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of Transportation

Air Travel Consumer Report

A Product Of The

OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

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Flight Delays[1]	August 2012 12 Months ending August 2012
Mishandled Baggage[1]	August 2012
Oversales[1]	2nd Quarter 2012 January - June 2012
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	August 2012
Customer Service Reports to the Dept. of Homeland Security[3]	August 2012
Airline Animal Incident Reports[4]	August 2012

[1] Data collected by the Bureau of Transportation Statistics. Website: http://www.bts.gov/
[2] Data compiled by the Aviation Consumer Protection Division. Website: http://airconsumer.dot.gov/
[3] Data provided by the Department of Homeland Security, Transportation Security Administration
[4] Data collected by the Aviation Consumer Protection Division

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INTRODUCTION

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

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

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

FLIGHT DELAYS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

AUGUST 2012

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	82.2	16	92.8
ALASKA AIRLINES S/	19	90.6	55	89.3
DELTA AIR LINES S/	29	83.8	127	83.9
US AIRWAYS S/	27	83.4	71	83.5
VIRGIN AMERICA S/	15	83.1	15	83.1
SKYWEST AIRLINES S/	18	82.5	151	82.6
AIRTRAN AIRWAYS S/	19	81.4	55	81.7
FRONTIER AIRLINES S/	23	82.5	58	81.6
SOUTHWEST AIRLINES S/	23	79.6	76	79.6
MESA AIRLINES S/V/	11	85.0	68	79.5
AMERICAN EAGLE S/	19	80.6	136	78.6
AMERICAN AIRLINES S/	28	75.8	80	74.7
JETBLUE AIRWAYS S/	22	73.7	53	74.0
EXPRESSJET AIRLINES S/	21	74.7	161	73.7
UNITED AIRLINES S/	28	72.2	78	72.2
TOTAL		79.4		79.1

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.

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

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

AUGUST 2012

AIR TRAVEL CONSUMER REPORT

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

Carrier	3rd Quarter 07-09 2011		4th Quarter 10-12 2011		1st Quarter 01-03 2012		2nd Quarter 04-06 2012		Jun-12		Jul-12		Aug-12		12 Months Ending Aug 2012		Database To Date 09/87-08/12	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	84.1	3	90.1	2	90.0	2	89.1	3	85.3	6	77.4	8	81.7	7	88.0	3	(--)	(--)
ALASKA	91.1	2	87.2	6	84.5	7	90.1	2	88.4	2	88.6	2	89.3	2	88.0	2	76.5	5
AMERICAN	78.5	10	82.5	11	83.1	8	80.5	12	79.8	11	76.4	11	74.7	12	80.9	10	78.0	3
AMERICAN EAGLE	78.7	9	83.5	8	82.8	9	83.0	10	82.1	8	75.4	13	78.6	11	82.1	9	(--)	(--)
ATLANTIC SOUTHEAST	75.3	15	83.2	9	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
CONTINENTAL	76.5	13	81.2	15	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
DELTA	83.3	5	88.9	3	87.3	3	87.5	4	85.5	5	80.0	5	83.9	3	86.8	4	77.6	4
EXPRESSJET	75.5	14	79.6	16	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET(COMBINED)	(--)	(--)	(--)	(--)	77.4	14	79.1	14	76.3	13	67.7	14	73.7	14	(--)	(--)	(--)	(--)
FRONTIER	80.9	7	82.0	14	77.1	15	79.4	13	74.3	14	76.5	10	81.6	8	80.2	12	(--)	(--)
HAWAIIAN	95.2	1	92.6	1	92.3	1	94.4	1	93.9	1	89.6	1	92.8	1	92.9	1	(--)	(--)
JETBLUE	70.9	16	82.3	13	81.8	11	82.4	11	77.4	12	75.5	12	74.0	13	80.5	11	(--)	(--)
MESA	83.1	6	88.0	4	86.3	6	87.1	6	87.0	3	79.8	6	79.5	10	85.8	6	(--)	(--)
SKYWEST	80.1	8	82.5	12	81.7	12	84.2	8	82.4	7	79.2	7	82.6	6	82.6	8	(--)	(--)
SOUTHWEST	83.8	4	87.5	5	87.2	4	83.7	9	79.8	10	77.4	9	79.6	9	84.6	7	81.9	1
UNITED	77.4	11	83.1	10	80.9	13	76.4	15	70.1	15	64.1	15	72.2	15	77.3	13	76.2	6
US AIRWAYS	76.7	12	86.9	7	87.2	5	87.4	5	86.2	4	82.0	3	83.5	4	85.9	5	78.3	2
VIRGIN AMERICA	(--)	(--)	(--)	(--)	82.6	10	85.2	7	82.0	9	81.7	4	83.1	5	(--)	(--)	(--)	(--)
Total	80.2		85.1		84.0		83.4		80.7		76.0		79.1		83.7		78.5	

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

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

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

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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
AMERICAN	393	68.7	933	71.1	245	60.0	158	66.5	791	64.2	449	72.4	13039	80.3	217	71.4
ALASKA	31	93.5	93	96.8	H/		H/		97	89.7	155	95.5	93	91.4	H/	
JETBLUE	H/		2961	76.8	151	72.2	124	71.0	528	74.2	93	66.7	89	64.0	H/	
DELTA	17760	82.9	944	84.7	664	84.9	484	81.0	957	84.1	679	85.0	535	82.6	4324	88.1
EXPRESSJET	8883	77.4	124	83.1	101	73.3	543	64.3	246	48.8	2244	78.1	275	77.1	1526	76.5
FRONTIER	91	69.2	H/		5	80.0	H/		93	73.1	3374	85.4	138	80.4	84	73.8
AIRTRAN	5353	81.9	484	82.6	1321	81.8	210	74.3	364	83.5	123	79.7	H/		132	82.6
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
AMERICAN EAGLE	528	67.4	H/		178	66.3	471	69.2	693	76.9	185	74.6	8115	82.0	430	77.0
SKYWEST	182	79.7	H/		H/		37	73.0	50	82.0	4725	87.9	414	72.5	417	88.5
UNITED	99	65.7	1224	71.5	421	67.5	29	62.1	698	65.8	4305	78.9	370	67.3	66	65.2
US AIRWAYS	437	79.2	1659	82.2	396	84.3	7128	85.3	1737	79.2	439	84.7	548	79.0	283	83.4
VIRGIN AMERICA	H/		217	84.3	H/		H/		18	88.9	H/		186	82.3	H/	
SOUTHWEST	776	76.5	501	72.1	5527	76.6	H/		31	64.5	4992	83.7	H/		496	75.4
MESA	191	75.9	H/		H/		2199	86.6	H/		H/		98	82.7	157	83.4
TOTAL	34724	80.6	9140	77.8	9009	77.1	11383	83.0	6303	75.0	21763	83.1	23900	80.5	8132	83.5

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

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	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
AMERICAN	301	66.8	263	67.3	277	70.8	335	71.3	1166	74.9	779	75.4	2673	80.9	1358	74.4
ALASKA	62	87.1	31	96.8	H/		31	77.4	H/		385	90.6	585	90.6	H/	
JETBLUE	492	68.1	1238	69.3	213	75.6	H/		3890	75.7	377	78.0	294	65.0	496	70.2
DELTA	441	75.7	900	76.3	208	76.9	211	82.9	2029	78.8	943	86.0	1792	82.8	2302	76.9
EXPRESSJET	4238	64.5	18	83.3	2144	71.6	7452	80.7	124	63.7	H/		H/		682	71.7
FRONTIER	H/		26	92.3	H/		3	66.7	H/		188	86.2	149	83.2	112	61.6
AIRTRAN	H/		511	77.7	H/		H/		H/		146	87.0	163	85.3	457	76.1
HAWAIIAN	H/		H/		H/		H/		31	77.4	88	90.9	116	81.0	H/	
AMERICAN EAGLE	232	68.5	H/		H/		211	74.4	569	76.6	H/		1929	90.6	1495	78.1
SKYWEST	H/		H/		172	65.7	1697	81.4	H/		665	77.4	4363	81.7	H/	
UNITED	4181	70.4	444	68.5	2153	71.8	5844	75.4	391	73.7	1115	72.9	3033	70.5	768	66.7
US AIRWAYS	401	68.8	490	73.5	H/		470	79.6	186	76.3	610	83.4	529	81.5	1145	80.2
VIRGIN AMERICA	H/		124	88.7	200	86.5	H/		372	75.8	266	82.3	1163	87.4	H/	
SOUTHWEST	525	70.9	1244	76.6	239	73.6	H/		H/		6663	82.2	3331	78.9	363	70.8
MESA	H/		H/		900	80.7	H/		H/		30	83.3	H/		106	78.3
TOTAL	10873	68.1	5289	74.0	6506	73.6	16254	78.6	8758	76.1	12255	81.3	20120	80.8	9284	75.1

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

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

AUGUST 2012

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN	833	67.5	H/		3813	72.1	309	71.2	4320	77.7	142	73.9	296	62.8	310	71.9
ALASKA	40	92.5	H/		H/		62	96.8	155	85.8	911	92.1	31	90.3	176	93.8
JETBLUE	1669	71.7	H/		H/		H/		186	74.2	186	79.6	H/		62	74.2
DELTA	1468	77.2	188	81.9	644	76.6	5445	90.1	607	82.5	475	88.2	569	78.4	645	87.1
EXPRESSJET	2	100.0	H/		H/		261	82.0	5602	72.4	H/		170	60.6	26	61.5
FRONTIER	119	65.5	140	88.6	H/		120	79.2	2	100.0	167	82.0	34	52.9	94	85.1
AIRTRAN	1479	81.5	330	82.1	H/		262	83.2	H/		H/		249	79.9	80	73.8
HAWAIIAN	H/		H/		H/		H/		H/		31	74.2	H/		31	80.6
AMERICAN EAGLE	H/		H/		1224	71.9	228	71.9	7444	81.9	H/		152	71.7	121	86.0
SKYWEST	H/		H/		H/		2758	94.3	2477	82.0	926	87.8	H/		1786	89.4
UNITED	935	63.7	H/		261	69.0	251	72.9	5667	73.2	677	73.0	461	64.4	485	76.7
US AIRWAYS	677	75.2	H/		277	77.3	318	84.6	621	80.0	223	83.9	3747	83.3	4964	90.7
VIRGIN AMERICA	60	90.0	H/		H/		H/		186	87.6	110	88.2	155	87.1	H/	
SOUTHWEST	2564	77.4	6991	82.1	H/		500	78.2	H/		1213	83.8	945	76.4	5248	81.6
MESA	H/		H/		89	70.8	H/		839	81.3	H/		43	72.1	1333	91.2
TOTAL	9846	74.7	7649	82.2	6308	72.6	10514	88.6	28106	77.6	5061	84.5	6852	78.7	15361	86.3

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

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AUGUST 2012

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN	430	74.0	510	72.5	973	66.5	144	63.2	505	66.7
ALASKA	427	92.7	4168	91.7	349	67.0	H/		H/	
JETBLUE	124	83.1	217	81.6	357	70.3	124	76.6	465	65.2
DELTA	572	89.7	915	84.0	916	81.7	2909	90.1	826	78.6
EXPRESSJET	H/		H/		H/		10	90.0	2	100.0
FRONTIER	117	79.5	191	85.3	147	61.9	139	81.3	30	86.7
AIRTRAN	H/		70	82.9	173	74.0	H/		558	82.8
HAWAIIAN	31	80.6	62	85.5	31	71.0	H/		H/	
AMERICAN EAGLE	306	88.9	H/		H/		155	85.2	H/	
SKYWEST	718	76.9	560	92.3	4800	60.9	5035	90.7	H/	
UNITED	851	72.4	1085	71.7	4600	69.7	83	61.4	549	64.8
US AIRWAYS	377	82.0	377	82.8	468	75.6	178	87.1	583	75.6
VIRGIN AMERICA	149	87.9	269	89.6	1586	77.9	H/		H/	
SOUTHWEST	2765	79.5	1279	80.8	1316	64.4	1044	78.0	2014	79.6
MESA	H/		H/		H/		H/		H/	
TOTAL	6867	80.5	9703	85.5	15716	68.0	9821	88.1	5532	75.6

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

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

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AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*																	
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	92.7	80.4	68.0	88.9	97.8	94.8	90.9	88.1	76.6	67.7	74.2	87.1	76.0	100.0	89.2	J/	65.6	97.3
700 - 759 AM	94.9	82.5	94.5	91.0	93.7	93.8	90.9	94.1	85.1	100.0	83.7	88.8	80.1	95.2	94.9	89.4	86.9	94.3
800 - 859 AM	90.1	86.5	93.2	90.9	89.5	93.4	90.0	85.7	86.7	90.7	90.2	88.4	88.8	94.1	92.6	91.3	93.6	92.8
900 - 959 AM	88.1	88.7	89.3	87.0	85.7	90.9	90.0	90.8	89.1	87.9	82.5	86.7	80.4	89.3	91.1	92.2	91.1	92.5
1000 - 1059 AM	88.1	92.5	90.0	90.2	87.3	90.6	89.9	89.9	85.2	85.7	88.0	85.7	89.3	87.1	85.5	86.3	88.2	92.2
1100 - 1159 AM	87.8	88.8	91.3	85.0	88.1	89.0	88.4	89.8	82.7	87.8	82.2	86.5	88.5	88.9	86.7	86.0	88.1	91.3
1200 - 1259 PM	86.9	85.4	89.4	89.8	84.4	87.8	87.0	92.1	77.0	81.5	78.3	86.1	86.6	83.6	84.7	84.2	80.5	89.0
100 - 159 PM	86.2	82.9	90.2	88.9	83.6	87.8	83.2	91.5	75.7	77.6	83.5	81.2	78.8	82.1	79.9	80.5	83.6	88.4
200 - 259 PM	81.4	81.7	80.7	75.7	80.6	82.4	83.1	86.8	70.8	71.3	76.8	81.2	79.0	78.4	87.5	80.6	73.8	88.5
300 - 359 PM	78.0	83.1	78.5	86.7	73.9	80.0	78.1	83.7	66.0	75.7	76.1	78.2	81.6	80.8	80.7	74.8	76.4	85.2
400 - 459 PM	76.5	78.8	72.0	78.9	72.9	78.5	76.7	85.4	62.3	72.1	68.6	70.5	69.6	76.7	79.9	70.3	68.9	79.5
500 - 559 PM	75.7	75.2	68.6	79.6	65.9	80.3	73.3	75.5	62.9	69.8	71.4	72.9	74.2	76.7	74.6	69.5	64.0	81.0
600 - 659 PM	72.7	68.9	74.6	77.9	68.3	73.6	72.1	78.1	53.3	69.8	66.8	72.2	65.0	73.9	79.4	67.6	70.4	73.2
700 - 759 PM	72.1	72.9	64.3	74.0	70.3	74.4	70.2	72.6	50.4	69.5	65.1	66.9	70.7	78.0	75.4	64.9	68.3	72.3
800 - 859 PM	67.3	72.7	58.1	76.8	58.9	70.9	70.4	77.7	49.8	63.6	64.9	70.5	73.2	72.6	72.8	59.3	62.4	69.8
900 - 959 PM	69.2	70.2	58.6	74.5	65.3	75.1	70.5	72.6	57.2	62.7	60.9	70.7	65.2	77.5	70.7	62.9	62.6	65.7
1000 - 1059 PM	69.3	65.4	63.2	64.2	68.7	70.7	70.7	63.7	60.6	59.2	71.7	61.6	65.2	72.1	66.2	61.1	64.3	65.5
1100 - 559 AM	73.2	69.1	64.8	67.7	66.1	72.9	75.4	75.1	65.1	60.5	72.7	68.6	73.8	70.4	73.8	67.6	66.0	64.7
TOTAL, ALL ARRIVALS, BY AIRPORT	80.6	77.8	77.1	83.0	75.0	83.1	80.5	83.5	68.1	74.0	73.6	78.6	76.1	81.3	80.8	75.1	74.7	82.2

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*												
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	71.3	95.0	90.1	87.8	79.1	96.3	61.3	94.2	92.9	J/	86.7	87.7
700 - 759 AM	94.4	95.8	88.7	98.9	84.0	94.9	83.0	92.2	89.9	97.4	94.2	91.2
800 - 859 AM	83.8	93.6	86.9	92.0	85.4	93.4	92.6	97.0	83.4	95.5	96.5	90.3
900 - 959 AM	84.4	91.5	85.9	94.9	82.9	89.8	89.0	95.4	66.0	95.2	88.5	88.0
1000 - 1059 AM	83.3	92.6	84.7	90.7	84.8	90.7	87.4	89.6	58.1	92.9	86.9	87.4
1100 - 1159 AM	82.8	84.6	86.5	89.2	84.9	93.8	83.7	89.4	63.2	89.8	82.0	86.5
1200 - 1259 PM	79.0	93.2	82.3	90.3	88.4	91.0	82.2	86.8	62.1	90.0	77.3	84.6
100 - 159 PM	72.4	93.2	81.6	91.2	87.1	86.8	86.1	89.0	69.1	89.1	85.5	84.1
200 - 259 PM	71.6	92.4	76.4	84.9	88.6	86.5	84.4	86.5	68.9	91.4	78.7	81.4
300 - 359 PM	68.5	88.1	77.2	87.2	77.4	88.4	84.2	87.4	65.9	93.1	84.7	79.1
400 - 459 PM	70.9	87.6	70.9	85.3	77.9	85.4	82.3	84.8	71.0	87.2	71.4	76.2
500 - 559 PM	64.8	81.4	70.8	85.8	70.4	80.9	81.1	81.7	64.5	77.8	70.1	74.0
600 - 659 PM	68.1	89.1	68.3	81.9	77.2	79.9	75.7	84.6	69.3	89.9	70.5	73.8
700 - 759 PM	64.6	72.6	66.6	83.2	75.0	78.9	73.2	87.2	66.5	84.9	65.5	71.8
800 - 859 PM	61.4	86.0	64.8	81.1	65.5	81.8	68.1	80.0	68.1	78.5	67.1	70.0
900 - 959 PM	66.6	78.1	71.6	72.0	74.7	77.7	74.0	80.3	61.8	82.0	58.0	69.5
1000 - 1059 PM	62.6	65.3	68.2	73.2	74.6	70.7	70.3	79.2	63.9	74.3	67.4	67.5
1100 - 559 AM	62.2	75.4	72.7	75.5	67.4	77.7	78.3	78.1	68.3	61.9	64.5	70.4
TOTAL, ALL ARRIVALS, BY AIRPORT	72.6	88.6	77.6	84.5	78.7	86.3	80.5	85.5	68.0	88.1	75.6	79.4

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

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AIR TRAVEL CONSUMER REPORT

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

	DEPARTURE AIRPORT*																	
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	89.6	92.1	93.2	93.1	93.4	94.5	91.8	96.8	84.7	94.2	88.9	89.2	91.1	95.0	91.3	91.4	93.8	95.2
700 - 759 AM	92.7	88.9	86.5	91.5	86.7	90.2	89.1	91.9	82.9	94.1	90.4	88.8	91.0	91.4	90.1	89.0	94.6	93.4
800 - 859 AM	90.8	86.9	84.9	93.0	90.9	88.2	86.7	92.3	80.6	90.9	82.3	87.8	89.6	87.2	86.5	88.6	93.1	78.4
900 - 959 AM	89.3	87.3	79.6	91.4	88.2	85.9	85.1	92.1	83.6	86.4	83.3	87.8	84.4	82.9	79.5	87.2	90.8	79.9
1000 - 1059 AM	87.9	85.0	79.3	88.5	87.8	83.0	82.6	86.5	76.3	80.6	87.4	84.4	82.7	80.2	80.7	89.9	89.9	82.4
1100 - 1159 AM	85.1	87.9	80.7	89.0	86.2	84.7	81.1	87.8	76.6	87.8	84.8	81.7	87.1	82.9	78.6	86.3	83.3	82.7
1200 - 1259 PM	83.5	88.1	82.7	88.4	88.4	81.7	83.9	86.5	70.8	83.0	75.5	78.1	82.7	79.5	77.7	83.9	84.4	79.4
100 - 159 PM	81.6	84.2	77.3	85.1	79.8	80.5	77.3	83.1	65.2	72.9	82.9	79.6	81.2	77.0	78.1	78.2	77.4	67.8
200 - 259 PM	79.0	77.8	69.1	84.4	75.5	74.8	77.4	77.6	64.9	69.5	71.8	73.6	70.9	72.1	78.6	74.6	74.6	73.4
300 - 359 PM	75.9	71.7	67.7	67.1	78.3	75.3	74.5	79.1	57.8	66.0	73.6	69.3	72.5	67.2	79.3	74.7	65.6	74.4
400 - 459 PM	71.7	76.4	59.2	81.8	72.0	69.0	72.9	74.7	55.6	63.7	55.9	65.9	72.1	62.3	76.1	71.5	63.9	71.3
500 - 559 PM	72.6	70.6	60.3	76.9	69.4	68.4	66.3	76.4	54.1	67.5	60.8	61.3	63.5	57.0	76.2	67.8	58.7	69.8
600 - 659 PM	73.5	67.9	62.0	77.6	69.1	71.0	67.3	71.6	53.8	70.1	65.3	66.5	69.3	63.0	77.0	66.4	61.9	58.1
700 - 759 PM	70.7	70.3	50.7	69.9	69.3	66.2	66.7	72.8	43.3	68.1	65.6	63.2	69.9	64.0	76.7	66.6	70.2	52.9
800 - 859 PM	70.6	70.3	56.9	72.8	69.0	62.5	62.4	76.1	46.0	58.9	54.1	60.0	63.3	62.5	73.8	65.2	64.7	46.8
900 - 959 PM	69.2	58.9	47.5	79.1	62.4	70.6	65.2	77.5	45.7	54.7	61.8	69.1	62.6	61.5	76.2	66.0	52.5	36.4
1000 - 1059 PM	69.9	J/	J/	82.0	79.5	80.3	67.1	68.9	51.3	J/	63.6	60.5	60.9	79.7	75.0	62.7	45.2	J/
1100 - 559 AM	74.3	87.8	88.7	91.7	96.3	87.1	87.8	97.1	83.9	93.0	87.0	87.1	71.6	90.1	74.8	100.0	68.5	98.4
TOTAL, ALL DEPARTURES, BY AIRPORT	79.2	80.8	71.3	83.7	80.5	77.8	76.5	82.4	65.9	77.9	71.8	75.1	76.5	75.9	79.9	79.1	77.2	71.8

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

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AIR TRAVEL CONSUMER REPORT

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

	DEPARTURE AIRPORT*											
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	89.0	94.6	89.3	92.3	89.4	93.8	95.1	95.2	92.3	92.9	95.9	92.2
700 - 759 AM	84.8	95.8	86.0	89.4	89.9	94.0	86.1	89.9	91.0	95.9	94.3	90.1
800 - 859 AM	85.7	93.9	82.2	84.7	89.8	91.3	91.0	93.1	87.6	92.4	93.1	87.9
900 - 959 AM	83.0	92.8	80.7	94.0	85.0	85.7	83.2	87.8	74.8	92.8	91.6	85.7
1000 - 1059 AM	79.0	90.9	76.6	85.8	85.2	85.1	85.0	89.7	64.4	87.3	86.8	83.0
1100 - 1159 AM	78.9	91.3	73.6	89.1	86.6	84.3	83.2	81.7	63.1	91.9	81.6	83.1
1200 - 1259 PM	74.1	85.7	76.9	81.3	83.5	85.0	78.8	85.3	57.0	85.5	82.6	80.6
100 - 159 PM	66.4	90.5	73.0	83.1	83.1	85.8	75.4	80.9	64.4	89.4	71.5	78.4
200 - 259 PM	64.3	88.4	68.1	86.1	82.3	77.8	78.9	83.4	60.3	80.2	77.7	75.2
300 - 359 PM	62.7	88.5	67.1	88.4	77.4	80.2	74.8	81.8	62.8	92.4	78.6	74.0
400 - 459 PM	58.2	86.0	64.5	82.9	74.6	82.0	82.1	86.6	68.4	86.7	68.4	71.1
500 - 559 PM	56.0	85.2	63.1	78.7	73.4	69.6	80.0	79.7	68.7	85.2	66.1	69.0
600 - 659 PM	56.2	78.9	62.4	82.1	78.0	74.8	79.7	80.2	66.4	61.7	63.7	69.0
700 - 759 PM	61.9	88.5	61.0	83.0	67.6	59.2	71.9	87.6	64.0	83.4	68.7	67.9
800 - 859 PM	55.5	81.0	60.9	84.8	80.7	83.3	71.4	85.4	62.1	87.1	71.3	67.0
900 - 959 PM	57.3	83.1	61.6	93.3	87.3	72.2	75.4	82.1	65.4	89.0	67.4	66.8
1000 - 1059 PM	59.4	93.3	75.4	85.5	83.9	79.6	89.8	85.2	69.4	95.8	J/	74.5
1100 - 559 AM	100.0	94.9	87.4	87.2	90.3	89.2	J/	82.5	76.9	87.1	100.0	83.2
TOTAL, ALL DEPARTURES, BY AIRPORT	68.8	89.7	71.9	86.6	82.2	83.2	82.4	86.0	70.8	89.4	80.2	78.0

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE								
NONE								
CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS								
NONE								

* Minimum of 10 flights per month
** Includes canceled and diverted flights
*** For flights late more than 30 minutes only. Excludes canceled and diverted flights

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
ALASKA	234	Jul	PDX-SFO	810	31	21	67.7	86.3
ALASKA	234	Aug	PDX-SFO	810	31	17	54.8	95.1
ALASKA	220	Jul	SEA-SFO	720	31	18	58.1	104.6
ALASKA	220	Aug	SEA-SFO	720	31	20	64.5	86.2
ALASKA	231	Jul	SFO-SEA	2020	31	17	54.8	121.9
ALASKA	231	Aug	SFO-SEA	2020	31	17	54.8	90.1
DELTA	967	Jul	ATL-ORD	2000	24	13	54.2	105.1
DELTA	2334	Aug	ATL-ORD	2009	11	6	54.6	96.3
EXPRESSJET	4326	Jul	CLT-EWR	1726	25	17	68.0	125.9
EXPRESSJET	4326	Aug	CLT-EWR	1726	11	6	54.6	132.3
EXPRESSJET	5928	Jul	CLT-ORD	1852	24	13	54.2	120.0
EXPRESSJET	5928	Aug	CLT-ORD	1852	12	8	66.7	127.0
EXPRESSJET	4633	Jul	DAY-EWR	1832	24	14	58.3	157.7
EXPRESSJET	4092	Aug	DAY-EWR	1837	29	16	55.2	77.9
EXPRESSJET	4299	Jul	DCA-EWR	1745	25	13	52.0	135.0
EXPRESSJET	4299	Aug	DCA-EWR	1745	29	20	69.0	110.3

* Minimum of 10 flights per month
** Includes canceled and diverted flights
*** For flights late more than 30 minutes only. Excludes canceled and diverted flights

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)								
EXPRESSJET	4642	Jul	EWR-CHS	2015	24	16	66.7	114.3
EXPRESSJET	4642	Aug	EWR-CHS	2015	15	9	60.0	71.9
EXPRESSJET	3834	Jul	EWR-CLT	2103	26	17	65.4	95.8
EXPRESSJET	3834	Aug	EWR-CLT	2103	30	18	60.0	89.7
EXPRESSJET	4536	Jul	EWR-CVG	1939	22	13	59.1	133.3
EXPRESSJET	4536	Aug	EWR-CVG	1939	27	14	51.9	119.1
EXPRESSJET	4299	Jul	EWR-DCA	1606	25	13	52.0	115.3
EXPRESSJET	4299	Aug	EWR-DCA	1622	27	16	59.3	102.4
EXPRESSJET	4460	Jul	EWR-GSP	2045	26	18	69.2	94.1
EXPRESSJET	4460	Aug	EWR-GSP	2045	13	8	61.5	83.6
EXPRESSJET	3836	Jul	EWR-PHL	1626	27	14	51.9	101.2
EXPRESSJET	3262	Aug	EWR-PHL	1622	27	16	59.3	132.4
EXPRESSJET	4570	Jul	GSO-EWR	1450	26	15	57.7	119.6
EXPRESSJET	3814	Aug	GSO-EWR	1446	29	16	55.2	87.3
EXPRESSJET	4133	Jul	IAD-EWR	1504	31	16	51.6	96.5
EXPRESSJET	4134	Aug	IAD-EWR	1447	27	15	55.6	109.4

* 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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)								
EXPRESSJET	3837	Jul	PHL-EWR	1755	26	21	80.8	73.2
EXPRESSJET	3837	Aug	PHL-EWR	1805	22	15	68.2	109.4
SKYWEST	6329	Jul	ACV-SFO	832	31	19	61.3	85.6
SKYWEST	6329	Aug	ACV-SFO	833	31	19	61.3	83.9
SKYWEST	6368	Jul	ACV-SFO	1240	31	19	61.3	80.1
SKYWEST	6368	Aug	ACV-SFO	1240	31	16	51.6	92.7
SKYWEST	5529	Jul	ACV-SFO	1600	27	15	55.6	114.5
SKYWEST	5529	Aug	ACV-SFO	1600	29	15	51.7	98.2
SKYWEST	6234	Jul	ACV-SFO	1739	31	18	58.1	101.3
SKYWEST	6234	Aug	ACV-SFO	1739	31	18	58.1	74.3
SKYWEST	5320	Jul	CEC-SFO	903	31	20	64.5	108.8
SKYWEST	5435	Aug	CEC-SFO	851	31	22	71.0	101.5
SKYWEST	5295	Jul	CEC-SFO	1448	31	16	51.6	111.1
SKYWEST	5295	Aug	CEC-SFO	1448	31	18	58.1	95.2
SKYWEST	6263	Jul	FAT-SFO	1109	31	20	64.5	106.2
SKYWEST	6263	Aug	FAT-SFO	1109	31	19	61.3	104.2

* Minimum of 10 flights per month
** Includes canceled and diverted flights
*** For flights late more than 30 minutes only. Excludes canceled and diverted flights

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)								
SKYWEST	4771	Jul	LAX-SFO	750	23	15	65.2	85.1
SKYWEST	4771	Aug	LAX-SFO	749	27	14	51.9	50.6
SKYWEST	5595	Jul	MFR-SFO	815	30	20	66.7	87.7
SKYWEST	6307	Aug	MFR-SFO	803	31	18	58.1	65.9
SKYWEST	5349	Jul	MFR-SFO	1931	27	18	66.7	89.3
SKYWEST	5349	Aug	MFR-SFO	1931	29	16	55.2	76.3
SKYWEST	6279	Jul	MOD-SFO	1022	30	17	56.7	62.1
SKYWEST	5452	Aug	MOD-SFO	1027	31	18	58.1	71.8
SKYWEST	6288	Jul	MRY-SFO	929	31	17	54.8	92.9
SKYWEST	6332	Aug	MRY-SFO	926	31	19	61.3	75.6
SKYWEST	5487	Jul	MRY-SFO	1146	31	16	51.6	105.6
SKYWEST	5544	Aug	MRY-SFO	1153	31	17	54.8	81.1
SKYWEST	6314	Jul	ONT-SFO	835	31	18	58.1	90.7
SKYWEST	5314	Aug	ONT-SFO	838	31	17	54.8	89.8
SKYWEST	6350	Jul	ONT-SFO	1135	31	16	51.6	73.1
SKYWEST	5392	Aug	ONT-SFO	1130	27	17	63.0	60.1

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CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)								
SKYWEST	5171	Jul	ORF-IAH	1716	27	16	59.3	77.3
SKYWEST	5171	Aug	ORF-IAH	1716	13	7	53.9	54.7
SKYWEST	6496	Jul	PSP-SFO	730	31	19	61.3	85.4
SKYWEST	6216	Aug	PSP-SFO	729	27	15	55.6	71.3
SKYWEST	5622	Jul	RDD-SFO	1409	31	16	51.6	95.8
SKYWEST	5622	Aug	RDD-SFO	1409	31	18	58.1	84.0
SKYWEST	5416	Jul	SBA-SFO	807	31	19	61.3	98.0
SKYWEST	6416	Aug	SBA-SFO	806	31	17	54.8	83.1
SKYWEST	6225	Jul	SBA-SFO	1213	31	21	67.7	81.2
SKYWEST	6353	Aug	SBA-SFO	1215	31	20	64.5	80.7
SKYWEST	5504	Jul	SBP-SFO	909	31	19	61.3	96.8
SKYWEST	5368	Aug	SBP-SFO	910	27	15	55.6	72.4
SKYWEST	6452	Jul	SFO-CEC	1258	31	16	51.6	107.5
SKYWEST	5314	Aug	SFO-CEC	1252	31	19	61.3	90.9
SKYWEST	6263	Jul	SFO-FAT	947	31	19	61.3	98.6
SKYWEST	6263	Aug	SFO-FAT	948	31	17	54.8	86.8

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CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)								
SKYWEST	5353	Jul	SFO-MFR	1740	27	16	59.3	75.6
SKYWEST	5353	Aug	SFO-MFR	1740	29	15	51.7	73.6
SKYWEST	5452	Jul	SFO-MOD	919	30	17	56.7	69.7
SKYWEST	5452	Aug	SFO-MOD	924	31	16	51.6	75.1
SKYWEST	6217	Jul	SFO-SBA	1030	31	19	61.3	78.3
SKYWEST	5572	Aug	SFO-SBA	1029	31	19	61.3	76.8
SKYWEST	5402	Jul	SFO-SMF	2007	31	16	51.6	112.3
SKYWEST	5402	Aug	SFO-SMF	2007	31	18	58.1	86.5
SKYWEST	6361	Jul	SMF-SFO	1207	31	18	58.1	91.9
SKYWEST	5312	Aug	SMF-SFO	1156	30	17	56.7	69.2
SOUTHWEST	3402	Jul	BWI-BDL	2150	27	17	63.0	81.1
SOUTHWEST	520	Aug	BWI-BDL	2150	27	16	59.3	65.2
SOUTHWEST	1875	Jul	BWI-CLE	2105	27	14	51.9	96.9
SOUTHWEST	656	Aug	BWI-CLE	2100	10	6	60.0	66.5
SOUTHWEST	3576	Jul	DEN-SFO	820	31	19	61.3	103.9
SOUTHWEST	1890	Aug	DEN-SFO	825	31	17	54.8	85.8

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)								
SOUTHWEST	241	Jul	LAX-SFO	805	31	20	64.5	82.1
SOUTHWEST	596	Aug	LAX-SFO	815	29	16	55.2	77.6
SOUTHWEST	2869	Jul	LAX-SFO	930	27	16	59.3	70.5
SOUTHWEST	518	Aug	LAX-SFO	1000	31	16	51.6	70.9
SOUTHWEST	2503	Jul	SAN-SFO	805	27	19	70.4	87.8
SOUTHWEST	130	Aug	SAN-SFO	740	29	18	62.1	76.5
SOUTHWEST	2592	Jul	SFO-PHX	1015	27	19	70.4	86.6
SOUTHWEST	3227	Aug	SFO-PHX	1010	29	16	55.2	71.0
UNITED	1570	Jul	EWR-MIA	2025	26	14	53.9	102.8
UNITED	1680	Aug	EWR-MIA	2025	25	14	56.0	69.7
UNITED	598	Jul	SNA-SFO	819	22	16	72.7	112.7
UNITED	445	Aug	SNA-SFO	830	22	12	54.6	97.1
VIRGIN AMERICA	901	Jul	LAS-SFO	920	31	18	58.1	81.4
VIRGIN AMERICA	901	Aug	LAS-SFO	920	31	18	58.1	67.1
VIRGIN AMERICA	935	Jul	LAX-SFO	910	31	17	54.8	99.8
VIRGIN AMERICA	935	Aug	LAX-SFO	910	31	16	51.6	87.5

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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
MESA	301	9	3.0
SOUTHWEST	3,186	28	0.9
UNITED	744	4	0.5
EXPRESSJET	1,253	6	0.5
SKYWEST	1,047	3	0.3
AMERICAN EAGLE	1,415	4	0.3
AMERICAN	1,454	4	0.3
JETBLUE	680	1	0.1
DELTA	2,186	0	0.0
US AIRWAYS	1,095	0	0.0
AIRTRAN	544	0	0.0
ALASKA	456	0	0.0
FRONTIER	225	0	0.0
HAWAIIAN	218	0	0.0
VIRGIN AMERICA	166	0	0.0
TOTAL	14,970	59	0.4

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

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

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	96.8	96.8	62	62
ABILENE TX (ABI)	75.9	91.0	212	212
ADAK ISLAND AK (ADK)	77.8	66.7	9	9
AGUADILLA PR (BQN)	70.8	79.0	113	143
AKRON OH (CAK)	77.9	84.7	698	700
ALBANY GA (ABY)	77.0	83.9	87	87
ALBANY NY (ALB)	71.4	79.9	880	880
ALBUQUERQUE NM (ABQ)	80.3	84.0	2,727	2,727
ALEXANDRIA LA (AEX)	78.4	80.8	385	386
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	73.2	82.9	235	234
AMARILLO TX (AMA)	77.9	83.3	682	682
ANCHORAGE AK (ANC)	83.7	86.4	1,974	1,975
APPLETON WI (ATW)	78.1	84.1	384	384
ARCATA/EUREKA CA (ACV)	54.8	52.3	323	323
ARLINGTON VA (DCA)	75.0	80.5	6,303	6,304
ASHEVILLE NC (AVL)	75.6	76.7	418	417
ASPEN CO (ASE)	86.8	92.5	424	426
ATLANTA GA (ATL)	80.6	79.2	34,724	34,706
AUGUSTA GA (AGS)	79.1	79.1	277	277
AUSTIN TX (AUS)	76.6	83.8	3,825	3,826
BAKERSFIELD CA (BFL)	80.2	82.6	363	363
BALTIMORE MD (BWI)	77.1	71.3	9,009	9,008
BANGOR ME (BGR)	65.2	72.3	112	112
BARROW AK (BRW)	73.2	71.8	71	71
BATON ROUGE LA (BTR)	70.0	75.0	764	764
BELLINGHAM WA (BLI)	95.6	92.3	91	91
BEMIDJI MN (BJI)	91.9	95.2	62	62
BEND/REDMOND OR (RDM)	83.3	83.7	300	300
BETHEL AK (BET)	62.4	63.5	85	85
BILLINGS MT (BIL)	83.7	90.2	375	379
BIRMINGHAM AL (BHM)	77.3	83.1	1,519	1,516
BISMARCK/MANDAN ND (BIS)	84.0	88.0	275	275
BLOOMINGTON/NORMAL IL (BMI)	81.9	83.8	160	160
BOISE ID (BOI)	80.1	83.9	942	943
BOSTON MA (BOS)	77.8	80.8	9,140	9,139
BOZEMAN MT (BZN)	86.6	88.0	514	517
BRANSON MO (BKG)	82.8	87.1	163	163
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	80.0	83.6	255	256
BROWNSVILLE TX (BRO)	76.4	83.1	182	183
BRUNSWICK GA (BQK)	75.3	86.5	89	89
BUFFALO NY (BUF)	73.8	81.3	2,095	2,094
BURBANK CA (BUR)	81.4	83.4	2,236	2,236
BURLINGTON VT (BTV)	75.1	76.1	333	331

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BUTTE MT (BTM)	93.5	98.4	62	62
CARLSBAD CA (CLD)	85.1	86.6	201	201
CASPER WY (CPR)	92.8	93.7	207	207
CEDAR CITY UT (CDC)	85.2	92.6	54	54
CEDAR RAPIDS/IOWA CITY IA (CID)	79.0	81.2	681	681
CHAMPAIGN/URBANA IL (CMI)	66.0	79.7	212	212
CHANTILLY VA (IAD)	73.6	71.8	6,506	6,502
CHARLESTON SC (CHS)	75.4	80.0	1,236	1,237
CHARLESTON/DUNBAR WV (CRW)	76.3	79.7	325	325
CHARLOTTE AMALIE VI (STT)	75.9	85.0	253	253
CHARLOTTE NC (CLT)	83.0	83.7	11,383	11,383
CHARLOTTESVILLE VA (CHO)	80.1	83.4	151	151
CHATTANOOGA TN (CHA)	78.9	83.2	422	423
CHICAGO IL (MDW)	82.2	71.8	7,649	7,642
CHICAGO IL (ORD)	77.6	71.9	28,106	28,100
CHICO CA (CIC)	66.4	62.1	116	116
CHRISTIANSTED VI (STX)	69.1	78.0	81	82
CLEVELAND OH (CLE)	77.3	81.3	4,132	4,131
CODY WY (COD)	86.6	91.7	119	120
COLLEGE STATION/BRYAN TX (CLL)	78.4	89.9	227	227
COLORADO SPRINGS CO (COS)	78.3	87.5	1,099	1,100
COLUMBIA MO (COU)	84.3	81.9	83	83
COLUMBIA SC (CAE)	71.1	75.0	547	547
COLUMBUS GA (CSG)	77.6	80.9	183	183
COLUMBUS MS (GTR)	74.2	79.8	89	89
COLUMBUS OH (CMH)	76.6	82.3	2,544	2,545
CORDOVA AK (CDV)	83.9	85.5	62	62
CORPUS CHRISTI TX (CRP)	77.1	85.4	617	618
COVINGTON KY (CVG)	81.4	83.3	2,517	2,515
CRESCENT CITY CA (CEC)	37.1	36.0	89	89
DALLAS TX (DAL)	82.8	81.0	3,877	3,874
DALLAS/FORT WORTH TX (DFW)	80.5	76.5	23,900	23,889
DAYTON OH (DAY)	77.5	85.0	1,072	1,072
DAYTONA BEACH FL (DAB)	85.9	90.4	135	136
DEADHORSE AK (SCC)	74.1	79.3	58	58
DEL RIO TX (DRT)	87.1	87.1	62	62
DENVER CO (DEN)	83.1	77.8	21,763	21,765
DES MOINES IA (DSM)	74.5	80.7	911	911
DETROIT MI (DTW)	83.5	82.4	8,132	8,131
DILLINGHAM AK (DLG)	88.0	84.0	25	25
DOTHAN AL (DHN)	78.3	83.3	120	120
DULUTH MN (DLH)	91.0	89.4	188	188
DURANGO CO (DRO)	85.9	88.0	184	184

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EAGLE CO (EGE)	86.0	92.5	93	93
EAU CLAIRE WI (EAU)	91.9	88.7	62	62
EL CENTRO CA (IPL)	82.3	92.1	62	63
EL PASO TX (ELP)	79.4	85.5	1,768	1,769
ELKO NV (EKO)	92.9	92.9	85	85
ELMIRA/CORNING NY (ELM)	73.3	84.2	120	120
EUGENE OR (EUG)	81.1	78.7	493	494
EVANSVILLE IN (EVV)	73.6	79.5	348	346
FAIRBANKS AK (FAI)	88.7	86.0	478	479
FARGO ND (FAR)	78.1	84.0	439	438
FAYETTEVILLE AR (XNA)	74.0	80.3	1,129	1,130
FAYETTEVILLE NC (FAY)	77.4	79.6	265	265
FLAGSTAFF AZ (FLG)	90.8	92.0	163	163
FLINT MI (FNT)	87.4	94.2	294	295
FORT LAUDERDALE FL (FLL)	74.0	77.9	5,289	5,291
FORT MYERS FL (RSW)	77.0	83.4	1,706	1,708
FORT SMITH AR (FSM)	82.1	86.8	212	212
FORT WAYNE IN (FWA)	83.9	88.2	348	348
FRESNO CA (FAT)	77.0	82.4	1,044	1,044
GAINESVILLE FL (GNV)	74.5	77.6	255	255
GARDEN CITY KS (GCK)	75.8	91.9	62	62
GILLETTE WY (GCC)	82.8	90.1	151	151
GRAND FORKS ND (GFK)	95.9	97.6	169	169
GRAND ISLAND NE (GRI)	84.5	93.1	58	58
GRAND JUNCTION CO (GJT)	84.5	87.5	457	455
GRAND RAPIDS MI (GRR)	79.3	84.4	858	861
GREAT FALLS MT (GTF)	93.9	93.9	180	180
GREEN BAY WI (GRB)	75.1	82.8	325	326
GREENSBORO/HIGH POINT NC (GSO)	70.7	76.4	878	877
GREER SC (GSP)	74.4	79.8	828	828
GUAM TT (GUM)	48.4	51.6	31	31
GULFPORT/BILOXI MS (GPT)	68.3	72.6	423	423
GUNNISON CO (GUC)	77.6	77.6	58	58
GUSTAVUS AK (GST)	80.0	72.0	25	25
HANCOCK/HOUGHTON MI (CMX)	83.9	85.5	62	62
HARLINGEN/SAN BENITO TX (HRL)	78.9	89.1	350	349
HARRISBURG PA (MDT)	75.5	78.9	552	550
HARTFORD CT (BDL)	72.7	80.8	1,840	1,839
HAYDEN CO (HDN)	92.0	95.5	112	112
HELENA MT (HLN)	94.0	92.6	149	149
HILO HI (ITO)	88.8	91.1	627	627
HOBBS NM (HOB)	59.6	84.6	52	52
HONOLULU HI (HNL)	82.5	84.2	4,961	4,959

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HOUSTON TX (HOU)	79.4	75.0	4,648	4,649
HOUSTON TX (IAH)	78.6	75.1	16,254	16,226
HUNTSVILLE AL (HSV)	74.3	79.0	692	694
IDAHO FALLS ID (IDA)	89.1	93.6	311	311
INDIANAPOLIS IN (IND)	79.0	84.4	2,356	2,357
INYOKERN CA (IYK)	88.5	93.4	61	61
ISLIP NY (ISP)	73.4	79.8	485	484
JACKSON WY (JAC)	80.2	90.3	459	462
JACKSON/VICKSBURG MS (JAN)	74.9	78.3	784	785
JACKSONVILLE FL (JAX)	75.7	82.9	2,055	2,057
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	79.5	82.1	151	151
JOPLIN MO (JLN)	85.5	90.3	62	62
JUNEAU AK (JNU)	87.9	85.1	470	471
KAHULUI HI (OGG)	82.6	87.7	2,144	2,142
KALAMAZOO MI (AZO)	74.6	87.3	63	63
KALISPELL MT (FCA)	90.5	94.2	327	327
KANSAS CITY MO (MCI)	79.2	84.0	4,215	4,214
KETCHIKAN AK (KTN)	90.6	85.8	233	233
KEY WEST FL (EYW)	73.5	83.2	155	155
KILLEEN TX (GRK)	75.1	85.4	481	481
KING SALMON AK (AKN)	88.0	88.0	25	25
KLAMATH FALLS OR (LMT)	83.9	100.0	62	62
KNOXVILLE TN (TYS)	72.4	80.7	891	890
KODIAK AK (ADQ)	74.1	67.2	58	58
KONA HI (KOA)	83.2	87.7	1,157	1,158
KOTZEBUE AK (OTZ)	81.7	71.0	93	93
LA CROSSE WI (LSE)	94.2	97.1	104	104
LAFAYETTE LA (LFT)	72.7	79.5	539	541
LAKE CHARLES LA (LCH)	86.6	90.4	179	178
LANSING MI (LAN)	68.8	70.1	144	144
LAREDO TX (LRD)	78.9	91.4	209	209
LAS VEGAS NV (LAS)	81.3	75.9	12,255	12,246
LAWTON/FORT SILL OK (LAW)	84.3	91.0	166	166
LEWISTON ID (LWS)	100.0	100.0	60	60
LEXINGTON KY (LEX)	80.7	85.3	545	543
LIHUE HI (LIH)	81.8	85.5	1,222	1,222
LINCOLN NE (LNK)	75.0	83.1	244	243
LITTLE ROCK AR (LIT)	77.0	80.4	1,362	1,365
LONG BEACH CA (LGB)	87.7	86.6	1,346	1,346
LONGVIEW TX (GGG)	86.9	86.9	61	61
LOS ANGELES CA (LAX)	80.8	79.9	20,120	20,119
LOUISVILLE KY (SDF)	75.2	80.7	1,348	1,350
LUBBOCK TX (LBB)	78.6	84.2	691	690

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MADISON WI (MSN)	75.2	82.1	880	881
MANCHESTER NH (MHT)	73.7	78.9	844	844
MANHATTAN/FT. RILEY KS (MHK)	72.1	84.4	154	154
MARQUETTE MI (MQT)	77.8	85.2	27	27
MARTHA'S VINEYARD MA (MVY)	74.2	67.7	31	31
MEDFORD OR (MFR)	73.4	66.4	364	363
MELBOURNE FL (MLB)	78.2	82.3	124	124
MEMPHIS TN (MEM)	81.6	83.6	3,054	3,052
MERIDIAN MS (MEI)	81.0	70.7	58	58
MIAMI FL (MIA)	72.6	68.8	6,308	6,315
MIDLAND/ODESSA TX (MAF)	81.4	87.6	700	701
MILWAUKEE WI (MKE)	81.8	84.7	3,283	3,284
MINNEAPOLIS MN (MSP)	88.6	89.7	10,514	10,510
MINOT ND (MOT)	88.6	92.6	272	272
MISSION/MCALLEN/EDINBURG TX (MFE)	75.5	84.0	326	326
MISSOULA MT (MSO)	80.7	83.7	399	399
MOBILE AL (MOB)	69.6	74.9	490	490
MODESTO CA (MOD)	44.9	55.1	118	118
MOLINE IL (MLI)	73.9	80.8	459	459
MONROE LA (MLU)	71.3	77.8	324	324
MONTEREY CA (MRY)	72.1	73.8	498	497
MONTGOMERY AL (MGM)	73.1	79.7	379	379
MONTROSE/DELTA CO (MTJ)	79.6	86.4	147	147
MOSINEE WI (CWA)	73.3	74.0	150	150
MUSKEGON MI (MKG)	83.9	83.9	62	62
MYRTLE BEACH SC (MYR)	83.3	85.6	341	341
NANTUCKET MA (ACK)	81.7	76.3	93	93
NASHVILLE TN (BNA)	79.4	80.0	4,810	4,811
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	86.0	88.2	93	93
NEW ORLEANS LA (MSY)	69.4	72.7	3,106	3,112
NEW YORK NY (JFK)	76.1	76.5	8,758	8,759
NEW YORK NY (LGA)	75.1	79.1	9,284	9,280
NEWARK NJ (EWR)	68.1	65.9	10,873	10,749
NEWBURGH/POUGHKEEPSIE NY (SWF)	73.3	88.1	150	151
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	79.1	79.0	211	210
NOME AK (OME)	68.8	63.4	93	93
NORFOLK VA (ORF)	74.5	80.2	1,367	1,365
NORTH BEND/COOS BAY OR (OTH)	58.9	42.2	90	90
OAKLAND CA (OAK)	83.2	80.1	4,070	4,070
OKLAHOMA CITY OK (OKC)	77.2	84.8	1,939	1,939
OMAHA NE (OMA)	76.4	84.2	1,709	1,710
ONTARIO CA (ONT)	81.2	85.5	1,932	1,933
ORLANDO FL (MCO)	74.7	77.2	9,846	9,844

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PADUCAH KY (PAH)	87.3	88.9	63	63
PALM SPRINGS CA (PSP)	80.4	82.6	652	651
PANAMA CITY FL (ECP)	78.3	78.8	538	538
PASCO/KENNEWICK/RICHLAND WA (PSC)	88.3	91.1	214	214
PENSACOLA FL (PNS)	71.4	75.6	872	872
PEORIA IL (PIA)	76.2	85.6	382	382
PETERSBURG AK (PSG)	82.3	85.5	62	62
PHILADELPHIA PA (PHL)	78.7	82.2	6,852	6,857
PHOENIX AZ (PHX)	86.3	83.2	15,361	15,361
PITTSBURGH PA (PIT)	76.7	83.6	2,870	2,870
POCATELLO ID (PIH)	88.2	84.7	85	85
PONCE PR (PSE)	50.6	73.2	81	82
PORTLAND ME (PWM)	73.3	76.2	682	682
PORTLAND OR (PDX)	84.5	86.6	5,061	5,062
PROVIDENCE RI (PVD)	75.2	81.0	1,147	1,146
RALEIGH/DURHAM NC (RDU)	76.4	80.8	3,829	3,828
RAPID CITY SD (RAP)	81.9	84.6	634	635
REDDING CA (RDD)	47.5	52.9	120	121
RENO NV (RNO)	82.1	83.7	1,716	1,717
RICHMOND VA (RIC)	73.4	81.1	1,539	1,539
ROANOKE VA (ROA)	68.3	78.0	300	300
ROCHESTER MN (RST)	88.2	93.6	93	94
ROCHESTER NY (ROC)	74.1	78.9	960	958
ROCK SPRINGS WY (RKS)	87.6	90.9	186	186
ROSWELL NM (ROW)	74.2	84.3	89	89
SACRAMENTO CA (SMF)	82.4	84.6	3,913	3,912
SAGINAW/BAY CITY/MIDLAND MI (MBS)	83.7	80.4	92	92
SALT LAKE CITY UT (SLC)	88.1	89.4	9,821	9,820
SAN ANGELO TX (SJT)	78.0	82.1	123	123
SAN ANTONIO TX (SAT)	77.8	85.4	3,304	3,308
SAN DIEGO CA (SAN)	80.5	82.4	6,867	6,872
SAN FRANCISCO CA (SFO)	68.0	70.8	15,716	15,711
SAN JOSE CA (SJC)	85.2	86.5	3,555	3,559
SAN JUAN PR (SJU)	77.5	81.0	2,174	2,294
SAN LUIS OBISPO CA (SBP)	77.4	77.0	456	456
SANTA ANA CA (SNA)	85.1	83.9	3,489	3,490
SANTA BARBARA CA (SBA)	80.5	79.6	993	993
SANTA FE NM (SAF)	77.2	82.1	145	145
SANTA MARIA CA (SMX)	89.2	90.8	120	120
SARASOTA/BRADENTON FL (SRQ)	78.6	82.6	332	334
SAVANNAH GA (SAV)	73.5	78.2	852	853
SCRANTON/WILKES-BARRE PA (AVP)	65.1	79.2	126	125
SEATTLE WA (SEA)	85.5	86.0	9,703	9,704

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SHREVEPORT LA (SHV)	79.1	81.0	671	672
SIOUX CITY IA (SUX)	74.1	75.9	58	58
SIOUX FALLS SD (FSD)	72.6	82.7	430	433
SITKA AK (SIT)	88.1	87.4	151	151
SOUTH BEND IN (SBN)	74.1	77.6	317	317
SPOKANE WA (GEG)	85.1	88.9	958	958
SPRINGFIELD IL (SPI)	83.7	86.5	178	178
SPRINGFIELD MO (SGF)	78.3	83.7	549	547
ST. GEORGE UT (SGU)	86.2	92.0	174	174
ST. LOUIS MO (STL)	81.6	80.5	4,962	4,966
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	84.9	84.9	186	186
SYRACUSE NY (SYR)	73.1	81.4	565	566
TALLAHASSEE FL (TLH)	77.9	79.5	380	381
TAMPA FL (TPA)	75.6	80.2	5,532	5,533
TEXARKANA AR (TXK)	76.1	84.8	92	92
TRAVERSE CITY MI (TVC)	79.4	80.6	431	432
TUCSON AZ (TUS)	78.8	87.2	1,678	1,678
TULSA OK (TUL)	75.9	84.0	1,713	1,716
TWIN FALLS ID (TWF)	89.5	93.8	95	96
TYLER TX (TYR)	85.7	90.0	230	229
VALDOSTA GA (VLD)	80.2	81.3	91	91
VALPARAISO FL (VPS)	69.9	77.8	627	627
WACO TX (ACT)	76.3	84.9	211	212
WATERLOO IA (ALO)	72.4	84.5	58	58
WATERTOWN NY (ART)	79.6	81.5	54	54
WEST PALM BEACH/PALM BEACH FL (PBI)	67.6	77.5	1,662	1,663
WEST YELLOWSTONE MT (WYS)	91.4	94.3	70	70
WHITE PLAINS NY (HPN)	72.6	74.4	653	652
WICHITA FALLS TX (SPS)	76.6	82.3	124	124
WICHITA KS (ICT)	76.4	84.9	924	925
WILMINGTON NC (ILM)	77.4	86.4	301	301
WRANGELL AK (WRG)	83.9	87.1	62	62
YAKUTAT AK (YAK)	83.9	87.1	62	62
YUMA AZ (YUM)	81.3	86.7	240	240

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
EXPRESSJET	21	34,654	886	2.6	162	68,301	1,712	2.5
AMERICAN EAGLE	19	24,664	551	2.2	136	42,418	952	2.2
MESA	11	5,985	88	1.5	68	11,392	243	2.1
AMERICAN	28	35,958	698	1.9	80	44,634	851	1.9
UNITED	28	40,898	663	1.6	79	47,763	793	1.7
SKYWEST	18	31,772	335	1.1	151	55,686	679	1.2
US AIRWAYS	27	29,270	289	1.0	71	33,778	324	1.0
AIRTRAN	19	12,457	92	0.7	55	18,291	152	0.8
SOUTHWEST	23	50,562	317	0.6	76	98,395	766	0.8
ALASKA	19	7,882	17	0.2	55	13,736	98	0.7
DELTA	29	51,346	280	0.5	127	66,873	430	0.6
JETBLUE	22	14,337	40	0.3	53	20,730	85	0.4
VIRGIN AMERICA	15	5,061	8	0.2	15	5,061	8	0.2
FRONTIER	23	5,560	3	0.1	58	7,107	4	0.1
HAWAIIAN	8	422	0	0.0	16	6,628	2	0.0
Total		350,828	4,267	1.2	Total	540,793	7,099	1.3

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

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
AMERICAN	2,554	532	20.8
AMERICAN EAGLE	1,859	374	20.1
MESA	882	99	11.2
EXPRESSJET	9,654	991	10.3
SKYWEST	5,864	421	7.2
UNITED	9,406	547	5.8
AIRTRAN	2,180	123	5.6
US AIRWAYS	1,852	82	4.4
DELTA	2,835	123	4.3
ALASKA	569	21	3.7
SOUTHWEST	15,827	524	3.3
JETBLUE	703	16	2.3
VIRGIN AMERICA	173	0	0.0
FRONTIER	343	0	0.0
HAWAIIAN	232	0	0.0
TOTAL	54,933	3,853	7.0

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

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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**

								CAUSES OF DELAY									
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	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
AMERICAN	44634	33338	74.69%	851	1.91%	190	0.43%	3165	7.09%	453	1.01%	3352	7.51%	26	0.06%	3259	7.30%
ALASKA	13736	12273	89.35%	98	0.71%	51	0.37%	393	2.86%	51	0.37%	389	2.83%	16	0.12%	465	3.38%
JETBLUE	20730	15347	74.03%	85	0.41%	49	0.24%	1631	7.87%	149	0.72%	1469	7.08%	16	0.08%	1984	9.57%
DELTA	66873	56116	83.91%	430	0.64%	126	0.19%	3122	4.67%	225	0.34%	3653	5.46%	1	0.00%	3200	4.78%
EXPRESSJET	68301	50370	73.75%	1712	2.51%	171	0.25%	4641	6.79%	243	0.36%	3851	5.64%	9	0.01%	7304	10.69%
FRONTIER	7107	5798	81.58%	4	0.06%	20	0.28%	398	5.59%	9	0.13%	459	6.46%	0	0.00%	419	5.90%
AIRTRAN	18291	14945	81.71%	152	0.83%	40	0.22%	645	3.52%	17	0.09%	1278	6.99%	0	0.00%	1214	6.64%
HAWAIIAN	6628	6150	92.79%	2	0.03%	1	0.02%	282	4.26%	0	0.00%	2	0.04%	3	0.05%	187	2.82%
AMERICAN EAGLE	42418	33360	78.65%	952	2.24%	107	0.25%	2418	5.70%	473	1.11%	2105	4.96%	2	0.01%	3001	7.07%
SKYWEST	55686	45985	82.58%	679	1.22%	79	0.14%	2142	3.85%	97	0.17%	2256	4.05%	7	0.01%	4441	7.97%
UNITED	47763	34503	72.24%	793	1.66%	99	0.21%	4566	9.56%	235	0.49%	3318	6.95%	53	0.11%	4197	8.79%
US AIRWAYS	33778	28209	83.51%	324	0.96%	53	0.16%	1492	4.42%	202	0.60%	2298	6.80%	22	0.06%	1177	3.49%
VIRGIN AMERICA	5061	4208	83.15%	8	0.16%	4	0.08%	171	3.38%	88	1.75%	324	6.40%	2	0.04%	255	5.04%
SOUTHWEST	98395	78356	79.63%	766	0.78%	236	0.24%	5686	5.78%	582	0.59%	3197	3.25%	76	0.08%	9496	9.65%
MESA	11392	9062	79.55%	243	2.13%	14	0.12%	580	5.09%	50	0.44%	509	4.47%	8	0.07%	927	8.14%
TOTAL	540793	428020		7099		1240		31332		2874		28459		242		41526	
			79.15%		1.31%		0.23%		5.79%		0.53%		5.26%		0.04%		7.68%

***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 breech, 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.

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

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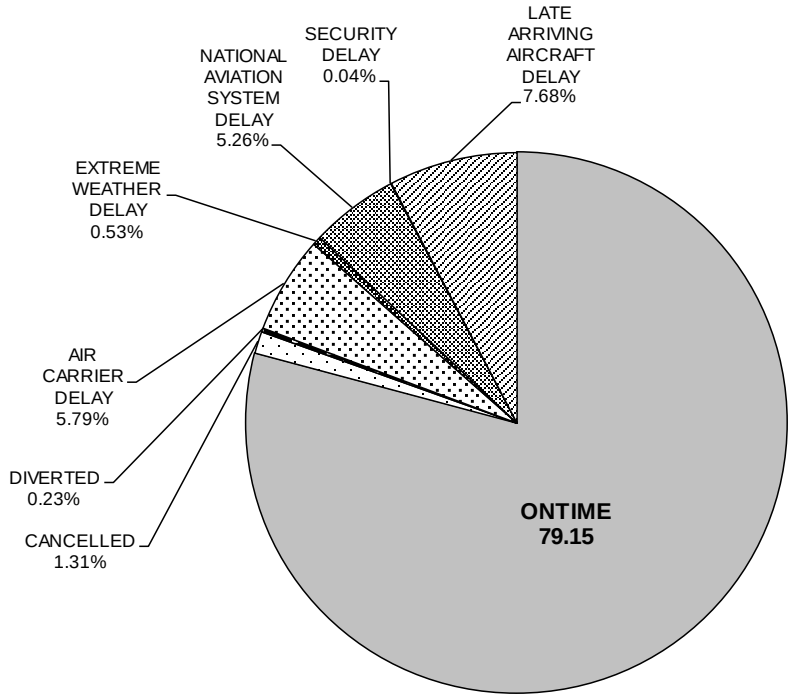
TABLE 10. OVERALL CAUSES OF DELAY*



Causes of Delay:

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- **Late Arriving Aircraft Delay: Previous flight with same aircraft arrived late which caused the present flight to depart late.**

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

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
NONE						

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

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
CARIBBEAN AIRLINES	421	JFK	POS	8/15/2012	Origin Airport	268

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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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	33,778	65	0.19
JETBLUE	20,730	36	0.17
UNITED	47,763	61	0.13
AMERICAN	44,634	56	0.13
DELTA	66,873	78	0.12
AMERICAN EAGLE	42,418	37	0.09
VIRGIN AMERICA	5,061	4	0.08
EXPRESSJET	68,301	37	0.05
MESA	11,392	5	0.04
FRONTIER	7,107	3	0.04
AIRTRAN	18,291	6	0.03
SOUTHWEST	98,395	15	0.02
ALASKA	13,736	1	0.01
SKYWEST	55,686	4	0.01
HAWAIIAN	6,628	0	0.00
TOTAL	540,793	408	0.08

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.

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

FOOTNOTES FOR TABLES 1 THROUGH 6 (FLIGHT DELAYS) AND 8 (CANCELLATIONS)

A See Appendix for list of carrier codes.

B See Appendix for list of 29 airports for which data must be reported. Data include all reported domestic flight operations to the 29 reportable airports (e.g., Albany to Atlanta, Toledo to Boston).

C All domestic airports for which carriers reported data. Data include all reported domestic flight operations to the 29 reportable airports and from those airports to other destinations (e.g., Albany to Atlanta, and Atlanta to Albany). In addition, for carriers that reported data for their entire domestic systems, the data also include all reported domestic flight operations between non-required airports (e.g., Albany to Toledo).

D "On time" means an arrival less than 15 minutes after scheduled arrival time; cancelled and diverted flights are not considered on-time arrivals.

E "On time" means a departure less than 15 minutes after scheduled departure time; cancelled flights are not considered on-time departures; diverted flights may be on time or late departures, depending on actual departure time.

F Incomplete data; percentage based on operations reported.

G Carrier did not report useable data.

H Carrier did not serve airport.

I Regularly scheduled flights are those for which the carrier reported at least 15 operations for the month.

J Blanks in any time interval in Tables 3 and 4 indicate no arrival operations (Table 3) or departure operations (Table 4) for domestic flights of the reporting carriers during that time period. Other carriers, including code-sharing partners, may operate during those periods.

K Flights listed arrived at the scheduled destination gate more than 30 minutes after the published arrival time more than 50 percent of the time in each month. Some flights on the list are a combination of flights operated by the same carrier between the same origin and destination with a change in scheduled departure time of 30 minutes or less.

S Carrier reported data for entire domestic system.

V Carrier reported data voluntarily.

APPENDIX

NOTE: The Department of Transportation has screened the reporting carriers' data for completeness and verified all arithmetic data elements computed by the carriers (e.g., length of delay). Individual flight operations records with incorrect calculations, erroneous city-pairs, or missing data elements were rejected and excluded from the data base; such rejected records accounted for less than 0.01% of the flight operations records submitted. Any errors in the data base with respect to basic flight data -- non-computed data elements such as flight numbers, scheduled and actual arrival/departure times, days of operation -- are the responsibility of the reporting carrier.

Airports Covered by the Rule (14 CFR PART 234 *)

Atlanta: Hartsfield-Jackson	ATL
Balt/Wash: Thurgood Marshall	BWI
Boston: Logan International	BOS
Charlotte: Douglas	CLT
Chicago: Midway	MDW
Chicago: O'Hare	ORD
Dallas-Fort Worth: International	DFW
Denver: International	DEN
Detroit: Metro Wayne County	DTW
Ft. Lauderdale: International	FLL
Houston: George Bush	IAH
Las Vegas: McCarran International	LAS
Los Angeles: International	LAX
Miami: International	MIA
Minneapolis-St. Paul: International	MSP
Newark: Liberty International	EWR
New York: JFK International	JFK
New York: LaGuardia	LGA
Orlando: International	MCO
Philadelphia: International	PHL
Phoenix: Sky Harbor International	PHX
Portland: International	PDX
Salt Lake City: International	SLC
San Diego: Lindbergh Field	SAN
San Francisco: International	SFO
Seattle-Tacoma: International	SEA
Tampa: Tampa International	TPA
Washington: Dulles	IAD
Washington: Reagan National	DCA

Air Carriers Required to Report Data to DOT and to CRS Vendors *

FL	AirTran Airways
AS	Alaska Airlines
AA	American Airlines
MQ	American Eagle Airlines
EV**	ExpressJet Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
OO	SkyWest Airlines
WN	Southwest Airlines
UA***	United Airlines
US	US Airways
VX	Virgin American

Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

YV	Mesa Airlines

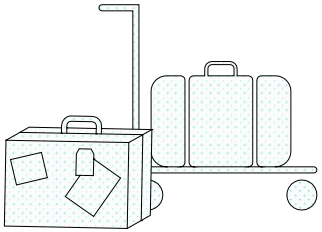
*** Based on the Bureau of Transportation Statistics' Technical Reporting Directive #21, issued December 1, 2011, effective January 1, 2012.**

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

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

MISHANDLED BAGGAGE

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



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

AUGUST 2012

MISHANDLED BAGGAGE REPORTS

FILED BY PASSENGERS

U.S. AIRLINES*

		AUGUST 2012			AUGUST 2011		
RANK	**AIRLINE**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**
1	VIRGIN AMERICA	617	584,054	**1.06**	*	*	*****
2	AIRTRAN AIRWAYS	3,504	1,868,956	**1.87**	4,282	2,294,373	**1.87**
3	JETBLUE AIRWAYS	5,099	2,432,097	**2.10**	5,619	2,129,291	**2.64**
4	DELTA AIR LINES	20,311	9,276,918	**2.19**	22,121	8,844,876	**2.50**
5	FRONTIER AIRLINES	2,098	955,066	**2.20**	2,345	1,056,387	**2.22**
6	US AIRWAYS	9,650	4,262,390	**2.26**	13,100	4,084,949	**3.21**
7	AMERICAN AIRLINES	16,971	5,925,490	**2.86**	22,020	6,011,161	**3.66**
8	ALASKA AIRLINES	5,278	1,678,014	**3.15**	4,754	1,612,272	**2.95**
9	SOUTHWEST AIRLINES	36,444	10,406,228	**3.50**	37,229	9,890,454	**3.76**
10	HAWAIIAN AIRLINES	2,998	830,745	**3.61**	1,579	750,715	**2.10**
11	UNITED AIRLINES**	28,798	6,577,733	**4.38**	15,709	3,940,648	**3.99**
12	MESA AIRLINES	3,603	687,282	**5.24**	4,118	780,818	**5.27**
13	SKYWEST AIRLINES	13,638	2,418,181	**5.64**	8,620	2,212,426	**3.90**
14	AMERICAN EAGLE AIRLINES	9,909	1,647,310	**6.02**	11,368	1,481,003	**7.68**
15	EXPRESSJET AIRLINES**	18,004	2,812,146	**6.40**	6,945	1,284,344	**5.41**
	TOTALS	176,922	52,362,610	**3.38**	159,809	46,373,717	**3.45**

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

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

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

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

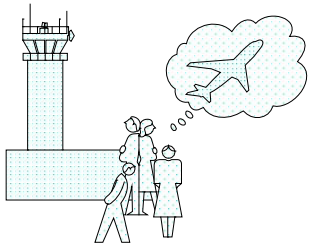
OVERSALES

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

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

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

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



APRIL– JUNE

PASSENGERS DENIED BOARDING

BY U.S. AIRLINES*

		APRIL - JUNE 2012				APRIL - JUNE 2011			
		DENIED BOARDINGS (DB'S)				DENIED BOARDINGS (DB'S)			
RANK	AIRLINE	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs
1	***JETBLUE AIRWAYS***	114	12	6,832,293	**0.02**	9	0	6,622,343	**0.00**
2	***VIRGIN AMERICA***	3	4	1,600,351	**0.02**	*	*	*	*****
3	***HAWAIIAN AIRLINES***	189	11	2,328,787	**0.05**	146	9	2,151,581	**0.04**
4	***DELTA AIR LINES***	28,487	1,044	27,142,748	**0.38**	28,195	763	26,752,092	**0.29**
5	***ALASKA AIRLINES***	1,281	276	4,478,826	**0.62**	1,592	384	4,242,336	**0.91**
6	***AMERICAN AIRLINES***	15,263	1,349	19,749,730	**0.68**	15,587	1,660	19,650,620	**0.84**
7	***US AIRWAYS***	6,791	1,073	14,144,925	**0.76**	11,524	1,590	14,011,454	**1.13**
8	***AIRTRAN AIRWAYS***	12,026	601	5,990,763	**1.00**	11,766	284	6,704,438	**0.42**
9	***FRONTIER AIRLINES***	798	261	2,597,591	**1.00**	1,201	248	2,638,684	**0.94**
10	***SOUTHWEST AIRLINES***	21,474	3,090	29,290,547	**1.05**	15,391	2,102	28,919,972	**0.73**
11	***AMERICAN EAGLE AIRLINES***	6,767	528	4,820,334	**1.10**	7,647	1,345	4,377,094	**3.07**
12	***EXPRESSJET AIRLINES*****	14,476	1,577	7,989,888	**1.97**	11,694	346	3,708,749	**0.93**
13	***UNITED AIRLINES*****	22,500	4,450	21,099,463	**2.11**	20,913	1,105	11,830,449	**0.93**
14	***SKYWEST AIRLINES***	10,932	1,630	6,637,699	**2.46**	11,295	336	6,210,623	**0.54**
15	***MESA AIRLINES***	2,566	481	1,863,476	**2.58**	2,125	541	1,794,852	**3.01**
	TOTALS	143,667	16,387	156,567,421	**1.05**	139,085	10,713	139,615,287	**0.77**

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

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

** Effective January 2012, data of the merged operations of United Air Lines and Continental Airlines are combined, and appear only as United Airlines data in this table. *United Airlines revised its denied boarding data for April 2011 thru June 2011. This table reflects those revisions*. Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear only as ExpressJet Airlines data in this table. Totals for April – June 2011 reflect the deletion of Continental's and Atlantic Southeast's data for that quarter.

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

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

		JANUARY - JUNE 2012				JANUARY - JUNE 2011			
		DENIED BOARDINGS (DB'S)				DENIED BOARDINGS (DB'S)			
RANK	AIRLINE	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs
1	***JETBLUE AIRWAYS***	114	16	13,204,145	**0.01**	23	12	12,661,036	**0.01**
2	***VIRGIN AMERICA***	17	16	3,002,597	**0.05**	*	*	*	*****
3	***HAWAIIAN AIRLINES***	363	91	4,546,932	**0.20**	229	34	4,240,676	**0.08**
4	***DELTA AIR LINES***	56,695	2,067	50,296,150	**0.41**	51,997	1,419	49,392,614	**0.29**
5	***ALASKA AIRLINES***	2,746	523	8,389,711	**0.62**	3,390	823	8,001,366	**1.03**
6	***FRONTIER AIRLINES***	1,197	370	5,007,129	**0.74**	2,038	481	4,729,039	**1.02**
7	***US AIRWAYS***	14,266	2,047	27,659,366	**0.74**	22,884	2,767	26,717,322	**1.04**
8	***AMERICAN AIRLINES***	29,852	2,827	38,069,741	**0.74**	27,407	3,851	37,402,266	**1.03**
9	***SOUTHWEST AIRLINES***	36,229	5,054	55,320,054	**0.91**	31,619	4,269	54,557,395	**0.78**
10	***AIRTRAN AIRWAYS***	22,453	1,032	11,179,229	**0.92**	21,414	530	12,309,159	**0.43**
11	***AMERICAN EAGLE AIRLINES***	13,204	1,131	8,918,805	**1.27**	13,754	2,339	8,004,372	**2.92**
12	***EXPRESSJET AIRLINES*****	28,438	2,878	14,930,575	**1.93**	19,396	525	6,894,211	**0.76**
13	***UNITED AIRLINES*****	43,620	7,534	38,949,615	**1.93**	40,060	2,415	22,387,816	**1.08**
14	***SKYWEST AIRLINES***	22,833	2,602	12,579,857	**2.07**	25,992	789	11,924,798	**0.66**
15	***MESA AIRLINES***	4,466	927	3,741,350	**2.48**	5,022	893	3,875,795	**2.30**
	TOTALS	276,493	29,115	295,795,256	**0.98**	265,225	21,147	263,097,865	**0.80**

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

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

** Effective January 2012, data of the merged operations of United Air Lines and Continental Airlines are combined, and appear only as United Airlines data in this table. *United Airlines revised its denied boarding data for both the first and second quarters of 2011. This table reflects those revisions*. Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear only as ExpressJet Airlines data in this table. Totals for January – June 2011 reflect the deletion of Continental's and Atlantic Southeast's data.

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

	AUGUST 2012				AUGUST 2011			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	1,415	65	2	121	1,172	89	1	100
FOREIGN AIRLINES	356	4	2	29	208	2	0	23
TRAVEL AGENTS	93	2	0	5	15	1	0	3
TOUR OPERATORS	0	0	0	0	4	0	0	0
MISCELLANEOUS	22	10	0	16	17	5	0	20
INDUSTRY TOTALS	1,886	81	4	171	1,416	97	1	146

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

	AUGUST 2012			AUGUST 2011		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	654		1	501	
CANCELLATIONS			272			216
DELAYS			224			148
MISCONNECTIONS			109			88
RES/TKTNG/BOARDING	2	270		3	171	
BAGGAGE	3	252		2	242	
CUSTOMER SERVICE	4	222		4	157	
REFUNDS	5	135		5	98	
FARES	6	124		7	60	
OVERSALES	7	82		6	63	
DISABILITY	8	73		9	48	
OTHER	9	49		8	56	
FREQUENT FLYER			34			39
ADVERTISING	10	16		11	7	
DISCRIMINATION	11	9		10	12	
ANIMALS	12	0		12	1	
COMPLAINT TOTAL		1,886			1,416	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*

AUGUST 2012

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	7	0	0	0	0	2	3	0	0	0	0	0	12
AIRTRAN AIRWAYS	4	3	2	0	1	0	5	0	1	0	0	0	16
ALASKA AIRLINES	0	0	7	0	0	2	3	0	0	1	0	0	13
ALLEGIANT AIR	8	0	4	2	8	1	3	3	2	0	0	0	31
AMERICAN AIRLINES	62	7	38	9	21	34	31	13	2	2	0	4	223
AMERICAN EAGLE	16	1	1	0	1	2	5	2	0	1	0	0	29
COLGAN AIR	5	0	0	0	0	1	0	0	0	0	0	0	6
COMAIR	3	0	0	0	0	1	1	0	0	0	0	0	5
COMMUTAIR	4	0	0	0	0	0	0	1	0	0	0	0	5
COMPASS AIRLINES	6	0	0	0	0	0	0	1	0	0	0	0	7
DELTA AIR LINES	42	7	16	7	11	12	25	1	1	2	0	6	130
EXPRESSJET AIRLINES	28	1	0	0	0	4	2	3	0	0	0	0	38
FRONTIER AIRLINES	3	0	0	0	0	2	1	2	0	0	0	1	9
JETBLUE AIRWAYS	10	0	3	0	1	6	3	3	0	0	0	0	26
PIEDMONT AIRLINES	7	2	1	0	0	0	2	2	0	0	0	0	14
PINNACLE AIRLINES	31	0	2	0	0	0	2	2	0	0	0	0	37
PSA AIRLINES	6	0	1	0	0	0	3	0	0	0	0	0	10
REPUBLIC AIRLINES	12	1	2	0	1	2	3	3	0	0	0	0	24
SHUTTLE AMERICA	8	0	0	0	0	0	1	0	0	0	0	0	9
SKYWEST AIRLINES	9	1	0	0	0	3	4	0	0	0	0	0	17
SOUTHWEST AIRLINES	11	1	4	5	0	2	8	5	0	0	0	1	37
SPIRIT AIRLINES	28	6	10	3	6	5	7	2	0	0	0	1	68
TRANS STATES	8	0	0	0	0	0	1	0	0	0	0	0	9
UNITED AIRLINES	174	23	67	17	36	53	55	14	3	1	0	24	467
UNITED EXPRESS	12	2	1	0	0	1	0	0	0	0	0	1	17
US AIRWAYS	32	2	23	3	8	11	12	4	2	0	0	1	98
VIRGIN AMERICA	3	0	2	0	0	4	5	0	1	0	0	0	15
OTHER U.S. AIRLINES	22	4	0	0	3	6	3	5	0	0	0	0	43
TOTAL AUGUST 2012	561	61	184	46	97	154	188	66	12	7	0	39	1,415
% OF TOTAL COMPLAINTS	39.6	4.3	13.0	3.3	6.9	10.9	13.3	4.7	0.8	0.5	0	2.8	
TOTAL AUGUST 2011	456	50	134	50	74	160	138	41	6	10	1	52	1,172
% OF TOTAL COMPLAINTS	38.9	4.3	11.4	4.3	6.3	13.7	11.8	3.5	0.5	0.9	0.1	4.4	

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

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

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

Table 4

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY INCIDENT DATE

AUGUST 2012

U.S. AIRLINES* ALPHABETICAL	COMPS RECD IN AUG	INCI-DENTS IN AUG	PERCENT	INCI-DENTS IN JUL	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
AIR WISCONSIN	12	9	75.0	2	16.7	1	8.3	0	0.0
AIRTRAN AIRWAYS	16	13	81.2	2	12.5	0	0.0	1	6.2
ALASKA AIRLINES	13	9	69.2	2	15.4	1	7.7	1	7.7
ALLEGIANT AIR	31	9	29.0	7	22.6	7	22.6	8	25.8
AMERICAN AIRLINES	223	111	49.8	43	19.3	45	20.2	24	10.8
AMERICAN EAGLE	29	18	62.1	5	17.2	3	10.3	3	10.3
COLGAN AIR	6	1	16.7	2	33.3	2	33.3	1	16.7
COMAIR	5	4	80.0	0	0.0	1	20.0	0	0.0
COMMUTAIR	5	1	20.0	4	80.0	0	0.0	0	0.0
COMPASS AIRLINES	7	4	57.1	2	28.6	1	14.3	0	0.0
DELTA AIR LINES	130	67	51.5	26	20.0	22	16.9	15	11.5
EXPRESSJET AIRLINES	38	24	63.2	4	10.5	5	13.2	5	13.2
FRONTIER AIRLINES	9	4	44.4	0	0.0	3	33.3	2	22.2
JETBLUE AIRWAYS	26	8	30.8	9	34.6	7	26.9	2	7.7
PIEDMONT AIRLINES	14	8	57.1	3	21.4	2	14.3	1	7.1
PINNACLE AIRLINES	37	26	70.3	7	18.9	1	2.7	3	8.1
PSA AIRLINES	10	5	50.0	1	10.0	1	10.0	3	30.0
REPUBLIC AIRLINES	24	14	58.3	4	16.7	2	8.3	4	16.7
SHUTTLE AMERICA	9	7	77.8	1	11.1	0	0.0	1	11.1
SKYWEST AIRLINES	17	6	35.3	6	35.3	3	17.6	2	11.8
SOUTHWEST AIRLINES	37	20	54.1	5	13.5	9	24.3	3	8.1
SPIRIT AIRLINES	68	34	50.0	15	22.1	12	17.6	7	10.3
TRANS STATES	9	2	22.2	5	55.6	1	11.1	1	11.1
UNITED AIRLINES	467	169	36.2	120	25.7	122	26.1	56	12.0
UNITED EXPRESS	17	11	64.7	6	35.3	0	0.0	0	0.0
US AIRWAYS	98	48	49.0	25	25.5	13	13.3	12	12.2
VIRGIN AMERICA	15	7	46.7	1	6.7	4	26.7	3	20.0
OTHER U.S. AIRLINES	43	19	44.2	11	25.6	7	16.3	6	14.0
TOTALS	1,415	658	46.5	318	22.5	275	19.4	164	11.6
PREVIOUS YEAR'S TOTALS	1,172	460	39.2	297	25.3	298	25.4	117	10.0

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

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

Table 5

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

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AEROMEXICO	9	1	3	1	0	4	2	0	0	0	0	0	20
AIR CANADA	20	4	13	1	3	8	12	1	0	1	0	0	63
AIR FRANCE	4	2	0	0	0	12	0	1	0	0	0	0	19
AIR INDIA	6	0	3	0	3	0	1	0	0	0	0	0	13
ALITALIA AIRLINES	0	2	3	0	2	3	1	0	0	0	0	1	12
BRITISH AIRWAYS	2	0	5	1	3	7	0	0	0	0	0	3	21
CATHAY PACIFIC AIRWAYS	4	0	0	0	0	1	0	0	0	0	0	1	6
EMIRATES AIRLINES	1	1	1	0	3	2	0	0	0	0	0	1	9
KLM	3	0	2	0	1	1	1	0	0	0	0	0	8
LAN AIRLINES	1	0	1	1	0	1	1	0	0	0	0	1	6
LOT POLISH AIRLINES	3	0	0	0	1	1	0	0	0	0	0	0	5
LUFTHANSA	4	0	1	0	0	2	0	0	0	0	0	0	7
PHILIPPINE AIRLINES	2	0	0	0	0	0	1	2	0	0	0	0	5
QATAR AIRWAYS	0	0	3	0	0	4	0	1	0	0	0	1	9
SINGAPORE AIRLINES	3	0	1	0	0	1	0	0	0	0	0	0	5
SWISS AIR	2	0	0	0	0	3	0	0	0	0	0	0	5
TURKISH AIRLINES	3	0	3	1	2	8	0	0	0	1	0	1	19
VIRGIN ATLANTIC AIRWAYS	1	0	3	1	3	3	1	1	0	0	0	0	13
VOLARIS AIRLINES	3	5	14	4	6	11	2	0	1	0	0	0	46
OTHER FOREIGN AIRLINES	16	3	9	2	7	20	6	1	1	0	0	0	65
TOTALS	87	18	65	12	34	92	28	7	2	2	0	9	356
TRAVEL AGENTS													
CHEAPOAIR.COM	1	0	4	2	0	0	0	0	0	0	0	0	7
EXPEDIA.COM	0	1	2	1	1	0	0	0	0	0	0	0	5
ORBITZ.COM	0	0	4	3	0	2	1	0	0	0	0	0	10
TRAVELOCITY.COM	0	1	4	55	0	0	0	0	0	0	0	0	60
OTHER TRAVEL AGENTS	2	0	3	4	0	0	1	0	1	0	0	0	11
TOTALS	3	2	17	65	1	2	2	0	1	0	0	0	93
TOUR OPERATORS													
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	0	0	0	0	0	0	0	0	0	0	0
MISCELLANEOUS													
OTHER MISCELLANEOUS	3	1	4	1	3	4	4	0	1	0	0	1	22
TOTALS	3	1	4	1	3	4	4	0	1	0	0	1	22

* 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

AUGUST 2012

CONSUMER COMPLAINTS: RANKINGS

U.S. AIRLINES *

		AUGUST 2012			AUGUST 2011		
RANK	***AIRLINE***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***
1	***SOUTHWEST AIRLINES***	37	10,112,893	**0.37**	42	9,610,770	**0.44**
2	***MESA AIRLINES***	3	687,282	**0.44**	10	780,818	**1.28**
3	***HAWAIIAN AIRLINES***	4	877,362	**0.46**	7	779,088	**0.90**
4	***SKYWEST AIRLINES***	17	2,458,908	**0.69**	28	2,286,801	**1.22**
5	***ALASKA AIRLINES***	13	1,756,080	**0.74**	6	1,697,790	**0.35**
6	***AIRTRAN AIRWAYS***	16	1,917,267	**0.83**	27	2,299,623	**1.17**
7	***FRONTIER AIRLINES***	9	984,514	**0.91**	12	1,072,461	**1.12**
8	***JETBLUE AIRWAYS***	26	2,792,731	**0.93**	27	2,423,828	**1.11**
9	***DELTA AIR LINES***	130	11,192,037	**1.16**	175	10,753,702	**1.63**
10	***EXPRESSJET AIRLINES****	38	2,976,599	**1.28**	17	1,265,609	**1.34**
11	***AMERICAN EAGLE AIRLINES***	29	1,686,539	**1.72**	37	1,538,537	**2.40**
12	***US AIRWAYS***	98	4,770,172	**2.05**	135	4,582,291	**2.95**
13	***VIRGIN AMERICA***	15	601,307	**2.49**	*	*	*
14	***AMERICAN AIRLINES***	223	7,633,657	**2.92**	163	7,646,325	**2.13**
15	***UNITED AIRLINES****	467	8,660,564	**5.39**	120	4,755,805	**2.52**
	TOTAL	**1125**	**59,107,912**	**1.90**	**809**	**51,493,448**	**1.57**

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

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

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

The Transportation Security Administration (TSA) screened approximately 45 million airline passengers and their 36 million checked bags in the month of August as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations [b]. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of August.

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

Courtesy[c]		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public[c]	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
341	.0008	32	.00007	88	.0002	339	.0007

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

Number of Damage Claims Received			
Checkpoint (TSA)	Percentage of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	Percentage of Total Checked Bags Screened
186	.0004	506	.001

NOTES

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

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

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

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.

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

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

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

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

Carrier	Death	Injury	Loss
Alaska		**1**	
Delta	**1**	**1**	
United	**2**		
Total	**3**	**2**	

In addition to the information reported above for incidents that occurred during the month of August, on September 23 United reported an incident that occurred on July 25, 2012, which United did not report at the time. That incident concerned a deceased dog. This incident is not included in the statistics for August incidents reported above.