	0	0	0	26
DELTA AIR LINES	86	21	47	29	4	40	76	24	2	4	0	24	357
EXPRESSJET AIRLINES	134	0	1	0	0	24	8	1	0	1	0	4	173
FRONTIER AIRLINES	35	5	19	1	6	12	18	1	0	1	0	74	172
GO!	26	0	0	0	1	2	3	0	0	0	0	0	32
GOJET AIRLINES	21	0	0	0	0	5	5	1	0	0	0	1	33
HAWAIIAN AIRLINES	9	0	15	4	6	8	15	4	1	0	0	2	64
JETBLUE AIRWAYS	19	2	17	3	2	18	16	9	0	0	0	1	87
MESA AIRLINES	19	1	1	0	3	0	6	0	0	0	0	0	30
PIEDMONT AIRLINES	24	6	5	0	0	2	5	0	0	0	0	0	42
PINNACLE AIRLINES	36	0	3	0	0	15	6	2	0	0	0	0	62
PSA AIRLINES	12	0	0	0	0	2	3	0	0	0	0	0	17
REPUBLIC AIRLINES	46	1	0	0	0	6	6	2	0	0	0	0	61
SHUTTLE AMERICA	23	0	0	0	0	2	5	0	0	0	0	0	30
SILVER AIRWAYS	3	1	0	0	1	6	2	1	0	0	0	0	14
SKYWEST AIRLINES	67	4	4	0	0	10	12	1	0	0	0	1	99
SOUTHWEST AIRLINES	50	5	21	3	9	31	28	24	5	4	0	1	181
SPIRIT AIRLINES	151	19	100	14	56	80	57	6	8	0	1	20	512
TRANS STATES AIRLINES	7	0	0	0	0	2	1	0	0	0	0	0	10
UNITED AIRLINES	228	41	139	41	80	141	179	47	1	7	2	38	944
US AIRWAYS	144	13	49	13	24	33	53	50	1	2	0	10	392
VIRGIN AMERICA	7	1	4	3	3	6	8	1	2	0	0	4	39
OTHER U. S. AIRLINES	27	1	6	0	10	9	9	3	1	0	0	1	67
<b>TOTAL JAN- JUNE 2013</b>	<b>1, 655</b>	<b>146</b>	<b>620</b>	<b>139</b>	<b>298</b>	<b>677</b>	<b>753</b>	<b>249</b>	<b>28</b>	<b>27</b>	<b>3</b>	<b>210</b>	<b>4, 805</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>34. 4</b>	<b>3. 0</b>	<b>12. 9</b>	<b>2. 9</b>	<b>6. 2</b>	<b>14. 1</b>	<b>15. 7</b>	<b>5. 2</b>	<b>0. 6</b>	<b>0. 6</b>	<b>0. 1</b>	<b>4. 4</b>	
<b>TOTAL JAN- JUNE 2012</b>	<b>1, 516</b>	<b>215</b>	<b>697</b>	<b>202</b>	<b>433</b>	<b>683</b>	<b>781</b>	<b>322</b>	<b>88</b>	<b>42</b>	<b>3</b>	<b>170</b>	<b>5, 152</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>29. 4</b>	<b>4. 2</b>	<b>13. 5</b>	<b>3. 9</b>	<b>8. 4</b>	<b>13. 3</b>	<b>15. 2</b>	<b>6. 2</b>	<b>1. 7</b>	<b>0. 8</b>	<b>0. 1</b>	<b>3. 3</b>	

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

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

TABLE 4 (YTD)

AIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U. S. AIRLINES\*  
BY COMPLAINT CATEGORY\*\*  
JANUARY - JUNE 2013

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROFLOT	3	0	2	2	2	4	0	0	0	0	0	1	14
AEROMEXICO	12	2	27	3	4	9	8	2	0	0	0	0	67
AIR BERLIN	1	0	1	0	0	6	2	2	0	0	0	0	12
AIR CANADA	41	12	31	3	2	21	43	7	1	3	0	4	168
AIR FRANCE	9	4	13	2	5	28	12	5	0	0	0	1	79
AIR INDIA	3	0	6	0	4	6	3	0	0	0	0	1	23
ALITALIA AIRLINES	7	0	15	2	4	21	3	1	0	0	0	2	55
AUSTRIAN AIRLINES	0	0	4	0	1	3	2	0	0	0	0	0	10
AVIANCA	0	0	4	0	1	5	2	0	0	0	0	1	13
BRITISH AIRWAYS	15	2	11	4	10	16	10	7	0	1	0	4	80
CARIBBEAN AIRLINES	3	0	3	1	2	0	1	1	0	0	0	0	11
CHINA EASTERN AIRLINES	0	1	5	4	0	4	1	1	0	0	0	1	17
COPA	2	1	3	0	3	4	4	1	0	0	0	0	18
DUTCH ANTILLES EXPRESS	5	1	2	0	1	0	0	0	1	0	0	0	10
EL AL ISRAEL	2	1	2	0	2	2	1	0	0	0	0	2	12
EMIRATES AIRLINES	7	4	13	2	2	19	14	4	2	0	0	2	69
ETHIOPIAN AIRLINES	6	1	3	0	1	12	2	0	0	0	0	0	25
ETIHAD AIRWAYS	1	0	4	1	6	8	5	1	1	0	0	0	27
IBERIA AIRLINES	2	0	6	1	1	12	2	2	0	0	0	0	26
JET AIRWAYS	1	0	3	1	0	6	1	0	0	0	0	1	13
KLM	3	1	6	2	1	7	7	0	0	0	0	1	28
KOREAN AIR LINES	1	0	1	2	2	0	3	0	0	0	0	1	10
LUFTHANSA	11	1	11	2	8	40	9	5	0	2	0	3	92
PAKISTAN INT'L AIRLINES	4	0	2	0	3	1	4	2	0	0	0	0	16
PHILIPPINE AIRLINES	1	0	4	1	2	3	5	0	0	0	0	1	17
QATAR AIRWAYS	3	3	7	3	3	7	6	0	0	0	0	0	32
ROYAL AIR MAROC	3	0	1	0	0	2	2	1	0	0	0	2	11
SINGAPORE AIRLINES	1	0	3	0	1	5	3	1	0	0	0	1	15
SOUTH AFRICAN AIRWAYS	1	1	3	0	2	5	2	0	0	0	0	0	14
SWISS AIR	4	0	3	3	2	2	1	0	1	0	0	1	17
TACA INT'L AIRLINES	2	3	5	2	2	4	3	0	0	0	0	1	22
TAM	1	0	1	0	2	5	2	0	0	0	0	2	13
TURKISH AIRLINES	10	0	12	4	1	26	2	2	0	0	0	5	62
VIRGIN ATLANTIC AIRWAYS	5	1	8	2	2	3	5	2	1	1	0	0	30
VOLARIS AIRLINES	1	3	17	4	7	6	1	0	0	0	0	0	39
OTHER FOREIGN AIRLINES	26	4	42	10	16	56	21	4	1	0	0	0	180
<b>TOTALS</b>	<b>197</b>	<b>46</b>	<b>284</b>	<b>61</b>	<b>105</b>	<b>358</b>	<b>192</b>	<b>51</b>	<b>8</b>	<b>7</b>	<b>0</b>	<b>38</b>	<b>1,347</b>

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

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

TABLE 4 (YTD, continued)

AIR TRAVEL CONSUMER REPORT  
COMPANIES OTHER THAN U. S. AIRLINES\*  
BY COMPLAINT CATEGORY\*\*  
JANUARY - JUNE 2013

<b><u>TRAVEL AGENTS</u></b>													
ORBITZ. COM	3	0	11	6	6	0	7	0	0	0	0	1	34
TRAVELOCITY. COM	0	0	7	2	2	1	1	0	1	0	0	0	14
OTHER TRAVEL AGENTS	3	0	33	7	11	0	1	1	3	0	0	2	61
TOTALS	6	0	51	15	19	1	9	1	4	0	0	3	109
<b><u>TOUR OPERATORS</u></b>													
C&T CHARTERS	0	0	0	0	0	0	0	0	0	0	0	118	118
EZJET	0	0	0	0	1	0	0	0	0	0	0	29	30
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	1	0	0	1	3
TOTALS	0	0	0	0	2	0	0	0	1	0	0	148	151
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	14	0	14	4	9	17	9	4	5	0	0	13	89
TOTALS	14	0	14	4	9	17	9	4	5	0	0	13	89

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

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

TABLE 5 (YTD)

CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	JANUARY - JUNE 2013			JANUARY - JUNE 2012		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<b>SOUTHWEST AIRLINES</b>	181	56,730,750	<b>0.32</b>	140	55,214,373	<b>0.25</b>
2	<b>ALASKA AIRLINES</b>	39	9,607,666	<b>0.41</b>	42	9,027,265	<b>0.47</b>
3	<b>JETBLUE AIRWAYS</b>	87	15,028,587	<b>0.58</b>	109	14,185,321	<b>0.77</b>
4	<b>AIRTRAN AIRWAYS</b>	56	9,568,717	<b>0.59</b>	59	11,185,378	<b>0.53</b>
5	<b>DELTA AIR LINES</b>	357	58,411,602	<b>0.61</b>	443	56,556,834	<b>0.78</b>
6	<b>SKYWEST AIRLINES</b>	99	13,545,838	<b>0.73</b>	116	12,572,961	<b>0.92</b>
7	<b>MESA AIRLINES</b>	30	3,991,414	<b>0.75</b>	12	3,931,536	<b>0.31</b>
8	<b>PINNACLE AIRLINES</b>	62	6,619,587	<b>0.94</b>	*	*	*
9	<b>EXPRESSJET AIRLINES</b>	173	16,236,177	<b>1.07</b>	154	15,768,743	<b>0.98</b>
10	<b>VIRGIN AMERICA</b>	39	3,077,822	<b>1.27</b>	46	3,032,874	<b>1.52</b>
11	<b>HAWAIIAN AIRLINES</b>	64	4,881,179	<b>1.31</b>	30	4,548,689	<b>0.66</b>
12	<b>US AIRWAYS</b>	392	28,237,881	<b>1.39</b>	510	27,188,441	<b>1.88</b>
13	<b>AMERICAN EAGLE AIRLINES</b>	144	8,883,064	<b>1.62</b>	88	9,214,019	<b>0.96</b>
14	<b>AMERICAN AIRLINES</b>	864	43,097,022	<b>2.00</b>	553	43,125,140	<b>1.28</b>
15	<b>UNITED AIRLINES</b>	944	44,513,056	<b>2.12</b>	1,741	46,253,778	<b>3.76</b>
16	<b>FRONTIER AIRLINES</b>	172	4,782,739	<b>3.60</b>	49	5,248,333	<b>0.93</b>
	<b>TOTAL</b>	<b>3,703</b>	<b>327,213,101</b>	<b>1.13</b>	<b>4,092</b>	<b>317,053,685</b>	<b>1.29</b>

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily. The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Mishandled Baggage" sections of this report. Pinnacle Airlines was ranked for the first time in January 2013.

## **COMPLAINT CATEGORIES**

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

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

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

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

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

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

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

**Disability:** Civil rights complaints by air travelers with disabilities.

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

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

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

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



**Customer Service Reports to the U.S. Department of Homeland Security for the Month of June 2013  
as provided by the Transportation Security Administration<sup>a</sup>**

The Transportation Security Administration (TSA) screened approximately 58 million airline passengers and their 46 million checked bags in the month of June as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of June.

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

Courtesy <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
324	.0005	39	.00007	104	.0002	420	.0007

**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 June.

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

### June 2013 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://www.dot.gov/individuals/air-consumer/air-travel-consumer-reports>).

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<i>Alaska</i>	<b>1</b>		
<i>Total</i>	<b>1</b>	<b>0</b>	<b>0</b>