



U.S. Department  
of Transportation



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# ***Air Travel Consumer Report***

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

*Issued: December 2012*



<b>Flight Delays<sup>1</sup></b>	October 2012 12 Months ending October 2012
<b>Mishandled Baggage<sup>1</sup></b>	October 2012
<b>Oversales<sup>1</sup></b>	3rd Quarter 2012 January – September 2012
<b>Consumer Complaints<sup>2</sup></b> (Includes Disability and Discrimination Complaints)	October 2012
<b>Customer Service Reports to the Dept. of Homeland Security<sup>3</sup></b>	October 2012
<b>Airline Animal Incident Reports<sup>4</sup></b>	October 2012

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

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

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

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

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## **INTRODUCTION**

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

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

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

## FLIGHT DELAYS

This section provides information about airline on-time performance, flight delays, and cancellations. It is based on data filed by airlines each month with the Department of Transportation's Bureau of Transportation Statistics (Office of Airline Information), as described in 14 CFR Part 234 of DOT's regulations. It covers nonstop scheduled-service flights between points within the United States (including territories) by the 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/](http://www.bts.gov/programs/airline_information/airline_ontime_statistics/). Airline Service Quality Performance data from the most recent six months is available for free download as a CD product from the BTS Bookstore at <https://www.bts.gov/pdc/index.xml>. CDs for earlier months can be purchased by sending an email to: [Orders@bts.gov](mailto:Orders@bts.gov). Additional summary data for airports and airlines can be found at BTS' Flight Delays at-a-Glance at: <http://www.transtats.bts.gov/HomeDrillChart.asp>. Cause of delay data for airports and airlines can be found at: [http://www.transtats.bts.gov/OT\\_Delay/OT\\_DelayCause1.asp](http://www.transtats.bts.gov/OT_Delay/OT_DelayCause1.asp)

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

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

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	8	84.6	16	94.8
ALASKA AIRLINES S/	19	86.8	53	86.8
AIRTRAN AIRWAYS S/	18	84.8	47	85.9
DELTA AIR LINES S/	29	84.9	126	85.5
MESA AIRLINES S/V/	11	84.6	68	84.3
US AIRWAYS S/	27	82.4	77	83.2
SOUTHWEST AIRLINES S/	23	80.6	77	82.4
VIRGIN AMERICA S/	15	81.5	16	81.5
AMERICAN EAGLE S/	19	81.0	134	81.2
SKYWEST AIRLINES S/	19	80.3	148	80.8
FRONTIER AIRLINES S/	22	78.8	55	78.0
EXPRESSJET AIRLINES S/	19	76.7	154	76.9
UNITED AIRLINES S/	28	76.2	77	76.7
JETBLUE AIRWAYS S/	22	73.9	52	74.0
AMERICAN AIRLINES S/	28	68.6	77	67.7
<b>TOTAL</b>		<b>79.3</b>		<b>80.2</b>

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

Carrier*	4th Quarter 10-12 2011		1st Quarter 01-03 2012		2nd Quarter 04-06 2012		3rd Quarter 07-09 2012		Aug-12		Sep-12		Oct-12		12 Months Ending Oct 2012		Database To Date 09 09/87-10/12	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	90.1	2	90.0	2	89.1	3	82.9	6	81.7	7	90.9	2	85.9	3	87.8	2	(--)	(--)
ALASKA	87.2	6	84.5	7	90.1	2	89.2	2	89.3	2	89.6	4	86.8	2	87.5	3	76.5	5
AMERICAN	82.5	11	83.1	8	80.5	12	70.0	15	74.7	12	58.0	15	67.7	15	77.7	12	78.0	3
AMERICAN EAGLE	83.5	8	82.8	9	83.0	10	80.0	11	78.6	11	86.5	7	81.2	9	82.0	9	(--)	(--)
ATLANTIC SOUTHEAST	83.2	9	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
CONTINENTAL	81.2	15	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
DELTA	88.9	3	87.3	3	87.5	4	84.4	3	83.9	3	89.7	3	85.5	4	86.6	4	77.6	4
EXPRESSJET	79.6	16	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET(COMBINED)	(--)	(--)	77.4	14	79.1	14	73.9	13	73.7	14	81.0	14	76.9	12	(--)	(--)	(--)	(--)
FRONTIER	82.0	14	77.1	15	79.4	13	80.7	10	81.6	8	84.4	10	78.0	11	79.1	11	(--)	(--)
HAWAIIAN	92.6	1	92.3	1	94.4	1	92.8	1	92.8	1	96.4	1	94.8	1	93.0	1	(--)	(--)
JETBLUE	82.3	13	81.8	11	82.4	11	77.2	12	74.0	13	82.8	12	74.0	14	80.6	10	(--)	(--)
MESA	88.0	4	86.3	6	87.1	6	81.5	8	79.5	10	85.5	8	84.3	5	85.5	6	(--)	(--)
SKYWEST	82.5	12	81.7	12	84.2	8	81.7	7	82.6	6	83.6	11	80.8	10	82.1	8	(--)	(--)
SOUTHWEST	87.5	5	87.2	4	83.7	9	81.0	9	79.6	9	86.5	6	82.4	7	84.4	7	81.9	1
UNITED	83.1	10	80.9	13	76.4	15	72.4	14	72.2	15	82.0	13	76.7	13	77.2	13	76.2	6
US AIRWAYS	86.9	7	87.2	5	87.4	5	84.2	4	83.5	4	87.3	5	83.2	6	86.2	5	78.3	2
VIRGIN AMERICA	(--)	(--)	82.6	10	85.2	7	83.3	5	83.1	5	85.3	9	81.5	8	(--)	(--)	(--)	(--)
Total	85.1		84.0		83.4		79.4		79.1		83.3		80.2		83.2		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	387	70.0	878	65.5	239	54.4	178	74.2	797	63.5	391	62.9	12701	76.4	178	70.8
ALASKA	62	91.9	93	89.2	H/		H/		124	83.9	89	96.6	62	91.9	H/	
JETBLUE	H/		2757	77.0	152	77.6	144	76.4	545	77.2	87	78.2	89	67.4	H/	
DELTA	17759	84.8	914	83.8	646	78.5	488	88.1	912	84.1	618	84.3	460	86.5	4108	88.8
EXPRESSJET	7333	81.5	266	78.2	301	70.1	474	72.8	372	59.1	1170	81.9	294	78.6	2255	83.5
FRONTIER	82	69.5	H/		8	87.5	H/		93	67.7	3167	83.5	134	81.3	81	64.2
AIRTRAN	5077	86.7	494	82.2	1312	79.3	191	85.9	364	84.6	97	79.4	H/		124	91.9
HAWAIIAN	H/		H/		H/		H/		H/		H/		H/		H/	
AMERICAN EAGLE	516	72.1	H/		178	67.4	445	71.0	696	70.0	182	74.2	7906	89.8	410	74.6
SKYWEST	136	89.7	H/		H/		48	85.4	2	100.0	4327	85.1	512	78.9	300	91.0
UNITED	145	82.1	1132	76.2	309	74.8	27	85.2	678	75.1	3815	82.0	345	78.3	103	84.5
US AIRWAYS	465	81.5	1648	79.1	395	77.7	7337	86.7	1672	77.8	399	83.5	561	82.0	291	87.3
VIRGIN AMERICA	H/		171	84.8	H/		H/		31	87.1	H/		165	87.3	H/	
SOUTHWEST	919	83.4	456	76.3	5308	73.8	H/		93	83.9	4963	85.7	H/		529	79.4
MESA	221	71.5	H/		H/		2198	87.0	H/		H/		68	76.5	146	82.2
<b>TOTAL</b>	<b>33102</b>	<b>83.8</b>	<b>8809</b>	<b>77.4</b>	<b>8848</b>	<b>74.4</b>	<b>11530</b>	<b>85.3</b>	<b>6379</b>	<b>75.1</b>	<b>19305</b>	<b>83.6</b>	<b>23297</b>	<b>81.5</b>	<b>8525</b>	<b>85.5</b>

\* 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*																
CARRIER	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AMERICAN	292	55.5	234	66.7	244	69.3	333	71.2	1086	66.9	818	59.3	2520	62.4	1366	63.3
ALASKA	62	77.4	31	100.0	H/		31	90.3	H/		384	90.9	492	90.0	H/	
JETBLUE	443	59.4	1153	72.7	199	80.4	H/		3467	76.2	368	76.1	271	62.4	492	60.6
DELTA	446	72.2	855	83.2	150	91.3	181	89.5	1893	81.2	979	87.6	1678	80.5	2308	74.6
EXPRESSJET	4708	57.7	27	66.7	2801	75.3	6571	87.7	124	66.9	H/		H/		186	57.5
FRONTIER	H/		49	81.6	H/		9	77.8	H/		201	78.6	158	60.8	82	57.3
AIRTRAN	H/		567	87.5	H/		H/		H/		140	82.1	89	79.8	403	71.7
HAWAIIAN	H/		H/		H/		H/		31	83.9	93	90.3	106	86.8	H/	
AMERICAN EAGLE	226	59.3	H/		H/		205	72.2	589	70.1	H/		1852	85.0	1476	67.4
SKYWEST	H/		H/		144	79.2	1636	87.8	H/		714	77.2	4103	75.9	H/	
UNITED	3902	73.0	417	77.7	2064	77.6	5631	84.7	380	77.4	1245	75.7	2523	66.7	730	65.6
US AIRWAYS	362	67.7	472	77.5	H/		470	86.4	242	81.8	605	76.9	503	73.6	1167	69.7
VIRGIN AMERICA	H/		114	90.4	177	81.9	H/		349	79.4	244	81.1	1043	84.3	H/	
SOUTHWEST	534	60.5	1157	79.3	239	71.1	H/		H/		6568	85.3	3207	77.3	434	60.6
MESA	H/		H/		855	81.8	H/		H/		14	85.7	H/		97	62.9
<b>TOTAL</b>	<b>10975</b>	<b>64.3</b>	<b>5076</b>	<b>78.8</b>	<b>6873</b>	<b>77.2</b>	<b>15067</b>	<b>86.0</b>	<b>8161</b>	<b>76.0</b>	<b>12373</b>	<b>81.6</b>	<b>18545</b>	<b>74.9</b>	<b>8741</b>	<b>67.9</b>

\* 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*																
CARRIER	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME						
AMERICAN	827	68.6	H/		3582	67.4	321	71.3	4187	67.4	120	55.8	310	64.8	364	60.7
ALASKA	54	94.4	H/		H/		62	90.3	151	80.8	831	86.8	31	83.9	186	92.5
JETBLUE	1394	75.5	H/		H/		H/		175	66.3	105	72.4	H/		62	67.7
DELTA	1388	87.2	172	83.1	608	83.7	4752	90.2	599	78.0	373	86.3	523	78.8	580	87.1
EXPRESSJET	H/		H/		H/		670	78.5	5373	72.7	H/		176	73.9	20	80.0
FRONTIER	113	74.3	104	78.8	H/		119	80.7	H/		139	76.3	36	50.0	126	77.8
AIRTRAN	1333	88.5	333	86.2	H/		285	87.0	H/		H/		257	78.6	31	64.5
HAWAIIAN	H/		H/		H/		H/		H/		31	87.1	H/		31	77.4
AMERICAN EAGLE	H/		H/		1197	81.5	228	65.4	7235	78.2	H/		143	71.3	124	88.7
SKYWEST	H/		21	81.0	H/		2187	91.5	2343	76.5	911	83.1	H/		1671	91.7
UNITED	938	79.5	H/		213	86.4	251	75.7	5373	77.8	572	74.8	403	73.7	555	78.9
US AIRWAYS	711	78.5	H/		236	83.1	358	86.0	604	76.7	172	83.1	3663	80.1	4894	88.3
VIRGIN AMERICA	57	94.7	H/		H/		H/		170	85.9	89	92.1	144	86.8	H/	
SOUTHWEST	2405	81.6	6832	83.3	H/		498	83.3	H/		1146	83.9	848	68.4	5078	84.0
MESA	H/		H/		66	74.2	H/		791	76.0	H/		30	70.0	1179	93.7
<b>TOTAL</b>	<b>9220</b>	<b>81.0</b>	<b>7462</b>	<b>83.4</b>	<b>5902</b>	<b>73.3</b>	<b>9731</b>	<b>87.4</b>	<b>27001</b>	<b>75.1</b>	<b>4489</b>	<b>82.2</b>	<b>6564</b>	<b>76.9</b>	<b>14901</b>	<b>86.4</b>

\* 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.

OCTOBER 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	394	52.5	447	55.0	910	43.5	124	54.8	519	63.8
ALASKA	383	88.0	3648	86.9	349	69.1	H/		H/	
JETBLUE	106	65.1	150	75.3	337	65.0	93	80.6	436	71.8
DELTA	493	86.0	764	88.0	793	74.3	2613	90.7	775	82.6
EXPRESSJET	H/		H/		H/		6	100.0	H/	
FRONTIER	129	72.1	166	72.3	143	53.8	142	73.9	3	100.0
AIRTRAN	H/		H/		112	69.6	H/		498	87.6
HAWAIIAN	31	87.1	62	79.0	31	74.2	H/		H/	
AMERICAN EAGLE	306	83.7	H/		H/		155	91.0	H/	
SKYWEST	653	74.0	536	84.7	4659	59.1	4787	89.8	H/	
UNITED	783	73.1	855	75.6	4176	66.5	87	75.9	534	78.1
US AIRWAYS	339	80.8	274	81.8	453	72.2	169	88.8	552	82.4
VIRGIN AMERICA	142	85.2	213	87.8	1436	74.7	H/		H/	
SOUTHWEST	2668	80.6	983	82.1	1357	61.2	988	80.6	1875	84.0
MESA	H/		H/		H/		H/		H/	
<b>TOTAL</b>	<b>6427</b>	<b>78.0</b>	<b>8098</b>	<b>82.6</b>	<b>14756</b>	<b>63.6</b>	<b>9164</b>	<b>88.1</b>	<b>5192</b>	<b>80.3</b>

\* 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.

OCTOBER 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	94.0	75.6	100.0	89.8	88.4	94.3	91.8	94.6	69.7	97.4	79.0	94.2	86.3	87.2	87.3	J/	90.6	97.1
700 - 759 AM	94.2	79.7	82.4	90.1	73.5	91.9	90.1	92.0	76.5	81.5	82.8	93.1	78.9	93.6	90.5	78.9	74.1	89.5
800 - 859 AM	88.6	88.2	79.6	86.4	80.6	90.2	87.6	93.6	80.2	85.0	88.9	91.2	83.1	93.8	88.1	81.3	93.0	92.1
900 - 959 AM	86.5	82.5	73.2	79.1	84.6	91.6	85.1	91.3	82.1	82.0	90.9	92.1	84.4	87.3	83.8	80.0	89.1	95.1
1000 - 1059 AM	85.8	83.3	79.1	87.7	83.0	86.6	86.1	83.6	86.1	89.0	78.8	86.8	82.4	85.3	78.6	77.6	86.8	91.1
1100 - 1159 AM	85.1	86.0	77.6	82.0	80.8	84.9	87.5	86.5	78.2	83.6	82.4	90.9	82.0	81.9	73.8	75.7	87.5	81.8
1200 - 1259 PM	87.1	83.2	78.3	84.5	80.1	86.3	87.1	92.5	76.7	81.0	82.8	89.3	78.6	84.2	77.3	76.7	85.6	87.7
100 - 159 PM	86.6	80.6	78.5	86.4	81.0	87.4	82.8	90.2	66.5	79.8	80.3	86.6	75.6	82.0	73.7	70.4	84.7	86.1
200 - 259 PM	83.2	83.2	81.7	88.9	73.7	82.9	81.8	88.7	56.3	83.0	80.1	88.7	75.4	80.9	73.1	69.5	83.5	87.9
300 - 359 PM	80.8	82.9	83.2	87.0	75.2	83.1	83.2	85.3	54.2	79.2	77.2	86.4	74.7	83.9	76.6	66.3	82.5	84.4
400 - 459 PM	81.0	81.2	78.2	85.9	76.3	82.9	79.5	85.6	52.5	79.0	76.9	83.5	74.0	79.4	77.2	68.6	80.2	85.0
500 - 559 PM	84.1	73.5	77.8	85.0	75.2	78.5	77.0	78.5	55.4	71.1	76.5	80.8	79.2	80.3	72.5	66.4	77.0	85.5
600 - 659 PM	80.3	69.5	67.3	82.8	71.6	75.8	78.0	82.1	56.9	69.6	76.4	84.9	72.9	75.2	73.4	59.4	78.3	72.9
700 - 759 PM	77.7	66.9	64.1	84.8	72.8	75.5	75.6	77.4	54.6	73.2	78.4	79.4	69.2	80.0	68.8	60.9	76.6	75.2
800 - 859 PM	79.8	72.8	70.5	86.5	62.9	75.7	74.2	81.9	51.0	78.0	71.8	81.4	74.8	75.6	69.0	54.6	71.7	77.3
900 - 959 PM	81.2	67.7	64.8	81.3	69.1	75.7	67.8	75.7	60.7	72.8	71.8	78.3	72.3	73.2	65.1	56.2	75.7	71.0
1000 - 1059 PM	76.5	75.7	64.9	72.9	74.1	74.2	74.4	75.8	62.4	74.7	57.6	72.7	67.6	72.6	67.1	58.2	71.2	70.1
1100 - 559 AM	78.1	73.4	67.1	78.8	65.7	77.7	72.2	77.1	68.3	75.5	71.0	79.8	75.1	78.1	70.7	66.3	74.3	79.1
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>83.8</b>	<b>77.4</b>	<b>74.4</b>	<b>85.3</b>	<b>75.1</b>	<b>83.6</b>	<b>81.5</b>	<b>85.5</b>	<b>64.3</b>	<b>78.8</b>	<b>77.2</b>	<b>86.0</b>	<b>76.0</b>	<b>81.6</b>	<b>74.9</b>	<b>67.9</b>	<b>81.0</b>	<b>83.4</b>

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

OCTOBER 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	57.0	92.5	91.2	91.2	84.7	93.1	74.2	87.1	85.9	J/	100.0	89.3
700 - 759 AM	87.1	93.1	87.1	98.3	84.7	92.1	86.0	87.6	87.9	93.8	90.3	88.4
800 - 859 AM	82.0	90.5	85.6	91.6	81.0	94.5	88.4	91.6	82.3	95.4	94.1	88.0
900 - 959 AM	83.1	91.7	82.7	92.4	81.3	87.3	89.0	92.3	65.4	94.7	92.4	85.4
1000 - 1059 AM	75.6	89.9	84.2	85.8	81.3	86.4	81.1	86.8	58.6	89.3	87.7	84.1
1100 - 1159 AM	76.1	88.5	82.4	82.2	87.6	91.4	75.3	87.5	56.3	88.5	85.9	82.2
1200 - 1259 PM	84.7	92.1	76.7	90.9	81.9	85.5	80.1	79.9	56.1	93.6	80.4	82.5
100 - 159 PM	79.2	88.7	77.8	76.8	78.5	88.5	79.5	87.2	56.1	89.0	85.1	81.4
200 - 259 PM	71.8	90.1	73.9	74.5	80.4	85.9	77.7	81.2	59.1	90.5	84.6	80.1
300 - 359 PM	77.4	83.2	71.1	78.6	76.4	86.8	81.9	84.2	60.2	91.1	85.8	78.7
400 - 459 PM	69.1	86.7	67.6	82.6	78.3	84.0	73.4	85.8	62.4	89.7	79.3	78.2
500 - 559 PM	70.6	78.3	68.2	80.2	74.4	86.9	81.2	82.7	63.0	82.2	80.2	76.7
600 - 659 PM	64.2	88.1	66.2	84.2	69.0	80.6	75.3	79.8	59.8	84.5	76.1	75.0
700 - 759 PM	63.7	81.9	63.2	78.7	76.1	83.8	75.2	80.0	64.9	85.6	74.8	74.0
800 - 859 PM	66.8	84.5	65.9	79.1	58.9	83.5	73.8	75.3	63.3	83.5	71.5	73.5
900 - 959 PM	68.1	68.5	64.4	77.9	72.4	77.9	70.8	78.4	62.7	80.2	65.8	70.9
1000 - 1059 PM	71.9	81.5	63.8	81.7	77.7	79.6	67.4	75.5	62.0	72.0	68.1	70.4
1100 - 559 AM	70.9	84.9	80.4	76.1	71.1	75.3	72.1	80.3	67.7	70.1	71.5	74.0
<b>TOTAL, ALL ARRIVALS, BY AIRPORT</b>	<b>73.3</b>	<b>87.4</b>	<b>75.1</b>	<b>82.2</b>	<b>76.9</b>	<b>86.4</b>	<b>78.0</b>	<b>82.6</b>	<b>63.6</b>	<b>88.1</b>	<b>80.3</b>	<b>79.3</b>

\* 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	90.6	86.8	85.6	92.6	85.5	93.1	90.7	91.4	80.4	94.2	81.3	89.8	84.8	95.7	91.1	85.6	93.3	93.6
700 - 759 AM	92.0	88.3	85.7	91.4	86.5	89.2	89.2	89.4	81.5	92.3	83.5	90.1	83.3	92.7	88.9	84.0	92.4	92.4
800 - 859 AM	91.0	85.9	79.1	86.6	82.9	86.5	89.1	92.0	78.2	91.8	82.7	90.0	83.8	88.1	86.3	82.8	91.8	87.5
900 - 959 AM	88.6	85.5	71.4	88.6	80.9	86.9	83.1	94.2	78.6	85.5	83.9	91.8	83.6	85.8	79.4	82.2	92.0	87.3
1000 - 1059 AM	86.8	85.6	70.5	84.7	82.7	82.8	80.9	86.8	77.9	84.6	85.6	86.5	80.7	83.9	82.1	77.0	86.2	88.9
1100 - 1159 AM	84.4	82.8	76.4	88.0	82.7	79.8	78.2	83.9	82.9	85.6	73.5	83.0	83.9	78.2	71.6	76.6	86.9	84.7
1200 - 1259 PM	84.1	81.5	73.0	82.4	80.2	79.2	80.6	84.7	74.5	81.2	79.0	84.3	81.1	76.7	75.8	77.9	86.3	74.8
100 - 159 PM	85.7	83.1	71.6	84.3	78.1	76.9	79.6	86.4	63.7	78.9	76.7	81.0	76.9	82.4	76.5	74.7	82.0	73.7
200 - 259 PM	82.0	78.7	66.7	83.7	72.1	79.4	79.7	79.5	61.6	76.9	76.5	83.0	76.5	75.7	69.6	70.0	82.0	67.7
300 - 359 PM	80.2	79.4	74.4	84.1	77.2	75.3	77.2	87.1	58.4	74.3	73.8	81.7	73.3	72.9	74.5	68.7	80.9	75.7
400 - 459 PM	76.1	75.9	75.4	84.8	72.3	75.6	80.2	76.8	54.7	72.6	71.2	79.8	76.4	75.5	77.1	68.7	75.0	74.4
500 - 559 PM	78.2	75.1	71.9	83.2	75.2	73.6	73.8	79.6	50.8	69.4	70.9	80.8	69.0	72.7	75.3	69.4	73.2	69.6
600 - 659 PM	77.1	67.0	63.8	85.8	72.3	68.4	71.3	61.2	56.3	69.7	69.7	82.7	76.0	72.3	74.7	65.2	72.0	72.6
700 - 759 PM	80.0	66.6	53.0	85.1	73.4	74.1	72.2	81.0	47.4	75.7	71.6	79.1	69.6	74.3	74.3	68.3	73.8	50.9
800 - 859 PM	79.3	66.2	61.2	84.5	72.1	74.0	69.3	74.1	50.8	66.7	78.6	77.6	72.7	69.4	72.6	60.6	72.9	50.5
900 - 959 PM	82.0	78.3	52.2	85.1	58.8	73.4	73.3	77.5	48.4	79.3	70.9	79.9	73.3	74.7	76.6	62.5	60.6	59.6
1000 - 1059 PM	83.6	J/	J/	89.4	71.0	82.7	74.4	71.4	40.0	J/	71.9	87.5	64.1	67.2	78.1	66.7	J/	J/
1100 - 559 AM	87.5	87.7	80.0	83.3	85.2	90.7	90.3	96.2	77.3	92.5	87.3	85.1	83.9	87.4	80.3	81.5	93.2	100.0
TOTAL, ALL DEPARTURES, BY AIRPORT	83.3	80.0	71.0	86.6	78.4	78.8	78.9	84.4	66.0	81.0	76.5	83.8	77.6	80.3	78.8	74.5	83.0	74.6

\* 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	88.1	92.8	87.6	95.4	86.1	94.6	91.8	94.9	91.5	95.2	93.0	90.0
700 - 759 AM	82.6	91.3	87.4	93.2	86.7	93.2	83.9	90.2	87.9	98.6	93.8	89.1
800 - 859 AM	84.7	92.8	86.7	88.6	84.1	90.1	89.3	89.4	84.3	92.1	92.4	87.3
900 - 959 AM	81.9	91.7	83.1	86.3	83.8	86.2	83.6	82.5	76.5	92.1	90.8	85.2
1000 - 1059 AM	78.4	90.1	78.3	83.8	85.6	89.5	76.5	87.5	65.0	82.4	88.4	82.5
1100 - 1159 AM	77.9	89.3	77.0	84.0	83.0	83.6	78.4	81.5	64.2	93.2	86.6	81.7
1200 - 1259 PM	74.2	80.6	78.8	77.8	81.8	86.3	73.0	84.5	59.2	87.5	85.5	79.7
100 - 159 PM	71.5	89.0	75.0	82.0	82.8	86.9	73.0	76.6	60.9	88.2	87.0	79.0
200 - 259 PM	74.1	84.8	72.2	67.3	76.7	84.9	72.3	83.7	51.1	75.0	80.1	76.0
300 - 359 PM	69.1	82.5	69.2	85.6	78.5	81.1	75.1	80.3	55.6	91.9	81.5	76.5
400 - 459 PM	69.0	77.9	68.1	85.5	74.2	84.8	81.7	88.5	58.2	90.5	80.7	75.1
500 - 559 PM	65.4	85.0	65.6	79.8	75.6	78.5	68.6	84.0	63.6	87.3	74.3	74.2
600 - 659 PM	57.2	76.5	63.5	83.0	71.4	82.3	77.9	91.4	67.9	80.2	67.8	72.5
700 - 759 PM	64.5	85.9	66.2	82.4	72.1	71.4	80.7	83.0	66.5	81.8	69.7	72.6
800 - 859 PM	62.4	66.7	66.9	84.4	84.8	85.0	78.0	84.8	67.1	88.9	76.6	72.7
900 - 959 PM	62.3	90.1	67.9	88.3	77.8	87.7	74.7	78.4	66.7	89.3	33.3	74.0
1000 - 1059 PM	52.2	88.0	75.6	97.3	75.6	78.4	89.0	88.3	73.4	J/	J/	78.6
1100 - 559 AM	J/	97.4	90.8	93.8	85.6	89.9	J/	85.8	80.8	86.9	100.0	86.1
<b>TOTAL, ALL DEPARTURES, BY AIRPORT</b>	<b>71.8</b>	<b>87.4</b>	<b>74.7</b>	<b>86.1</b>	<b>80.6</b>	<b>86.2</b>	<b>79.6</b>	<b>85.7</b>	<b>69.2</b>	<b>89.9</b>	<b>83.7</b>	<b>79.6</b>

\* 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***
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## CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE

NONE

## CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS

SKYWEST	6326	Aug	MFR-SFO	1609	31	16	51.6	81.8
SKYWEST	5647	Sep	MFR-SFO	1558	24	13	54.2	79.2
SKYWEST	5636	Oct	MFR-SFO	1618	27	14	51.9	81.9
SKYWEST	5640	Aug	SBA-SFO	1000	31	16	51.6	84.1
SKYWEST	5640	Sep	SBA-SFO	958	30	19	63.3	77.8
SKYWEST	5640	Oct	SBA-SFO	1006	31	17	54.8	105.7
SKYWEST	6450	Aug	SFO-SMF	1542	31	16	51.6	78.0
SKYWEST	5470	Sep	SFO-SMF	1610	30	20	66.7	83.8
SKYWEST	5470	Oct	SFO-SMF	1601	31	19	61.3	95.8
SOUTHWEST	642	Aug	LAS-SFO	825	21	15	71.4	82.7
SOUTHWEST	642	Sep	LAS-SFO	825	28	15	53.6	83.1
SOUTHWEST	799	Oct	LAS-SFO	810	23	13	56.5	97.2
SOUTHWEST	722	Aug	SFO-LAX	1145	20	11	55.0	71.9
SOUTHWEST	722	Sep	SFO-LAX	1145	25	13	52.0	52.3
SOUTHWEST	782	Oct	SFO-LAX	1125	31	16	51.6	110.7
SOUTHWEST	824	Aug	SFO-SAN	945	27	16	59.3	81.7
SOUTHWEST	824	Sep	SFO-SAN	945	24	13	54.2	70.0
SOUTHWEST	799	Oct	SFO-SAN	1015	27	14	51.9	96.0

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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

Chronically Delayed Flights for individual months can be found on the BTS website <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***
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## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS

AMERICAN	2374	Sep	DFW-ORD	2035	17	13	76.5	72.7
AMERICAN	2374	Oct	DFW-ORD	2035	17	9	52.9	57.0
AMERICAN	881	Sep	DFW-SFO	2030	30	17	56.7	69.2
AMERICAN	881	Oct	DFW-SFO	2030	31	16	51.6	72.5
AMERICAN	889	Sep	MIA-SFO	1555	30	19	63.3	79.1
AMERICAN	889	Oct	MIA-SFO	1555	31	19	61.3	65.0
EXPRESSJET	4195	Sep	EWR-BNA	2059	23	12	52.2	107.8
EXPRESSJET	3816	Oct	EWR-BNA	2100	27	14	51.9	64.7
SKYWEST	5654	Sep	ACV-SFO	1049	29	17	58.6	90.6
SKYWEST	5654	Oct	ACV-SFO	1050	31	16	51.6	104.0
SKYWEST	6233	Sep	ACV-SFO	1419	24	14	58.3	92.9
SKYWEST	6233	Oct	ACV-SFO	1416	27	14	51.9	94.9
SKYWEST	5307	Sep	CIC-SFO	1340	30	16	53.3	98.4
SKYWEST	5307	Oct	CIC-SFO	1331	31	16	51.6	107.8
SKYWEST	5573	Sep	MFR-SFO	1012	29	18	62.1	84.7

\* Minimum of 10 flights per month

\*\* Includes canceled and diverted flights

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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***
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## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SKYWEST	6535	Oct	MFR-SFO	1011	30	17	56.7	106.8
SKYWEST	6273	Sep	MFR-SFO	1224	30	22	73.3	89.7
SKYWEST	5625	Oct	MFR-SFO	1223	31	16	51.6	83.2
SKYWEST	5647	Sep	MFR-SFO	1558	24	13	54.2	79.2
SKYWEST	5636	Oct	MFR-SFO	1618	27	14	51.9	81.9
SKYWEST	6239	Sep	SAN-SFO	942	20	12	60.0	84.6
SKYWEST	6301	Oct	SAN-SFO	937	23	12	52.2	121.2
SKYWEST	5640	Sep	SBA-SFO	958	30	19	63.3	77.8
SKYWEST	5640	Oct	SBA-SFO	1006	31	17	54.8	105.7
SKYWEST	5314	Sep	SBP-SFO	1230	30	18	60.0	76.6
SKYWEST	5459	Oct	SBP-SFO	1224	31	20	64.5	86.7
SKYWEST	5359	Sep	SFO-CIC	1639	30	18	60.0	74.2
SKYWEST	5464	Oct	SFO-CIC	1650	31	16	51.6	98.0
SKYWEST	5550	Sep	SFO-FAT	2125	25	14	56.0	102.9
SKYWEST	6268	Oct	SFO-FAT	2128	28	15	53.6	69.7

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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***
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## CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS (CONTINUED)

SKYWEST	5470	Sep	SFO-SMF	1610	30	20	66.7	83.8
SKYWEST	5470	Oct	SFO-SMF	1601	31	19	61.3	95.8
SKYWEST	5427	Sep	SMF-SFO	1050	30	18	60.0	91.6
SKYWEST	5427	Oct	SMF-SFO	1045	31	16	51.6	101.3
SKYWEST	5470	Sep	SMF-SFO	1714	30	19	63.3	79.3
SKYWEST	5420	Oct	SMF-SFO	1709	31	18	58.1	105.5
SOUTHWEST	642	Sep	LAS-SFO	825	28	15	53.6	83.1
SOUTHWEST	799	Oct	LAS-SFO	810	23	13	56.5	97.2
SOUTHWEST	722	Sep	SFO-LAX	1145	25	13	52.0	52.3
SOUTHWEST	782	Oct	SFO-LAX	1125	31	16	51.6	110.7
SOUTHWEST	824	Sep	SFO-SAN	945	24	13	54.2	70.0
SOUTHWEST	799	Oct	SFO-SAN	1015	27	14	51.9	96.0
SOUTHWEST	1994	Sep	SNA-SFO	815	24	16	66.7	59.1
SOUTHWEST	2196	Oct	SNA-SFO	810	23	13	56.5	123.0

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
AMERICAN	1,441	19	1.3
EXPRESSJET	2,007	21	1.0
UNITED	944	9	1.0
SOUTHWEST	3,243	21	0.6
SKYWEST	1,702	10	0.6
FRONTIER	220	1	0.5
JETBLUE	634	1	0.2
AMERICAN EAGLE	1,396	2	0.1
DELTA	2,170	0	0.0
US AIRWAYS	1,137	0	0.0
AIRTRAN	545	0	0.0
ALASKA	399	0	0.0
MESA	358	0	0.0
HAWAIIAN	201	0	0.0
VIRGIN AMERICA	157	0	0.0
<b>TOTAL</b>	<b>16,554</b>	<b>84</b>	<b>0.5</b>

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

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

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ABERDEEN SD (ABR)	94.7	97.3	75	75
ABILENE TX (ABI)	86.1	90.9	209	209
ADAK ISLAND AK (ADK)	87.5	87.5	8	8
AGUADILLA PR (BQN)	74.7	71.2	75	73
AKRON OH (CAK)	81.2	86.6	671	671
ALBANY GA (ABY)	89.9	91.0	89	89
ALBANY NY (ALB)	76.1	80.6	970	969
ALBUQUERQUE NM (ABQ)	83.3	85.9	2,486	2,489
ALEXANDRIA LA (AEX)	84.8	88.6	315	317
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	71.9	81.5	270	270
ALPENA MI (APN)	90.7	90.7	54	54
AMARILLO TX (AMA)	87.9	91.7	660	660
ANCHORAGE AK (ANC)	82.7	87.7	1,304	1,305
APPLETON WI (ATW)	75.5	80.5	368	369
ARCATA/EUREKA CA (ACV)	61.4	60.4	321	321
ARLINGTON VA (DCA)	75.1	78.4	6,379	6,379
ASHEVILLE NC (AVL)	79.8	80.1	376	376
ASPEN CO (ASE)	69.3	83.0	153	153
ATLANTA GA (ATL)	83.8	83.3	33,102	33,104
AUGUSTA GA (AGS)	83.3	80.9	257	257
AUSTIN TX (AUS)	79.9	85.4	3,823	3,824
BAKERSFIELD CA (BFL)	71.6	77.1	328	328
BALTIMORE MD (BWI)	74.4	71.0	8,848	8,845
BANGOR ME (BGR)	84.7	88.3	59	60
BARROW AK (BRW)	88.6	84.3	70	70
BATON ROUGE LA (BTR)	82.9	82.4	748	748
BELLINGHAM WA (BLI)	79.6	87.8	49	49
BEMIDJI MN (BJI)	93.5	95.2	62	62
BEND/REDMOND OR (RDM)	79.3	83.0	270	270
BETHEL AK (BET)	88.2	88.2	85	85
BILLINGS MT (BIL)	88.9	90.6	297	297
BIRMINGHAM AL (BHM)	82.2	85.8	1,517	1,513
BISMARCK/MANDAN ND (BIS)	87.9	87.5	272	272
BLOOMINGTON/NORMAL IL (BMI)	80.9	79.1	115	115
BOISE ID (BOI)	79.7	83.3	931	929
BOSTON MA (BOS)	77.4	80.0	8,809	8,804
BOZEMAN MT (BZN)	86.0	92.3	235	234
BRAINERD MN (BRD)	96.2	98.1	53	53
BRANSON MO (BKG)	90.1	88.9	162	162
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	85.6	83.0	229	229
BROWNSVILLE TX (BRO)	86.5	92.7	193	193
BRUNSWICK GA (BQK)	86.1	89.9	79	79
BUFFALO NY (BUF)	78.5	81.7	2,008	2,006

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
BURBANK CA (BUR)	85.5	86.8	2,185	2,185
BURLINGTON VT (BTV)	69.3	68.9	440	440
BUTTE MT (BTM)	91.8	96.7	61	61
CARLSBAD CA (CLD)	74.6	79.6	201	201
CASPER WY (CPR)	90.6	93.1	202	202
CEDAR CITY UT (CDC)	88.9	96.3	54	54
CEDAR RAPIDS/IOWA CITY IA (CID)	83.9	88.0	528	527
CHAMPAIGN/URBANA IL (CMI)	77.0	84.2	209	209
CHANTILLY VA (IAD)	77.2	76.5	6,873	6,844
CHARLESTON SC (CHS)	79.5	82.0	1,178	1,178
CHARLESTON/DUNBAR WV (CRW)	75.6	75.2	320	319
CHARLOTTE AMALIE VI (STT)	66.7	81.0	174	174
CHARLOTTE NC (CLT)	85.3	86.6	11,530	11,536
CHARLOTTESVILLE VA (CHO)	80.8	82.1	151	151
CHATTANOOGA TN (CHA)	79.9	82.7	428	428
CHICAGO IL (MDW)	83.4	74.6	7,462	7,465
CHICAGO IL (ORD)	75.1	74.7	27,001	27,039
CHICO CA (CIC)	55.1	61.8	89	89
CHRISTIANSTED VI (STX)	85.5	87.1	62	62
CLEVELAND OH (CLE)	80.4	82.8	3,875	3,877
CODY WY (COD)	87.5	92.2	64	64
COLLEGE STATION/BRYAN TX (CLL)	90.8	91.6	239	239
COLORADO SPRINGS CO (COS)	77.8	85.8	948	948
COLUMBIA MO (COU)	85.6	80.0	90	90
COLUMBIA SC (CAE)	75.8	78.6	509	510
COLUMBUS GA (CSG)	91.5	90.9	176	176
COLUMBUS MS (GTR)	81.8	84.1	88	88
COLUMBUS OH (CMH)	78.4	81.0	2,378	2,381
CORDOVA AK (CDV)	88.7	87.1	62	62
CORPUS CHRISTI TX (CRP)	86.7	89.6	595	595
COVINGTON KY (CVG)	82.8	81.7	3,022	3,025
CRESCENT CITY CA (CEC)	60.0	56.5	85	85
DALLAS TX (DAL)	90.1	86.8	3,966	3,966
DALLAS/FORT WORTH TX (DFW)	81.5	78.9	23,297	23,302
DAYTON OH (DAY)	75.0	79.1	1,078	1,078
DAYTONA BEACH FL (DAB)	88.8	88.8	125	125
DEADHORSE AK (SCC)	91.4	91.4	58	58
DEL RIO TX (DRT)	89.5	98.2	57	57
DENVER CO (DEN)	83.6	78.8	19,305	19,316
DES MOINES IA (DSM)	78.9	84.7	890	890
DETROIT MI (DTW)	85.5	84.4	8,525	8,525
DOTHAN AL (DHN)	89.8	89.0	118	118
DULUTH MN (DLH)	91.0	92.6	245	244

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
DURANGO CO (DRO)	87.8	91.1	180	179
EAGLE CO (EGE)	100.0	100.0	4	4
EAU CLAIRE WI (EAU)	82.3	82.3	62	62
EL CENTRO CA (IPL)	83.9	85.5	62	62
EL PASO TX (ELP)	80.9	87.3	1,727	1,727
ELKO NV (EKO)	94.1	97.6	85	85
ELMIRA/CORNING NY (ELM)	82.7	86.6	98	97
ESCANABA MI (ESC)	87.9	87.9	107	107
EUGENE OR (EUG)	78.6	76.8	435	436
EVANSVILLE IN (EVV)	81.7	84.3	312	312
FAIRBANKS AK (FAI)	85.8	91.1	337	337
FARGO ND (FAR)	81.8	86.1	455	454
FAYETTEVILLE AR (XNA)	80.1	81.3	1,122	1,120
FAYETTEVILLE NC (FAY)	84.1	82.9	258	258
FLAGSTAFF AZ (FLG)	91.0	94.2	155	155
FLINT MI (FNT)	91.3	90.9	219	220
FORT LAUDERDALE FL (FLL)	78.8	81.0	5,076	5,072
FORT MYERS FL (RSW)	81.4	84.0	1,846	1,844
FORT SMITH AR (FSM)	85.6	92.3	208	208
FORT WAYNE IN (FWA)	81.4	86.4	301	301
FRESNO CA (FAT)	75.2	77.8	952	952
GAINESVILLE FL (GNV)	83.3	80.3	269	269
GARDEN CITY KS (GCK)	88.7	90.3	62	62
GILLETTE WY (GCC)	86.0	88.7	150	150
GRAND FORKS ND (GFK)	93.1	97.7	216	216
GRAND ISLAND NE (GRI)	89.7	82.8	58	58
GRAND JUNCTION CO (GJT)	86.9	92.1	405	405
GRAND RAPIDS MI (GRR)	82.5	88.2	933	931
GREAT FALLS MT (GTF)	91.8	93.2	146	146
GREEN BAY WI (GRB)	78.6	83.7	499	496
GREENSBORO/HIGH POINT NC (GSO)	75.5	78.6	888	889
GREER SC (GSP)	80.3	84.5	776	776
GUAM TT (GUM)	71.0	77.4	31	31
GULFPORT/BILOXI MS (GPT)	85.9	85.4	384	384
GUNNISON CO (GUC)	83.9	83.9	31	31
HANCOCK/HOUGHTON MI (CMX)	71.0	75.8	62	62
HARLINGEN/SAN BENITO TX (HRL)	88.0	93.3	341	341
HARRISBURG PA (MDT)	76.2	82.2	525	528
HARTFORD CT (BDL)	76.7	81.3	1,922	1,920
HAYDEN CO (HDN)	91.3	91.7	23	24
HELENA MT (HLN)	87.4	95.2	167	166
HIBBING MN (HIB)	93.3	95.2	105	105
HILO HI (ITO)	95.3	96.4	614	614

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
HOBBS NM (HOB)	72.9	87.5	48	48
HONOLULU HI (HNL)	86.3	91.7	4,505	4,501
HOUSTON TX (HOU)	86.4	81.4	4,673	4,673
HOUSTON TX (IAH)	86.0	83.8	15,067	15,064
HUNTSVILLE AL (HSV)	80.8	86.1	620	619
IDAHO FALLS ID (IDA)	89.8	92.3	283	284
INDIANAPOLIS IN (IND)	82.1	84.4	2,410	2,409
INTERNATIONAL FALLS MN (INL)	94.3	94.2	53	52
INYOKERN CA (IYK)	81.1	100.0	53	53
IRON MOUNTAIN/KINGSFD MI (IMT)	85.2	92.5	54	53
ISLIP NY (ISP)	70.9	80.6	454	454
JACKSON WY (JAC)	89.2	94.3	157	158
JACKSON/VICKSBURG MS (JAN)	84.1	87.3	785	785
JACKSONVILLE FL (JAX)	81.0	83.6	1,963	1,964
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	79.2	81.3	144	144
JOPLIN MO (JLN)	95.2	93.5	62	62
JUNEAU AK (JNU)	86.0	85.7	307	308
KAHULUI HI (OGG)	89.3	92.9	1,959	1,961
KALAMAZOO MI (AZO)	82.3	96.8	62	62
KALISPELL MT (FCA)	84.1	94.5	145	145
KANSAS CITY MO (MCI)	81.1	84.4	4,228	4,230
KETCHIKAN AK (KTN)	89.2	86.6	186	186
KEY WEST FL (EYW)	86.3	85.0	160	160
KILLEEN TX (GRK)	88.4	91.3	458	458
KLAMATH FALLS OR (LMT)	79.0	83.9	62	62
KNOXVILLE TN (TYS)	78.3	83.0	865	865
KODIAK AK (ADQ)	81.0	79.3	58	58
KONA HI (KOA)	90.1	91.7	1,012	1,012
KOTZEBUE AK (OTZ)	76.3	73.1	93	93
LA CROSSE WI (LSE)	81.0	85.7	21	21
LAFAYETTE LA (LFT)	86.7	87.0	518	517
LAKE CHARLES LA (LCH)	93.7	93.1	174	174
LANSING MI (LAN)	53.4	65.9	88	88
LAREDO TX (LRD)	89.2	92.6	204	204
LAS VEGAS NV (LAS)	81.6	80.3	12,373	12,373
LAWTON/FORT SILL OK (LAW)	93.5	96.2	186	186
LEWISTON ID (LWS)	93.1	94.8	58	58
LEXINGTON KY (LEX)	81.1	82.7	567	568
LIHUE HI (LIH)	90.2	93.9	1,056	1,056
LINCOLN NE (LNK)	83.5	88.1	278	278
LITTLE ROCK AR (LIT)	82.6	86.6	1,331	1,333
LONG BEACH CA (LGB)	82.6	83.5	1,094	1,094
LONGVIEW TX (GGG)	94.8	94.8	58	58

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
LOS ANGELES CA (LAX)	74.9	78.8	18,545	18,539
LOUISVILLE KY (SDF)	79.9	81.9	1,308	1,311
LUBBOCK TX (LBB)	85.4	90.9	670	670
MADISON WI (MSN)	81.0	86.6	814	815
MANCHESTER NH (MHT)	73.7	78.6	870	871
MANHATTAN/FT. RILEY KS (MHK)	84.1	90.1	151	151
MARQUETTE MI (MQT)	70.4	85.2	27	27
MARTHA'S VINEYARD MA (MVY)	100.0	100.0	5	5
MEDFORD OR (MFR)	67.8	66.3	332	332
MELBOURNE FL (MLB)	83.7	86.2	123	123
MEMPHIS TN (MEM)	84.6	85.7	2,803	2,805
MIAMI FL (MIA)	73.3	71.8	5,902	5,902
MIDLAND/ODESSA TX (MAF)	88.2	93.0	686	686
MILWAUKEE WI (MKE)	83.4	85.4	3,113	3,115
MINNEAPOLIS MN (MSP)	87.4	87.4	9,731	9,716
MINOT ND (MOT)	86.5	88.0	251	251
MISSION/MCALLEN/EDINBURG TX (MFE)	76.4	83.1	343	343
MISSOULA MT (MSO)	80.6	88.4	232	232
MOBILE AL (MOB)	84.2	87.1	456	456
MODESTO CA (MOD)	61.3	62.4	93	93
MOLINE IL (MLI)	84.9	85.9	304	304
MONROE LA (MLU)	83.1	84.8	296	296
MONTEREY CA (MRY)	76.2	77.9	516	516
MONTGOMERY AL (MGM)	86.5	89.3	326	326
MONTROSE/DELTA CO (MTJ)	81.7	84.9	93	93
MOSINEE WI (CWA)	71.0	73.7	138	137
MUSKEGON MI (MKG)	82.3	87.1	62	62
MYRTLE BEACH SC (MYR)	81.9	84.3	331	331
NANTUCKET MA (ACK)	87.5	81.3	16	16
NASHVILLE TN (BNA)	81.0	82.9	4,644	4,645
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	77.3	79.5	88	88
NEW ORLEANS LA (MSY)	84.6	86.0	3,185	3,183
NEW YORK NY (JFK)	76.0	77.6	8,161	8,162
NEW YORK NY (LGA)	67.9	74.5	8,741	8,745
NEWARK NJ (EWR)	64.3	66.0	10,975	10,947
NEWBURGH/POUGHKEEPSIE NY (SWF)	72.6	77.4	62	62
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	76.0	76.5	200	200
NOME AK (OME)	72.0	69.9	93	93
NORFOLK VA (ORF)	76.9	79.7	1,421	1,421
NORTH BEND/COOS BAY OR (OTH)	59.7	43.5	62	62
OAKLAND CA (OAK)	84.0	82.8	3,857	3,858
OKLAHOMA CITY OK (OKC)	80.0	87.1	1,836	1,838
OMAHA NE (OMA)	80.3	85.4	1,660	1,661

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
ONTARIO CA (ONT)	83.3	86.7	1,822	1,822
ORLANDO FL (MCO)	81.0	83.0	9,220	9,216
PADUCAH KY (PAH)	85.5	77.4	62	62
PALM SPRINGS CA (PSP)	76.4	78.2	880	880
PANAMA CITY FL (ECP)	82.1	85.8	380	380
PASCO/KENNEWICK/RICHLAND WA (PSC)	83.0	95.9	247	245
PENSACOLA FL (PNS)	84.6	90.3	791	790
PEORIA IL (PIA)	82.7	87.8	353	352
PETERSBURG AK (PSG)	87.1	83.9	62	62
PHILADELPHIA PA (PHL)	76.9	80.6	6,564	6,570
PHOENIX AZ (PHX)	86.4	86.2	14,901	14,896
PITTSBURGH PA (PIT)	81.5	85.2	2,803	2,807
POCATELLO ID (PIH)	89.4	95.3	85	85
PONCE PR (PSE)	72.4	89.7	58	58
PORTLAND ME (PWM)	79.4	76.9	593	594
PORTLAND OR (PDX)	82.2	86.1	4,489	4,491
PROVIDENCE RI (PVD)	76.1	81.3	1,202	1,199
RALEIGH/DURHAM NC (RDU)	78.4	79.1	4,016	4,019
RAPID CITY SD (RAP)	85.8	88.9	423	425
REDDING CA (RDD)	63.1	65.6	122	122
RENO NV (RNO)	85.0	88.0	1,539	1,539
RICHMOND VA (RIC)	77.6	81.1	1,394	1,395
ROANOKE VA (ROA)	72.1	70.2	265	265
ROCHESTER MN (RST)	86.6	100.0	82	83
ROCHESTER NY (ROC)	80.1	80.4	851	853
ROCK SPRINGS WY (RKS)	76.3	81.2	186	186
ROCKFORD IL (RFD)	100.0	100.0	1	1
ROSWELL NM (ROW)	85.4	91.0	89	89
SACRAMENTO CA (SMF)	82.7	84.7	3,679	3,678
SAGINAW/BAY CITY/MIDLAND MI (MBS)	81.6	81.6	103	103
SALT LAKE CITY UT (SLC)	88.1	89.9	9,164	9,160
SAN ANGELO TX (SJT)	88.3	91.7	120	120
SAN ANTONIO TX (SAT)	82.1	86.4	3,363	3,364
SAN DIEGO CA (SAN)	78.0	79.6	6,427	6,430
SAN FRANCISCO CA (SFO)	63.6	69.2	14,756	14,764
SAN JOSE CA (SJC)	84.8	86.2	3,346	3,345
SAN JUAN PR (SJU)	69.7	74.9	1,837	1,837
SAN LUIS OBISPO CA (SBP)	69.7	71.5	393	393
SANTA ANA CA (SNA)	83.7	84.3	3,402	3,402
SANTA BARBARA CA (SBA)	75.1	75.1	911	911
SANTA FE NM (SAF)	85.5	86.3	124	124
SANTA MARIA CA (SMX)	84.9	82.4	119	119
SARASOTA/BRADENTON FL (SRQ)	79.7	79.6	276	275

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## AIR TRAVEL CONSUMER REPORT

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SAVANNAH GA (SAV)	83.0	82.0	806	806
SCRANTON/WILKES-BARRE PA (AVP)	64.9	72.4	97	98
SEATTLE WA (SEA)	82.6	85.7	8,098	8,100
SHREVEPORT LA (SHV)	86.4	88.2	667	667
SIOUX CITY IA (SUX)	69.0	70.7	58	58
SIOUX FALLS SD (FSD)	78.8	85.6	547	548
SITKA AK (SIT)	89.2	86.0	93	93
SOUTH BEND IN (SBN)	77.0	77.6	365	366
SPOKANE WA (GEG)	81.2	90.5	850	850
SPRINGFIELD IL (SPI)	79.7	86.3	153	153
SPRINGFIELD MO (SGF)	79.8	86.0	570	570
ST. GEORGE UT (SGU)	86.8	89.7	174	174
ST. LOUIS MO (STL)	81.0	80.1	4,848	4,846
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	88.7	89.5	124	124
SYRACUSE NY (SYR)	77.5	80.7	672	673
TALLAHASSEE FL (TLH)	82.7	84.1	352	352
TAMPA FL (TPA)	80.3	83.7	5,192	5,190
TEXARKANA AR (TXK)	93.3	94.4	89	89
TRAVERSE CITY MI (TVC)	79.1	81.0	187	189
TUCSON AZ (TUS)	80.1	89.0	1,640	1,640
TULSA OK (TUL)	78.6	87.5	1,716	1,715
TWIN FALLS ID (TWF)	86.5	96.6	89	89
TYLER TX (TYR)	94.5	95.3	236	236
VALDOSTA GA (VLD)	76.1	83.0	88	88
VALPARAISO FL (VPS)	85.7	90.4	530	530
WACO TX (ACT)	87.8	94.6	147	147
WATERLOO IA (ALO)	81.0	84.5	58	58
WATERTOWN NY (ART)	83.3	87.0	54	54
WEST PALM BEACH/PALM BEACH FL (PBI)	74.0	78.4	1,693	1,691
WHITE PLAINS NY (HPN)	71.8	78.8	595	598
WICHITA FALLS TX (SPS)	92.7	95.2	124	124
WICHITA KS (ICT)	76.3	86.6	786	786
WILMINGTON NC (ILM)	86.0	87.7	301	301
WRANGELL AK (WRG)	82.3	85.5	62	62
YAKUTAT AK (YAK)	90.3	88.7	62	62
YUMA AZ (YUM)	88.8	91.3	242	242

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
JETBLUE	22	13,023	996	7.6	52	18,584	1,326	7.1
UNITED	28	38,188	1,876	4.9	77	44,423	2,061	4.6
US AIRWAYS	27	29,018	1,318	4.5	77	33,774	1,433	4.2
EXPRESSJET	19	33,119	1,365	4.1	154	64,906	2,497	3.8
MESA	11	5,666	208	3.7	68	10,773	365	3.4
VIRGIN AMERICA	15	4,545	141	3.1	16	4,559	141	3.1
AMERICAN	28	34,747	1,105	3.2	77	43,135	1,204	2.8
AIRTRAN	18	11,706	370	3.2	47	16,839	466	2.8
AMERICAN EAGLE	19	24,069	745	3.1	134	41,344	1,136	2.7
DELTA	29	48,818	1,097	2.2	127	63,906	1,255	2.0
SOUTHWEST	23	49,085	1,115	2.3	77	96,036	1,705	1.8
SKYWEST	19	29,694	417	1.4	148	52,028	815	1.6
ALASKA	19	7,124	72	1.0	53	12,066	141	1.2
FRONTIER	23	5,280	55	1.0	56	6,677	67	1.0
HAWAIIAN	8	414	3	0.7	16	6,204	12	0.2
Total		334,496	10,883	3.3	Total	515,254	14,624	2.8

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

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

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

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## AIR TRAVEL CONSUMER REPORT

TABLE 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
JETBLUE	848	497	58.6
VIRGIN AMERICA	169	58	34.3
US AIRWAYS	1,984	561	28.3
AMERICAN	1,484	335	22.6
AMERICAN EAGLE	1,397	292	20.9
MESA	837	159	19.0
AIRTRAN	959	178	18.6
EXPRESSJET	6,678	1,118	16.7
DELTA	2,403	377	15.7
UNITED	9,349	1,372	14.7
SOUTHWEST	9,058	758	8.4
ALASKA	421	34	8.1
SKYWEST	4,034	260	6.4
FRONTIER	420	27	6.4
HAWAIIAN	228	2	0.9
<b>TOTAL</b>	<b>40,269</b>	<b>6,028</b>	<b>15.0</b>

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>

**OCTOBER 2012  
AIR TRAVEL CONSUMER REPORT  
TABLE 9. CAUSES OF DELAY\*, BY CARRIER\*\***

CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	CAUSES OF DELAY									
								AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AMERICAN	43135	29182	67.65%	1204	2.79%	98	0.23%	4150	9.62%	164	0.38%	4596	10.65%	6	0.01%	3734	8.66%
ALASKA	12066	10476	86.82%	141	1.17%	48	0.40%	479	3.97%	23	0.19%	446	3.70%	8	0.07%	445	3.68%
JETBLUE	18584	13761	74.05%	1326	7.14%	29	0.16%	1118	6.01%	34	0.18%	1281	6.89%	13	0.07%	1022	5.50%
DELTA	63906	54662	85.54%	1255	1.96%	78	0.12%	2440	3.82%	105	0.16%	2993	4.68%	2	0.00%	2371	3.71%
EXPRESSJET	64906	49933	76.93%	2497	3.85%	97	0.15%	3519	5.42%	115	0.18%	3452	5.32%	4	0.01%	5290	8.15%
FRONTIER	6677	5206	77.97%	67	1.00%	6	0.09%	336	5.03%	7	0.11%	614	9.20%	0	0.00%	440	6.60%
AIRTRAN	16839	14473	85.95%	466	2.77%	15	0.09%	405	2.41%	6	0.03%	802	4.76%	0	0.00%	672	3.99%
HAWAIIAN	6204	5883	94.83%	12	0.19%	9	0.15%	217	3.50%	2	0.03%	2	0.03%	1	0.01%	78	1.26%
AMERICAN EAGLE	41344	33586	81.24%	1136	2.75%	67	0.16%	1856	4.49%	178	0.43%	2218	5.37%	1	0.00%	2302	5.57%
SKYWEST	52028	42021	80.77%	815	1.57%	71	0.14%	1957	3.76%	77	0.15%	2750	5.29%	7	0.01%	4330	8.32%
UNITED	44423	34070	76.69%	2061	4.64%	85	0.19%	2759	6.21%	90	0.20%	3172	7.14%	11	0.03%	2175	4.90%
US AIRWAYS	33774	28085	83.16%	1433	4.24%	36	0.11%	1246	3.69%	41	0.12%	2053	6.08%	17	0.05%	863	2.55%
VIRGIN AMERICA	4559	3716	81.51%	141	3.09%	1	0.02%	117	2.57%	105	2.31%	301	6.61%	2	0.05%	175	3.84%
SOUTHWEST	96036	79154	82.42%	1705	1.78%	143	0.15%	4530	4.72%	314	0.33%	2927	3.05%	70	0.07%	7193	7.49%
MESA	10773	9079	84.28%	365	3.39%	15	0.14%	456	4.24%	25	0.23%	323	3.00%	6	0.06%	503	4.67%
TOTAL	515254	413287		14624		798		25585		1287		27931		149		31593	
			80.21%		2.84%		0.15%		4.97%		0.25%		5.42%		0.03%		6.13%

**\*Causes of Delay:**

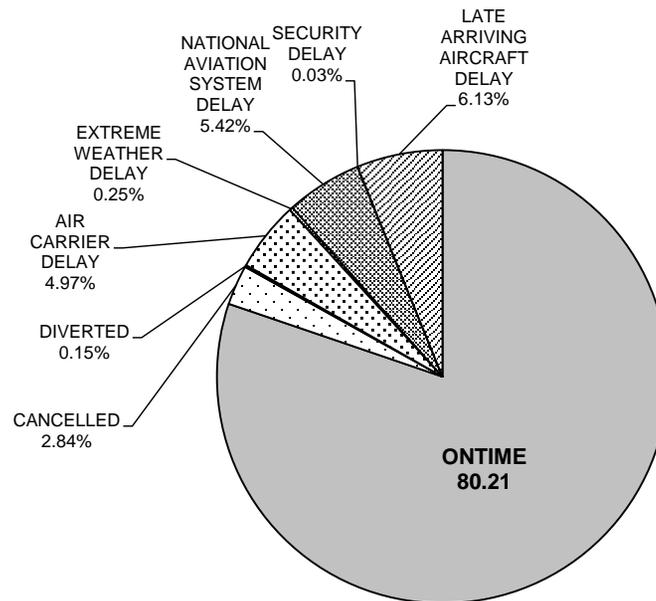
- **Air Carrier Delay:** The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).
- **Extreme Weather Delay:** Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

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

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.

OCTOBER 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 breach, inoperative screening equipment and long lines in excess of 29 minutes at screening areas.
- **Late Arriving Aircraft Delay:** Previous flight with same aircraft arrived late which caused the present flight to depart late.

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

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

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## AIR TRAVEL CONSUMER REPORT

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

Air Carrier	Flight Number	Origin Airport	Destination Airport	Date of Flight	Location of Longest Tarmac Time	Minutes of Tarmac Delay
FRONTIER	667	DEN	SFO	10/24/2012	Origin Airport	184
SHUTTLE AMERICA	3471	DEN	CMH	10/24/2012	Origin Airport	186

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

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## AIR TRAVEL CONSUMER REPORT

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

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).

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## AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
FRONTIER	6,677	16	0.24
US AIRWAYS	33,774	13	0.04
UNITED	44,423	16	0.04
EXPRESSJET	64,906	21	0.03
JETBLUE	18,584	4	0.02
SKYWEST	52,028	10	0.02
AMERICAN EAGLE	41,344	7	0.02
SOUTHWEST	96,036	12	0.01
AMERICAN	43,135	5	0.01
DELTA	63,906	2	0.00
MESA	10,773	0	0.00
AIRTRAN	16,839	0	0.00
VIRGIN AMERICA	4,559	0	0.00
ALASKA	12,066	0	0.00
HAWAIIAN	6,204	0	0.00
TOTAL	515,254	106	0.02

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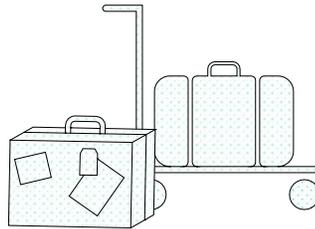
\* Based on the Bureau of Transportation Statistics' Technical Reporting Directive #21, issued December 1, 2011, effective January 1, 2012.

\*\* 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.



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

RANK	AIRLINE	OCTOBER 2012			OCTOBER 2011		
		TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS	TOTAL BAGGAGE REPORTS	ENPLANED PASSENGERS	REPORTS PER 1,000 PASSENGERS
1	VIRGIN AMERICA	317	497,779	0.64	*	*	*
2	JETBLUE AIRWAYS	3,133	1,987,320	1.58	3,839	1,974,917	1.94
3	AIRTRAN AIRWAYS	2,680	1,651,707	1.62	2,763	2,027,332	1.36
4	DELTA AIR LINES	16,675	8,613,724	1.94	15,693	8,240,711	1.90
5	US AIRWAYS	8,121	4,134,256	1.96	9,209	4,054,592	2.27
6	FRONTIER AIRLINES	1,915	870,917	2.20	1,857	946,259	1.96
7	AMERICAN AIRLINES	15,181	5,542,353	2.74	14,529	5,870,535	2.47
8	ALASKA AIRLINES	3,822	1,390,094	2.75	2,996	1,333,729	2.25
9	SOUTHWEST AIRLINES	27,423	9,865,304	2.78	31,802	9,776,569	3.25
10	HAWAIIAN AIRLINES	2,264	766,189	2.95	1,625	681,545	2.38
11	UNITED AIRLINES**	19,078	5,770,110	3.31	9,784	3,440,546	2.84
12	EXPRESSJET AIRLINES**	12,550	2,677,439	4.69	5,000	1,253,345	3.99
13	SKYWEST AIRLINES	11,209	2,244,258	4.99	6,516	2,006,725	3.25
14	MESA AIRLINES	3,240	642,911	5.04	2,841	718,837	3.95
15	AMERICAN EAGLE AIRLINES	8,840	1,589,490	5.56	7,910	1,519,823	5.20
TOTALS		136,448	48,243,851	2.83	116,364	43,845,465	2.65

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

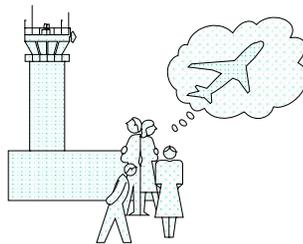
## OVERSALES

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.



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

RANK	AIRLINE	JULY - SEPTEMBER 2012				JULY - SEPTEMBER 2011			
		DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	DENIED BOARDINGS (DB'S)		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	77	10	7,138,623	<b>0.01</b>	16	8	7,015,965	<b>0.01</b>
2	<b>VIRGIN AMERICA</b>	2	11	1,663,716	<b>0.07</b>	*	*	*	*
3	<b>HAWAIIAN AIRLINES</b>	325	36	2,518,738	<b>0.14</b>	171	3	2,266,585	<b>0.01</b>
4	<b>DELTA AIR LINES</b>	33,809	1,254	28,164,144	<b>0.45</b>	30,608	1,036	27,524,156	<b>0.38</b>
5	<b>ALASKA AIRLINES</b>	1,365	283	4,767,167	<b>0.59</b>	1,424	269	4,590,676	<b>0.59</b>
6	<b>AIRTRAN AIRWAYS</b>	9,041	365	5,658,334	<b>0.65</b>	13,380	369	6,533,019	<b>0.56</b>
7	<b>AMERICAN AIRLINES</b>	16,131	1,355	19,277,469	<b>0.70</b>	18,097	1,677	19,890,022	<b>0.84</b>
8	<b>US AIRWAYS</b>	7,100	989	14,000,602	<b>0.71</b>	8,767	1,120	13,743,223	<b>0.81</b>
9	<b>SOUTHWEST AIRLINES</b>	19,272	2,341	29,334,383	<b>0.80</b>	14,335	1,583	28,539,135	<b>0.55</b>
10	<b>AMERICAN EAGLE AIRLINES</b>	5,098	402	4,762,988	<b>0.84</b>	7,556	827	4,449,341	<b>1.86</b>
11	<b>FRONTIER AIRLINES</b>	1,059	333	2,779,046	<b>1.20</b>	1,297	330	3,045,475	<b>1.08</b>
12	<b>UNITED AIRLINES**</b>	22,443	4,014	21,082,126	<b>1.90</b>	20,177	1,635	12,305,211	<b>1.33</b>
13	<b>SKYWEST AIRLINES</b>	10,281	1,577	6,868,429	<b>2.30</b>	12,506	482	6,624,658	<b>0.73</b>
14	<b>EXPRESSJET AIRLINES**</b>	16,699	2,009	8,193,856	<b>2.45</b>	10,215	393	3,723,441	<b>1.06</b>
15	<b>MESA AIRLINES</b>	1,637	490	1,957,583	<b>2.50</b>	2,953	387	2,097,955	<b>1.84</b>
	<b>TOTALS</b>	144,339	15,469	158,167,204	<b>0.98</b>	141,502	10,119	142,348,862	<b>0.71</b>

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

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

\*\* 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 July - September 2011 reflect the deletion of Continental's and Atlantic Southeast's data for that quarter.

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

RANK	AIRLINE	JANUARY - SEPTEMBER 2012				JANUARY - SEPTEMBER 2011			
		<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs	<u>DENIED BOARDINGS (DB'S)</u>		Enplaned Passengers	Involuntary DB's per 10,000 psgrs
		Voluntary	Involuntary			Voluntary	Involuntary		
1	<b>JETBLUE AIRWAYS</b>	191	26	20,342,768	<b>0.01</b>	39	20	19,677,001	<b>0.01</b>
2	<b>VIRGIN AMERICA</b>	19	27	4,666,313	<b>0.06</b>	*	*	*	*
3	<b>HAWAIIAN AIRLINES</b>	688	127	7,065,670	<b>0.18</b>	400	37	6,507,261	<b>0.06</b>
4	<b>DELTA AIR LINES</b>	90,504	3,321	78,460,294	<b>0.42</b>	82,605	2,455	76,916,770	<b>0.32</b>
5	<b>ALASKA AIRLINES</b>	4,111	806	13,156,878	<b>0.61</b>	4,814	1,092	12,592,042	<b>0.87</b>
6	<b>US AIRWAYS</b>	21,366	3,036	41,659,968	<b>0.73</b>	31,651	3,887	40,460,545	<b>0.96</b>
7	<b>AMERICAN AIRLINES</b>	45,983	4,182	57,347,210	<b>0.73</b>	45,504	5,528	57,292,288	<b>0.96</b>
8	<b>AIRTRAN AIRWAYS</b>	31,494	1,397	16,837,563	<b>0.83</b>	34,794	899	18,842,178	<b>0.48</b>
9	<b>SOUTHWEST AIRLINES</b>	55,501	7,395	84,654,437	<b>0.87</b>	45,954	5,852	83,096,530	<b>0.70</b>
10	<b>FRONTIER AIRLINES</b>	2,256	703	7,786,175	<b>0.90</b>	3,335	811	7,774,514	<b>1.04</b>
11	<b>AMERICAN EAGLE AIRLINES</b>	18,302	1,533	13,681,793	<b>1.12</b>	21,310	3,166	12,453,713	<b>2.54</b>
12	<b>UNITED AIRLINES**</b>	66,063	11,548	60,031,741	<b>1.92</b>	60,237	4,050	34,693,027	<b>1.17</b>
13	<b>EXPRESSJET AIRLINES**</b>	45,137	4,887	23,124,431	<b>2.11</b>	29,611	918	10,617,652	<b>0.86</b>
14	<b>SKYWEST AIRLINES</b>	33,114	4,179	19,448,286	<b>2.15</b>	38,498	1,271	18,549,456	<b>0.69</b>
15	<b>MESA AIRLINES</b>	6,103	1,417	5,698,933	<b>2.49</b>	7,975	1,280	5,973,750	<b>2.14</b>
	<b>TOTALS</b>	420,832	44,584	453,962,460	<b>0.98</b>	406,727	31,266	405,446,727	<b>0.77</b>

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

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

\*\* Effective January 2012, data of the merged operations of United Air Lines and Continental Airlines are combined, and appear only as United Airlines data in this table. Effective January 2012, data of the merged operations of ExpressJet Airlines and Atlantic Southeast Airlines are combined, and appear only as ExpressJet Airlines data in this table. Totals for January – September 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

	OCTOBER 2012				OCTOBER 2011			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U. S. AIRLINES	725	39	0	85	698	52	0	77
FOREIGN AIRLINES	537	7	0	22	123	4	0	20
TRAVEL AGENTS	23	3	0	61	11	1	0	2
TOUR OPERATORS	1	0	0	0	18	0	0	16
MISCELLANEOUS	14	7	0	15	14	8	0	16
<b>INDUSTRY TOTALS</b>	<b>1,300</b>	<b>56</b>	<b>0</b>	<b>183</b>	<b>864</b>	<b>65</b>	<b>0</b>	<b>131</b>

Table 2

## AIR TRAVEL CONSUMER REPORT

## COMPLAINT CATEGORIES\*

COMPLAINT CATEGORY	OCTOBER 2012			OCTOBER 2011		
	RANKING	COMPLAINTS**	SUB- CATEGORY	RANKING	COMPLAINTS**	SUB- CATEGORY
RES/TKTNG/BOARDING	1	292		3	106	
FLIGHT PROBLEMS	2	266		1	262	
CANCELLATIONS			93			98
DELAYS			90			80
MISCONNECTIONS			47			38
FARES	3	209		9	33	
BAGGAGE	4	171		2	136	
CUSTOMER SERVICE	5	152		4	91	
REFUNDS	6	62		5	73	
DISABILITY	7	58		6	61	
OTHER	8	41		7	41	
FREQUENT FLYER			25			16
OVERSALES	9	33		8	40	
ADVERTISING	10	9		11	6	
DISCRIMINATION	11	7		10	15	
ANIMALS	12	0		12	0	
<b>COMPLAINT TOTAL</b>		<b>1,300</b>			<b>864</b>	

\* 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\*  
OCTOBER 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	0	2	1	0	0	2	0	0	0	0	0	6
ALASKA AIRLINES	3	0	2	1	0	0	1	1	0	0	0	0	8
ALLEGiant AIR	6	0	2	2	0	1	1	5	1	0	0	2	20
AMERICAN AIRLINES	52	2	14	6	10	17	26	9	3	1	0	6	146
AMERICAN EAGLE	7	0	0	0	0	2	5	1	0	0	0	1	16
CHAUTAUQUA AIRLINES	3	1	0	0	0	0	1	1	0	0	0	0	6
DELTA AIR LINES	8	2	13	3	1	4	10	2	0	0	0	5	48
EXPRESSJET AIRLINES	8	0	0	0	0	1	3	1	0	0	0	0	13
FRONTIER AIRLINES	3	0	0	1	1	2	2	0	0	0	0	2	11
GREAT LAKES	2	0	1	0	0	0	1	1	0	0	0	1	6
HAWAIIAN AIRLINES	1	0	2	3	0	3	3	2	0	0	0	2	16
JETBLUE AIRWAYS	2	0	1	2	0	4	2	2	0	0	0	0	13
PIEDMONT AIRLINES	4	1	1	0	0	1	2	1	0	0	0	0	10
PINNACLE AIRLINES	6	3	1	0	0	1	2	1	0	0	0	0	14
REPUBLIC AIRLINES	5	0	0	0	0	0	0	0	0	0	0	0	5
SKYWEST AIRLINES	13	0	0	0	0	6	1	1	0	0	0	0	21
SOUTHWEST AIRLINES	3	1	1	0	1	4	11	0	0	0	0	0	21
SPIRIT AIRLINES	5	2	13	3	5	11	6	2	1	0	0	1	49
UNITED AIRLINES	57	9	27	8	15	33	32	9	0	3	0	10	203
UNITED EXPRESS	3	0	0	0	0	1	3	0	0	0	0	0	7
US AIRWAYS	13	1	8	5	2	8	6	5	1	0	0	2	51
VIRGIN AMERICA	0	0	1	1	0	2	0	2	0	0	0	1	7
OTHER U. S. AIRLINES	9	2	5	0	2	2	2	4	0	0	0	2	28
<b>TOTAL OCTOBER 2012</b>	<b>214</b>	<b>24</b>	<b>94</b>	<b>36</b>	<b>37</b>	<b>103</b>	<b>122</b>	<b>50</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>35</b>	<b>725</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>29.5</b>	<b>3.3</b>	<b>13.0</b>	<b>5.0</b>	<b>5.1</b>	<b>14.2</b>	<b>16.8</b>	<b>6.9</b>	<b>0.8</b>	<b>0.6</b>	<b>0.0</b>	<b>4.8</b>	
<b>TOTAL OCTOBER 2011</b>	<b>224</b>	<b>31</b>	<b>76</b>	<b>30</b>	<b>52</b>	<b>100</b>	<b>79</b>	<b>55</b>	<b>5</b>	<b>11</b>	<b>0</b>	<b>35</b>	<b>698</b>
<b>% OF TOTAL COMPLAINTS</b>	<b>32.1</b>	<b>4.4</b>	<b>10.9</b>	<b>4.3</b>	<b>7.4</b>	<b>14.3</b>	<b>11.3</b>	<b>7.9</b>	<b>0.7</b>	<b>1.6</b>	<b>0.0</b>	<b>5.0</b>	

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

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

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

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

Table 4

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

OCTOBER 2012

U. S. AIRLINES*	COMPS RECD IN OCT	INCI- DENTS IN OCT	PERCENT	INCI- DENTS IN SEP	PERCENT	INCI- DENTS IN ALL PRIOR MONTHS	PERCENT	UN- KNOWN INCI- DENT DATE	PERCENT
ALPHABETICAL									
AIRTRAN AIRWAYS	6	4	66.7	1	16.7	0	0.0	1	16.7
ALASKA AIRLINES	8	4	50.0	1	12.5	2	25.0	1	12.5
ALLEGiant AIR	20	3	15.0	10	50.0	4	20.0	3	15.0
AMERICAN AIRLINES	146	48	32.9	38	26.0	38	26.0	22	15.1
AMERICAN EAGLE	16	8	50.0	4	25.0	3	18.8	1	6.2
CHAUTAUQUA AIRLINES	6	3	50.0	1	16.7	1	16.7	1	16.7
DELTA AIR LINES	48	18	37.5	13	27.1	12	25.0	5	10.4
EXPRESSJET AIRLINES	13	8	61.5	5	38.5	0	0.0	0	0.0
FRONTIER AIRLINES	11	7	63.6	0	0.0	2	18.2	2	18.2
GREAT LAKES	6	1	16.7	1	16.7	3	50.0	1	16.7
HAWAIIAN AIRLINES	16	7	43.8	2	12.5	5	31.2	2	12.5
JETBLUE AIRWAYS	13	7	53.8	2	15.4	3	23.1	1	7.7
PIEDMONT AIRLINES	10	4	40.0	3	30.0	1	10.0	2	20.0
PINNACLE AIRLINES	14	8	57.1	2	14.3	4	28.6	0	0.0
REPUBLIC AIRLINES	5	2	40.0	1	20.0	2	40.0	0	0.0
SKYWEST AIRLINES	21	17	81.0	2	9.5	1	4.8	1	4.8
SOUTHWEST AIRLINES	21	11	52.4	3	14.3	5	23.8	2	9.5
SPIRIT AIRLINES	49	20	40.8	6	12.2	18	36.7	5	10.2
UNITED AIRLINES	203	80	39.4	36	17.7	73	36.0	14	6.9
UNITED EXPRESS	7	5	71.4	1	14.3	1	14.3	0	0.0
US AIRWAYS	51	26	51.0	7	13.7	10	19.6	8	15.7
VIRGIN AMERICA	7	2	28.6	0	0.0	5	71.4	0	0.0
OTHER U. S. AIRLINES	28	15	53.6	9	32.1	3	10.7	1	3.6
<b>TOTALS</b>	<b>725</b>	<b>308</b>	<b>42.5</b>	<b>148</b>	<b>20.4</b>	<b>196</b>	<b>27.0</b>	<b>73</b>	<b>10.1</b>
<b>PREVIOUS YEAR'S TOTALS</b>	<b>698</b>	<b>268</b>	<b>38.4</b>	<b>136</b>	<b>19.5</b>	<b>208</b>	<b>29.8</b>	<b>86</b>	<b>12.3</b>

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

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

Table 5

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

OCTOBER 2012

	FLIGHT PROBLEMS	OVER- SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB- ILITY	ADVERT- ISING	DISCRIM- INATION	ANIMALS	OTHER	TOTAL
<b><u>FOREIGN AIRLINES</u></b>													
AEROFLOT	5	0	0	0	0	1	0	0	0	0	0	0	6
AEROMEXICO	4	0	1	1	0	3	1	0	0	1	0	0	11
AIR BERLIN	0	0	1	1	0	3	0	0	0	0	0	0	5
AIR CANADA	9	2	7	2	1	5	7	1	0	0	0	0	34
AIR FRANCE	2	1	0	1	1	8	2	0	0	1	0	0	16
ALITALIA AIRLINES	3	0	154	0	2	2	1	1	0	0	0	0	163
BRITISH AIRWAYS	1	2	2	1	0	2	2	0	0	0	0	1	11
ETIHAD AIRWAYS	0	0	0	0	1	3	0	0	0	1	0	0	5
JET AIRWAYS	1	0	2	0	1	1	0	0	0	0	0	0	5
KLM	1	0	0	1	1	2	3	0	0	0	0	0	8
LUFTHANSA	2	1	3	0	2	12	1	0	0	0	0	1	22
PHILIPPINE AIRLINES	1	0	2	0	2	1	0	0	0	0	0	0	6
SWISS AIR	0	0	0	157	0	2	1	0	0	0	0	0	160
TURKISH AIRLINES	1	0	0	0	0	4	0	0	0	0	0	0	5
VIRGIN ATLANTIC	0	1	2	0	1	1	2	0	0	0	0	0	7
VOLARIS AIRLINES	0	0	1	1	3	0	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	19	1	6	2	7	16	9	6	0	0	0	2	68
<b>TOTALS</b>	<b>49</b>	<b>8</b>	<b>181</b>	<b>167</b>	<b>22</b>	<b>66</b>	<b>29</b>	<b>8</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>537</b>
<b><u>TRAVEL AGENTS</u></b>													
TRAVELOCITY.COM	0	0	2	4	0	0	0	0	0	0	0	0	6
OTHER TRAVEL AGENTS	1	0	9	1	2	1	0	0	3	0	0	0	17
<b>TOTALS</b>	<b>1</b>	<b>0</b>	<b>11</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>23</b>
<b><u>TOUR OPERATORS</u></b>													
OTHER TOUR OPERATORS	0	0	0	0	1	0	0	0	0	0	0	0	1
<b>TOTALS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b><u>MISCELLANEOUS</u></b>													
OTHER MISCELLANEOUS	2	1	6	1	0	1	1	0	0	0	0	2	14
<b>TOTALS</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>14</b>

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

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

TABLE 6

CONSUMER COMPLAINTS: RANKINGS  
U.S. AIRLINES \*

RANK	AIRLINE	OCTOBER 2012			OCTOBER 2011		
		COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS	COMPLAINTS	SYSTEMWIDE ENPLANEMENTS	COMPLAINTS PER 100,000 ENPLANEMENTS
1	<i>SOUTHWEST AIRLINES</i>	21	9,600,135	0.22	29	9,528,279	0.30
2	<i>AIRTRAN AIRWAYS</i>	6	1,675,255	0.36	15	2,013,144	0.75
3	<i>EXPRESSJET AIRLINES**</i>	13	2,860,513	0.45	3	1,247,286	0.24
4	<i>MESA AIRLINES</i>	3	642,911	0.47	2	718,837	0.28
5	<i>DELTA AIR LINES</i>	48	10,046,663	0.48	106	9,612,739	1.10
6	<i>ALASKA AIRLINES</i>	8	1,469,373	0.54	9	1,413,066	0.64
7	<i>JETBLUE AIRWAYS</i>	13	2,194,929	0.59	26	2,160,011	1.20
8	<i>SKYWEST AIRLINES</i>	21	2,281,037	0.92	9	2,082,251	0.43
9	<i>AMERICAN EAGLE AIRLINES</i>	16	1,629,953	0.98	9	1,575,371	0.57
10	<i>US AIRWAYS</i>	51	4,463,011	1.14	72	4,402,704	1.64
11	<i>FRONTIER AIRLINES</i>	11	857,687	1.28	4	945,920	0.42
12	<i>VIRGIN AMERICA</i>	7	504,728	1.39	*	*	*
13	<i>HAWAIIAN AIRLINES</i>	16	810,201	1.97	4	707,203	0.57
14	<i>AMERICAN AIRLINES</i>	146	6,946,386	2.10	74	7,234,264	1.02
15	<i>UNITED AIRLINES**</i>	203	7,355,607	2.76	77	4,175,679	1.84
	<b>TOTAL</b>	<b>583</b>	<b>53,338,389</b>	<b>1.09</b>	<b>439</b>	<b>47,816,754</b>	<b>0.92</b>

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

\* All U.S. airlines with at least one percent of total domestic scheduled-service passenger revenues, as determined by DOT's Bureau of Transportation Statistics, plus other carriers that report flight delay and mishandled baggage data voluntarily. 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 October 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.

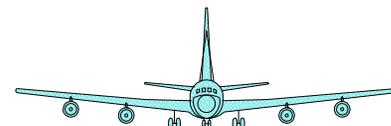
**Disability:** Civil rights complaints by air travelers with disabilities.

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

The Transportation Security Administration (TSA) screened approximately 52 million airline passengers and their 42 million checked bags in the month of October as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations<sup>b</sup>. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of October.

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

Courtesy <sup>c</sup>		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public <sup>c</sup>	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
324	.0006	37	.00007	134	.0003	479	.0009

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
168	.0003	463	.001

### NOTES

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

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

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

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.

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

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

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

A statistical summary of the reports appears in the table below. To see the actual (redacted) reports filed by these airlines, click the airline’s name in the web version of the report. (see <http://www.dot.gov/individuals/air-consumer/air-travel-consumer-reports>).

<b>Carrier</b>	<b>Death</b>	<b>Injury</b>	<b>Loss</b>
<i>Alaska</i>		<b>1</b>	
<i>American</i>	<b>1</b>		
<i>Horizon</i>		<b>1</b>	
<i>Total</i>	<b>1</b>	<b>2</b>	