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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]	February 2012 12 Months Ending February 2012
Mishandled Baggage[1]	February 2012
Oversales[1]	4th Quarter 2011 January – December 2011
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	February 2012
Customer Service Reports to the Dept. of Homeland Security[3]	February 2012
Airline Animal Incident Reports[4]	February 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.ost.dot.gov/
[3] Data provided by the Department of Homeland Security, Transportation Security Administration
[4] Data collected by the Aviation Consumer Protection Division

TABLE OF CONTENTS

Section	Page
Introduction .	2
Flight Delays	
Explanation .	3
Table 1	4
Overall Percentage of Reported Flight Operations Arriving On Time, by Carrier	
Table 1A .	5
Overall Percentage of Reported Flight Operations Arriving On Time and Carrier Rank, by Month, Quarter, and Data Base to Date	
Table 2	6
Number of Reported Flight Arrivals and Percentage Arriving On Time, by Carrier and Airport	
Table 3	10
Percentage of All Carriers' Reported Flight Operations Arriving On Time, by Airport and Time of Day	
Table 4	12
Percentage of All Carriers' Reported Flight Operations Departing On Time, by Airport and Time of Day	
Table 5	14
List of Regularly Scheduled Flights with More than 50% Delayed Arrivals of More Than 30 Minutes	
Table 6	15
Number and Percentage of Regularly Scheduled Flights Arriving Late 70% of the Time or More	
Table 7	16
On-Time Arrival and Departure Percentage, by Airport	
Table 8	20
Overall Number and Percentage of Flight Cancellations, by Carrier	
Table 8A	21
Number and Percentage of Regularly Scheduled Flights Canceled 5% or More of the Time, By Carrier.	
Table 9	22
Flight Causation Data, By Airline and Category	
Table 10	23
Flight Causation Data, Graphic Representation	

Section	Page
Flight Delays (continued)	
Table 11 .	24
List of Regularly Scheduled Flights with Tarmac Delays Over 3 Hours, By Carrier	
Table 11A .	25
List of Regularly Scheduled International Flights with Tarmac Delays Over 4 Hours, By Carrier	
Table 12	26
Number and Percentage of Regularly Scheduled Flights With Tarmac Delays of 2 Hours or More, By Carrier	
Footnotes	27
Appendix	28
Mishandled Baggage	
Explanation	29
Ranking—February 2012	30
Oversales	
Explanation	31
Ranking—4th Quarter 2011	32
Ranking—January-December 2011	33
Consumer Complaints	
Explanation	34
Complaint Tables 1-5 (February)	35
Summary, Complaint Categories, U.S. Airlines, Incident Date, and Companies Other Than U.S. Airlines	
Ranking, Table 6 (February)	40
Complaint Categories	41
Customer Service Reports to the Department of Homeland Security (February)	42
Airline Reports to DOT of Incidents Involving the Loss, Injury, or Death of Animals During Air Transportation (February)	43

INTRODUCTION

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

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

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

FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 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.**

FEBRUARY 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/
VIRGIN AMERICA S/	12	91.6	13	91.7
AIRTRAN AIRWAYS S/	21	90.8	59	91.2
HAWAIIAN AIRLINES S/	7	72.0	15	91.2
DELTA AIR LINES S/	29	89.7	120	90.0
ALASKA AIRLINES S/	18	90.2	50	89.5
US AIRWAYS S/	27	89.1	80	89.3
MESA AIRLINES S/V/	14	90.0	82	89.3
SOUTHWEST AIRLINES S/	22	88.8	73	89.1
AMERICAN AIRLINES S/	28	86.7	82	86.1
AMERICAN EAGLE S/	19	85.0	140	84.5
JETBLUE AIRWAYS S/	21	84.4	49	84.4
SKYWEST AIRLINES S/	18	84.2	147	83.8
UNITED AIRLINES S/	28	83.7	86	83.7
EXPRESSJET AIRLINES S/	22	79.5	156	79.3
FRONTIER AIRLINES S/	22	72.3	50	72.5
TOTAL		86.3		86.2

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

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

FEBRUARY 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	1st Quarter 01-03 2011		2nd Quarter 04-06 2011		3rd Quarter 07-09 2011		4th Quarter 10-12 2011		Dec-11		Jan-12		Feb-12		12 Months Ending Feb 2012		Database To Date 09/87-02/12	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	81.0	5	82.6	3	84.1	3	90.1	2	91.9	1	87.8	2	91.2	2	85.9	3	(--)	(--)
ALASKA	83.4	2	90.6	2	91.1	2	87.2	6	85.5	7	79.0	14	89.5	5	88.2	2	76.5	5
AMERICAN	77.4	7	72.9	12	78.5	10	82.5	11	82.4	11	83.6	6	86.1	9	79.3	11	78.0	3
AMERICAN EAGLE	73.1	15	70.2	15	78.7	9	83.5	8	82.9	10	81.7	10	84.5	10	78.5	12	(--)	(--)
ATLANTIC SOUTHEAST	73.4	13	69.3	16	75.3	15	83.2	9	82.0	12	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
CONTINENTAL	76.6	9	74.2	11	76.5	13	81.2	15	79.8	14	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
DELTA	77.1	8	79.8	6	83.3	5	88.9	3	88.5	3	86.4	4	90.0	4	84.1	5	77.6	4
EXPRESSJET	73.2	14	70.5	14	75.5	14	79.6	16	76.3	15	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET(COMBINED)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	79.0	13	79.3	14	(--)	(--)	(--)	(--)
FRONTIER	76.1	11	77.1	9	80.9	7	82.0	14	73.2	16	77.6	15	72.5	15	79.3	10	(--)	(--)
HAWAIIAN	90.4	1	92.9	1	95.2	1	92.6	1	91.0	2	93.1	1	91.2	3	92.9	1	(--)	(--)
JETBLUE	67.4	16	72.7	13	70.9	16	82.3	13	84.0	9	81.2	12	84.4	11	76.1	13	(--)	(--)
MESA	82.6	4	81.6	4	83.1	6	88.0	4	88.0	4	83.4	7	89.3	7	84.4	4	(--)	(--)
SKYWEST	75.0	12	79.9	5	80.1	8	82.5	12	80.0	13	81.3	11	83.8	12	80.7	8	(--)	(--)
SOUTHWEST	76.3	10	77.6	8	83.8	4	87.5	5	87.2	6	87.6	3	89.1	8	83.5	6	81.9	1
UNITED	82.7	3	77.8	7	77.4	11	83.1	10	84.0	8	82.2	9	83.7	13	80.6	9	76.2	6
US AIRWAYS	80.7	6	75.1	10	76.7	12	86.9	7	87.8	5	85.0	5	89.3	6	81.0	7	78.3	2
VIRGIN AMERICA	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	82.4	8	91.7	1	(--)	(--)	(--)	(--)
Total	76.8		76.5		80.2		85.1		84.4		83.7		86.2		82.0		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.

FEBRUARY 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*															
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	421	86.0	809	83.4	206	90.3	132	84.8	737	88.5	401	81.8	12082	88.8	195	84.6
AS	29	96.6	58	89.7	H/		H/		87	96.6	87	85.1	58	86.2	H/	
B6	H/		2477	86.8	130	87.7	130	87.7	252	87.3	81	79.0	H/		H/	
DL	14678	89.4	990	90.7	494	91.9	338	93.2	693	91.9	499	84.4	351	87.5	3364	91.4
EV	8042	83.2	41	80.5	230	83.5	378	73.3	254	79.9	1744	78.4	244	76.6	1251	84.7
F9	69	66.7	28	85.7	H/		H/		112	85.7	2808	73.9	127	78.7	54	68.5
FL	4903	91.1	477	91.6	1088	92.3	167	93.4	344	91.9	98	88.8	H/		158	89.9
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	410	82.0	H/		137	84.7	419	84.5	668	83.1	192	76.0	6677	82.4	332	83.7
OO	201	82.1	H/		H/		26	80.8	25	88.0	3836	82.5	318	86.5	187	85.0
UA	110	85.5	925	88.4	265	88.7	56	92.9	530	86.8	3759	85.4	343	76.1	69	87.0
US	434	88.9	1519	91.2	365	91.2	6928	90.8	1650	89.0	346	86.1	499	86.8	260	89.6
VX	H/		114	98.2	H/		H/		H/		H/		168	95.8	H/	
WN	266	89.8	578	88.1	4763	92.5	H/		H/		4326	85.5	H/		414	85.3
YV	194	86.1	H/		H/		2102	89.3	H/		H/		95	83.2	49	87.8
TOTAL	29757	87.7	8016	88.5	7678	91.7	10676	89.7	5352	88.1	18177	82.1	20962	86.3	6333	88.5

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

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

FEBRUARY 2012

AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*															
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	252	76.2	413	85.7	281	89.0	284	79.2	1125	87.5	694	81.8	2316	82.9	1223	88.7
AS	58	82.8	H/		H/		29	62.1	H/		328	96.0	420	95.0	H/	
B6	511	75.7	1305	81.2	302	86.4	H/		3295	86.7	310	81.0	195	82.6	290	79.3
DL	373	85.0	868	90.9	201	91.5	140	86.4	1372	92.8	890	89.0	1388	87.5	1849	88.8
EV	2941	74.9	25	76.0	1608	83.1	5410	73.1	116	81.0	H/		H/		116	81.0
F9	H/		58	70.7	H/		H/		H/		182	69.2	130	63.8	62	66.1
FL	H/		435	90.1	101	95.0	H/		H/		126	90.5	140	79.3	551	87.5
HA	H/		H/		H/		H/		H/		79	78.5	58	70.7	H/	
MQ	226	77.0	H/		H/		199	69.8	551	91.8	H/		1757	91.9	1334	90.3
OO	H/		H/		144	86.8	1399	80.3	H/		620	82.4	4026	85.6	H/	
UA	3592	85.6	494	80.2	1782	89.2	5136	82.7	332	92.2	968	82.4	2340	81.9	716	84.6
US	315	80.6	542	86.0	H/		401	80.5	174	90.8	592	87.3	398	85.9	1074	90.7
VX	H/		161	86.3	169	94.7	H/		348	94.5	219	95.4	881	91.5	H/	
WN	510	78.4	1428	89.6	207	91.3	H/		H/		5672	90.4	2848	87.0	223	84.8
YV	50	80.0	H/		841	89.9	H/		H/		2	100.0	27	88.9	77	85.7
TOTAL	8828	80.3	5729	86.2	5636	87.8	12998	78.1	7313	89.0	10682	87.9	16924	86.0	7515	88.0

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

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FEBRUARY 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
AA	783	84.5	H/		3780	88.6	261	83.5	3974	87.0	108	75.9	300	88.7	445	79.3
AS	58	89.7	H/		29	79.3	29	79.3	119	89.1	737	91.6	H/		234	94.4
B6	1363	83.1	H/		H/		H/		141	81.6	67	85.1	H/		78	83.3
DL	1309	88.9	201	91.0	599	91.2	3810	90.2	394	88.1	300	91.0	492	90.0	583	86.1
EV	166	88.0	H/		211	89.1	328	80.5	4618	80.8	H/		70	82.9	24	83.3
F9	69	66.7	69	75.4	H/		91	74.7	4	0.0	108	71.3	26	65.4	137	55.5
FL	1475	91.2	266	93.2	26	80.8	229	90.0	H/		H/		201	89.1	86	84.9
HA	H/		H/		H/		H/		H/		29	82.8	H/		29	51.7
MQ	H/		H/		1214	87.2	265	78.5	6150	85.0	H/		141	83.0	116	91.4
OO	H/		H/		H/		1864	88.8	2025	82.0	848	86.4	H/		1079	91.8
UA	956	83.1	H/		370	84.3	199	79.9	4823	82.2	447	83.2	339	85.8	604	80.3
US	652	83.9	H/		283	83.4	269	89.6	561	87.0	148	91.2	3538	89.1	4887	90.0
VX	56	85.7	H/		H/		H/		172	89.5	H/		H/		H/	
WN	2941	88.7	5710	89.5	H/		452	85.6	H/		949	89.7	993	87.6	4746	89.8
YV	H/		H/		73	90.4	H/		716	87.4	H/		13	84.6	1566	93.6
TOTAL	9828	86.9	6246	89.5	6585	88.1	7797	88.1	23697	83.9	3741	87.7	6113	88.4	14614	89.2

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

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FEBRUARY 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
AA	384	79.9	297	78.8	800	79.0	145	76.6	481	88.6
AS	336	90.8	3271	89.9	282	80.5	H/		H/	
B6	78	80.8	137	86.1	313	83.4	116	83.6	355	81.7
DL	431	87.9	628	92.2	576	84.5	2183	90.8	822	90.0
EV	H/		H/		H/		24	54.2	128	86.7
F9	104	59.6	126	73.0	139	70.5	110	67.3	29	79.3
FL	H/		29	89.7	66	81.8	H/		596	91.6
HA	29	69.0	58	70.7	29	72.4	H/		H/	
MQ	293	91.1	H/		H/		199	87.4	H/	
OO	573	86.0	516	85.9	4171	76.0	4650	89.3	H/	
UA	730	82.9	756	81.2	3549	81.8	114	80.7	556	83.5
US	276	89.5	204	87.7	347	81.0	145	92.4	549	87.1
VX	107	94.4	208	93.3	1217	89.4	H/		H/	
WN	2508	89.6	778	84.6	1174	81.4	974	87.1	2020	90.8
YV	29	96.6	H/		H/		H/		H/	
TOTAL	5878	87.2	7008	87.3	12663	80.4	8660	88.7	5536	88.7

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

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

FEBRUARY 2012

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	93.3	92.0	100.0	90.4	83.3	96.6	82.8	94.8	87.8	87.2	93.0	89.2	92.6	90.5	91.2	100.0	83.1	100.0
700 - 759 AM	92.4	93.8	96.6	89.9	91.8	87.0	89.2	93.8	93.3	100.0	89.9	80.7	90.8	95.6	90.8	90.4	92.4	90.2
800 - 859 AM	90.9	92.0	95.9	91.9	89.3	88.8	85.5	94.6	94.4	94.2	90.3	74.0	95.5	94.2	92.9	94.8	92.7	92.2
900 - 959 AM	88.1	93.5	95.7	87.9	95.0	86.5	87.8	93.8	91.9	93.4	96.4	81.0	90.6	92.2	91.2	92.8	91.8	94.3
1000 - 1059 AM	91.4	92.7	97.0	91.2	92.8	82.8	89.0	87.6	91.2	92.3	92.4	76.8	93.1	89.9	88.4	92.5	90.9	95.4
1100 - 1159 AM	90.1	93.9	96.4	85.8	88.7	85.8	88.2	93.0	91.4	91.3	87.7	82.0	92.1	89.8	88.6	91.2	90.1	92.5
1200 - 1259 PM	90.5	91.8	94.9	94.2	88.4	85.3	88.5	92.7	86.1	88.5	95.2	79.0	93.5	91.4	85.9	93.2	89.0	95.0
100 - 159 PM	88.2	90.9	93.3	91.9	89.5	81.7	89.2	92.8	82.3	88.3	90.9	81.7	86.0	85.6	86.8	92.7	88.7	93.9
200 - 259 PM	87.5	93.7	93.2	85.7	87.1	81.4	86.4	90.6	80.3	89.7	87.3	82.2	92.2	85.0	85.9	87.6	89.8	91.8
300 - 359 PM	86.3	92.9	90.5	90.8	85.8	84.5	85.0	83.9	73.7	85.9	89.0	81.6	91.1	90.2	85.9	89.0	88.5	93.3
400 - 459 PM	86.0	88.6	90.9	90.2	86.7	82.9	88.6	89.9	74.6	83.8	84.1	73.8	92.2	86.5	81.8	88.6	86.0	90.4
500 - 559 PM	88.6	84.6	91.0	88.6	86.8	76.9	85.1	91.6	75.2	83.2	85.6	77.2	90.9	85.8	85.0	86.1	84.7	89.9
600 - 659 PM	82.2	85.7	88.4	85.7	86.3	77.5	84.6	81.6	70.7	83.5	87.3	75.4	82.6	86.6	82.9	84.5	82.2	83.0
700 - 759 PM	83.5	84.7	87.5	86.6	86.6	77.1	85.0	81.4	66.6	82.4	88.4	74.6	86.7	85.3	86.1	80.2	85.7	86.1
800 - 859 PM	83.4	84.9	89.0	86.0	85.5	75.8	80.8	85.9	69.8	83.3	82.8	74.9	87.6	85.2	83.7	83.1	82.5	85.7
900 - 959 PM	90.4	81.4	85.9	88.8	89.9	78.9	83.4	85.9	76.7	87.5	88.2	81.6	81.7	83.6	80.9	81.5	83.8	82.8
1000 - 1059 PM	89.4	82.0	89.6	81.5	87.1	80.8	82.9	80.7	80.5	80.5	92.5	76.9	82.5	83.2	81.2	85.8	82.6	83.8
1100 - 559 AM	86.9	85.6	85.6	87.4	85.5	79.5	82.0	86.3	85.3	78.3	88.6	79.9	87.6	86.9	86.6	83.6	82.7	83.9
TOTAL, ALL ARRIVALS, BY AIRPORT	87.7	88.5	91.7	89.7	88.1	82.1	86.3	88.5	80.3	86.2	87.8	78.1	89.0	87.9	86.0	88.0	86.9	89.5

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

FEBRUARY 2012

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	84.3	92.0	89.4	95.4	96.4	100.0	J/	93.3	91.7	J/	66.7	90.8
700 - 759 AM	87.1	90.1	84.9	69.2	J/	91.9	91.8	76.9	89.9	93.2	92.5	89.8
800 - 859 AM	92.7	88.0	87.2	97.8	90.5	92.1	95.7	95.5	87.2	91.9	95.2	89.6
900 - 959 AM	91.0	91.1	86.6	87.8	93.0	92.4	90.7	95.0	79.8	92.4	93.3	89.4
1000 - 1059 AM	91.9	93.0	87.3	88.2	92.7	88.1	88.9	90.5	73.4	94.6	93.0	88.8
1100 - 1159 AM	88.6	92.8	87.6	90.4	90.6	91.4	88.7	91.9	78.3	91.8	92.1	88.9
1200 - 1259 PM	88.9	91.3	85.6	93.5	93.2	93.9	88.0	86.0	74.1	92.2	85.2	88.5
100 - 159 PM	88.7	91.7	85.9	89.5	92.7	90.7	92.0	90.4	79.0	89.5	90.7	88.0
200 - 259 PM	90.4	89.2	85.1	80.3	91.2	89.3	87.3	87.7	79.5	89.2	91.6	87.1
300 - 359 PM	91.3	86.8	83.2	90.5	91.7	91.0	83.0	85.1	78.8	90.1	89.5	86.7
400 - 459 PM	87.5	85.3	81.1	86.8	88.6	87.5	85.7	89.0	81.9	87.8	89.4	85.2
500 - 559 PM	86.5	86.1	80.4	84.6	81.7	89.3	82.6	87.5	82.8	86.0	86.2	84.2
600 - 659 PM	85.5	85.4	81.0	93.1	84.0	90.1	87.5	86.7	83.0	89.9	84.3	83.2
700 - 759 PM	89.3	83.0	79.7	88.5	82.6	86.0	81.2	88.1	79.7	85.1	87.2	83.1
800 - 859 PM	83.5	86.7	79.4	84.1	77.4	86.2	86.2	83.5	82.0	79.2	86.5	82.4
900 - 959 PM	85.4	83.8	81.7	85.1	85.2	88.5	84.6	85.1	77.9	86.5	86.6	84.2
1000 - 1059 PM	82.5	81.1	81.8	85.5	85.0	84.5	80.6	85.2	80.0	77.1	85.6	83.0
1100 - 559 AM	81.9	88.8	85.7	85.7	89.4	82.1	92.0	80.8	80.0	77.2	85.5	84.5
TOTAL, ALL ARRIVALS, BY AIRPORT	88.1	88.1	83.9	87.7	88.4	89.2	87.2	87.3	80.4	88.7	88.7	86.3

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

FEBRUARY 2012

AIR TRAVEL CONSUMER REPORT

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

	DEPARTURE AIRPORT*																	
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	92.5	96.1	97.1	95.0	96.4	91.8	93.0	95.7	92.4	97.1	94.0	93.0	93.5	96.1	93.6	96.5	96.9	89.9
700 - 759 AM	95.5	95.4	95.1	94.8	97.4	90.1	91.5	92.1	90.6	93.0	92.8	91.3	95.2	94.8	92.5	96.1	96.2	92.8
800 - 859 AM	94.3	92.8	95.2	91.7	92.2	86.3	88.6	91.6	91.0	94.9	88.2	78.6	91.6	90.4	90.5	93.5	94.4	89.1
900 - 959 AM	90.6	93.2	94.2	92.2	96.0	83.9	87.2	95.5	87.6	89.2	94.3	83.5	91.8	91.2	87.0	94.9	93.5	91.2
1000 - 1059 AM	90.5	92.5	94.0	90.4	92.4	82.2	84.0	91.8	89.6	94.5	87.8	80.0	89.5	88.4	88.1	92.2	92.2	92.1
1100 - 1159 AM	88.8	92.4	89.2	91.0	95.1	78.9	86.1	94.5	85.0	90.6	94.2	76.5	93.4	86.5	84.3	93.8	88.4	89.6
1200 - 1259 PM	87.1	95.3	92.3	90.0	90.0	79.8	86.5	90.0	83.0	84.3	85.5	79.5	91.5	86.4	83.2	91.6	89.2	85.7
100 - 159 PM	88.1	92.7	89.5	91.7	90.7	78.3	86.0	91.2	83.5	83.0	92.2	78.5	87.1	84.7	87.8	93.0	85.6	88.9
200 - 259 PM	86.7	89.0	85.8	90.2	88.7	77.6	86.5	87.9	79.5	83.3	87.6	76.7	85.9	82.5	83.5	89.4	85.3	93.2
300 - 359 PM	84.8	88.2	88.8	77.0	85.6	79.0	84.8	86.8	74.4	83.8	87.3	77.0	89.4	80.3	81.3	87.2	85.7	81.8
400 - 459 PM	83.4	88.7	81.6	89.3	88.5	77.1	82.6	76.7	71.8	84.8	83.6	74.6	86.9	86.4	82.3	89.4	87.6	84.7
500 - 559 PM	85.8	87.7	87.4	86.7	88.7	82.0	84.7	86.0	76.1	78.6	80.2	73.0	87.8	80.2	86.2	88.2	81.8	81.3
600 - 659 PM	87.0	83.7	82.8	86.8	89.4	74.1	85.3	83.0	76.2	78.9	81.4	72.5	82.5	80.6	84.8	87.3	81.1	73.5
700 - 759 PM	81.9	82.6	82.8	85.0	91.0	73.6	83.1	79.3	60.9	80.1	87.2	72.8	84.0	82.7	85.6	85.9	83.8	72.4
800 - 859 PM	85.7	86.2	85.7	88.6	91.5	74.2	82.8	79.7	66.9	81.9	83.7	63.9	81.8	85.5	86.0	87.7	83.6	76.9
900 - 959 PM	86.8	85.2	84.8	90.6	84.9	69.3	85.2	86.0	66.5	82.8	83.1	80.0	84.0	78.2	86.9	81.3	78.8	71.5
1000 - 1059 PM	90.8	100.0	92.9	91.9	96.0	87.6	90.3	95.5	63.0	J/	81.9	76.9	78.8	93.8	89.0	J/	J/	J/
1100 - 559 AM	94.3	95.2	97.2	97.9	100.0	87.7	93.9	92.7	96.6	90.6	86.8	89.2	88.9	90.2	88.6	100.0	84.2	93.1
TOTAL, ALL DEPARTURES, BY AIRPORT	87.8	90.8	89.5	90.2	91.4	79.4	86.1	88.2	80.7	86.6	85.9	78.1	88.6	86.6	87.0	91.2	88.0	84.8

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

FEBRUARY 2012

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	92.4	94.0	89.2	95.6	94.6	97.1	97.5	95.6	94.9	90.8	97.1	94.4
700 - 759 AM	91.5	94.6	88.1	95.0	94.5	96.2	91.7	93.2	91.2	93.2	98.3	93.2
800 - 859 AM	91.5	94.2	84.8	90.5	96.7	95.2	95.3	95.3	87.1	92.8	95.0	90.7
900 - 959 AM	89.4	88.9	87.3	91.5	90.3	92.9	90.3	91.5	82.2	91.5	92.4	89.7
1000 - 1059 AM	87.9	92.5	84.5	88.6	93.8	87.6	87.5	94.4	81.3	87.6	93.6	87.8
1100 - 1159 AM	92.9	92.3	85.5	87.5	92.2	91.3	88.5	88.7	75.3	92.8	93.1	87.7
1200 - 1259 PM	85.4	91.8	85.2	88.6	94.3	89.9	88.4	89.4	78.1	86.4	91.6	86.3
100 - 159 PM	88.3	87.7	84.5	88.3	89.2	89.9	86.5	88.1	76.1	89.4	85.2	86.2
200 - 259 PM	84.3	87.3	81.5	82.5	88.2	88.3	86.6	90.9	75.3	84.3	85.5	84.8
300 - 359 PM	81.1	87.4	80.7	83.2	86.6	85.8	82.3	83.0	80.3	90.9	86.1	83.7
400 - 459 PM	84.1	85.0	79.0	88.9	88.6	86.2	86.0	88.7	81.6	89.7	85.9	83.4
500 - 559 PM	86.7	88.1	78.7	93.8	87.9	85.4	84.1	90.2	83.7	89.8	85.6	84.2
600 - 659 PM	83.5	80.7	78.2	88.7	85.7	80.8	83.3	86.8	82.3	76.6	87.8	81.8
700 - 759 PM	85.8	87.8	77.3	85.5	80.3	88.5	89.9	87.9	82.7	86.2	86.2	81.4
800 - 859 PM	77.2	78.6	77.8	88.6	88.3	74.6	82.9	87.6	78.2	87.5	80.8	81.9
900 - 959 PM	80.4	86.6	81.2	87.3	90.2	89.4	89.6	80.4	80.1	93.3	91.2	82.5
1000 - 1059 PM	86.1	J/	79.9	96.0	94.4	94.3	97.1	94.0	87.6	90.9	J/	89.1
1100 - 559 AM	95.7	98.7	89.4	91.9	97.8	94.7	J/	88.7	86.9	91.7	93.8	90.9
TOTAL, ALL DEPARTURES, BY AIRPORT	86.4	89.3	82.6	89.6	90.2	89.5	89.2	90.4	82.7	90.4	90.0	86.5

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

FEBRUARY 2012

AIR TRAVEL CONSUMER REPORT

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

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

FEBRUARY 2012

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
FRONTIER	224	2	0.9
SOUTHWEST	1,845	5	0.3
EXPRESSJET	933	2	0.2
UNITED	994	1	0.1
DELTA	1,757	0	0.0
AMERICAN	1,487	0	0.0
AMERICAN EAGLE	1,322	0	0.0
US AIRWAYS	1,136	0	0.0
SKYWEST	1,133	0	0.0
AIRTRAN	636	0	0.0
JETBLUE	601	0	0.0
ALASKA	379	0	0.0
MESA	301	0	0.0
HAWAIIAN	191	0	0.0
VIRGIN AMERICA	135	0	0.0
TOTAL	13,074	10	0.1

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

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.

FEBRUARY 2012

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABILENE TX (ABI)	86.8	91.1	190	190
ADAK ISLAND AK (ADK)	100.0	87.5	8	8
AGUADILLA PR (BQN)	90.0	89.9	110	109
AKRON OH (CAK)	86.9	90.2	647	645
ALBANY GA (ABY)	86.1	87.3	79	79
ALBANY NY (ALB)	89.5	91.9	629	633
ALBUQUERQUE NM (ABQ)	87.4	89.0	2,357	2,356
ALEXANDRIA LA (AEX)	80.1	80.9	256	256
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	86.5	88.8	215	215
AMARILLO TX (AMA)	79.1	83.0	494	493
ANCHORAGE AK (ANC)	84.1	91.2	1,187	1,186
APPLETON WI (ATW)	81.9	85.0	254	254
ARCATA/EUREKA CA (ACV)	71.8	71.0	245	245
ARLINGTON VA (DCA)	88.1	91.4	5,352	5,354
ASHEVILLE NC (AVL)	81.9	88.0	332	332
ASPEN CO (ASE)	78.3	81.9	686	685
ATLANTA GA (ATL)	87.7	87.8	29,757	29,800
AUGUSTA GA (AGS)	80.6	84.5	232	232
AUSTIN TX (AUS)	84.2	88.8	3,158	3,157
BAKERSFIELD CA (BFL)	84.6	86.3	299	299
BALTIMORE MD (BWI)	91.7	89.5	7,678	7,675
BANGOR ME (BGR)	86.2	93.1	29	29
BARROW AK (BRW)	92.4	90.9	66	66
BATON ROUGE LA (BTR)	78.3	77.3	557	559
BELLINGHAM WA (BLI)	82.8	94.8	58	58
BEND/REDMOND OR (RDM)	83.5	83.5	224	224
BETHEL AK (BET)	84.8	88.6	79	79
BILLINGS MT (BIL)	87.4	89.6	222	222
BIRMINGHAM AL (BHM)	84.6	87.2	1,347	1,350
BISMARCK/MANDAN ND (BIS)	83.2	81.5	268	270
BLOOMINGTON/NORMAL IL (BMI)	86.5	86.6	260	261
BOISE ID (BOI)	84.2	86.3	803	802
BOSTON MA (BOS)	88.5	90.8	8,016	8,021
BOZEMAN MT (BZN)	90.4	90.5	260	263
BRANSON MO (BKG)	79.3	81.0	58	58
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	88.0	86.1	208	209
BROWNSVILLE TX (BRO)	76.2	86.0	193	193
BRUNSWICK GA (BQK)	81.9	91.7	72	72
BUFFALO NY (BUF)	87.8	91.0	1,578	1,574
BURBANK CA (BUR)	90.4	91.3	2,070	2,071
BURLINGTON VT (BTV)	86.0	88.9	235	234
BUTTE MT (BTM)	94.4	98.1	54	54
CARLSBAD CA (CLD)	87.7	89.8	187	187

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CASPER WY (CPR)	83.3	88.5	156	156
CEDAR CITY UT (CDC)	87.0	98.1	54	54
CEDAR RAPIDS/IOWA CITY IA (CID)	79.1	81.5	488	486
CHAMPAIGN/URBANA IL (CMI)	84.1	86.6	157	157
CHANTILLY VA (IAD)	87.8	85.9	5,636	5,605
CHARLESTON SC (CHS)	87.3	90.1	1,078	1,076
CHARLESTON/DUNBAR WV (CRW)	82.1	86.4	274	273
CHARLOTTE AMALIE VI (STT)	81.5	87.8	363	362
CHARLOTTE NC (CLT)	89.7	90.2	10,676	10,673
CHARLOTTESVILLE VA (CHO)	85.0	85.0	140	140
CHATTANOOGA TN (CHA)	82.7	86.0	352	351
CHEYENNE WY (CYS)	86.2	82.8	29	29
CHICAGO IL (MDW)	89.5	84.8	6,246	6,246
CHICAGO IL (ORD)	83.9	82.6	23,697	23,728
CHICO CA (CIC)	76.8	73.2	112	112
CHRISTIANSTED VI (STX)	81.1	91.6	95	95
CLEVELAND OH (CLE)	86.4	88.6	3,569	3,568
CODY WY (COD)	77.6	87.9	58	58
COLLEGE STATION/BRYAN TX (CLL)	81.9	89.2	83	83
COLORADO SPRINGS CO (COS)	81.9	85.8	888	886
COLUMBIA SC (CAE)	81.9	84.6	518	513
COLUMBUS GA (CSG)	86.5	92.6	163	163
COLUMBUS MS (GTR)	85.2	82.7	81	81
COLUMBUS OH (CMH)	88.1	90.3	1,972	1,971
CORDOVA AK (CDV)	82.8	89.7	58	58
CORPUS CHRISTI TX (CRP)	77.1	83.0	589	589
COVINGTON KY (CVG)	86.2	88.8	1,742	1,743
CRESCENT CITY CA (CEC)	67.1	65.8	79	79
DALLAS TX (DAL)	87.6	84.1	3,573	3,568
DALLAS/FORT WORTH TX (DFW)	86.3	86.1	20,962	20,963
DAYTON OH (DAY)	84.3	89.2	900	900
DAYTONA BEACH FL (DAB)	90.1	92.1	203	202
DEADHORSE AK (SCC)	90.3	87.1	62	62
DENVER CO (DEN)	82.1	79.4	18,177	18,199
DES MOINES IA (DSM)	84.4	85.6	848	849
DETROIT MI (DTW)	88.5	88.2	6,333	6,335
DOTHAN AL (DHN)	84.0	89.0	100	100
DUBUQUE IA (DBQ)	76.0	80.0	25	25
DULUTH MN (DLH)	81.3	84.8	112	112
DURANGO CO (DRO)	77.9	81.0	258	258
EAGLE CO (EGE)	80.3	86.0	422	422
EAU CLAIRE WI (EAU)	91.4	84.5	58	58
EL CENTRO CA (IPL)	81.0	86.2	58	58

FEBRUARY 2012

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EL PASO TX (ELP)	85.0	87.3	1,590	1,588
ELKO NV (EKO)	90.0	96.3	80	80
ELMIRA/CORNING NY (ELM)	100.0	93.3	14	15
EUGENE OR (EUG)	84.5	87.6	387	387
EVANSVILLE IN (EVV)	81.7	84.1	252	252
FAIRBANKS AK (FAI)	88.1	93.0	328	328
FARGO ND (FAR)	79.8	81.0	435	432
FAYETTEVILLE AR (XNA)	82.0	84.3	906	906
FAYETTEVILLE NC (FAY)	80.1	85.3	251	252
FLAGSTAFF AZ (FLG)	93.6	94.1	202	202
FLINT MI (FNT)	96.9	96.9	255	255
FORT LAUDERDALE FL (FLL)	86.2	86.6	5,729	5,725
FORT MYERS FL (RSW)	88.4	89.8	2,628	2,623
FORT SMITH AR (FSM)	91.8	95.1	182	182
FORT WAYNE IN (FWA)	83.4	85.5	289	289
FRESNO CA (FAT)	85.4	88.5	858	858
GAINESVILLE FL (GNV)	88.1	89.8	253	246
GILLETTE WY (GCC)	81.9	85.3	116	116
GRAND FORKS ND (GFK)	82.0	87.4	111	111
GRAND ISLAND NE (GRI)	87.0	92.6	54	54
GRAND JUNCTION CO (GJT)	80.8	87.6	406	403
GRAND RAPIDS MI (GRR)	81.7	84.3	804	804
GREAT FALLS MT (GTF)	83.7	92.3	129	130
GREEN BAY WI (GRB)	83.6	86.8	354	355
GREENSBORO/HIGH POINT NC (GSO)	80.5	84.9	627	628
GREER SC (GSP)	83.8	87.3	758	755
GUAM TT (GUM)	72.4	65.5	29	29
GULFPORT/BILOXI MS (GPT)	78.3	83.8	359	359
GUNNISON CO (GUC)	71.4	80.3	77	76
HANCOCK/HOUGHTON MI (CMX)	79.3	84.5	58	58
HARLINGEN/SAN BENITO TX (HRL)	78.9	84.4	346	346
HARRISBURG PA (MDT)	86.8	89.1	395	394
HARTFORD CT (BDL)	86.1	92.0	1,460	1,461
HAYDEN CO (HDN)	80.3	87.7	244	243
HELENA MT (HLN)	89.2	94.1	102	102
HILO HI (ITO)	93.4	94.7	547	547
HOBBS NM (HOB)	41.2	78.0	51	50
HONOLULU HI (HNL)	88.9	91.9	4,173	4,172
HOUSTON TX (HOU)	85.8	80.3	3,992	3,994
HOUSTON TX (IAH)	78.1	78.1	12,998	13,012
HUNTSVILLE AL (HSV)	84.7	89.2	583	583
IDAHO FALLS ID (IDA)	88.3	93.9	230	230
INDIANAPOLIS IN (IND)	86.5	88.2	2,240	2,245

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
INYOKERN CA (IYK)	92.4	90.9	66	66
ISLIP NY (ISP)	88.6	91.9	528	528
JACKSON WY (JAC)	74.1	72.6	266	266
JACKSON/VICKSBURG MS (JAN)	84.4	88.9	660	660
JACKSONVILLE FL (JAX)	87.7	90.1	1,968	1,967
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	81.1	83.6	159	159
JOPLIN MO (JLN)	87.9	91.4	58	58
JUNEAU AK (JNU)	87.4	89.9	286	286
KAHULUI HI (OGG)	90.9	92.3	1,791	1,790
KALAMAZOO MI (AZO)	81.0	87.3	63	63
KALISPELL MT (FCA)	89.4	92.0	113	113
KANSAS CITY MO (MCI)	85.4	85.8	3,735	3,733
KETCHIKAN AK (KTN)	88.5	87.4	174	174
KEY WEST FL (EYW)	91.2	92.9	170	170
KILLEEN TX (GRK)	81.6	87.5	305	305
KLAMATH FALLS OR (LMT)	75.9	75.9	87	87
KNOXVILLE TN (TYS)	80.4	86.6	766	759
KODIAK AK (ADQ)	75.9	79.6	54	54
KONA HI (KOA)	92.0	93.5	994	994
KOTZEBUE AK (OTZ)	83.7	87.2	86	86
LA CROSSE WI (LSE)	86.1	92.4	79	79
LAFAYETTE LA (LFT)	73.6	77.7	360	359
LAKE CHARLES LA (LCH)	70.7	91.4	58	58
LANSING MI (LAN)	75.8	81.8	99	99
LAREDO TX (LRD)	74.1	85.5	193	193
LAS VEGAS NV (LAS)	87.9	86.6	10,682	10,678
LAWTON/FORT SILL OK (LAW)	81.3	84.0	144	144
LEWISBURG WV (LWB)	71.4	82.9	35	35
LEWISTON ID (LWS)	93.9	95.9	49	49
LEXINGTON KY (LEX)	83.9	87.4	492	494
LIHUE HI (LIH)	88.7	91.6	974	975
LINCOLN NE (LNK)	81.3	84.7	198	196
LITTLE ROCK AR (LIT)	84.1	88.5	1,198	1,198
LONG BEACH CA (LGB)	91.9	92.3	1,106	1,107
LONGVIEW TX (GGG)	73.5	85.7	49	49
LOS ANGELES CA (LAX)	86.0	87.0	16,924	16,928
LOUISVILLE KY (SDF)	83.0	88.1	1,145	1,146
LUBBOCK TX (LBB)	78.2	85.8	588	586
MADISON WI (MSN)	87.1	88.5	668	668
MAMMOTH LAKES CA (MMH)	77.8	68.9	90	90
MANCHESTER NH (MHT)	91.8	91.6	657	656
MANHATTAN/FT. RILEY KS (MHK)	85.3	87.5	136	136
MARQUETTE MI (MQT)	76.0	88.0	25	25

FEBRUARY 2012

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MEDFORD OR (MFR)	76.5	81.2	255	255
MELBOURNE FL (MLB)	87.9	89.7	116	116
MEMPHIS TN (MEM)	89.5	89.2	3,028	3,023
MERIDIAN MS (MEI)	81.0	87.9	58	58
MIAMI FL (MIA)	88.1	86.4	6,585	6,581
MIDLAND/ODESSA TX (MAF)	81.7	87.2	623	624
MILWAUKEE WI (MKE)	87.0	88.5	3,078	3,079
MINNEAPOLIS MN (MSP)	88.1	89.3	7,797	7,792
MINOT ND (MOT)	84.4	84.5	205	206
MISSION/MCALLEN/EDINBURG TX (MFE)	79.6	91.4	221	221
MISSOULA MT (MSO)	84.2	89.0	184	181
MOBILE AL (MOB)	78.9	84.4	403	403
MODESTO CA (MOD)	58.0	67.9	112	112
MOLINE IL (MLI)	77.7	80.9	440	440
MONROE LA (MLU)	80.1	83.0	141	141
MONTEREY CA (MRY)	81.7	82.1	442	441
MONTGOMERY AL (MGM)	84.1	87.6	315	315
MONTROSE/DELTA CO (MTJ)	73.2	78.4	231	231
MOSINEE WI (CWA)	79.8	79.8	124	124
MUSKEGON MI (MKG)	84.5	86.2	58	58
MYRTLE BEACH SC (MYR)	87.0	92.9	239	239
NASHVILLE TN (BNA)	86.3	87.6	4,173	4,176
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	83.3	87.0	54	54
NEW ORLEANS LA (MSY)	85.8	87.6	2,947	2,939
NEW YORK NY (JFK)	89.0	88.6	7,313	7,319
NEW YORK NY (LGA)	88.0	91.2	7,515	7,515
NEWARK NJ (EWR)	80.3	80.7	8,828	8,831
NEWBURGH/POUGHKEEPSIE NY (SWF)	85.0	90.6	127	127
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	92.9	96.2	365	364
NOME AK (OME)	83.7	84.9	86	86
NORFOLK VA (ORF)	91.1	91.7	987	988
NORTH BEND/COOS BAY OR (OTH)	64.9	63.0	74	73
OAKLAND CA (OAK)	90.8	89.2	3,461	3,460
OKLAHOMA CITY OK (OKC)	82.7	88.5	1,640	1,638
OMAHA NE (OMA)	84.5	87.5	1,513	1,516
ONTARIO CA (ONT)	90.3	90.9	1,767	1,766
ORLANDO FL (MCO)	86.9	88.0	9,828	9,826
PADUCAH KY (PAH)	84.5	84.5	58	58
PALM SPRINGS CA (PSP)	84.0	85.0	1,210	1,209
PANAMA CITY FL (ECP)	84.1	87.6	429	429
PASCO/KENNEWICK/RICHLAND WA (PSC)	80.6	87.4	247	247
PENSACOLA FL (PNS)	83.5	87.7	764	765
PEORIA IL (PIA)	81.1	82.0	227	228

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PETERSBURG AK (PSG)	81.0	86.2	58	58
PHILADELPHIA PA (PHL)	88.4	90.2	6,113	6,110
PHOENIX AZ (PHX)	89.2	89.5	14,614	14,610
PITTSBURGH PA (PIT)	88.3	90.9	2,284	2,279
POCATELLO ID (PIH)	87.3	92.4	79	79
PONCE PR (PSE)	84.5	94.7	58	57
PORTLAND ME (PWM)	88.4	90.7	354	354
PORTLAND OR (PDX)	87.7	89.6	3,741	3,740
PROVIDENCE RI (PVD)	89.5	91.5	1,113	1,108
RALEIGH/DURHAM NC (RDU)	88.8	89.7	3,319	3,315
RAPID CITY SD (RAP)	83.0	84.5	305	304
REDDING CA (RDD)	71.6	72.3	141	141
RENO NV (RNO)	89.6	90.8	1,495	1,493
RICHMOND VA (RIC)	84.6	87.9	1,267	1,265
ROANOKE VA (ROA)	75.0	77.8	224	221
ROCHESTER MN (RST)	79.6	81.5	54	54
ROCHESTER NY (ROC)	86.9	90.6	671	672
ROCK SPRINGS WY (RKS)	70.1	78.2	174	174
ROCKFORD IL (RFD)	75.0	84.6	12	13
ROSWELL NM (ROW)	86.7	89.2	83	83
SACRAMENTO CA (SMF)	88.5	89.6	3,381	3,380
SAGINAW/BAY CITY/MIDLAND MI (MBS)	82.3	81.3	96	96
SALT LAKE CITY UT (SLC)	88.7	90.4	8,660	8,660
SAN ANGELO TX (SJT)	77.7	79.5	112	112
SAN ANTONIO TX (SAT)	83.5	89.7	2,881	2,881
SAN DIEGO CA (SAN)	87.2	89.2	5,878	5,876
SAN FRANCISCO CA (SFO)	80.4	82.7	12,663	12,669
SAN JOSE CA (SJC)	91.0	92.6	2,919	2,921
SAN JUAN PR (SJU)	85.0	85.2	1,889	1,888
SAN LUIS OBISPO CA (SBP)	81.0	83.6	390	390
SANTA ANA CA (SNA)	90.7	88.8	3,057	3,058
SANTA BARBARA CA (SBA)	85.5	85.6	821	821
SANTA FE NM (SAF)	83.3	89.7	78	78
SANTA MARIA CA (SMX)	81.5	82.4	108	108
SARASOTA/BRADENTON FL (SRQ)	89.8	89.1	530	530
SAVANNAH GA (SAV)	81.5	85.1	677	677
SCRANTON/WILKES-BARRE PA (AVP)	80.5	90.2	82	82
SEATTLE WA (SEA)	87.3	90.4	7,008	7,011
SHREVEPORT LA (SHV)	83.4	87.4	421	421
SIOUX CITY IA (SUX)	100.0	100.0	3	3
SIOUX FALLS SD (FSD)	84.0	84.8	513	514
SITKA AK (SIT)	88.5	87.4	87	87
SOUTH BEND IN (SBN)	71.4	74.6	199	197

FEBRUARY 2012

AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SPOKANE WA (GEG)	86.2	91.1	785	785
SPRINGFIELD IL (SPI)	84.8	92.1	164	164
SPRINGFIELD MO (SGF)	83.4	88.3	571	573
ST. GEORGE UT (SGU)	80.2	84.0	162	162
ST. LOUIS MO (STL)	87.6	88.3	4,272	4,269
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	74.7	70.9	150	151
SYRACUSE NY (SYR)	83.7	88.0	492	492
TALLAHASSEE FL (TLH)	85.9	86.5	382	379
TAMPA FL (TPA)	88.7	90.0	5,536	5,539
TEXARKANA AR (TXK)	88.0	94.0	83	83
TOLEDO OH (TOL)	84.0	88.0	25	25
TRAVERSE CITY MI (TVC)	76.0	80.2	129	131
TUCSON AZ (TUS)	85.2	91.4	1,902	1,902
TULSA OK (TUL)	81.0	88.3	1,339	1,338
TWIN FALLS ID (TWF)	92.0	94.3	88	88
TYLER TX (TYR)	84.1	92.5	107	107
VALDOSTA GA (VLD)	86.6	86.6	82	82
VALPARAISO FL (VPS)	79.4	85.8	388	388
WACO TX (ACT)	83.8	87.9	99	99
WATERTOWN NY (ART)	88.0	90.0	50	50
WEST PALM BEACH/PALM BEACH FL (PBI)	85.1	87.7	2,225	2,225
WHITE PLAINS NY (HPN)	87.1	86.3	672	673
WICHITA FALLS TX (SPS)	83.1	85.5	83	83
WICHITA KS (ICT)	79.8	86.4	797	796
WILMINGTON NC (ILM)	90.5	88.8	348	348
WRANGELL AK (WRG)	82.8	84.5	58	58
YAKUTAT AK (YAK)	87.9	91.4	58	58
YUMA AZ (YUM)	90.9	91.6	286	286

FEBRUARY 2012

AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
SKYWEST	18	26,511	444	1.7	147	46,463	936	2.0
AMERICAN EAGLE	19	21,280	391	1.8	140	36,183	695	1.9
EXPRESSJET	22	28,005	430	1.5	156	54,823	874	1.6
AMERICAN	28	33,334	384	1.2	82	41,841	464	1.1
SOUTHWEST	22	44,479	533	1.2	73	87,240	875	1.0
UNITED	28	34,870	256	0.7	86	40,837	316	0.8
MESA	14	5,833	44	0.8	82	11,095	74	0.7
FRONTIER	22	4,644	23	0.5	50	5,983	36	0.6
ALASKA	18	6,250	1	0.0	50	10,783	49	0.5
AIRTRAN	21	11,567	44	0.4	59	17,980	75	0.4
US AIRWAYS	27	27,354	89	0.3	80	32,725	106	0.3
VIRGIN AMERICA	12	3,820	12	0.3	13	3,849	12	0.3
DELTA	29	40,824	98	0.2	120	52,049	120	0.2
HAWAIIAN	7	311	0	0.0	15	5,627	10	0.2
JETBLUE	21	11,939	8	0.1	49	17,348	19	0.1
Total		301,021	2,757	0.9	Total	464,826	4,661	1.0

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.

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.

FEBRUARY 2012

AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
AMERICAN EAGLE	1,364	169	12.4
EXPRESSJET	6,052	699	11.5
SKYWEST	4,766	508	10.7
AMERICAN	2,150	130	6.0
SOUTHWEST	14,524	744	5.1
MESA	1,036	53	5.1
UNITED	4,141	198	4.8
FRONTIER	321	12	3.7
AIRTRAN	806	14	1.7
DELTA	2,596	40	1.5
US AIRWAYS	1,758	17	1.0
ALASKA	417	4	1.0
VIRGIN AMERICA	144	1	0.7
JETBLUE	697	3	0.4
HAWAIIAN	209	0	0.0
TOTAL	40,981	2,592	6.3

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.

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

FEBRUARY 2012
AIR TRAVEL CONSUMER REPORT
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
AA	41841	36009	86.06%	464	1.11%	62	0.15%	1989	4.75%	111	0.27%	1920	4.59%	4	0.01%	1283	3.07%
AS	10783	9651	89.50%	49	0.45%	27	0.25%	284	2.63%	18	0.17%	484	4.49%	6	0.06%	264	2.45%
B6	17348	14648	84.44%	19	0.11%	23	0.13%	917	5.29%	6	0.04%	940	5.42%	5	0.03%	789	4.55%
DL	52049	46855	90.02%	120	0.23%	44	0.08%	1601	3.08%	74	0.14%	2019	3.88%	5	0.01%	1331	2.56%
EV	54823	43455	79.26%	874	1.59%	138	0.25%	3478	6.34%	462	0.84%	2254	4.11%	24	0.04%	4137	7.55%
F9	5983	4338	72.51%	36	0.60%	5	0.08%	463	7.74%	9	0.15%	668	11.16%	0	0.00%	464	7.76%
FL	17980	16402	91.22%	75	0.42%	24	0.13%	326	1.81%	7	0.04%	705	3.92%	0	0.00%	441	2.45%
HA	5627	5133	91.22%	10	0.18%	4	0.07%	283	5.02%	11	0.20%	4	0.07%	1	0.02%	181	3.21%
MQ	36183	30577	84.51%	695	1.92%	84	0.23%	1165	3.22%	347	0.96%	1877	5.19%	3	0.01%	1435	3.97%
OO	46463	38923	83.77%	936	2.01%	93	0.20%	1535	3.30%	133	0.29%	2053	4.42%	11	0.02%	2779	5.98%
UA	40837	34165	83.66%	316	0.77%	61	0.15%	1824	4.47%	112	0.27%	2601	6.37%	8	0.02%	1750	4.29%
US	32725	29216	89.28%	106	0.32%	24	0.07%	1009	3.08%	24	0.07%	1570	4.80%	18	0.05%	758	2.32%
VX	3849	3528	91.66%	12	0.31%	1	0.03%	65	1.70%	77	2.00%	99	2.57%	0	0.01%	67	1.73%
WN	87240	77701	89.07%	875	1.00%	80	0.09%	2732	3.13%	215	0.25%	1690	1.94%	38	0.04%	3909	4.48%
YV	11095	9903	89.26%	74	0.67%	4	0.04%	234	2.11%	21	0.19%	335	3.02%	5	0.05%	519	4.68%
TOTAL	464826	400504		4661		674		17904		1628		19219		129		20107	
			86.16%		1.00%		0.15%		3.85%		0.35%		4.13%		0.03%		4.33%

***Causes of Delay:**

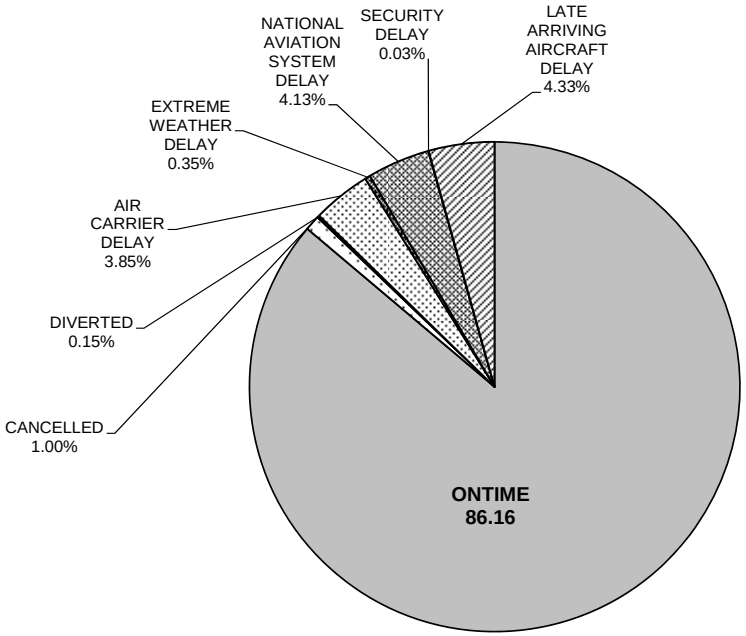
- **Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).**
- **Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents 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.

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

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

FEBRUARY 2012
AIR TRAVEL CONSUMER REPORT
TABLE 10. OVERALL CAUSES OF DELAY*



Causes of Delay:

- **Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).**
- **Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.**
- **National Aviation System Delay: Delays and cancellations attributable to the national aviation system refer to a broad set of conditions -- non-extreme weather conditions, airport operations, heavy traffic volume, air traffic control, etc.**
- **Security Delay: Delays caused by evacuation of terminal or concourse, re-boarding of aircraft because of security 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.

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

FEBRUARY 2012

AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
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).

FEBRUARY 2012

AIR TRAVEL CONSUMER REPORT

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

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

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).

FEBRUARY 2012

AIR TRAVEL CONSUMER REPORT

TABLE 12. NUMBER AND PERCENTAGE OF REGULARLY SCHEDULED FLIGHTS EXPERIENCING TARMAC DELAYS OF 2 HOURS OR MORE BY CARRIER

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
US	32,725	9	0.03
MQ	36,183	9	0.02
OO	46,463	8	0.02
UA	40,837	7	0.02
AA	41,841	7	0.02
FL	17,980	2	0.01
EV	54,823	5	0.01
YV	11,095	1	0.01
DL	52,049	3	0.01
WN	87,240	1	0.00
AS	10,783	0	0.00
B6	17,348	0	0.00
F9	5,983	0	0.00
HA	5,627	0	0.00
VX	3,849	0	0.00
TOTAL	464,826	52	0.01

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

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

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

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

A See Appendix for list of carrier codes.

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

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

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

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

F Incomplete data; percentage based on operations reported.

G Carrier did not report useable data.

H Carrier did not serve airport.

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

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

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

S Carrier reported data for entire domestic system.

V Carrier reported data voluntarily.

APPENDIX

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

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

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

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

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

Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

YV	Mesa Airlines

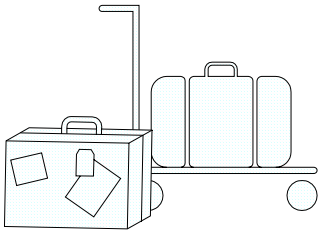
*** Based on the Bureau of Transportation Statistics' Technical Reporting Directive #21, issued December 1, 2011, effective January 1, 2012.**

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

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

MISHANDLED BAGGAGE

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



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

FEBRUARY 2012

MISHANDLED BAGGAGE REPORTS

FILED BY PASSENGERS

U.S. AIRLINES*

		FEBRUARY 2012			FEBRUARY 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	304	436,193	**0.70**	*	*	*
2	AIRTRAN AIRWAYS	2,082	1,574,462	**1.32**	2,715	1,671,539	**1.62**
3	JETBLUE AIRWAYS	3,225	1,895,572	**1.70**	3,655	1,647,512	**2.22**
4	US AIRWAYS	7,054	3,820,611	**1.85**	8,662	3,443,980	**2.52**
5	DELTA AIR LINES	12,799	6,646,998	**1.93**	18,680	6,366,415	**2.93**
6	ALASKA AIRLINES	2,784	1,229,724	**2.26**	3,146	1,144,359	**2.75**
7	FRONTIER AIRLINES	1,678	732,808	**2.29**	1,823	616,151	**2.96**
8	HAWAIIAN AIRLINES	1,751	680,162	**2.57**	2,103	653,595	**3.22**
9	AMERICAN AIRLINES	13,354	5,104,609	**2.62**	20,521	4,739,981	**4.33**
10	SOUTHWEST AIRLINES	21,824	8,280,827	**2.64**	29,625	7,790,202	**3.80**
11	UNITED AIRLINES	17,953	5,990,407	**3.00**	11,618	2,959,440	**3.93**
12	MESA AIRLINES	2,083	589,320	**3.53**	2,926	635,900	**4.60**
13	SKYWEST AIRLINES	7,391	1,817,364	**4.07**	8,373	1,679,697	**4.98**
14	EXPRESSJET AIRLINES	9,938	2,195,304	**4.53**	5,790	988,363	**5.86**
15	AMERICAN EAGLE AIRLINES	7,500	1,318,958	**5.69**	9,909	1,061,611	**9.33**
	TOTALS	111,720	42,313,319	**2.64**	129,546	35,398,745	**3.66**

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

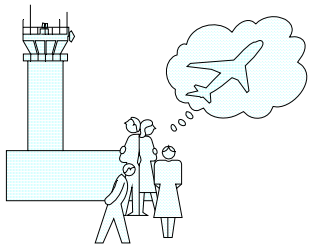
OVERSALES

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.



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

OCTOBER-DECEMBER
PASSENGERS DENIED BOARDING
*BY U.S. AIRLINES**

		OCTOBER-DECEMBER 2011				OCTOBER-DECEMBER 2010			
		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***	56	11	6,291,058	**0.02**	21	12	6,039,231	**0.02**
2	***HAWAIIAN AIRLINES***	225	55	2,152,144	**0.26**	118	2	2,097,578	**0.01**
3	***DELTA AIR LINES***	20,145	730	24,550,823	**0.30**	18,424	704	24,546,433	**0.29**
4	***SOUTHWEST AIRLINES***	11,201	1,364	27,712,179	**0.49**	16,548	2,062	27,178,950	**0.76**
5	***SKYWEST AIRLINES***	10,520	406	6,009,979	**0.68**	11,301	346	6,006,681	**0.58**
6	***ALASKA AIRLINES***	1,226	275	4,008,655	**0.69**	1,638	418	3,852,268	**1.09**
7	***AMERICAN AIRLINES***	17,326	1,458	18,720,802	**0.78**	15,096	1,417	18,934,213	**0.75**
8	***FRONTIER AIRLINES***	1,108	212	2,721,582	**0.78**	784	188	2,241,300	**0.84**
9	***US AIRWAYS***	8,325	1,156	13,334,767	**0.87**	11,122	1,204	13,192,128	**0.91**
10	***AIRTRAN AIRWAYS***	11,998	513	5,855,058	**0.88**	10,016	161	6,121,134	**0.26**
11	***UNITED AIRLINES****	13,474	999	10,617,629	**0.94**	16,152	1,181	11,805,553	**1.00**
12	***ATLANTIC SOUTHEAST AIRLINES***	7,463	366	3,426,978	**1.07**	6,766	165	3,527,999	**0.47**
13	***CONTINENTAL AIRLINES***	6,593	1,077	9,633,366	**1.12**	6,665	1,366	9,220,356	**1.48**
14	***AMERICAN EAGLE AIRLINES***	7,561	593	4,293,651	**1.38**	5,876	1,139	4,086,490	**2.79**
15	***EXPRESSJET AIRLINES***	5,857	678	4,068,518	**1.67**	5,306	664	3,893,575	**1.71**
16	***MESA AIRLINES***	2,226	495	1,844,739	**2.68**	3,575	564	2,018,689	**2.79**
	TOTALS	**125,304**	**10,388**	**145,241,928**	**0.72**	129,408	11,593	144,762,578	**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 (ExpressJet). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report.

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

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

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

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

		JANUARY-DECEMBER 2011				JANUARY-DECEMBER 2010			
		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***	95	31	25,968,059	**0.01**	53	22	24,253,933	**0.01**
2	***HAWAIIAN AIRLINES***	625	92	8,659,405	**0.11**	365	36	8,424,288	**0.04**
3	***DELTA AIR LINES***	102,750	3,185	101,467,593	**0.31**	109,327	4,014	98,747,473	**0.41**
4	***AIRTRAN AIRWAYS***	46,792	1,412	24,697,236	**0.57**	52,854	962	24,721,226	**0.39**
5	***SOUTHWEST AIRLINES***	57,155	7,216	110,808,709	**0.65**	89,212	13,207	106,414,402	**1.24**
6	***SKYWEST AIRLINES***	49,018	1,677	24,559,435	**0.68**	50,989	1,655	23,698,919	**0.70**
7	***ALASKA AIRLINES***	6,040	1,367	16,600,697	**0.82**	7,464	1,823	15,502,813	**1.18**
8	***ATLANTIC SOUTHEAST AIRLINES***	37,074	1,284	14,044,630	**0.91**	30,027	774	13,728,572	**0.56**
9	***AMERICAN AIRLINES***	62,830	6,986	76,013,090	**0.92**	64,187	6,551	76,221,824	**0.86**
10	***US AIRWAYS***	39,976	5,043	53,795,312	**0.94**	64,146	8,307	51,664,237	**1.61**
11	***FRONTIER AIRLINES***	4,443	1,023	10,496,096	**0.97**	6,749	2,108	9,346,026	**2.26**
12	***UNITED AIRLINES****	73,711	5,049	45,310,656	**1.11**	60,754	6,162	48,711,205	**1.27**
13	***CONTINENTAL AIRLINES***	30,335	5,744	38,675,567	**1.49**	32,595	6,681	36,682,772	**1.82**
14	***EXPRESSJET AIRLINES***	27,975	2,964	16,288,079	**1.82**	25,573	2,973	15,669,659	**1.90**
15	***AMERICAN EAGLE AIRLINES***	28,871	3,759	16,747,364	**2.24**	21,653	6,335	15,748,222	**4.02**
16	***MESA AIRLINES***	10,201	1,775	7,818,489	**2.27**	14,949	2,287	8,966,020	**2.55**
	TOTALS	**577,891**	**48,607**	**591,950,417**	**0.82**	681,105	65,079	595,252,983	**1.09**

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

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

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS

SUMMARY

	FEBRUARY 2012				FEBRUARY 2011			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	547	34	2	141	553	30	1	58
FOREIGN AIRLINES	102	2	0	24	109	4	0	16
TRAVEL AGENTS	16	2	1	2	11	2	0	0
TOUR OPERATORS	16	0	0	1	4	1	0	0
MISCELLANEOUS	10	8	1	18	11	8	0	4
INDUSTRY TOTALS	691	46	4	186	688	45	1	78

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

	FEBRUARY 2012			FEBRUARY 2011		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	152		1	190	
CANCELLATIONS			70			96
DELAYS			47			42
MISCONNECTIONS			21			23
RES/TKTNG/BOARDING	2	116		3	97	
BAGGAGE	3	107		2	136	
CUSTOMER SERVICE	4	100		4	68	
REFUNDS	5	55		5	59	
DISABILITY	6	38		6	40	
OVERSALES	7	37		8	25	
FARES	8	35		7	38	
ADVERTISING	9	25		11	4	
OTHER	10	22		9	18	
FREQUENT FLYER			16			15
DISCRIMINATION	11	4		10	10	
ANIMALS	12	0		12	3	
COMPLAINT TOTAL		691			688	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

Table 3

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY COMPLAINT CATEGORY*

FEBRUARY 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
AIRTRAN AIRWAYS	1	2	2	0	0	1	1	1	0	0	0	0	8
ALASKA AIRLINES	1	0	0	0	1	1	2	1	0	0	0	0	6
ALLEGIANT AIR	7	0	6	2	0	4	2	0	1	0	0	0	22
AMERICAN AIRLINES	12	3	5	4	5	8	9	5	1	0	0	2	54
AMERICAN EAGLE AIRLINES	7	1	2	1	0	3	0	2	0	0	0	0	16
DELTA AIR LINES	17	3	7	2	5	6	9	6	3	1	0	2	61
EXPRESSJET AIRLINES	10	1	0	0	0	3	0	1	0	0	0	0	15
FRONTIER AIRLINES	3	0	2	0	1	1	2	0	0	0	0	0	9
JETBLUE AIRWAYS	4	0	3	1	3	4	2	3	2	0	0	0	22
PIEDMONT AIRLINES	3	3	4	0	0	0	1	0	0	0	0	0	11
SHUTTLE AMERICA	2	0	0	0	0	1	2	0	0	1	0	0	6
SKYWEST AIRLINES	3	1	0	0	0	2	2	1	0	0	0	0	9
SOUTHWEST AIRLINES	3	0	3	0	1	2	8	1	0	0	0	0	18
SPIRIT AIRLINES	13	5	13	5	3	4	6	2	6	0	0	1	58
UNITED AIRLINES	28	10	25	5	9	18	23	2	3	0	0	9	132
US AIRWAYS	9	3	10	4	5	8	4	6	2	1	0	2	54
VIRGIN AMERICA	2	0	1	0	1	0	2	3	0	0	0	2	11
OTHER U.S. AIRLINES	13	1	0	0	3	8	8	2	0	0	0	0	35
TOTAL FEBRUARY 2012	138	33	83	24	37	74	83	36	18	3	0	18	547
% OF TOTAL COMPLAINTS	25.2	6.0	15.2	4.4	6.8	13.5	15.2	6.6	3.3	0.5	0	3.3	
TOTAL FEBRUARY 2011	170	18	67	34	45	94	60	35	3	8	3	16	553
% OF TOTAL COMPLAINTS	30.7	3.3	12.1	6.1	8.1	17.0	10.8	6.3	0.5	1.4	0.5	2.9	

* 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

FEBRUARY 2012

U.S. AIRLINES* ALPHABETICAL	COMPS RECD IN FEB	INCI-DENTS IN FEB	PERCENT	INCI-DENTS IN JAN	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
AIRTRAN AIRWAYS	8	3	37.5	1	12.5	4	50.0	0	0.0
ALASKA AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
ALLEGIANT AIR	22	10	45.5	2	9.1	7	31.8	3	13.6
AMERICAN AIRLINES	54	17	31.5	9	16.7	19	35.2	9	16.7
AMERICAN EAGLE AIRLINES	16	9	56.2	2	12.5	5	31.2	0	0.0
DELTA AIR LINES	61	15	24.6	11	18.0	27	44.3	8	13.1
EXPRESSJET AIRLINES	15	8	53.3	2	13.3	4	26.7	1	6.7
FRONTIER AIRLINES	9	4	44.4	1	11.1	3	33.3	1	11.1
JETBLUE AIRWAYS	22	7	31.8	6	27.3	5	22.7	4	18.2
PIEDMONT AIRLINES	11	8	72.7	1	9.1	2	18.2	0	0.0
SHUTTLE AMERICA	6	6	100.0	0	0.0	0	0.0	0	0.0
SKYWEST AIRLINES	9	5	55.6	2	22.2	2	22.2	0	0.0
SOUTHWEST AIRLINES	18	9	50.0	5	27.8	3	16.7	1	5.6
SPIRIT AIRLINES	58	21	36.2	9	15.5	21	36.2	7	12.1
UNITED AIRLINES	132	39	29.5	18	13.6	55	41.7	20	15.2
US AIRWAYS	54	21	38.9	12	22.2	14	25.9	7	13.0
VIRGIN AMERICA	11	5	45.5	2	18.2	3	27.3	1	9.1
OTHER U.S. AIRLINES	35	19	54.3	3	8.6	13	37.1	0	0.0
TOTALS	547	210	38.4	87	15.9	188	34.4	62	11.3
PREVIOUS YEAR'S TOTALS	553	211	38.2	91	16.5	198	35.8	53	9.6

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

Table 5

AIR TRAVEL CONSUMER REPORT

COMPANIES OTHER THAN U.S. AIRLINES*
BY COMPLAINT CATEGORY**

FEBRUARY 2012

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
ALITALIA AIRLINES	1	0	0	0	1	2	0	0	1	0	0	0	5
BRITISH AIRWAYS	1	0	1	2	1	1	2	0	0	0	0	0	8
LAN AIRLINES	2	0	2	0	0	0	2	0	0	0	0	0	6
VOLARIS AIRLINES	2	0	0	0	1	1	0	0	1	0	0	0	5
OTHER FOREIGN AIRLINES	6	3	14	6	8	28	9	2	1	1	0	0	78
TOTALS	12	3	17	8	11	32	13	2	3	1	0	0	102
TRAVEL AGENTS													
OTHER TRAVEL AGENTS	0	0	7	2	4	0	1	0	2	0	0	0	16
TOTALS	0	0	7	2	4	0	1	0	2	0	0	0	16
TOUR OPERATORS													
DIRECT AIR AND TOURS	1	0	7	1	1	0	3	0	1	0	0	2	16
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	1	0	7	1	1	0	3	0	1	0	0	2	16
MISCELLANEOUS													
OTHER MISCELLANEOUS	1	1	2	0	2	1	0	0	1	0	0	2	10
TOTALS	1	1	2	0	2	1	0	0	1	0	0	2	10

* 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.

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

TABLE 6

FEBRUARY 2012

CONSUMER COMPLAINTS: RANKINGS

U.S. AIRLINES *

		FEBRUARY 2012			FEBRUARY 2011		
RANK	***AIRLINE***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***
1	***SOUTHWEST AIRLINES***	18	8,053,084	**0.22**	17	7,605,837	**0.22**
2	***HAWAIIAN AIRLINES***	2	702,890	**0.28**	2	665,553	**0.30**
3	***MESA AIRLINES***	2	589,320	**0.34**	1	621,581	**0.16**
4	***ALASKA AIRLINES***	6	1,341,678	**0.45**	7	1,250,887	**0.56**
5	***SKYWEST AIRLINES***	9	1,842,930	**0.49**	18	1,733,122	**1.04**
6	***AIRTRAN AIRWAYS***	8	1,597,045	**0.50**	7	1,641,744	**0.43**
7	***EXPRESSJET AIRLINES***	15	2,321,870	**0.65**	6	977,129	**0.61**
8	***DELTA AIR LINES***	61	7,906,985	**0.77**	114	7,601,589	**1.50**
9	***AMERICAN AIRLINES***	54	6,415,452	**0.84**	74	5,979,662	**1.24**
10	***JETBLUE AIRWAYS***	22	2,120,911	**1.04**	13	1,818,071	**0.72**
11	***FRONTIER AIRLINES***	9	795,487	**1.13**	4	968,953	**0.41**
12	***AMERICAN EAGLE AIRLINES***	16	1,353,287	**1.18**	14	1,090,143	**1.28**
13	***US AIRWAYS***	54	4,147,571	**1.30**	60	3,783,566	**1.59**
14	***UNITED AIRLINES***	132	6,663,116	**1.98**	67	3,534,481	**1.90**
15	***VIRGIN AMERICA***	11	449,071	**2.45**	*	*	*
	TOTAL	**419**	**46,300,697**	**0.90**	**404**	**39,272,318**	**1.03**

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 February 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 February 2012 as provided by the Transportation Security Administration[a]

The Transportation Security Administration (TSA) screened approximately 46 million airline passengers and their 37 million checked bags in the month of February 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 February.

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
267	.0005	31	.00006	93	.0002	330	.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
119	.0002	309	.0008

NOTES

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

[b] The TSA Contact Center can be reached via e-mail, TSA-ContactCenter@dhs.gov, or telephone, (866) 289-9673. Contact Center representatives are available from 9:00AM to 5:00PM EST.

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

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.

February 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		**2**	
Delta	**2**		
Total	**2**	**2**	