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of Transportation

Air Travel Consumer Report

A Product Of The

OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

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Flight Delays[1]	December 2011 12 Months Ending December 2011
Mishandled Baggage[1]	December 2011 January-December 2011
Oversales[1]	4th Quarter 2011 January – December 2011
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	December 2011 January-December 2011
Customer Service Reports to the Dept. of Homeland Security[3]	December 2011
Airline Animal Incident Reports[4]	December 2011 January - December 2011

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

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

FLIGHT DELAYS

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

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

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

In fulfilling DOT's data reporting requirements, the reporting air carriers use automated and/or manual systems for collecting flight data. Those using an automated system rely on the Aircraft Communication Addressing and Reporting System (ACARS) or the Docking Guidance System (DGS). Based on the latest information available to DOT, of the 16 reporting air carriers, 11 carriers (AirTran, American Eagle, Atlantic Southeast, Delta, ExpressJet, Frontier, Hawaiian, JetBlue, Southwest, United, and US Airways) use ACARS exclusively; 2 carriers (American and Continental) use a combination of ACARS and DGS; and 3 carriers (Alaska, Mesa, and SkyWest) use a combination of ACARS and manual reporting systems.

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

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

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

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

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

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

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

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

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

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

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AIR TRAVEL CONSUMER REPORT

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

	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
CARRIER	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
AIRTRAN AIRWAYS S/	21	91.5	62	91.9
HAWAIIAN AIRLINES S/	7	69.7	15	91.0
DELTA AIR LINES S/	29	88.3	122	88.5
MESA AIRLINES S/	17	88.1	86	88.0
US AIRWAYS S/	27	87.5	76	87.8
SOUTHWEST AIRLINES S/	21	87.5	72	87.2
ALASKA AIRLINES S/	18	88.4	50	85.5
UNITED AIRLINES S/	27	84.0	71	84.0
JETBLUE AIRWAYS S/	21	84.4	49	84.0
AMERICAN EAGLE S/	19	83.0	132	82.9
AMERICAN AIRLINES S/	28	83.2	81	82.4
ATLANTIC SOUTHEAST AIRLINES S/	20	81.7	120	82.0
SKYWEST AIRLINES S/	18	80.4	143	80.0
CONTINENTAL AIRLINES S/	26	79.3	58	79.8
EXPRESSJET AIRLINES S/V/	20	76.4	120	76.3
FRONTIER AIRLINES S/	22	73.7	49	73.2
TOTAL		84.5		84.4

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

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

DECEMBER 2011

AIR TRAVEL CONSUMER REPORT

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

Carrier	1st Quarter 01-03 2011		2nd Quarter 04-06 2011		3rd Quarter 07-09 2011		4th Quarter 10-12 2011		Oct -11		Nov-11		Dec-11		12 Months Ending Dec 2011		Database To Date 09 1987-12 2011	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	81.0	5	82.6	3	84.1	3	90.1	2	89.8	3	88.4	4	91.9	1	84.4	3	(--)	(--)
ALASKA	83.4	2	90.6	2	91.1	2	87.2	6	91.1	2	84.8	9	85.5	7	88.2	2	76.5	6
AMERICAN	77.4	7	72.9	12	78.5	10	82.5	11	83.1	12	81.9	14	82.4	11	77.8	11	78.0	4
AMERICAN EAGLE	73.1	15	70.2	15	78.7	9	83.5	8	85.0	10	82.5	12	82.9	10	76.3	13	74.2	8
ATLANTIC SOUTHEAST	73.4	13	69.3	16	75.3	15	83.2	9	84.7	11	82.7	11	82.0	12	75.2	14	(--)	(--)
CONTINENTAL	76.6	9	74.2	11	76.5	13	81.2	15	81.6	14	82.2	13	79.8	14	77.1	12	78.3	2
DELTA	77.1	8	79.8	6	83.3	5	88.9	3	89.5	4	88.8	2	88.5	3	82.3	5	77.6	5
EXPRESSJET	73.2	14	70.5	14	75.5	14	79.6	16	81.5	15	81.3	16	76.3	15	74.7	15	(--)	(--)
FRONTIER	76.1	11	77.1	9	80.9	7	82.0	14	86.9	6	85.7	8	73.2	16	79.2	10	(--)	(--)
HAWAIIAN	90.4	1	92.9	1	95.2	1	92.6	1	94.7	1	92.0	1	91.0	2	92.8	1	(--)	(--)
JETBLUE	67.4	16	72.7	13	70.9	16	82.3	13	76.7	16	85.9	7	84.0	9	73.3	16	(--)	(--)
MESA	82.6	4	81.6	4	83.1	6	88.0	4	88.1	5	87.8	5	88.0	4	83.7	4	(--)	(--)
SKYWEST	75.0	12	79.9	5	80.1	8	82.5	12	85.5	8	81.7	15	80.0	13	79.3	9	(--)	(--)
SOUTHWEST	76.3	10	77.6	8	83.8	4	87.5	5	86.8	7	88.6	3	87.2	6	81.3	6	81.9	1
UNITED	82.7	3	77.8	7	77.4	11	83.1	10	82.4	13	82.9	10	84.0	8	80.2	7	76.2	7
US AIRWAYS	80.7	6	75.1	10	76.7	12	86.9	7	85.3	9	87.5	6	87.8	5	79.8	8	78.3	3
Total	**76.8**		**76.5**		**80.2**		**85.1**		**85.5**		**85.3**		**84.4**		**79.6**		**78.2**	

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

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	454	82.2	837	78.7	237	74.3	155	75.5	788	79.1	422	76.3	12323	85.6	190	81.6
AS	31	87.1	77	94.8	H/		H/		91	94.5	91	87.9	78	74.4	H/	
B6	H/		2590	87.3	112	89.3	142	82.4	272	88.2	90	76.7	H/		H/	
CO	102	84.3	390	85.9	111	83.8	46	76.1	227	85.5	631	77.8	182	76.4	74	82.4
DL	15508	87.1	1003	91.3	580	93.3	376	84.8	792	87.9	550	83.1	395	88.4	4040	90.8
EV	7994	81.4	82	86.6	52	90.4	126	81.0	126	85.7	2	100.0	98	80.6	1347	88.2
F9	82	67.1	25	96.0	1	100.0	H/		122	71.3	3310	76.2	131	61.1	88	56.8
FL	5511	90.5	507	92.1	1364	94.2	175	94.3	364	93.1	114	91.2	H/		163	95.1
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	431	80.0	H/		143	88.8	428	82.0	635	82.5	206	73.8	6095	77.5	346	83.8
OO	142	71.8	H/		H/		31	77.4	28	85.7	4202	75.0	374	79.1	99	78.8
UA	29	82.8	561	86.5	224	81.7	30	93.3	326	85.3	3494	84.2	286	75.2	34	76.5
US	447	87.7	1298	91.8	386	89.1	7131	89.5	1487	91.9	416	80.3	529	83.2	267	86.9
WN	H/		666	90.1	4829	91.6	H/		H/		4458	85.5	H/		472	86.7
XE	275	73.5	68	89.7	172	82.0	286	80.4	206	72.3	1782	74.7	161	73.9	241	78.0
YV	201	81.1	42	95.2	H/		1855	91.2	H/		11	63.6	77	76.6	100	86.0
TOTAL	31207	85.8	8146	88.2	8211	90.9	10781	88.7	5464	86.3	19779	79.8	20729	82.5	7461	88.3

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	EWR		FLL		IAD		IAH		JFK		LAS		LAX		LGA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	290	64.8	393	80.4	279	84.6	287	75.6	1182	83.4	721	84.5	2336	84.3	1247	76.5
AS	62	69.4	H/		H/		31	64.5	H/		336	92.6	481	90.2	H/	
B6	510	72.5	1429	83.2	403	89.1	H/		3620	84.3	341	89.4	221	84.6	310	74.5
CO	3727	76.2	486	78.0	58	93.1	5807	81.3	H/		495	84.6	779	79.6	256	77.7
DL	433	73.4	924	87.4	181	91.2	173	88.4	1449	88.7	958	91.6	1494	89.3	1984	83.6
EV	105	67.6	H/		857	79.3	206	81.1	89	73.0	H/		H/		91	49.5
F9	H/		60	65.0	H/		H/		H/		236	71.2	153	69.3	101	56.4
FL	H/		485	93.6	111	94.6	H/		H/		185	93.5	171	87.1	583	83.7
HA	H/		H/		H/		H/		H/		84	82.1	62	85.5	H/	
MQ	238	68.1	H/		H/		209	79.4	589	81.7	H/		1875	85.0	1390	82.5
OO	H/		H/		174	76.4	1588	78.5	H/		640	76.2	4340	77.8	H/	
UA	227	79.3	H/		1874	86.8	191	80.6	360	83.3	392	85.5	1962	84.7	460	70.4
US	326	72.1	624	86.2	H/		420	82.4	184	84.8	578	88.8	504	85.9	918	84.1
WN	543	68.3	1396	91.3	239	93.3	H/		H/		6251	89.1	3152	83.8	243	79.4
XE	2896	66.9	H/		1151	84.5	5895	74.4	H/		H/		H/		81	74.1
YV	55	65.5	H/		858	90.1	H/		H/		26	84.6	22	77.3	45	77.8
TOTAL	9412	71.7	5797	86.2	6185	86.1	14807	78.2	7473	84.7	11243	87.7	17552	83.0	7709	80.0

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*																
	MCO		MDW		MIA		MSP		ORD		PDX		PHL		PHX	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	835	76.4	H/		4060	83.4	219	86.3	3961	86.0	121	81.0	292	79.1	436	77.3
AS	31	87.1	H/		31	80.6	48	95.8	140	88.6	828	88.0	H/		215	92.6
B6	1607	83.6	H/		H/		H/		176	80.1	88	79.5	H/		88	87.5
CO	570	78.2	H/		265	81.5	H/		696	77.9	169	79.3	140	81.4	340	71.8
DL	1427	87.8	204	91.7	647	89.2	4304	89.9	446	84.5	361	90.0	519	85.5	599	89.0
EV	161	91.9	H/		205	91.2	104	83.7	547	74.2	H/		100	77.0	2	100.0
F9	69	75.4	108	74.1	H/		106	72.6	H/		145	68.3	34	61.8	140	74.3
FL	1751	93.1	373	94.6	31	93.5	237	92.4	H/		H/		242	84.7	84	94.0
HA	H/		H/		H/		H/		H/		62	58.1	H/		31	45.2
MQ	H/		H/		1287	88.8	296	84.5	6627	87.5	H/		140	74.3	121	74.4
OO	H/		H/		H/		1745	91.9	2238	81.2	997	80.1	H/		456	81.1
UA	480	85.2	H/		37	94.6	199	82.4	4230	82.9	368	82.1	218	73.9	292	82.9
US	726	84.3	H/		303	81.8	293	87.0	608	84.4	162	88.3	3944	85.3	5090	89.1
WN	2728	91.0	6499	89.6	H/		467	89.7	H/		1076	89.2	1513	81.2	5060	85.5
XE	17	64.7	H/		24	83.3	293	78.8	4265	83.8	H/		56	75.0	33	72.7
YV	H/		H/		163	89.0	H/		722	84.2	H/		32	78.1	2653	88.2
TOTAL	10402	87.0	7184	89.6	7053	85.2	8311	89.2	24656	84.4	4377	84.4	7230	83.2	15640	86.4

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

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AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	391	78.8	353	82.4	833	79.5	151	86.8	518	80.9
AS	357	89.1	3504	88.8	316	81.0	H/		H/	
B6	98	91.8	138	88.4	302	84.4	139	83.5	406	85.0
CO	324	78.4	440	70.2	548	83.4	75	81.3	360	78.6
DL	493	89.5	752	89.9	678	91.3	2504	91.0	893	89.6
EV	H/		H/		H/		H/		132	89.4
F9	108	75.0	162	70.4	141	71.6	141	71.6	42	85.7
FL	H/		31	87.1	102	89.2	H/		715	93.1
HA	31	80.6	69	60.9	31	61.3	H/		H/	
MQ	319	89.7	H/		H/		195	87.7	H/	
OO	656	77.9	607	82.4	4474	75.0	4787	90.0	H/	
UA	511	86.7	559	86.9	3272	86.0	50	78.0	219	82.6
US	341	89.1	325	77.8	429	87.4	134	84.3	617	85.7
WN	2658	86.6	1131	87.9	1286	78.1	1039	84.7	2075	90.8
XE	H/		H/		H/		12	83.3	5	40.0
YV	29	75.9	H/		H/		19	100.0	H/	
TOTAL	6316	85.2	8071	85.8	12412	80.6	9246	89.0	5982	88.0

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

DECEMBER 2011

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	89.3	86.3	75.9	85.8	J/	84.0	77.8	93.2	72.3	85.2	86.7	84.3	87.6	100.0	80.7	100.0	86.0	88.6
700 - 759 AM	92.6	92.9	96.6	94.0	94.4	88.4	88.4	95.2	90.1	100.0	90.3	85.3	91.3	89.4	82.4	92.2	96.2	92.9
800 - 859 AM	90.2	91.8	96.9	91.4	92.7	85.5	86.0	91.6	90.2	94.4	94.9	79.5	93.5	92.7	89.5	89.6	96.7	92.9
900 - 959 AM	89.7	96.0	97.9	84.1	94.2	79.9	86.7	94.4	91.5	93.7	94.1	75.8	92.7	91.8	87.4	89.4	93.0	93.8
1000 - 1059 AM	87.5	95.4	97.5	90.2	93.1	80.9	89.0	85.0	91.9	94.9	92.1	78.4	90.1	90.0	85.0	90.2	91.6	95.5
1100 - 1159 AM	87.1	91.6	92.3	84.6	89.1	82.1	87.3	92.3	91.5	88.6	88.5	78.3	92.6	90.3	85.1	84.3	89.4	93.0
1200 - 1259 PM	87.9	91.2	95.3	90.4	89.0	83.9	86.6	87.5	81.6	88.4	96.0	78.4	90.3	88.0	83.0	87.6	89.6	93.5
100 - 159 PM	87.2	91.3	94.2	90.5	91.1	78.8	84.0	92.0	79.0	89.4	89.0	79.3	85.3	87.1	82.8	83.5	89.6	93.0
200 - 259 PM	87.1	93.1	91.7	89.8	89.2	78.7	83.1	87.0	68.7	89.0	86.5	78.4	87.9	89.9	85.3	79.8	89.0	90.8
300 - 359 PM	83.7	90.3	92.6	90.2	87.0	81.6	82.3	84.1	67.1	85.2	84.5	75.8	79.6	88.8	85.4	83.0	89.8	88.4
400 - 459 PM	84.6	86.9	89.3	89.3	82.4	79.7	78.4	88.1	58.7	83.4	83.3	77.3	84.6	88.3	79.3	77.0	86.7	89.0
500 - 559 PM	83.5	86.2	89.5	86.6	82.2	79.0	78.3	92.2	58.5	85.2	87.7	76.9	87.7	85.4	79.2	76.1	86.9	86.6
600 - 659 PM	79.5	83.5	88.5	87.3	81.3	74.4	77.1	86.3	57.6	80.4	78.6	77.9	84.1	85.3	79.4	75.0	84.9	87.3
700 - 759 PM	80.0	84.7	85.2	86.3	85.2	77.4	77.2	84.5	62.7	83.5	90.4	77.4	76.3	84.5	81.7	73.5	84.5	86.7
800 - 859 PM	81.7	84.0	85.4	86.2	81.1	74.8	77.8	85.8	54.3	79.6	82.1	75.0	75.9	85.1	79.6	73.9	84.1	88.7
900 - 959 PM	87.1	86.0	83.1	88.5	82.3	75.4	77.6	84.0	59.6	76.8	86.9	76.8	77.6	83.3	81.8	70.4	78.6	84.3
1000 - 1059 PM	83.1	81.7	86.5	81.5	83.4	77.4	76.5	87.9	68.8	80.6	80.2	74.4	80.5	83.4	77.3	69.7	82.0	82.4
1100 - 559 AM	84.7	84.5	86.0	83.9	81.2	80.8	81.7	81.6	77.3	81.6	86.9	79.4	82.7	85.1	88.6	73.7	79.2	80.3
TOTAL, ALL ARRIVALS, BY AIRPORT	85.8	88.2	90.9	88.7	86.3	79.8	82.5	88.3	71.7	86.2	86.1	78.2	84.7	87.7	83.0	80.0	87.0	89.6

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

DECEMBER 2011

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	81.7	87.5	90.2	80.6	83.0	82.6	100.0	74.6	82.7	J/	70.6	85.4
700 - 759 AM	88.5	94.9	88.4	75.6	72.7	90.7	91.4	96.4	89.4	93.0	95.1	90.0
800 - 859 AM	94.1	90.8	87.9	91.6	86.2	87.4	92.3	89.0	82.6	92.0	95.5	88.7
900 - 959 AM	91.2	89.7	86.9	88.5	86.7	85.2	92.7	94.1	82.2	90.4	95.7	88.2
1000 - 1059 AM	90.3	92.0	86.8	85.8	90.6	86.5	87.1	88.1	77.8	92.1	94.5	88.0
1100 - 1159 AM	92.3	85.7	88.6	90.0	83.6	90.0	90.6	91.3	84.3	86.8	92.0	87.8
1200 - 1259 PM	84.8	91.8	86.1	93.7	89.1	91.4	86.0	87.3	79.3	90.6	94.0	87.3
100 - 159 PM	87.3	90.6	84.2	80.6	87.1	85.6	88.6	87.4	78.2	90.1	92.1	86.0
200 - 259 PM	84.6	91.1	83.1	84.8	85.8	86.7	85.4	87.1	79.1	87.7	89.8	85.1
300 - 359 PM	88.6	89.5	84.9	85.0	86.4	87.3	88.8	88.9	78.8	92.5	86.4	84.7
400 - 459 PM	77.3	88.3	83.3	87.1	81.3	86.8	87.2	86.8	83.3	88.7	88.4	83.2
500 - 559 PM	82.8	87.0	80.6	83.6	78.0	87.3	79.8	88.3	79.7	84.0	88.0	81.9
600 - 659 PM	81.8	88.1	83.0	84.9	80.0	88.1	78.8	84.8	79.5	90.2	85.2	81.4
700 - 759 PM	78.8	84.1	79.3	81.4	81.0	79.1	81.5	86.4	82.4	88.7	80.8	81.0
800 - 859 PM	83.3	87.4	79.5	85.1	76.3	84.6	83.0	82.0	79.4	87.3	80.2	80.4
900 - 959 PM	82.0	90.1	82.1	77.2	79.0	88.8	79.7	85.4	77.8	85.4	82.1	81.6
1000 - 1059 PM	74.5	80.0	86.3	80.5	80.5	83.0	83.7	82.6	76.1	78.2	86.2	80.1
1100 - 559 AM	75.3	88.3	81.2	81.5	79.7	81.0	82.0	76.0	81.6	77.0	77.4	81.4
TOTAL, ALL ARRIVALS, BY AIRPORT	85.2	89.2	84.4	84.4	83.2	86.4	85.2	85.8	80.6	89.0	88.0	84.5

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

DECEMBER 2011

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	94.0	94.4	95.2	93.2	95.3	92.2	93.8	96.2	91.3	97.4	91.5	92.3	93.1	97.0	94.3	95.9	95.7	95.6
700 - 759 AM	94.0	93.6	93.5	93.9	96.0	87.8	87.2	93.8	86.9	95.5	92.8	88.3	94.3	93.5	86.6	95.9	95.9	95.2
800 - 859 AM	94.7	91.4	94.0	94.8	95.3	85.2	85.1	93.0	88.2	95.8	87.5	87.6	93.1	88.3	87.2	94.4	95.7	88.1
900 - 959 AM	89.1	90.9	93.8	93.8	92.2	81.8	84.3	92.2	88.8	90.6	89.0	83.3	92.4	89.2	88.0	91.5	92.8	91.8
1000 - 1059 AM	88.9	92.9	96.2	85.7	95.1	75.1	83.6	92.3	88.3	92.6	91.1	81.3	88.1	87.5	81.0	89.7	91.9	90.5
1100 - 1159 AM	86.1	93.0	90.6	89.3	92.2	77.4	85.5	91.3	85.9	91.5	94.8	76.4	93.6	86.2	82.1	88.6	89.0	87.6
1200 - 1259 PM	85.9	91.1	87.4	77.8	89.3	75.8	80.6	87.3	86.9	82.8	87.0	78.7	87.3	87.6	79.7	87.3	90.4	88.7
100 - 159 PM	86.6	90.2	88.1	88.2	87.1	77.9	78.2	84.0	76.3	82.3	93.0	81.0	86.2	84.1	83.8	90.8	88.5	83.7
200 - 259 PM	86.8	86.0	85.4	86.9	89.8	73.5	79.7	84.5	75.2	88.8	79.9	75.9	83.6	84.6	80.7	83.6	84.0	84.1
300 - 359 PM	83.8	85.5	87.3	73.2	85.6	75.0	79.3	80.9	65.9	82.2	86.3	75.4	84.7	79.8	80.7	86.6	85.4	81.6
400 - 459 PM	81.5	84.7	88.7	87.4	85.5	71.8	74.5	73.0	63.0	83.0	83.5	78.7	80.2	83.6	81.6	81.0	85.2	76.4
500 - 559 PM	84.5	79.4	83.8	88.9	87.4	75.3	76.1	85.4	60.0	77.4	81.2	75.7	78.6	77.8	80.4	80.2	85.8	77.4
600 - 659 PM	85.2	82.6	84.5	86.7	77.8	73.4	77.9	85.7	59.9	79.0	78.3	74.0	83.8	78.7	78.2	77.8	83.7	74.7
700 - 759 PM	79.2	81.8	77.7	90.2	87.5	71.9	70.8	83.1	58.9	76.0	71.2	74.9	85.2	76.9	77.8	77.8	80.5	74.5
800 - 859 PM	83.3	84.5	81.8	85.7	87.0	73.1	74.4	80.4	57.8	78.8	83.1	67.0	71.0	72.8	81.0	74.2	84.8	73.5
900 - 959 PM	85.2	91.7	81.9	82.7	80.5	70.0	79.4	85.3	51.1	73.4	84.3	75.6	73.5	75.3	82.8	74.2	72.0	73.5
1000 - 1059 PM	87.1	J/	J/	89.9	92.3	76.1	78.7	96.0	60.0	100.0	88.9	90.0	75.3	87.3	83.8	J/	79.5	83.3
1100 - 559 AM	88.1	96.2	92.0	90.3	100.0	87.9	91.9	93.1	94.8	90.3	100.0	87.0	85.8	95.3	85.1	96.8	87.5	94.9
TOTAL, ALL DEPARTURES, BY AIRPORT	86.3	88.5	88.4	89.0	89.5	76.4	80.3	87.2	75.1	86.6	85.3	78.9	85.4	85.1	83.4	86.9	88.5	83.8

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

DECEMBER 2011

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	90.2	93.2	91.2	95.7	92.0	95.4	94.5	93.3	92.2	89.6	97.9	93.9
700 - 759 AM	91.3	92.7	89.3	92.4	91.0	94.9	93.4	92.5	89.4	93.8	97.6	91.7
800 - 859 AM	90.2	93.4	84.4	88.2	91.0	93.6	89.6	93.7	86.2	91.1	95.5	90.2
900 - 959 AM	82.2	90.6	85.3	87.8	89.3	87.2	91.6	89.8	78.6	89.2	93.8	88.1
1000 - 1059 AM	82.1	90.1	81.6	86.6	89.0	80.9	89.2	92.6	81.6	83.3	96.2	85.5
1100 - 1159 AM	88.7	89.6	84.1	85.0	87.1	87.8	83.6	84.5	78.6	91.0	92.7	86.0
1200 - 1259 PM	83.1	87.1	82.7	90.0	87.4	86.0	84.8	90.4	78.3	86.1	89.8	84.3
100 - 159 PM	76.8	89.7	83.0	87.1	87.6	86.8	83.4	88.8	77.2	87.4	91.1	84.2
200 - 259 PM	78.3	86.7	78.2	79.4	84.4	83.0	83.4	83.9	73.5	85.0	89.5	82.1
300 - 359 PM	76.5	89.8	81.5	84.7	82.6	77.3	79.6	87.0	74.2	89.6	88.4	81.3
400 - 459 PM	78.0	80.9	81.2	79.1	84.5	84.8	86.4	87.4	75.8	89.5	84.7	80.7
500 - 559 PM	67.3	86.8	78.2	88.6	76.4	84.1	77.8	86.6	79.3	89.0	86.8	80.6
600 - 659 PM	73.3	86.3	81.1	82.4	79.5	79.1	75.8	85.9	76.9	72.3	84.9	79.2
700 - 759 PM	77.9	87.3	79.2	77.6	76.2	85.2	76.8	86.5	80.4	86.5	83.4	78.5
800 - 859 PM	74.8	85.7	79.2	82.4	82.4	80.8	82.2	84.5	77.1	91.5	77.5	78.6
900 - 959 PM	75.6	91.0	83.6	82.9	81.8	82.0	81.8	85.2	76.9	91.7	77.8	79.6
1000 - 1059 PM	75.7	J/	87.4	91.7	86.7	91.6	93.8	88.0	85.4	95.3	J/	86.0
1100 - 559 AM	93.5	95.3	92.8	94.9	94.0	86.9	J/	87.8	87.2	89.9	100.0	89.6
TOTAL, ALL DEPARTURES, BY AIRPORT	80.5	89.1	82.8	87.2	85.5	85.7	85.8	88.9	80.8	89.5	90.5	84.3

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	FLIGHT NUMBER	MONTH	ORIGIN-DESTIN. AIRPORTS	SCHEDULED DEPARTURE TIME	NUMBER OF OPERATIONS REPORTED*	NUMBER OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	PERCENT OF FLIGHT OPERATIONS NOT ARRIVING ON TIME**	AVERAGE NUMBER OF MINUTES LATE***
CHRONICALLY DELAYED FLIGHTS FOR FOUR CONSECUTIVE MONTHS OR MORE								
NONE								
CHRONICALLY DELAYED FLIGHTS FOR THREE CONSECUTIVE MONTHS								
NONE								
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
EXPRESSJET	4206	Nov	DCA-EWR	1855	25	14	56.0	94.3
EXPRESSJET	4230	Dec	DCA-EWR	1859	26	14	53.9	112.2

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

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

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AIR TRAVEL CONSUMER REPORT

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
EXPRESSJET	686	7	1.0
CONTINENTAL	626	2	0.3
ATLANTIC SOUTHEAST	800	1	0.1
DELTA	1,938	0	0.0
SOUTHWEST	1,682	0	0.0
AMERICAN	1,453	0	0.0
SKYWEST	1,265	0	0.0
AMERICAN EAGLE	1,264	0	0.0
US AIRWAYS	1,148	0	0.0
AIRTRAN	681	0	0.0
JETBLUE	657	0	0.0
UNITED	523	0	0.0
ALASKA	391	0	0.0
MESA	355	0	0.0
FRONTIER	239	0	0.0
HAWAIIAN	175	0	0.0
TOTAL	13,883	10	0.1

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

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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.
ABILENE TX (ABI)	72.5	84.8	204	204
ADAK ISLAND AK (ADK)	44.4	44.4	9	9
AGUADILLA PR (BQN)	80.1	88.6	141	140
AKRON OH (CAK)	88.8	89.4	690	686
ALBANY GA (ABY)	76.7	81.4	86	86
ALBANY NY (ALB)	91.6	93.5	735	736
ALBUQUERQUE NM (ABQ)	81.9	82.6	2,751	2,751
ALEXANDRIA LA (AEX)	78.1	82.9	269	269
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	88.8	90.0	259	260
AMARILLO TX (AMA)	73.4	75.2	568	568
ANCHORAGE AK (ANC)	72.0	84.0	1,330	1,328
APPLETON WI (ATW)	85.4	85.8	267	267
ARCATA/EUREKA CA (ACV)	68.9	71.9	299	299
ARLINGTON VA (DCA)	86.3	89.5	5,464	5,472
ASHEVILLE NC (AVL)	80.0	80.9	370	372
ASPEN CO (ASE)	72.7	75.9	550	548
ATLANTA GA (ATL)	85.8	86.3	31,207	31,176
ATLANTIC CITY NJ (ACY)	91.9	93.5	62	62
AUGUSTA GA (AGS)	80.6	81.6	299	299
AUSTIN TX (AUS)	79.9	84.4	3,351	3,354
BAKERSFIELD CA (BFL)	81.4	82.1	323	324
BALTIMORE MD (BWI)	90.9	88.4	8,211	8,209
BANGOR ME (BGR)	80.6	96.8	31	31
BARROW AK (BRW)	78.3	72.5	69	69
BATON ROUGE LA (BTR)	79.0	79.0	624	624
BELLINGHAM WA (BLI)	78.7	95.1	61	61
BEND/REDMOND OR (RDM)	82.1	86.5	273	275
BETHEL AK (BET)	64.6	64.6	82	82
BILLINGS MT (BIL)	86.1	88.7	274	275
BIRMINGHAM AL (BHM)	83.3	86.2	1,489	1,493
BISMARCK/MANDAN ND (BIS)	84.2	85.5	253	255
BLOOMINGTON/NORMAL IL (BMI)	82.1	88.6	263	263
BOISE ID (BOI)	84.8	86.3	1,102	1,101
BOSTON MA (BOS)	88.2	88.5	8,146	8,142
BOZEMAN MT (BZN)	86.1	88.3	302	300
BRANSON MO (BKG)	90.9	87.5	88	88
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	85.1	87.0	269	269
BROWNSVILLE TX (BRO)	72.0	78.8	207	208
BRUNSWICK GA (BQK)	86.4	86.4	81	81
BUFFALO NY (BUF)	89.0	90.9	1,641	1,642
BURBANK CA (BUR)	89.9	90.4	2,250	2,250
BURLINGTON VT (BTV)	79.3	79.5	295	293
BUTTE MT (BTM)	87.7	87.7	57	57

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	75.4	77.5	191	191
CASPER WY (CPR)	74.3	76.2	167	168
CEDAR CITY UT (CDC)	94.7	94.8	57	58
CEDAR RAPIDS/IOWA CITY IA (CID)	79.8	83.8	516	518
CHAMPAIGN/URBANA IL (CMI)	88.6	91.0	167	167
CHANTILLY VA (IAD)	86.1	85.3	6,185	6,203
CHARLESTON SC (CHS)	85.0	87.4	1,065	1,064
CHARLESTON/DUNBAR WV (CRW)	83.1	82.4	278	279
CHARLOTTE AMALIE VI (STT)	72.4	86.5	326	326
CHARLOTTE NC (CLT)	88.7	89.0	10,781	10,789
CHARLOTTESVILLE VA (CHO)	84.5	82.4	148	148
CHATTANOOGA TN (CHA)	78.7	81.6	361	364
CHEYENNE WY (CYS)	90.3	90.3	31	31
CHICAGO IL (MDW)	89.6	83.8	7,184	7,180
CHICAGO IL (ORD)	84.4	82.8	24,656	24,647
CHICO CA (CIC)	75.6	76.5	119	119
CHRISTIANSTED VI (STX)	71.6	80.7	88	88
CLEVELAND OH (CLE)	85.6	88.5	4,175	4,182
CODY WY (COD)	72.6	75.8	62	62
COLORADO SPRINGS CO (COS)	75.5	81.3	972	973
COLUMBIA SC (CAE)	78.2	83.1	527	528
COLUMBUS GA (CSG)	81.3	82.7	155	156
COLUMBUS MS (GTR)	81.9	84.7	72	72
COLUMBUS OH (CMH)	86.2	87.9	2,192	2,197
CORDOVA AK (CDV)	74.1	72.4	58	58
CORPUS CHRISTI TX (CRP)	73.8	78.3	657	659
COVINGTON KY (CVG)	86.1	86.7	1,938	1,941
CRESCENT CITY CA (CEC)	60.7	64.0	89	89
DALLAS TX (DAL)	84.1	79.5	3,716	3,717
DALLAS/FORT WORTH TX (DFW)	82.5	80.3	20,729	20,716
DAYTON OH (DAY)	83.9	87.2	968	969
DAYTONA BEACH FL (DAB)	90.9	91.7	121	121
DEADHORSE AK (SCC)	89.3	85.7	56	56
DENVER CO (DEN)	79.8	76.4	19,779	19,792
DES MOINES IA (DSM)	82.4	86.2	962	962
DETROIT MI (DTW)	88.3	87.2	7,461	7,459
DOTHAN AL (DHN)	78.4	79.4	102	102
DUBUQUE IA (DBQ)	88.5	92.3	26	26
DULUTH MN (DLH)	84.8	89.4	178	179
DURANGO CO (DRO)	74.4	81.5	297	297
EAGLE CO (EGE)	74.0	80.6	281	278
EAU CLAIRE WI (EAU)	83.9	91.9	62	62
EL CENTRO CA (IPL)	77.4	85.5	62	62

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
EL PASO TX (ELP)	77.6	82.3	1,766	1,765
ELKO NV (EKO)	94.0	95.2	84	84
ELMIRA/CORNING NY (ELM)	89.6	92.1	115	114
EUGENE OR (EUG)	74.2	77.1	430	432
EVANSVILLE IN (EVV)	83.8	87.7	260	261
FAIRBANKS AK (FAI)	80.5	82.2	349	349
FARGO ND (FAR)	83.4	87.2	429	430
FAYETTEVILLE AR (XNA)	78.8	82.3	888	891
FAYETTEVILLE NC (FAY)	82.4	81.7	290	290
FLAGSTAFF AZ (FLG)	81.6	80.6	206	206
FLINT MI (FNT)	94.3	94.7	264	264
FORT LAUDERDALE FL (FLL)	86.2	86.6	5,797	5,790
FORT MYERS FL (RSW)	88.6	90.4	2,543	2,539
FORT SMITH AR (FSM)	82.9	91.5	117	117
FORT WAYNE IN (FWA)	80.8	85.8	260	260
FRESNO CA (FAT)	82.7	83.3	929	930
GAINESVILLE FL (GNV)	86.2	86.6	246	247
GILLETTE WY (GCC)	76.0	85.5	125	124
GRAND FORKS ND (GFK)	85.3	90.5	75	74
GRAND ISLAND NE (GRI)	77.2	77.2	57	57
GRAND JUNCTION CO (GJT)	78.0	83.7	454	455
GRAND RAPIDS MI (GRR)	85.5	89.0	857	856
GREAT FALLS MT (GTF)	84.4	88.1	160	160
GREEN BAY WI (GRB)	84.0	89.5	351	352
GREENSBORO/HIGH POINT NC (GSO)	80.7	83.7	633	631
GREER SC (GSP)	80.7	85.1	865	865
GUAM TT (GUM)	90.3	41.9	31	31
GULFPORT/BILOXI MS (GPT)	75.3	78.7	413	414
GUNNISON CO (GUC)	75.3	82.5	81	80
HANCOCK/HOUGHTON MI (CMX)	75.8	80.6	62	62
HARLINGEN/SAN BENITO TX (HRL)	73.2	82.4	407	408
HARRISBURG PA (MDT)	87.9	90.5	454	454
HARTFORD CT (BDL)	87.8	92.4	1,837	1,840
HAYDEN CO (HDN)	78.9	85.7	175	175
HELENA MT (HLN)	86.5	91.3	126	126
HILO HI (ITO)	89.4	92.3	556	556
HOBBS NM (HOB)	47.3	60.0	55	55
HONOLULU HI (HNL)	89.0	92.5	4,211	4,208
HOUSTON TX (HOU)	83.9	75.4	4,321	4,322
HOUSTON TX (IAH)	78.2	78.9	14,807	14,795
HUNTSVILLE AL (HSV)	82.6	86.2	643	645
IDAHO FALLS ID (IDA)	84.0	90.1	243	243
INDIANAPOLIS IN (IND)	86.5	88.4	2,414	2,414

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
INYOKERN CA (IYK)	79.1	86.6	67	67
ISLIP NY (ISP)	91.9	93.6	578	578
JACKSON WY (JAC)	77.0	80.3	239	238
JACKSON/VICKSBURG MS (JAN)	82.7	84.5	757	759
JACKSONVILLE FL (JAX)	86.5	88.3	2,129	2,129
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	86.4	85.8	154	155
JUNEAU AK (JNU)	80.0	79.0	290	290
KAHULUI HI (OGG)	89.9	93.0	1,747	1,748
KALAMAZOO MI (AZO)	87.1	90.3	62	62
KALISPELL MT (FCA)	89.4	95.6	161	160
KANSAS CITY MO (MCI)	84.3	85.3	4,108	4,105
KETCHIKAN AK (KTN)	79.8	83.7	178	178
KEY WEST FL (EYW)	89.8	90.4	166	166
KILLEEN TX (GRK)	58.2	70.9	55	55
KLAMATH FALLS OR (LMT)	74.2	80.6	93	93
KNOXVILLE TN (TYS)	77.7	85.9	867	868
KODIAK AK (ADQ)	65.5	70.9	55	55
KONA HI (KOA)	90.9	93.2	933	933
KOTZEBUE AK (OTZ)	72.4	72.4	87	87
LA CROSSE WI (LSE)	86.6	89.0	82	82
LAFAYETTE LA (LFT)	70.2	74.6	379	378
LAKE CHARLES LA (LCH)	78.9	88.3	76	77
LANSING MI (LAN)	82.2	84.1	107	107
LAREDO TX (LRD)	68.0	74.6	206	209
LAS VEGAS NV (LAS)	87.7	85.1	11,243	11,240
LEWISBURG WV (LWB)	77.4	74.2	31	31
LEWISTON ID (LWS)	89.5	94.7	57	57
LEXINGTON KY (LEX)	85.8	87.5	544	544
LIHUE HI (LIH)	91.5	94.2	938	938
LINCOLN NE (LNK)	79.9	82.5	194	194
LITTLE ROCK AR (LIT)	81.0	84.3	1,257	1,260
LONG BEACH CA (LGB)	89.1	86.9	1,248	1,249
LOS ANGELES CA (LAX)	83.0	83.4	17,552	17,541
LOUISVILLE KY (SDF)	83.9	87.0	1,258	1,262
LUBBOCK TX (LBB)	73.2	80.3	604	604
MADISON WI (MSN)	84.6	82.9	630	631
MAMMOTH LAKES CA (MMH)	85.2	72.2	54	54
MANCHESTER NH (MHT)	88.7	91.3	787	786
MANHATTAN/FT. RILEY KS (MHK)	82.3	76.2	147	147
MARQUETTE MI (MQT)	84.6	80.8	26	26
MEDFORD OR (MFR)	71.6	73.3	285	285
MELBOURNE FL (MLB)	88.1	90.7	118	118
MEMPHIS TN (MEM)	85.9	87.0	3,611	3,613

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MERIDIAN MS (MEI)	80.6	85.5	62	62
MIAMI FL (MIA)	85.2	80.5	7,053	7,050
MIDLAND/ODESSA TX (MAF)	75.8	80.0	583	584
MILWAUKEE WI (MKE)	88.4	89.3	3,337	3,338
MINNEAPOLIS MN (MSP)	89.2	89.1	8,311	8,300
MINOT ND (MOT)	79.4	82.0	175	172
MISSION/MCALLEN/EDINBURG TX (MFE)	70.8	82.3	253	254
MISSOULA MT (MSO)	87.9	89.4	248	246
MOBILE AL (MOB)	80.3	81.6	483	484
MODESTO CA (MOD)	65.6	69.7	122	122
MOLINE IL (MLI)	85.4	86.0	486	487
MONROE LA (MLU)	79.7	84.1	138	138
MONTEREY CA (MRY)	79.1	80.1	478	478
MONTGOMERY AL (MGM)	80.6	80.3	335	335
MONTROSE/DELTA CO (MTJ)	80.9	85.4	178	178
MOSINEE WI (CWA)	81.5	79.9	135	134
MUSKEGON MI (MKG)	87.1	82.3	62	62
MYRTLE BEACH SC (MYR)	84.0	84.9	213	212
NASHVILLE TN (BNA)	85.0	85.7	4,305	4,307
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	76.1	77.5	71	71
NEW ORLEANS LA (MSY)	85.4	86.5	3,011	3,015
NEW YORK NY (JFK)	84.7	85.4	7,473	7,487
NEW YORK NY (LGA)	80.0	86.9	7,709	7,711
NEWARK NJ (EWR)	71.7	75.1	9,412	9,411
NEWBURGH/POUGHKEEPSIE NY (SWF)	77.8	83.7	135	135
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	89.8	92.1	343	343
NOME AK (OME)	58.6	59.3	87	86
NORFOLK VA (ORF)	83.7	86.7	1,182	1,183
NORTH BEND/COOS BAY OR (OTH)	77.4	73.4	93	94
OAKLAND CA (OAK)	89.4	87.8	3,841	3,843
OKLAHOMA CITY OK (OKC)	81.3	86.3	1,725	1,728
OMAHA NE (OMA)	83.3	87.7	1,650	1,652
ONTARIO CA (ONT)	86.2	88.1	1,942	1,941
ORLANDO FL (MCO)	87.0	88.5	10,402	10,393
PADUCAH KY (PAH)	91.9	93.5	62	62
PALM SPRINGS CA (PSP)	79.8	80.8	1,148	1,149
PANAMA CITY FL (ECP)	85.7	89.5	482	484
PASCO/KENNEWICK/RICHLAND WA (PSC)	84.8	88.3	283	283
PENSACOLA FL (PNS)	81.5	85.1	867	868
PEORIA IL (PIA)	77.6	84.6	228	228
PETERSBURG AK (PSG)	67.2	68.4	58	57
PHILADELPHIA PA (PHL)	83.2	85.5	7,230	7,223
PHOENIX AZ (PHX)	86.4	85.7	15,640	15,636

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PITTSBURGH PA (PIT)	88.3	89.0	2,511	2,510
POCATELLO ID (PIH)	76.2	88.1	84	84
PONCE PR (PSE)	82.1	90.9	78	77
PORTLAND ME (PWM)	89.4	88.6	417	420
PORTLAND OR (PDX)	84.4	87.2	4,377	4,372
PROVIDENCE RI (PVD)	90.1	91.0	1,186	1,188
RALEIGH/DURHAM NC (RDU)	87.8	88.5	3,614	3,619
RAPID CITY SD (RAP)	81.8	84.4	385	385
REDDING CA (RDD)	70.3	80.8	145	146
RENO NV (RNO)	89.2	89.8	1,613	1,611
RICHMOND VA (RIC)	84.0	88.2	1,410	1,412
ROANOKE VA (ROA)	75.5	77.7	278	278
ROCHESTER MN (RST)	84.2	89.7	38	39
ROCHESTER NY (ROC)	88.7	90.5	787	786
ROCK SPRINGS WY (RKS)	80.4	83.8	184	185
ROCKFORD IL (RFD)	71.4	83.3	7	6
ROSWELL NM (ROW)	77.3	81.8	88	88
SACRAMENTO CA (SMF)	85.8	83.1	3,712	3,712
SAGINAW/BAY CITY/MIDLAND MI (MBS)	79.1	75.8	91	91
SALT LAKE CITY UT (SLC)	89.0	89.5	9,246	9,241
SAN ANTONIO TX (SAT)	79.6	84.6	3,000	3,002
SAN DIEGO CA (SAN)	85.2	85.8	6,316	6,314
SAN FRANCISCO CA (SFO)	80.6	80.8	12,412	12,415
SAN JOSE CA (SJC)	88.7	89.6	3,207	3,207
SAN JUAN PR (SJU)	79.9	82.6	2,071	2,060
SAN LUIS OBISPO CA (SBP)	78.3	79.9	410	412
SANTA ANA CA (SNA)	89.4	88.2	3,337	3,340
SANTA BARBARA CA (SBA)	80.3	80.6	880	880
SANTA FE NM (SAF)	62.4	68.2	85	85
SANTA MARIA CA (SMX)	82.5	83.3	114	114
SARASOTA/BRADENTON FL (SRQ)	86.8	87.8	509	509
SAVANNAH GA (SAV)	81.0	85.5	695	696
SCRANTON/WILKES-BARRE PA (AVP)	80.6	82.0	129	128
SEATTLE WA (SEA)	85.8	88.9	8,071	8,074
SHREVEPORT LA (SHV)	74.3	84.0	268	268
SIOUX FALLS SD (FSD)	82.6	85.1	436	437
SITKA AK (SIT)	77.9	81.6	86	87
SOUTH BEND IN (SBN)	84.3	83.9	235	236
SPOKANE WA (GEG)	84.4	88.6	901	903
SPRINGFIELD IL (SPI)	86.4	86.4	177	177
SPRINGFIELD MO (SGF)	83.7	87.9	621	620
ST. GEORGE UT (SGU)	78.5	82.1	172	173
ST. LOUIS MO (STL)	86.1	84.7	4,575	4,574

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	68.9	75.8	132	132
SYRACUSE NY (SYR)	87.1	89.1	588	589
TALLAHASSEE FL (TLH)	82.8	85.9	377	377
TAMPA FL (TPA)	88.0	90.5	5,982	5,973
TEXARKANA AR (TXK)	71.9	89.5	57	57
TOLEDO OH (TOL)	96.0	92.0	25	25
TRAVERSE CITY MI (TVC)	87.3	87.3	142	142
TUCSON AZ (TUS)	78.9	86.6	1,935	1,937
TULSA OK (TUL)	79.4	85.8	1,487	1,491
TWIN FALLS ID (TWF)	80.0	93.5	90	92
TYLER TX (TYR)	74.4	84.4	90	90
VALDOSTA GA (VLD)	85.9	84.7	85	85
VALPARAISO FL (VPS)	74.3	79.9	483	483
WATERTOWN NY (ART)	94.3	86.8	53	53
WEST PALM BEACH/PALM BEACH FL (PBI)	84.7	88.0	2,176	2,176
WHITE PLAINS NY (HPN)	83.9	83.8	707	708
WICHITA KS (ICT)	81.5	86.4	856	858
WILMINGTON NC (ILM)	88.1	88.4	353	354
WRANGELL AK (WRG)	75.9	69.0	58	58
YAKUTAT AK (YAK)	67.2	86.2	58	58
YUMA AZ (YUM)	84.3	88.3	300	300

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

CARRIER	AT 29 REPORTABLE AIRPORTS B/				AT ALL REPORTABLE AIRPORTS C/			
	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED	NUMBER OF AIRPORTS REPORTED	FLIGHT OPERATIONS SCHEDULED	FLIGHT OPERATIONS CANCELLED	PERCENT OF OPERATIONS CANCELLED
SKYWEST	18	27,555	543	2.0	143	48,271	1,059	2.2
EXPRESSJET	20	17,913	276	1.5	120	34,607	523	1.5
AMERICAN EAGLE	19	21,566	244	1.1	132	36,449	423	1.2
ATLANTIC SOUTHEAST	20	12,416	133	1.1	120	25,237	274	1.1
MESA	17	6,911	66	1.0	86	12,694	129	1.0
ALASKA	18	6,752	6	0.1	50	11,530	108	0.9
AMERICAN	28	34,310	229	0.7	81	42,885	282	0.7
UNITED	27	20,893	135	0.6	71	23,989	155	0.6
US AIRWAYS	27	28,475	127	0.4	76	33,663	153	0.5
SOUTHWEST	21	47,777	207	0.4	72	94,143	366	0.4
AIRTRAN	21	13,303	40	0.3	62	20,420	43	0.2
DELTA	29	44,629	95	0.2	122	57,406	113	0.2
CONTINENTAL	26	17,286	33	0.2	58	21,055	41	0.2
JETBLUE	21	13,089	13	0.1	49	18,902	31	0.2
FRONTIER	22	5,506	8	0.1	49	7,114	11	0.2
HAWAIIAN	7	370	0	0.0	15	5,523	2	0.0
Total		318,751	2,155	0.7	Total	493,888	3,713	0.8

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

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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
SKYWEST	5,328	569	10.7
EXPRESSJET	4,496	406	9.0
ATLANTIC SOUTHEAST	1,690	127	7.5
ALASKA	435	28	6.4
AMERICAN EAGLE	1,289	82	6.4
MESA	1,188	66	5.6
AMERICAN	1,566	56	3.6
US AIRWAYS	1,909	63	3.3
UNITED	3,783	104	2.7
SOUTHWEST	15,472	275	1.8
CONTINENTAL	1,327	22	1.7
JETBLUE	715	9	1.3
DELTA	2,604	27	1.0
AIRTRAN	838	7	0.8
FRONTIER	404	2	0.5
HAWAIIAN	193	0	0.0
TOTAL	43,237	1,843	4.3

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

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

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

								CAUSES OF DELAY									
CARRIER	TOTAL RECORDS	ONTIME	% ONTIME	CANCELLED	% CANCELLED	DIVERTED	% DIVERTED	AIR CARRIER DELAY	% AIR CARRIER DELAY	EXTREME WEATHER DELAY	% EXTREME WEATHER DELAY	NATIONAL AVIATION SYSTEM DELAY	% NATIONAL AVIATION SYSTEM DELAY	SECURITY DELAY	% SECURITY DELAY	LATE ARRIVING AIRCRAFT DELAY	% LATE ARRIVING AIRCRAFT DELAY
AA	42885	35353	82.44%	282	0.66%	118	0.28%	2678	6.24%	286	0.67%	2366	5.52%	1	0.00%	1802	4.20%
AS	11530	9853	85.46%	108	0.94%	47	0.41%	362	3.14%	59	0.51%	685	5.94%	4	0.04%	411	3.57%
B6	18902	15874	83.98%	31	0.16%	34	0.18%	1059	5.60%	18	0.10%	930	4.92%	7	0.03%	949	5.02%
CO	21055	16804	79.81%	41	0.19%	24	0.11%	1376	6.53%	56	0.27%	1903	9.04%	0	0.00%	852	4.04%
DL	57406	50796	88.49%	113	0.20%	74	0.13%	2042	3.56%	92	0.16%	2517	4.38%	1	0.00%	1772	3.09%
EV	25237	20693	81.99%	274	1.09%	33	0.13%	1545	6.12%	106	0.42%	858	3.40%	7	0.03%	1720	6.82%
F9	7114	5207	73.19%	11	0.15%	9	0.13%	486	6.82%	22	0.30%	885	12.45%	0	0.00%	494	6.95%
FL	20420	18765	91.90%	43	0.21%	27	0.13%	338	1.66%	2	0.01%	692	3.39%	0	0.00%	553	2.71%
HA	5523	5026	91.00%	2	0.04%	3	0.05%	305	5.52%	2	0.03%	6	0.10%	0	0.00%	180	3.25%
MQ	36449	30220	82.91%	423	1.16%	96	0.26%	1547	4.24%	278	0.76%	2092	5.74%	1	0.00%	1792	4.92%
OO	48271	38637	80.04%	1059	2.19%	154	0.32%	1812	3.75%	180	0.37%	2462	5.10%	12	0.03%	3955	8.19%
UA	23989	20160	84.04%	155	0.65%	24	0.10%	1124	4.68%	61	0.25%	1330	5.54%	0	0.00%	1135	4.73%
US	33663	29560	87.81%	153	0.45%	33	0.10%	1294	3.84%	27	0.08%	1758	5.22%	21	0.06%	818	2.43%
WN	94143	82138	87.25%	366	0.39%	106	0.11%	3442	3.66%	290	0.31%	2087	2.22%	62	0.07%	5652	6.00%
XE	34607	26408	76.31%	523	1.51%	101	0.29%	2122	6.13%	127	0.37%	2231	6.45%	8	0.02%	3086	8.92%
YV	12694	11175	88.03%	129	1.02%	10	0.08%	518	4.08%	38	0.30%	360	2.83%	9	0.07%	455	3.59%
TOTAL	493888	416669		3713		893		22047		1643		23162		133		25627	
			84.37%		0.75%		0.18%		4.46%		0.33%		4.69%		0.03%		5.19%

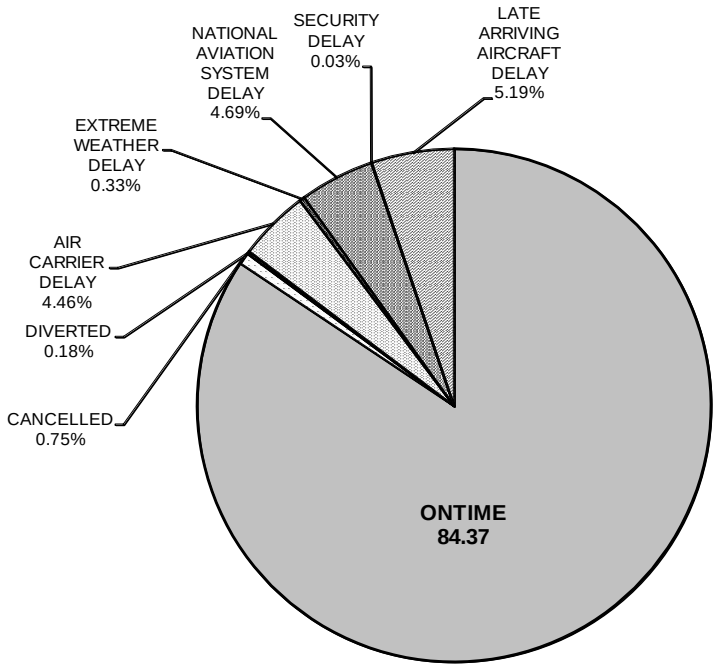
***Causes of Delay:**

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

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

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

DECEMBER 2011
AIR TRAVEL CONSUMER REPORT
TABLE 10. OVERALL CAUSES OF DELAY*



Causes of Delay:

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

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

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

DECEMBER 2011

AIR TRAVEL CONSUMER REPORT

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

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

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

DECEMBER 2011

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).

DECEMBER 2011

AIR TRAVEL CONSUMER REPORT

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

CARRIER*	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
XE	34,607	14	0.04
OO	48,271	13	0.03
UA	23,989	5	0.02
CO	21,055	4	0.02
F9	7,114	1	0.01
AA	42,885	6	0.01
MQ	36,449	4	0.01
US	33,663	3	0.01
B6	18,902	1	0.01
DL	57,406	3	0.01
AS	11,530	0	0.00
EV	25,237	0	0.00
FL	20,420	0	0.00
HA	5,523	0	0.00
WN	94,143	0	0.00
YV	12,694	0	0.00
TOTAL	493,888	54	0.01

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

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

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: Reagan National	DCA
Washington: Dulles	IAD

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	Atlantic Southeast Airlines
CO	Continental Airlines
DL	Delta Air Lines
F9	Frontier Airlines
HA	Hawaiian Airlines
B6	JetBlue Airways
YV	Mesa Airlines
OO	SkyWest Airlines
WN	Southwest Airlines
UA	United Airlines
US	US Airways

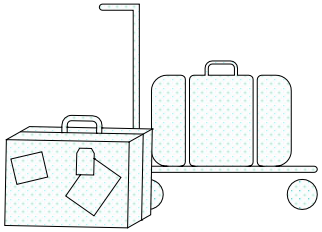
Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

XE	ExpressJet Airlines

*** Based on the Bureau of Transportation Statistics' Technical Reporting Directive #20, issued November 5, 2010, effective January 1, 2011.**

MISHANDLED BAGGAGE

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



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

DECEMBER

MISHANDLED BAGGAGE REPORTS

FILED BY PASSENGERS

U.S. AIRLINES*

		DECEMBER 2011			DECEMBER 2010		
RANK	**AIRLINE**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**
1	AIRTRAN AIRWAYS	2,772	1,859,682	**1.49**	3,994	2,025,934	**1.97**
2	JETBLUE AIRWAYS	4,564	2,075,387	**2.20**	5,490	1,839,578	**2.98**
3	DELTA AIR LINES	16,796	7,378,200	**2.28**	36,165	7,376,347	**4.90**
4	US AIRWAYS	9,655	3,997,052	**2.42**	13,527	3,877,957	**3.49**
5	FRONTIER AIRLINES	2,498	889,130	**2.81**	2,412	723,672	**3.33**
6	ALASKA AIRLINES	3,826	1,356,574	**2.82**	4,714	1,317,080	**3.58**
7	HAWAIIAN AIRLINES	2,132	718,098	**2.97**	2,705	715,961	**3.78**
8	AMERICAN AIRLINES	17,666	5,461,045	**3.23**	24,558	5,629,935	**4.36**
9	SOUTHWEST AIRLINES	33,343	9,291,495	**3.59**	45,370	9,136,475	**4.97**
10	MESA AIRLINES	2,430	672,335	**3.61**	4,304	726,097	**5.93**
11	UNITED AIRLINES	13,616	3,202,532	**4.25**	14,415	3,493,643	**4.13**
12	CONTINENTAL AIRLINES	12,262	2,762,781	**4.44**	11,938	2,692,456	**4.43**
13	SKYWEST AIRLINES	8,941	1,926,104	**4.64**	12,684	1,916,555	**6.62**
14	ATLANTIC SOUTHEAST AIRLINES	5,735	1,110,831	**5.16**	11,504	1,160,219	**9.92**
15	EXPRESSJET AIRLINES	7,433	1,351,087	**5.50**	8,020	1,234,694	**6.50**
16	AMERICAN EAGLE AIRLINES	9,230	1,384,138	**6.67**	11,526	1,298,950	**8.87**
	TOTALS	152,899	45,436,471	**3.37**	213,326	45,165,553	**4.72**

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 (ExpressJet). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report.

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

JANUARY-DECEMBER

MISHANDLED BAGGAGE REPORTS

FILED BY PASSENGERS

U.S. AIRLINES*

		JANUARY - DECEMBER 2011			JANUARY - DECEMBER 2010		
RANK	**AIRLINE**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**
1	AIRTRAN AIRWAYS	40,401	24,721,745	**1.63**	40,673	24,914,028	**1.63**
2	JETBLUE AIRWAYS	52,454	23,711,065	**2.21**	54,103	21,774,499	**2.48**
3	FRONTIER AIRLINES	23,266	10,514,361	**2.21**	24,544	9,508,989	**2.58**
4	HAWAIIAN AIRLINES	22,244	8,455,059	**2.63**	18,977	8,518,682	**2.23**
5	DELTA AIR LINES	254,210	95,445,093	**2.66**	327,868	93,828,968	**3.49**
6	US AIRWAYS	129,140	47,857,988	**2.70**	119,472	46,737,693	**2.56**
7	ALASKA AIRLINES	47,563	16,600,697	**2.87**	48,504	15,502,813	**3.13**
8	CONTINENTAL AIRLINES	109,288	32,641,166	**3.35**	84,576	31,919,358	**2.65**
9	AMERICAN AIRLINES	242,695	68,350,420	**3.55**	262,551	68,716,186	**3.82**
10	SOUTHWEST AIRLINES	413,538	113,258,197	**3.65**	378,511	109,076,175	**3.47**
11	UNITED AIRLINES**	152,519	41,665,059	**3.66**	154,630	45,537,571	**3.40**
12	SKYWEST AIRLINES	97,832	23,710,905	**4.13**	112,779	23,890,608	**4.72**
13	EXPRESSJET AIRLINES	77,548	16,075,967	**4.82**	74,001	15,323,951	**4.83**
14	MESA AIRLINES	42,649	8,748,648	**4.87**	37,127	9,347,008	**3.97**
15	ATLANTIC SOUTHEAST AIRLINES	79,444	14,389,994	**5.52**	94,392	14,057,289	**6.71**
16	AMERICAN EAGLE AIRLINES	122,978	16,798,134	**7.32**	113,326	15,843,500	**7.15**
	TOTALS	1,907,769	562,944,498	**3.39**	1,946,034	554,497,318	**3.51**

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 (ExpressJet). The carriers that are ranked in this table are the same carriers that are ranked in the "Flight Delays" and "Consumer Complaints" sections of this report.

** United Airlines revised its Total Baggage Reports for January 2011 thru October 2011 after the submissions were published in the *ATCR*. This table reflects those revisions.

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

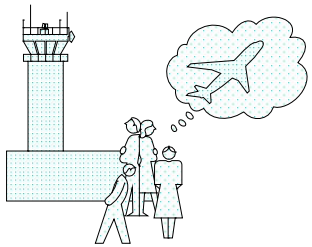
OVERSALES

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

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

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

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



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

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

		OCTOBER-DECEMBER 2011				OCTOBER-DECEMBER 2010			
		DENIED BOARDINGS (DB'S)				DENIED BOARDINGS (DB'S)			
RANK	AIRLINE	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs
1	***JETBLUE AIRWAYS***	56	11	6,291,058	**0.02**	21	12	6,039,231	**0.02**
2	***HAWAIIAN AIRLINES***	225	55	2,152,144	**0.26**	118	2	2,097,578	**0.01**
3	***DELTA AIR LINES***	20,145	730	24,550,823	**0.30**	18,424	704	24,546,433	**0.29**
4	***SOUTHWEST AIRLINES***	11,201	1,364	27,712,179	**0.49**	16,548	2,062	27,178,950	**0.76**
5	***SKYWEST AIRLINES***	10,520	406	6,009,979	**0.68**	11,301	346	6,006,681	**0.58**
6	***ALASKA AIRLINES***	1,226	275	4,008,655	**0.69**	1,638	418	3,852,268	**1.09**
7	***AMERICAN AIRLINES***	17,326	1,458	18,720,802	**0.78**	15,096	1,417	18,934,213	**0.75**
8	***FRONTIER AIRLINES***	1,108	212	2,721,582	**0.78**	784	188	2,241,300	**0.84**
9	***UNITED AIRLINES***	13,413	912	10,601,398	**0.86**	16,152	1,181	11,805,553	**1.00**
10	***US AIRWAYS***	8,325	1,156	13,334,767	**0.87**	11,122	1,204	13,192,128	**0.91**
11	***AIRTRAN AIRWAYS***	11,998	513	5,855,058	**0.88**	10,016	161	6,121,134	**0.26**
12	***ATLANTIC SOUTHEAST AIRLINES***	7,463	366	3,426,978	**1.07**	6,766	165	3,527,999	**0.47**
13	***CONTINENTAL AIRLINES***	6,593	1,077	9,633,366	**1.12**	6,665	1,366	9,220,356	**1.48**
14	***AMERICAN EAGLE AIRLINES***	7,561	593	4,293,651	**1.38**	5,876	1,139	4,086,490	**2.79**
15	***EXPRESSJET AIRLINES***	5,857	678	4,068,518	**1.67**	5,306	664	3,893,575	**1.71**
16	***MESA AIRLINES***	2,226	495	1,844,739	**2.68**	3,575	564	2,018,689	**2.79**
	TOTALS	125,243	10,301	145,225,697	**0.71**	129,408	11,593	144,762,578	**0.80**

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

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

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

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

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

		JANUARY-DECEMBER 2011				JANUARY-DECEMBER 2010			
		DENIED BOARDINGS (DB'S)				DENIED BOARDINGS (DB'S)			
RANK	AIRLINE	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs
1	***JETBLUE AIRWAYS***	95	31	25,968,059	**0.01**	53	22	24,253,933	**0.01**
2	***HAWAIIAN AIRLINES***	625	92	8,659,405	**0.11**	365	36	8,424,288	**0.04**
3	***DELTA AIR LINES***	102,750	3,185	101,467,593	**0.31**	109,327	4,014	98,747,473	**0.41**
4	***AIRTRAN AIRWAYS***	46,792	1,412	24,697,236	**0.57**	52,854	962	24,721,226	**0.39**
5	***SOUTHWEST AIRLINES***	57,155	7,216	110,808,709	**0.65**	89,212	13,207	106,414,402	**1.24**
6	***SKYWEST AIRLINES***	49,018	1,677	24,559,435	**0.68**	50,989	1,655	23,698,919	**0.70**
7	***ALASKA AIRLINES***	6,040	1,367	16,600,697	**0.82**	7,464	1,823	15,502,813	**1.18**
8	***ATLANTIC SOUTHEAST AIRLINES***	37,074	1,284	14,044,630	**0.91**	30,027	774	13,728,572	**0.56**
9	***AMERICAN AIRLINES***	62,830	6,986	76,013,090	**0.92**	64,187	6,551	76,221,824	**0.86**
10	***US AIRWAYS***	39,976	5,043	53,795,312	**0.94**	64,146	8,307	51,664,237	**1.61**
11	***FRONTIER AIRLINES***	4,443	1,023	10,496,096	**0.97**	6,749	2,108	9,346,026	**2.26**
12	***UNITED AIRLINES***	73,330	4,570	45,184,750	**1.01**	60,754	6,162	48,711,205	**1.27**
13	***CONTINENTAL AIRLINES***	30,335	5,744	38,675,567	**1.49**	32,595	6,681	36,682,772	**1.82**
14	***EXPRESSJET AIRLINES***	27,975	2,964	16,288,079	**1.82**	25,573	2,973	15,669,659	**1.90**
15	***AMERICAN EAGLE AIRLINES***	28,871	3,759	16,747,364	**2.24**	21,653	6,335	15,748,222	**4.02**
16	***MESA AIRLINES***	10,201	1,775	7,818,489	**2.27**	14,949	2,287	8,966,020	**2.55**
	TOTALS	577,510	48,128	591,824,511	**0.81**	681,105	65,079	595,252,983	**1.09**

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

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS

SUMMARY

	DECEMBER 2011				DECEMBER 2010			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	567	49	0	90	595	115	0	74
FOREIGN AIRLINES	113	1	0	13	139	5	0	14
TRAVEL AGENTS	19	1	0	2	8	15	0	1
TOUR OPERATORS	5	1	0	1	2	0	0	0
MISCELLANEOUS*	6	8	0	27	12	74	0	16
INDUSTRY TOTALS	710	60	0	133	756	209	0	105

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

	DECEMBER 2011			DECEMBER 2010		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	165		1	230	
CANCELLATIONS			73			105
DELAYS			41			78
MISCONNECTIONS			28			27
BAGGAGE	2	122		2	155	
RES/TKTG/BOARDING	3	113		4	93	
CUSTOMER SERVICE	4	83		3	93	
REFUNDS	5	65		5	50	
DISABILITY	6	58		6	38	
FARES	7	36		7	32	
OVERSALES	8	29		8	28	
OTHER	9	25		9	15	
FREQUENT FLYER			18			14
DISCRIMINATION	10	7		10	14	
ADVERTISING	11	6		11	7	
ANIMALS	12	1		12	1	
COMPLAINT TOTAL		710			756	

* 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*

DECEMBER 2011

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	3	1	0	0	0	1	0	0	0	0	0	0	5
AIRTRAN AIRWAYS	4	0	1	0	0	6	4	2	0	0	0	1	18
ALASKA AIRLINES	0	0	1	0	1	1	2	0	0	0	0	0	5
ALLEGIANT AIR	1	0	4	0	1	1	2	3	1	0	0	0	13
AMERICAN AIRLINES	12	3	11	4	6	11	9	2	1	1	0	1	61
AMERICAN EAGLE AIRLINES	5	0	1	0	1	2	0	0	0	0	1	0	10
CONTINENTAL AIRLINES	9	1	4	2	4	11	8	4	0	2	0	1	46
DELTA AIR LINES	22	2	9	8	2	7	15	6	1	3	0	4	79
EXPRESSJET AIRLINES	5	0	0	0	0	0	0	2	0	0	0	0	7
FRONTIER AIRLINES	2	0	2	0	1	1	1	0	0	0	0	0	7
HAWAIIAN AIRLINES	1	0	0	0	0	1	1	2	0	0	0	0	5
JETBLUE AIRWAYS	5	0	0	1	0	8	2	2	0	0	0	0	18
PIEDMONT AIRLINES	2	1	4	0	0	1	1	1	0	0	0	0	10
PINNACLE AIRLINES	2	2	0	0	0	1	1	1	0	0	0	0	7
REPUBLIC AIRLINES	2	0	2	0	0	0	0	2	0	0	0	0	6
SKYWEST AIRLINES	4	1	1	0	0	4	1	4	0	0	0	0	15
SOUTHWEST AIRLINES	3	0	1	3	1	1	2	1	0	0	0	1	13
SPIRIT AIRLINES	9	4	10	2	3	6	9	3	2	0	0	3	51
UNITED AIRLINES	19	4	10	1	9	18	10	7	1	0	0	5	84
US AIRWAYS	22	2	9	6	7	10	3	8	0	0	0	1	68
VIRGIN AMERICA	0	0	4	1	3	0	0	0	0	0	0	0	8
OTHER U.S. AIRLINES	11	2	7	0	2	4	2	3	0	0	0	0	31
TOTAL DECEMBER 2011	143	23	81	28	41	95	73	53	6	6	1	17	567
% OF TOTAL COMPLAINTS	25.2	4.1	14.3	4.9	7.2	16.8	12.9	9.3	1.1	1.1	0.2	3.0	
TOTAL DECEMBER 2010	196	20	72	24	37	103	80	32	5	11	1	14	595
% OF TOTAL COMPLAINTS	32.9	3.4	12.1	4.0	6.2	17.3	13.4	5.4	0.8	1.8	0.2	2.4	

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

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

Table 4

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY INCIDENT DATE

DECEMBER 2011

U.S. AIRLINES* ALPHABETICAL	COMPS RECD IN SEP.	INCI-DENTS IN SEP.	PERCENT	INCI-DENTS IN AUG.	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
AIR WISCONSIN	5	2	40.0	0	0.0	2	40.0	1	20.0
AIRTRAN AIRWAYS	18	13	72.2	2	11.1	2	11.1	1	5.6
ALASKA AIRLINES	5	2	40.0	0	0.0	2	40.0	1	20.0
ALLEGIANT AIR	13	8	61.5	1	7.7	3	23.1	1	7.7
AMERICAN AIRLINES	61	28	45.9	9	14.8	13	21.3	11	18.0
AMERICAN EAGLE AIRLINES	10	6	60.0	3	30.0	0	0.0	1	10.0
CONTINENTAL AIRLINES	46	21	45.7	6	13.0	13	28.3	6	13.0
DELTA AIR LINES	79	36	45.6	15	19.0	17	21.5	11	13.9
EXPRESSJET AIRLINES	7	3	42.9	1	14.3	3	42.9	0	0.0
FRONTIER AIRLINES	7	5	71.4	0	0.0	2	28.6	0	0.0
HAWAIIAN AIRLINES	5	1	20.0	2	40.0	2	40.0	0	0.0
JETBLUE AIRWAYS	18	7	38.9	3	16.7	7	38.9	1	5.6
PIEDMONT AIRLINES	10	5	50.0	2	20.0	0	0.0	3	30.0
PINNACLE AIRLINES	7	3	42.9	2	28.6	1	14.3	1	14.3
REPUBLIC AIRLINES	6	4	66.7	0	0.0	1	16.7	1	16.7
SKYWEST AIRLINES	15	7	46.7	0	0.0	6	40.0	2	13.3
SOUTHWEST AIRLINES	13	5	38.5	2	15.4	3	23.1	3	23.1
SPIRIT AIRLINES	51	29	56.9	6	11.8	6	11.8	10	19.6
UNITED AIRLINES	84	32	38.1	15	17.9	25	29.8	12	14.3
US AIRWAYS	68	28	41.2	12	17.6	16	23.5	12	17.6
VIRGIN AMERICA	8	3	37.5	0	0.0	4	50.0	1	12.5
OTHER U.S. AIRLINES	31	18	58.1	7	22.6	4	12.9	2	6.5
TOTALS	567	266	46.9	88	15.5	132	23.3	81	14.3
PREVIOUS YEAR'S TOTALS	595	320	53.8	87	14.6	138	23.2	50	8.4

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

Table 5

AIR TRAVEL CONSUMER REPORT

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

DECEMBER 2011

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
ALITALIA AIRLINES	0	1	0	1	3	2	0	0	0	0	0	0	7
BRITISH AIRWAYS	1	0	2	0	2	2	1	0	0	0	0	0	8
CARIBBEAN AIRLINES	2	0	2	0	0	1	0	0	0	0	0	0	5
ETIHAD AIRWAYS	0	0	1	0	1	1	2	0	0	0	0	0	5
IBERIA AIRLINES	1	0	2	1	1	0	0	0	0	0	0	0	5
KLM	2	1	0	0	1	1	0	0	0	0	0	0	5
TURKISH AIRLINES	0	1	2	0	1	1	0	0	0	0	0	0	5
OTHER FOREIGN AIRLINES	12	2	11	3	10	19	5	5	0	1	0	5	73
TOTALS	18	5	20	5	19	27	8	5	0	1	0	5	113
TRAVEL AGENTS													
ORBITZ.COM	0	0	3	2	2	0	1	0	0	0	0	0	8
OTHER TRAVEL AGENTS	1	0	8	0	1	0	1	0	0	0	0	0	11
TOTALS	1	0	11	2	3	0	2	0	0	0	0	0	19
TOUR OPERATORS													
DIRECT AIR AND TOURS	2	0	0	1	1	0	0	0	0	0	0	1	5
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	2	0	0	1	1	0	0	0	0	0	0	1	5
MISCELLANEOUS													
OTHER MISCELLANEOUS	1	0	2	0	2	0	0	0	0	0	0	1	6
TOTALS	1	0	2	0	2	0	0	0	0	0	0	1	6

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

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

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

TABLE 6

DECEMBER 2011

CONSUMER COMPLAINTS: RANKINGS

U.S. AIRLINES *

		DECEMBER 2011			DECEMBER 2010		
RANK	***AIRLINE***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***
1	***SOUTHWEST AIRLINES***	13	9,068,090	**0.14**	26	8,952,888	**0.29**
2	***MESA AIRLINES***	2	672,335	**0.30**	3	700,190	**0.43**
3	***ALASKA AIRLINES***	5	1,485,185	**0.34**	3	1,439,686	**0.21**
4	***ATLANTIC SOUTHEAST AIRLINES***	4	1,101,170	**0.36**	5	1,151,465	**0.43**
5	***EXPRESSJET AIRLINES***	7	1,473,250	**0.48**	7	1,240,816	**0.56**
6	***HAWAIIAN AIRLINES***	5	740,660	**0.68**	5	720,386	**0.69**
7	***AMERICAN EAGLE AIRLINES***	10	1,423,050	**0.70**	13	1,312,461	**0.99**
8	***SKYWEST AIRLINES***	15	1,982,711	**0.76**	13	1,977,235	**0.66**
9	***FRONTIER AIRLINES***	7	919,951	**0.76**	11	1,145,388	**0.96**
10	***JETBLUE AIRWAYS***	18	2,335,562	**0.77**	28	2,040,194	**1.37**
11	***AMERICAN AIRLINES***	61	7,008,797	**0.87**	77	7,136,809	**1.08**
12	***DELTA AIR LINES***	79	8,786,048	**0.90**	106	8,755,596	**1.21**
13	***AIRTRAN AIRWAYS***	18	1,856,742	**0.97**	8	2,003,749	**0.40**
14	***CONTINENTAL AIRLINES***	46	3,796,203	**1.21**	53	3,701,730	**1.43**
15	***US AIRWAYS***	68	4,372,102	**1.56**	49	4,277,551	**1.15**
16	***UNITED AIRLINES***	84	3,933,738	**2.14**	62	4,226,379	**1.47**
	TOTAL	**442**	**50,955,594**	**0.87**	**469**	**50,782,523**	**0.92**

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

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

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

TABLE 1 (YTD)

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS

	JANUARY - DECEMBER 2011				JANUARY - DECEMBER 2010			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	9,425	702	13	968	9,135	603	28	1,068
FOREIGN AIRLINES	1,733	40	1	182	1,542	50	3	149
TRAVEL AGENTS	166	10	0	21	132	23	0	12
TOUR OPERATORS	86	4	0	18	52	1	0	4
MISCELLANEOUS*	135	101	0	197	127	214	1	233
INDUSTRY TOTALS	11,545	857	14	1,386	10,988	891	32	1,466

TABLE 2 (YTD)

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

	JANUARY - DECEMBER 2011			JANUARY - DECEMBER 2010		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	3,656		1	3,337	
CANCELLATIONS			1,568			1,444
DELAYS			1,063			966
MISCONNECTIONS			524			557
BAGGAGE	2	1,850		2	1,938	
RES/TKTG/BOARDING	3	1,447		3	1,510	
CUSTOMER SERVICE	4	1,287		4	1,345	
REFUNDS	5	986		5	730	
FARES	6	634		8	465	
DISABILITY	7	630		6	572	
OVERSALES	8	509		7	544	
OTHER	9	329		9	319	
FREQUENT FLYER			228			251
DISCRIMINATION	10	127		10	143	
ADVERTISING	11	81		11	77	
ANIMALS	12	9		12	8	
COMPLAINT TOTAL		11,545			10,988	

* A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES IS ATTACHED.

** INCLUDES FIGURES FOR SUB-CATEGORIES.

TABLE 3 (YTD)

COMPLAINTS AGAINST U.S. AIRLINES/ BY COMPLAINT CATEGORY*/JANUARY – DECEMBER 2011

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AIR WISCONSIN	37	3	1	0	0	2	5	0	0	1	0	0	49
AIRTRAN AIRWAYS	56	15	18	3	5	30	21	23	1	3	0	3	178
ALASKA AIRLINES	15	5	10	4	8	11	19	7	0	2	0	4	85
ALLEGIANT AIR	58	4	29	11	15	11	21	11	4	0	0	1	165
AMERICAN AIRLINES	438	41	124	84	103	236	132	58	5	14	1	24	1,260
AMERICAN EAGLE AIRLINES	126	13	11	1	10	62	17	7	0	2	1	1	251
ATLANTIC SOUTHEAST AIRLINES	73	7	3	0	0	22	6	12	0	1	0	1	125
CHAUTAUQUA AIRLINES	44	4	6	0	1	7	3	2	0	0	0	0	67
COLGAN AIR	53	1	3	0	1	6	4	5	0	0	0	0	73
COMAIR	25	1	0	0	0	4	6	3	0	1	0	0	40
COMMUTAIR	18	1	1	0	1	0	3	0	0	0	0	0	24
COMPASS AIRLINES	8	1	1	0	0	3	1	3	0	0	0	0	17
CONTINENTAL AIRLINES	212	31	116	40	64	101	148	62	3	19	1	24	821
DELTA AIR LINES	377	62	181	98	95	224	188	79	17	21	4	60	1,406
EXECUTIVE AIRLINES	4	2	3	0	0	7	3	2	0	1	0	0	22
EXPRESSJET AIRLINES	129	10	4	0	4	7	12	11	0	0	0	1	178
FRONTIER AIRLINES	38	3	14	2	4	8	20	6	0	0	0	4	99
GO!	12	3	0	0	4	3	0	0	0	0	0	0	22
GOJET AIRLINES	13	3	1	0	0	2	0	5	0	0	0	1	25
GREAT LAKES AVIATION	10	5	0	0	1	0	0	0	0	0	0	0	16
HAWAIIAN AIRLINES	7	1	9	5	6	7	12	11	1	0	0	2	61
HORIZON AIRLINES	6	1	2	0	1	2	0	1	0	0	0	1	14
JETBLUE AIRWAYS	115	1	21	16	17	35	39	30	3	4	0	4	285
MESA AIRLINES	29	3	4	0	1	4	5	6	0	0	0	2	54
MESABA AVIATION	34	3	5	1	0	1	3	7	0	0	0	0	54
PIEDMONT AIRLINES	63	21	15	1	1	9	8	15	0	1	0	1	135
PINNACLE AIRLINES	68	11	4	0	0	10	7	6	0	1	0	1	108
PSA AIRLINES	28	2	0	0	1	0	4	3	0	0	0	0	38
REPUBLIC AIRLINES	73	3	5	4	2	6	10	4	0	0	0	0	107
SHUTTLE AMERICA	18	2	4	0	0	7	4	0	0	0	0	0	35
SKY KING AIRLINES	3	0	0	1	0	0	1	0	0	1	0	14	20
SKYWEST AIRLINES	90	10	11	1	1	34	19	10	0	1	0	1	178
SOUTHWEST AIRLINES	78	8	29	39	24	51	55	41	6	5	0	18	354
SPIRIT AIRLINES	184	38	120	29	69	83	71	11	12	5	0	16	638
TRANS STATES AIRLINES	18	1	0	0	1	6	3	4	0	0	0	0	33
TSA	0	0	0	0	0	6	6	0	0	0	0	0	12
UNITED AIRLINES	298	54	141	56	106	180	158	49	5	9	0	60	1,116
UNITED EXPRESS	33	4	8	1	2	8	9	2	0	0	0	1	68
US AIRWAYS	341	53	131	66	83	138	104	59	1	13	0	25	1,014
US AIRWAYS EXPRESS	5	0	0	0	1	2	1	1	0	0	0	0	10
VIRGIN AMERICA	5	0	9	2	9	6	6	1	1	0	0	1	40
VISION AIRLINES	15	1	4	0	7	0	0	1	1	0	0	1	30
YELLOW AIR TAXI	10	0	1	0	18	0	1	0	0	0	0	0	30
OTHER U.S. AIRLINES	23	3	9	2	11	9	3	6	0	0	1	1	68
TOTAL JAN - DEC 2011	3,290	435	1,058	467	677	1,350	1,138	564	60	105	8	273	9,425
% OF TOTAL COMPLAINTS	34.9	4.6	11.2	5.0	7.2	14.3	12.1	6.0	0.6	1.1	0.1	2.9	
TOTAL JAN - DEC 2010	3,000	472	1,194	359	509	1,456	1,180	504	60	115	4	282	9,135
% OF TOTAL COMPLAINTS	32.8	5.2	13.1	3.9	5.6	15.9	12.9	5.5	0.7	1.3	0.0	3.1	

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

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

TABLE 4 (YTD) COMPANIES OTHER THAN U.S. AIRLINES/ BY COMPLAINT CATEGORY**/ JANUARY – DECEMBER 2011

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AER LINGUS	10	0	5	0	2	4	2	0	0	0	0	0	23
AEROFLOT	2	0	2	0	1	10	0	2	0	0	0	0	17
AEROMEXICO	10	1	5	1	4	16	5	1	0	0	0	0	43
AIR BERLIN	2	1	1	0	1	8	0	0	0	0	0	1	14
AIR CANADA	12	0	9	1	3	10	3	2	0	0	0	2	42
AIR CHINA	2	0	5	0	4	2	6	0	0	0	0	0	19
AIR FRANCE	23	9	13	5	12	43	17	8	0	4	0	3	137
AIR INDIA	4	2	2	2	4	3	2	1	1	1	0	0	22
AIR PACIFIC	2	1	2	0	2	4	1	0	0	0	0	1	13
ALITALIA AIRLINES	14	7	12	5	9	30	3	1	1	1	0	0	83
AUSTRIAN AIRLINES	1	0	2	0	1	1	3	2	0	0	0	0	10
AVIANCA	7	2	6	2	3	6	0	0	0	0	0	0	26
BAHAMASAIR HOLDINGS	2	1	0	0	2	1	1	1	0	2	0	0	10
BRITISH AIRWAYS	17	5	16	6	27	39	8	7	1	0	0	7	133
CARIBBEAN AIRLINES	17	1	6	1	1	10	3	1	0	0	0	2	42
CATHAY PACIFIC AIRWAYS	3	0	4	0	2	4	1	3	0	0	0	2	19
CHINA SOUTHERN AIRLINES	0	0	1	0	2	6	0	0	1	0	0	0	10
COPA	3	1	4	1	2	8	1	2	0	0	0	0	22
EGYPTAIR	2	0	1	0	2	2	2	0	0	0	0	1	10
EMIRATES AIRLINES	7	3	6	3	6	17	10	2	1	1	0	0	56
ETHIOPIAN AIRLINES	2	0	1	1	0	7	2	0	0	0	0	0	13
ETIHAD AIRWAYS	1	1	6	3	2	5	5	0	0	1	0	1	25
IBERIA AIRLINES	11	5	6	2	8	14	3	1	0	0	0	0	50
JET AIRWAYS	1	1	6	1	2	9	1	0	0	0	0	0	21
KLM	10	4	8	0	7	24	4	4	0	2	1	2	66
KOREAN AIR LINES	0	0	1	65	0	4	2	0	0	0	0	1	73
KUWAIT AIRWAYS	5	0	0	0	0	3	0	1	0	1	0	0	10
LAN AIRLINES	4	2	1	2	3	7	1	0	0	0	0	1	21
LAN CHILE AIRLINES	4	0	2	1	4	5	1	0	0	0	0	0	17
LOT POLISH AIRLINES	10	2	2	1	1	1	1	0	0	0	0	0	18
LUFTHANSA	21	5	24	4	17	33	4	5	1	2	0	4	120
MEXICANA	0	0	1	0	11	0	0	0	0	0	0	0	12
PHILIPPINE AIRLINES	3	0	0	1	2	1	1	2	0	1	0	1	12
QANTAS AIRWAYS	2	0	1	0	3	3	3	0	0	0	0	1	13
QATAR AIRWAYS	7	1	9	1	3	8	3	1	0	0	0	0	33
ROYAL AIR MAROC	10	1	3	0	4	8	1	1	0	1	0	0	29
ROYAL JORDANIAN AIRLINES	0	2	1	1	0	9	2	2	0	1	0	0	18
SINGAPORE AIRLINES	2	0	2	0	2	2	3	0	0	0	0	1	12
SOUTH AFRICAN AIRWAYS	7	1	3	0	2	7	2	0	0	0	0	0	22
SWISS AIR	5	0	3	0	1	2	0	1	0	0	0	1	13
TACA INTERNATIONAL AIRLINES	2	3	4	4	0	9	2	1	0	2	0	0	27
TAM	5	2	6	2	2	5	1	0	0	0	0	0	23
TURKISH AIRLINES	6	2	8	3	7	18	3	1	0	0	0	0	48
VIRGIN ATLANTIC AIRWAYS	7	0	9	2	10	5	2	0	0	0	0	0	35
VOLARIS AIRLINES	1	1	8	3	5	2	2	0	0	0	0	0	22
OTHER FOREIGN AIRLINES	40	2	43	7	44	56	17	7	2	2	0	9	229
TOTALS JAN – DEC 2011	306	69	260	131	230	471	134	60	8	22	1	41	1,733

* COMPANIES ARE LISTED INDIVIDUALLY IF DOT RECEIVED TEN (10) OR MORE COMPLAINTS AGAINST THEM DURING THE REPORTING PERIOD. COMPLAINTS AGAINST COMPANIES ACCOUNTING FOR FEWER COMPLAINTS THAN THAT ARE INCLUDED UNDER 'OTHER FOREIGN AIRLINES.'
** A DETAILED EXPLANATION OF THE COMPLAINT CATEGORIES FOLLOWS THIS SECTION.

TABLE 4 (YTD...CONTINUED)

COMPANIES OTHER THAN U.S. AIRLINES*

BY COMPLAINT CATEGORY**

JANUARY – DECEMBER 2011

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
TRAVEL AGENTS													
CHEAP TICKETS	0	0	8	1	4	0	0	0	0	0	0	0	13
CHEAPOAIR.COM	1	0	9	5	10	1	0	0	0	0	0	0	26
EXPEDIA.COM	2	0	20	2	11	0	4	0	1	0	0	0	40
ORBITZ.COM	2	0	16	6	9	0	2	0	2	0	0	0	37
PRICELINE.COM	1	0	14	3	4	0	1	0	1	0	0	0	24
TRAVELOCITY.COM	1	0	7	4	7	0	0	0	1	0	0	0	20
OTHER TRAVEL AGENTS	0	0	4	1	0	0	0	0	1	0	0	0	6
TOTALS	7	0	78	22	45	1	7	0	6	0	0	0	166
TOUR OPERATORS													
DIRECT AIR AND TOURS	26	1	24	8	14	0	3	4	2	0	0	1	83
OTHER TOUR OPERATORS	1	0	0	0	1	0	0	0	0	0	0	1	3
TOTALS	27	1	24	8	15	0	3	4	2	0	0	2	86
MISCELLANEOUS													
OTHER MISCELLANEOUS	26	3	28	6	19	28	5	2	5	0	0	13	135
TOTALS	26	3	28	6	19	28	5	2	5	0	0	13	135

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

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

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

TABLE 5 (YTD)

JANUARY – DECEMBER

CONSUMER COMPLAINTS: RANKINGS/ U.S. AIRLINES*

		JANUARY - DECEMBER 2011			JANUARY - DECEMBER 2010		
RANK	***AIRLINE***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***
1	***SOUTHWEST AIRLINES***	354	110,645,758	**0.32**	292	106,307,267	**0.27**
2	***ALASKA AIRLINES***	85	17,809,881	**0.48**	73	16,514,349	**0.44**
3	***MESA AIRLINES***	54	8,668,063	**0.62**	48	9,041,846	**0.53**
4	***HAWAIIAN AIRLINES***	61	8,666,310	**0.70**	98	8,424,288	**1.16**
5	***AIRTRAN AIRWAYS***	178	24,605,412	**0.72**	221	24,576,435	**0.90**
6	***SKYWEST AIRLINES***	178	24,516,228	**0.73**	149	24,335,003	**0.61**
7	***FRONTIER AIRLINES***	99	13,098,759	**0.76**	144	11,750,306	**1.23**
8	***ATLANTIC SOUTHEAST AIRLINES***	125	14,227,375	**0.88**	75	13,959,021	**0.54**
9	***EXPRESSJET AIRLINES***	178	17,145,797	**1.04**	95	16,584,174	**0.57**
10	***JETBLUE AIRWAYS***	285	26,370,870	**1.08**	304	24,226,456	**1.25**
11	***DELTA AIR LINES***	1,406	113,866,873	**1.23**	2,231	111,250,515	**2.01**
12	***AMERICAN EAGLE AIRLINES***	251	17,322,101	**1.45**	166	16,086,595	**1.03**
13	***AMERICAN AIRLINES***	1,260	86,042,261	**1.46**	1,239	86,129,130	**1.44**
14	***CONTINENTAL AIRLINES***	821	45,238,412	**1.81**	645	43,543,539	**1.48**
15	***US AIRWAYS***	1,014	52,958,638	**1.91**	796	51,853,197	**1.54**
16	***UNITED AIRLINES***	1,116	50,501,288	**2.21**	889	54,034,924	**1.65**
	TOTAL	**7,465**	**631,684,026**	**1.18**	**7,465**	**618,617,045**	**1.21**

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

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

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

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 December 2011 as provided by the Transportation Security Administration[a]

The Transportation Security Administration (TSA) screened approximately 52 million airline passengers and their 41 million checked bags in the month of December as part of its efforts to secure the homeland. Since its formation, TSA has maintained a strong focus on customer service and began collecting customer service data voluntarily to improve security operations. TSA values all input and encourages passengers to contact the agency if they believe that the level of service provided does not meet their expectations [b]. Below is a summary of contacts with TSA either by e-mail, or telephone for the month of December.

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

Courtesy[c]		Screening Procedures		Processing Time		Personal Property	
Number of Complaints	Percentage of Flying Public[c]	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public	Number of Complaints	Percentage of Flying Public
310	.0006	31	.00006	95	.0002	348	.0007

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

Number of Damage Claims Received			
Checkpoint (TSA)	Percentage of Total Passengers Screened	Checked Baggage (TSA and/or Airline)	Percentage of Total Checked Bags Screened
133	.0003	407	.001

NOTES

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

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

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

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.

December 2011 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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

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

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

January-December 2011 Airline Reports to DOT of Incidents Involving the Loss, Injury or Death of Animals During Air Transportation

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

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Carrier	Death	Injury	Loss	Total
Alaska	**4**	**2**	**1**	**7**
American	**5**	**0**	**1**	**6**
Continental	**3**	**1**	**0**	**4**
Delta	**19**	**5**	**0**	**24**
Hawaiian	**2**	**1**	**0**	**3**
United	**2**	**0**	**0**	**2**
Total	**35**	**9**	**2**	**46**