U.S. Department
of Transportation

Air Travel Consumer Report

A Product Of The

OFFICE OF AVIATION ENFORCEMENT AND PROCEEDINGS

Aviation Consumer Protection Division

Issued: March 2012

Flight Delays[1]	January 2012 12 Months Ending January 2012
Mishandled Baggage[1]	January 2012
Oversales[1]	4th Quarter 2011 January – December 2011
Consumer Complaints[2] (Includes Disability and Discrimination Complaints)	January 2012
Customer Service Reports to the Dept. of Homeland Security[3]	January 2012
Airline Animal Incident Reports[4]	January 2012

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

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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 fourteen (14) U.S. air carriers that have at least one percent of total domestic scheduled-service passenger revenues, and the one (1**) carrier that currently reports flight delay data voluntarily.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

JANUARY 2012

AIR TRAVEL CONSUMER REPORT

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

	AT 29 REPORTABLE AIRPORTS B/		AT ALL REPORTABLE AIRPORTS C/	
CARRIER	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/	NUMBER OF AIRPORTS REPORTED	PERCENT OF ARRIVALS ON TIME D/
HAWAIIAN AIRLINES S/	7	71.8	15	93.1
AIRTRAN AIRWAYS S/	21	87.6	62	87.8
SOUTHWEST AIRLINES S/	21	86.6	72	87.6
DELTA AIR LINES S/	29	85.9	124	86.4
US AIRWAYS S/	27	84.7	78	85.0
AMERICAN AIRLINES S/	28	84.0	82	83.6
MESA AIRLINES S/V/	16	81.2	86	83.4
VIRGIN AMERICA S/	12	82.4	13	82.4
UNITED AIRLINES S/	28	81.8	84	82.2
AMERICAN EAGLE S/	19	82.6	143	81.7
SKYWEST AIRLINES S/	18	81.3	146	81.3
JETBLUE AIRWAYS S/	21	80.9	49	81.2
EXPRESSJET AIRLINES S/	22	79.4	155	79.0
ALASKA AIRLINES S/	18	80.7	50	79.0
FRONTIER AIRLINES S/	21	77.3	49	77.6
TOTAL		83.5		83.7

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

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

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

JANUARY 2012

AIR TRAVEL CONSUMER REPORT

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

Carrier	1st Quarter 01-03 2011		2nd Quarter 04-06 2011		3rd Quarter 07-09 2011		4th Quarter 10-12 2011		Nov-11		Dec-11		Jan-12		12 Months Ending Jan 2012		Database To Date 09/87-01/12	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
AIRTRAN	81.0	5	82.6	3	84.1	3	90.1	2	88.4	4	91.9	1	87.8	2	85.2	3	(--)	(--)
ALASKA	83.4	2	90.6	2	91.1	2	87.2	6	84.8	9	85.5	7	79.0	14	87.7	2	76.5	5
AMERICAN	77.4	7	72.9	12	78.5	10	82.5	11	81.9	14	82.4	11	83.6	6	78.1	11	78.0	3
AMERICAN EAGLE	73.1	15	70.2	15	78.7	9	83.5	8	82.5	12	82.9	10	81.7	10	76.9	12	(--)	(--)
ATLANTIC SOUTHEAST	73.4	13	69.3	16	75.3	15	83.2	9	82.7	11	82.0	12	(--)	(--)	(--)	(--)	(--)	(--)
CONTINENTAL	76.6	9	74.2	11	76.5	13	81.2	15	82.2	13	79.8	14	(--)	(--)	(--)	(--)	(--)	(--)
DELTA	77.1	8	79.8	6	83.3	5	88.9	3	88.8	2	88.5	3	86.4	4	83.2	5	77.6	4
EXPRESSJET	73.2	14	70.5	14	75.5	14	79.6	16	81.3	16	76.3	15	(--)	(--)	(--)	(--)	(--)	(--)
EXPRESSJET(COMBINED)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	79.0	13	(--)	(--)	(--)	(--)
FRONTIER	76.1	11	77.1	9	80.9	7	82.0	14	85.7	8	73.2	16	77.6	15	79.3	10	(--)	(--)
HAWAIIAN	90.4	1	92.9	1	95.2	1	92.6	1	92.0	1	91.0	2	93.1	1	93.0	1	(--)	(--)
JETBLUE	67.4	16	72.7	13	70.9	16	82.3	13	85.9	7	84.0	9	81.2	12	74.7	13	(--)	(--)
MESA	82.6	4	81.6	4	83.1	6	88.0	4	87.8	5	88.0	4	83.4	7	83.9	4	(--)	(--)
SKYWEST	75.0	12	79.9	5	80.1	8	82.5	12	81.7	15	80.0	13	81.3	11	80.0	9	(--)	(--)
SOUTHWEST	76.3	10	77.6	8	83.8	4	87.5	5	88.6	3	87.2	6	87.6	3	82.4	6	81.9	1
UNITED	82.7	3	77.8	7	77.4	11	83.1	10	82.9	10	84.0	8	82.2	9	80.1	8	76.2	6
US AIRWAYS	80.7	6	75.1	10	76.7	12	86.9	7	87.5	6	87.8	5	85.0	5	80.3	7	78.3	2
VIRGIN AMERICA	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	(--)	82.4	8	(--)	(--)	(--)	(--)
Total	76.8		76.5		80.2		85.1		85.3		84.4		83.7		81.1		78.5	

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

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

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

JANUARY 2012

AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*															
	ATL		BOS		BWI		CLT		DCA		DEN		DFW		DTW	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	488	82.2	852	75.6	244	75.4	147	75.5	832	77.5	430	78.6	12610	87.8	213	77.9
AS	31	93.5	63	93.7	H/		H/		92	87.0	92	82.6	64	81.2	H/	
B6	H/		2457	81.4	138	80.4	134	80.6	267	82.8	86	74.4	H/		H/	
DL	15681	84.9	1053	85.8	527	87.7	346	87.6	758	83.6	513	87.1	379	88.9	3587	86.9
EV	8188	81.0	24	83.3	206	76.2	336	74.4	339	75.2	1942	83.4	281	82.9	1455	83.8
F9	81	82.7	30	100.0	H/		H/		120	80.0	3000	80.7	133	81.2	70	68.6
FL	5422	88.3	496	85.5	1200	89.6	175	91.4	367	85.3	117	88.9	H/		161	87.6
HA	H/		H/		H/		H/		H/		H/		H/		H/	
MQ	435	77.2	H/		149	80.5	444	83.6	644	84.8	198	76.3	6204	83.6	352	77.8
OO	275	78.2	H/		H/		24	79.2	26	80.8	3976	86.0	303	78.2	243	79.4
UA	103	82.5	908	82.2	264	84.1	57	77.2	555	81.1	3799	85.7	387	80.4	63	77.8
US	458	83.0	1535	87.0	389	85.9	7253	87.8	1642	89.1	366	88.3	531	84.9	277	83.4
VX	H/		121	90.1	H/		H/		H/		H/		177	78.5	H/	
WN	H/		685	84.7	4766	89.2	H/		H/		4464	89.8	H/		449	85.5
YV	189	79.9	4	100.0	H/		2144	88.4	H/		3	66.7	89	86.5	31	77.4
TOTAL	31351	84.2	8228	83.3	7883	87.7	11060	87.1	5642	83.7	18986	85.5	21158	86.0	6901	84.7

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

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

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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	268	65.3	385	80.3	304	81.6	305	79.7	1211	83.4	748	83.8	2401	85.1	1258	77.8
AS	62	74.2	H/		H/		31	67.7	H/		337	86.4	436	80.7	H/	
B6	538	71.6	1338	79.7	332	79.5	H/		3348	83.7	331	83.7	209	90.4	310	69.4
DL	395	75.4	895	88.5	209	87.1	154	87.7	1429	88.5	957	88.8	1471	88.4	1912	80.8
EV	3060	70.1	21	90.5	1680	79.9	5680	82.4	120	75.8	H/		H/		118	69.5
F9	H/		62	77.4	H/		H/		H/		199	72.9	142	78.2	89	60.7
FL	H/		462	87.7	95	91.6	H/		H/		128	85.9	150	84.0	590	75.8
HA	H/		H/		H/		H/		H/		84	82.1	62	79.0	H/	
MQ	243	65.4	H/		H/		212	77.8	589	82.7	H/		1888	89.9	1415	83.7
OO	H/		H/		152	76.3	1491	84.1	H/		611	81.8	4194	82.5	H/	
UA	3657	79.4	459	78.0	1833	83.2	5366	86.3	353	90.1	1015	86.8	2446	85.2	741	71.9
US	332	70.5	588	84.9	H/		424	82.8	186	85.5	626	90.3	436	87.4	1074	83.8
VX	H/		174	83.9	159	85.5	H/		371	86.3	249	90.4	944	85.9	H/	
WN	546	70.7	1434	91.1	211	84.8	H/		H/		6005	89.6	3022	87.7	234	78.6
YV	53	71.7	H/		806	84.0	H/		H/		4	75.0	30	86.7	85	69.4
TOTAL	9154	74.0	5818	85.0	5781	82.3	13663	84.0	7607	84.8	11294	87.9	17831	85.7	7826	79.0

*** 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	836	80.0	H/		4079	86.7	232	81.0	3988	85.8	102	73.5	297	79.5	429	66.9
AS	60	88.3	H/		31	83.9	33	75.8	129	85.3	780	84.1	H/		237	73.0
B6	1417	82.0	H/		H/		H/		147	77.6	71	80.3	H/		81	81.5
DL	1346	87.3	216	81.9	633	87.8	4011	88.8	403	81.9	310	83.5	534	84.6	590	84.6
EV	173	90.8	H/		233	91.0	331	81.0	4932	75.8	H/		62	79.0	21	81.0
F9	84	72.6	70	72.9	H/		97	75.3	H/		117	68.4	24	75.0	145	49.0
FL	1447	89.6	297	89.9	24	91.7	246	84.6	H/		H/		200	90.0	93	78.5
HA	H/		H/		H/		H/		H/		40	65.0	H/		31	51.6
MQ	H/		H/		1295	85.5	303	74.3	6706	80.8	H/		149	66.4	123	69.1
OO	H/		H/		H/		2155	86.2	2049	77.3	907	81.4	H/		999	67.5
UA	914	84.9	H/		344	83.7	234	75.2	4866	80.8	469	75.7	357	72.0	623	74.0
US	664	86.4	H/		270	87.4	283	88.0	594	83.2	158	77.8	3758	84.5	5194	79.1
VX	58	87.9	H/		H/		H/		182	81.9	H/		H/		H/	
WN	3039	91.7	5945	87.1	H/		467	86.1	H/		999	89.8	1251	81.9	4941	77.7
YV	H/		H/		101	91.1	H/		795	83.6	H/		29	79.3	1863	70.7
TOTAL	10038	87.3	6528	86.9	7010	86.6	8392	86.2	24791	80.5	3953	82.6	6661	82.8	15370	76.0

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

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JANUARY 2012

AIR TRAVEL CONSUMER REPORT

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

ARRIVAL AIRPORT*										
	SAN		SEA		SFO		SLC		TPA	
CARRIER*	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME	# OF ARR.	% ON TIME
AA	374	81.6	337	74.5	873	68.2	155	79.4	496	86.7
AS	358	77.9	3463	80.6	301	67.8	H/		H/	
B6	82	91.5	140	75.0	329	75.7	129	83.7	340	73.8
DL	462	87.7	664	81.0	627	76.4	2362	90.3	865	88.9
EV	H/		H/		H/		21	76.2	132	87.9
F9	109	77.1	135	68.9	144	61.1	119	78.2	33	72.7
FL	H/		31	67.7	79	74.7	H/		609	89.2
HA	31	71.0	62	69.4	31	64.5	H/		H/	
MQ	313	92.7	H/		H/		212	81.1	H/	
OO	614	79.6	542	81.0	4345	69.9	4808	89.3	H/	
UA	767	83.6	792	73.9	3788	76.3	128	82.8	529	84.9
US	290	86.2	231	77.5	375	76.0	155	85.8	575	85.2
VX	111	86.5	236	82.6	1289	75.7	H/		H/	
WN	2577	85.3	839	83.8	1256	73.0	1017	86.9	2086	91.1
YV	31	93.5	H/		H/		H/		H/	
TOTAL	6119	84.4	7472	79.5	13437	72.9	9106	88.5	5665	87.8

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

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

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AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*																	
SCHEDULED ARRIVAL TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	88.1	80.9	83.3	88.8	100.0	91.9	66.7	84.7	78.6	81.9	82.8	88.3	88.5	94.2	88.8	94.7	88.1	96.3
700 - 759 AM	92.1	87.4	90.7	90.5	92.1	91.4	90.4	91.9	87.9	100.0	88.3	88.1	85.6	96.3	89.6	87.8	97.2	93.1
800 - 859 AM	89.4	90.5	90.9	90.8	92.8	92.4	90.2	89.6	92.5	95.7	90.7	88.7	90.5	93.9	90.8	84.9	89.6	95.1
900 - 959 AM	84.6	89.9	92.7	85.6	90.0	88.3	90.6	90.0	92.6	88.8	95.9	87.8	87.1	90.8	90.3	86.3	91.3	95.2
1000 - 1059 AM	87.2	90.8	93.5	88.6	88.8	85.9	90.3	88.3	88.9	93.7	85.6	86.3	90.9	92.2	87.0	82.0	91.2	96.1
1100 - 1159 AM	85.2	87.8	89.4	85.8	87.7	88.7	90.7	89.4	88.9	89.2	83.2	85.5	93.0	92.0	85.5	82.3	92.1	90.6
1200 - 1259 PM	86.0	84.7	91.3	90.3	87.1	82.2	88.5	90.2	80.4	86.4	88.9	85.2	87.2	87.9	85.1	84.3	88.0	92.4
100 - 159 PM	85.9	89.4	91.9	90.4	82.2	86.0	86.3	92.6	73.9	91.0	89.8	83.9	84.9	87.9	87.9	84.2	89.4	86.5
200 - 259 PM	83.8	91.0	88.1	85.9	82.5	85.3	87.9	86.2	72.8	85.9	88.3	84.9	85.6	86.1	85.9	83.4	88.1	82.9
300 - 359 PM	82.5	88.3	89.3	86.9	84.3	85.9	84.6	89.8	67.7	79.9	83.1	84.3	83.7	83.8	85.6	80.2	89.0	83.0
400 - 459 PM	83.6	83.9	87.9	86.2	81.4	85.5	85.6	84.6	66.6	80.0	81.9	82.7	82.2	87.3	82.9	80.9	84.2	83.1
500 - 559 PM	85.8	80.9	83.6	85.8	80.7	81.5	83.1	87.1	61.8	84.7	82.1	81.8	88.4	85.3	84.0	76.9	87.4	84.3
600 - 659 PM	77.6	73.6	85.8	82.9	80.5	84.5	82.3	77.6	63.7	81.6	75.4	81.7	80.8	82.4	84.7	73.8	85.9	83.2
700 - 759 PM	78.3	77.7	83.4	84.6	80.2	83.5	82.5	78.4	61.5	81.6	75.7	80.7	81.5	82.8	81.0	76.0	84.3	80.9
800 - 859 PM	80.2	78.9	85.0	82.1	82.4	81.3	80.7	80.1	63.3	85.4	78.0	78.4	84.6	85.1	83.5	75.5	85.2	83.5
900 - 959 PM	85.5	79.7	84.2	85.3	79.6	82.3	81.1	80.5	67.4	82.4	78.0	82.1	81.8	84.5	84.5	68.1	81.0	83.4
1000 - 1059 PM	86.2	78.0	81.9	87.1	82.3	76.6	83.0	75.9	75.1	82.4	81.3	89.4	87.6	90.0	83.3	71.5	83.9	81.4
1100 - 559 AM	82.5	78.8	82.5	79.8	78.7	85.1	80.1	82.1	78.8	76.9	81.2	80.3	82.2	86.6	86.3	72.4	81.9	85.5
TOTAL, ALL ARRIVALS, BY AIRPORT	84.2	83.3	87.7	87.1	83.7	85.5	86.0	84.7	74.0	85.0	82.3	84.0	84.8	87.9	85.7	79.0	87.3	86.9

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

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AIR TRAVEL CONSUMER REPORT

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

	ARRIVAL AIRPORT*											
SCHEDULED ARRIVAL TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	85.2	92.2	83.5	80.6	89.9	88.2	J/	77.9	85.5	J/	100.0	86.5
700 - 759 AM	89.8	88.8	83.6	100.0	42.9	94.2	88.2	100.0	86.9	92.1	95.8	89.4
800 - 859 AM	92.9	89.0	87.1	92.4	85.7	80.6	94.1	91.2	85.1	95.9	95.8	89.5
900 - 959 AM	90.8	91.5	86.7	93.6	82.0	60.2	89.0	87.7	75.5	92.8	94.1	86.9
1000 - 1059 AM	91.4	89.8	86.7	87.4	85.3	66.3	88.9	84.2	71.5	91.2	91.8	86.4
1100 - 1159 AM	92.2	92.1	84.8	82.1	82.9	81.8	87.9	86.0	70.9	87.3	92.3	86.6
1200 - 1259 PM	86.7	89.5	82.0	82.0	88.9	87.2	85.7	82.0	68.0	90.4	89.4	85.5
100 - 159 PM	91.4	87.6	80.3	80.6	80.9	83.5	86.4	81.3	70.6	87.0	87.4	85.2
200 - 259 PM	86.5	87.6	78.8	79.8	84.8	82.2	83.0	82.1	70.8	88.9	89.5	84.3
300 - 359 PM	89.6	80.6	79.4	89.2	78.9	79.8	85.8	76.4	73.3	90.9	85.8	83.1
400 - 459 PM	82.6	85.3	76.9	86.4	81.5	82.1	86.7	80.4	71.5	87.3	85.4	82.5
500 - 559 PM	85.3	80.2	77.0	80.9	80.0	83.9	80.4	75.0	70.0	83.1	84.9	81.3
600 - 659 PM	85.2	83.8	76.0	87.1	79.9	72.7	86.1	80.2	71.8	90.1	86.0	80.1
700 - 759 PM	83.9	74.3	76.4	76.8	78.8	51.8	83.9	76.8	70.8	87.0	82.8	78.8
800 - 859 PM	78.8	85.5	73.9	79.7	77.0	63.0	83.9	74.3	69.9	82.5	89.6	78.8
900 - 959 PM	82.9	82.1	78.0	72.9	84.4	82.9	73.2	75.1	68.7	86.5	80.4	80.2
1000 - 1059 PM	83.8	82.0	80.0	80.3	85.1	82.5	71.7	82.5	71.4	76.9	84.1	80.9
1100 - 559 AM	75.8	82.3	80.2	82.0	81.2	82.4	80.9	73.4	74.8	78.9	88.1	80.6
TOTAL, ALL ARRIVALS, BY AIRPORT	86.6	86.2	80.5	82.6	82.8	76.0	84.4	79.5	72.9	88.5	87.8	83.5

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

JANUARY 2012

AIR TRAVEL CONSUMER REPORT

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

	DEPARTURE AIRPORT*																	
SCHEDULED DEPARTURE TIME	ATL	BOS	BWI	CLT	DCA	DEN	DFW	DTW	EWR	FLL	IAD	IAH	JFK	LAS	LAX	LGA	MCO	MDW
600 - 659 AM	92.4	95.4	94.9	93.9	92.7	94.9	91.2	95.4	92.0	95.3	91.7	96.3	94.4	94.0	93.7	94.2	94.4	94.4
700 - 759 AM	93.8	92.0	94.6	93.4	95.4	89.7	85.8	91.6	88.0	96.5	91.1	90.7	93.3	96.4	89.5	94.1	95.3	93.8
800 - 859 AM	92.8	89.6	92.1	92.3	93.3	88.1	86.4	91.0	89.1	94.9	83.3	90.1	92.9	88.9	86.4	90.5	95.0	92.7
900 - 959 AM	89.2	89.4	87.5	91.2	90.0	89.4	86.6	85.2	88.9	92.5	92.0	88.6	87.5	88.2	87.3	91.5	93.5	90.2
1000 - 1059 AM	88.5	88.9	90.9	85.7	90.3	85.2	86.2	88.2	87.8	90.4	88.6	84.3	85.9	87.8	84.3	88.8	92.8	90.3
1100 - 1159 AM	85.8	89.1	83.7	89.3	88.7	84.3	84.8	87.2	86.4	91.7	95.8	80.9	84.7	85.8	85.6	87.3	89.0	87.8
1200 - 1259 PM	84.6	91.0	85.9	84.2	88.8	83.2	86.3	85.2	80.4	82.8	82.4	81.7	87.8	84.9	83.3	84.1	90.7	85.2
100 - 159 PM	86.1	86.9	84.4	86.6	87.5	80.1	83.7	88.6	79.2	83.5	82.1	83.3	78.7	82.1	87.7	87.0	88.1	79.1
200 - 259 PM	85.2	84.9	84.5	87.9	81.7	79.6	83.5	80.9	79.7	81.6	86.3	81.1	83.1	83.7	83.1	86.1	83.9	74.5
300 - 359 PM	84.9	89.7	81.7	76.2	86.1	81.1	81.2	84.7	67.4	80.3	80.0	79.4	83.1	81.1	82.1	84.9	84.3	75.9
400 - 459 PM	83.1	85.3	80.4	85.2	87.3	76.0	81.5	78.8	68.7	75.8	83.2	82.1	80.8	78.6	82.9	83.1	84.9	79.4
500 - 559 PM	85.1	80.7	82.7	88.6	84.3	77.6	79.3	80.9	66.8	74.1	78.2	76.6	82.7	76.1	83.4	81.1	83.2	72.3
600 - 659 PM	85.2	77.1	79.4	83.5	79.5	79.0	81.0	73.1	70.1	81.7	79.7	70.4	85.7	79.5	84.5	80.6	83.6	70.1
700 - 759 PM	80.6	74.6	81.2	84.0	87.5	83.7	78.9	77.1	64.6	76.4	77.9	72.3	80.4	77.5	81.6	80.0	82.9	71.1
800 - 859 PM	83.8	83.2	84.2	83.6	87.0	80.9	79.0	81.2	64.0	72.6	53.6	65.0	79.6	75.0	85.1	79.3	83.1	70.5
900 - 959 PM	83.8	87.0	81.6	72.3	87.2	74.4	79.6	79.4	60.0	71.8	79.0	81.1	88.4	78.0	85.5	74.4	79.7	48.1
1000 - 1059 PM	88.1	J/	96.0	87.8	92.3	89.9	82.5	84.0	70.6	50.0	79.5	J/	83.5	89.7	89.2	J/	50.0	J/
1100 - 559 AM	94.7	96.1	92.3	100.0	96.7	88.5	93.1	96.4	93.5	89.8	91.7	94.3	94.5	93.5	89.7	96.3	88.7	97.0
TOTAL, ALL DEPARTURES, BY AIRPORT	86.2	87.1	85.9	87.5	88.2	82.6	83.4	85.0	77.9	85.3	82.6	81.4	85.8	84.6	86.0	86.4	88.1	81.4

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

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AIR TRAVEL CONSUMER REPORT

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

	DEPARTURE AIRPORT*											
SCHEDULED DEPARTURE TIME	MIA	MSP	ORD	PDX	PHL	PHX	SAN	SEA	SFO	SLC	TPA	TOTAL
600 - 659 AM	92.7	92.5	87.3	89.5	95.0	95.2	86.8	88.5	90.6	89.7	97.1	92.6
700 - 759 AM	90.0	93.1	85.8	91.1	93.9	96.3	85.7	84.9	88.5	89.4	96.9	91.1
800 - 859 AM	89.3	93.5	82.5	90.9	92.5	93.8	85.1	86.5	86.9	92.4	94.6	89.4
900 - 959 AM	89.2	90.1	85.0	88.8	85.9	79.6	85.7	83.6	82.2	92.4	96.3	87.7
1000 - 1059 AM	84.0	88.0	82.9	89.7	87.6	59.3	85.9	83.3	74.9	86.8	95.5	85.1
1100 - 1159 AM	88.1	86.8	80.9	85.2	88.1	77.2	84.5	78.1	72.0	89.5	91.9	85.0
1200 - 1259 PM	85.2	88.7	79.3	81.9	87.0	84.1	85.0	81.8	72.7	88.9	89.5	84.0
100 - 159 PM	84.4	85.2	77.2	79.7	86.3	86.6	84.5	79.1	74.3	86.8	88.0	83.3
200 - 259 PM	79.1	87.4	71.8	83.5	83.1	83.8	81.9	82.3	69.6	83.7	83.7	81.9
300 - 359 PM	77.1	84.2	75.7	82.7	82.5	72.9	80.5	79.8	70.4	87.2	86.5	81.0
400 - 459 PM	79.3	77.9	73.0	92.1	76.0	80.1	84.1	81.4	71.0	87.1	84.7	80.2
500 - 559 PM	78.2	86.0	72.5	86.0	79.7	81.5	77.2	80.4	72.8	85.2	88.2	80.0
600 - 659 PM	75.0	75.5	74.9	84.0	84.1	77.6	83.4	77.6	72.1	79.4	84.1	79.1
700 - 759 PM	79.9	87.5	72.8	82.4	76.9	71.4	84.8	76.8	74.8	82.1	82.7	78.7
800 - 859 PM	78.1	79.5	73.5	94.4	88.5	55.5	80.1	79.9	72.1	92.1	81.7	79.3
900 - 959 PM	73.4	89.2	76.1	82.1	85.0	72.5	88.5	81.1	73.4	92.8	92.3	79.1
1000 - 1059 PM	79.4	J/	78.8	91.3	90.0	93.3	90.1	87.1	81.7	94.7	J/	86.2
1100 - 559 AM	83.9	98.6	89.7	90.4	92.8	90.5	J/	87.4	81.4	88.6	100.0	90.2
TOTAL, ALL DEPARTURES, BY AIRPORT	82.3	87.4	78.1	86.7	86.3	79.8	84.5	82.4	77.2	88.9	89.7	83.9

*** 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								
EXPRESSJET	4206	Nov	DCA-EWR	1855	25	14	56.0	94.3
EXPRESSJET	4230	Dec	DCA-EWR	1859	26	14	53.9	112.2
EXPRESSJET	4230	Jan	DCA-EWR	1859	27	14	51.9	99.6
CHRONICALLY DELAYED FLIGHTS FOR TWO CONSECUTIVE MONTHS								
EXPRESSJET	4230	Dec	DCA-EWR	1859	26	14	53.9	112.2
EXPRESSJET	4230	Jan	DCA-EWR	1859	27	14	51.9	99.6
EXPRESSJET	4232	Dec	JAX-EWR	1754	27	16	59.3	85.6
EXPRESSJET	4374	Jan	JAX-EWR	1740	27	14	51.9	80.3

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

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS FOR WHICH CARRIER REPORTED DATA	REGULARLY SCHEDULED FLIGHTS LATE 70% OF THE TIME OR MORE D/	
		NUMBER	PERCENTAGE
SOUTHWEST	3,068	36	1.2
FRONTIER	231	2	0.9
SKYWEST	1,545	3	0.2
UNITED	1,378	2	0.1
AMERICAN EAGLE	1,263	1	0.1
AMERICAN	1,436	1	0.1
EXPRESSJET	1,924	0	0.0
DELTA	1,908	0	0.0
US AIRWAYS	1,167	0	0.0
AIRTRAN	615	0	0.0
JETBLUE	600	0	0.0
MESA	381	0	0.0
ALASKA	377	0	0.0
HAWAIIAN	183	0	0.0
VIRGIN AMERICA	138	0	0.0
TOTAL	16,214	45	0.3

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

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

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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)	81.4	88.7	204	203
ADAK ISLAND AK (ADK)	66.7	55.6	9	9
AGUADILLA PR (BQN)	88.8	88.9	134	135
AKRON OH (CAK)	84.7	88.3	681	685
ALBANY GA (ABY)	77.6	83.5	85	85
ALBANY NY (ALB)	88.8	91.3	669	666
ALBUQUERQUE NM (ABQ)	88.7	87.6	2,515	2,518
ALEXANDRIA LA (AEX)	82.0	83.5	272	272
ALLENTOWN/BETHLEHEM/EASTON PA (ABE)	84.2	86.6	253	253
AMARILLO TX (AMA)	88.4	90.9	559	558
ANCHORAGE AK (ANC)	73.1	82.3	1,262	1,266
APPLETON WI (ATW)	78.5	82.5	246	246
ARCATA/EUREKA CA (ACV)	68.7	65.8	265	266
ARLINGTON VA (DCA)	83.7	88.2	5,642	5,636
ASHEVILLE NC (AVL)	79.0	84.1	352	352
ASPEN CO (ASE)	77.2	78.4	688	686
ATLANTA GA (ATL)	84.2	86.2	31,351	31,390
ATLANTIC CITY NJ (ACY)	90.9	100.0	11	12
AUGUSTA GA (AGS)	80.3	79.7	300	301
AUSTIN TX (AUS)	84.7	87.0	3,276	3,276
BAKERSFIELD CA (BFL)	81.7	81.6	317	316
BALTIMORE MD (BWI)	87.7	85.9	7,883	7,883
BANGOR ME (BGR)	90.3	90.3	31	31
BARROW AK (BRW)	83.8	86.8	68	68
BATON ROUGE LA (BTR)	81.3	85.2	642	641
BELLINGHAM WA (BLI)	82.3	85.5	62	62
BEND/REDMOND OR (RDM)	83.4	90.0	241	241
BETHEL AK (BET)	73.2	79.3	82	82
BILLINGS MT (BIL)	85.6	92.1	243	242
BIRMINGHAM AL (BHM)	85.3	87.8	1,469	1,464
BISMARCK/MANDAN ND (BIS)	82.9	82.8	269	268
BLOOMINGTON/NORMAL IL (BMI)	84.8	91.1	302	302
BOISE ID (BOI)	86.4	86.8	942	944
BOSTON MA (BOS)	83.3	87.1	8,228	8,225
BOZEMAN MT (BZN)	89.7	91.8	290	291
BRANSON MO (BKG)	79.3	86.2	58	58
BRISTOL/JOHNSON CITY/KINGSPORT TN (TRI)	83.8	87.7	266	268
BROWNSVILLE TX (BRO)	79.4	86.2	204	203
BRUNSWICK GA (BQK)	79.2	87.0	77	77
BUFFALO NY (BUF)	82.4	84.8	1,565	1,564
BURBANK CA (BUR)	87.5	86.2	2,253	2,253
BURLINGTON VT (BTV)	79.8	80.8	252	255
BUTTE MT (BTM)	88.1	86.4	59	59

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
CARLSBAD CA (CLD)	84.0	85.5	200	200
CASPER WY (CPR)	82.9	87.2	164	164
CEDAR CITY UT (CDC)	79.7	86.2	59	58
CEDAR RAPIDS/IOWA CITY IA (CID)	74.2	82.5	528	526
CHAMPAIGN/URBANA IL (CMI)	75.0	88.7	168	168
CHANTILLY VA (IAD)	82.3	82.6	5,781	5,755
CHARLESTON SC (CHS)	84.4	87.3	1,094	1,096
CHARLESTON/DUNBAR WV (CRW)	79.9	83.0	278	277
CHARLOTTE AMALIE VI (STT)	79.8	86.4	367	367
CHARLOTTE NC (CLT)	87.1	87.5	11,060	11,055
CHARLOTTESVILLE VA (CHO)	79.3	83.3	150	150
CHATTANOOGA TN (CHA)	80.6	87.0	372	369
CHEYENNE WY (CYS)	83.9	80.6	31	31
CHICAGO IL (MDW)	86.9	81.4	6,528	6,530
CHICAGO IL (ORD)	80.5	78.1	24,791	24,792
CHICO CA (CIC)	73.8	74.2	122	120
CHRISTIANSTED VI (STX)	89.1	90.1	101	101
CLEVELAND OH (CLE)	82.3	86.6	3,615	3,613
CODY WY (COD)	82.3	93.5	62	62
COLLEGE STATION/BRYAN TX (CLL)	66.7	100.0	3	2
COLORADO SPRINGS CO (COS)	83.2	88.8	965	960
COLUMBIA SC (CAE)	78.5	83.9	553	548
COLUMBUS GA (CSG)	84.6	84.5	169	168
COLUMBUS MS (GTR)	79.3	86.6	82	82
COLUMBUS OH (CMH)	82.3	86.1	2,092	2,090
CORDOVA AK (CDV)	67.2	70.5	61	61
CORPUS CHRISTI TX (CRP)	83.9	88.0	634	632
COVINGTON KY (CVG)	82.2	84.6	1,900	1,894
CRESCENT CITY CA (CEC)	56.5	54.7	85	86
DALLAS TX (DAL)	89.4	86.4	3,746	3,745
DALLAS/FORT WORTH TX (DFW)	86.0	83.4	21,158	21,174
DAYTON OH (DAY)	79.5	84.8	950	950
DAYTONA BEACH FL (DAB)	92.4	91.2	171	170
DEADHORSE AK (SCC)	87.7	90.8	65	65
DENVER CO (DEN)	85.5	82.6	18,986	19,009
DES MOINES IA (DSM)	78.7	82.2	971	972
DETROIT MI (DTW)	84.7	85.0	6,901	6,908
DOTHAN AL (DHN)	78.1	80.0	105	105
DUBUQUE IA (DBQ)	81.5	81.5	27	27
DULUTH MN (DLH)	86.8	87.6	121	121
DURANGO CO (DRO)	82.6	87.1	281	280
EAGLE CO (EGE)	79.7	86.7	444	445
EAU CLAIRE WI (EAU)	79.0	88.7	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 CENTRO CA (IPL)	87.1	90.3	62	62
EL PASO TX (ELP)	85.6	86.5	1,704	1,707
ELKO NV (EKO)	91.3	93.5	92	92
ELMIRA/CORNING NY (ELM)	90.0	88.9	80	81
EUGENE OR (EUG)	77.8	82.9	414	414
EVANSVILLE IN (EVV)	83.3	88.5	270	269
FAIRBANKS AK (FAI)	78.1	79.5	347	347
FARGO ND (FAR)	80.5	84.5	457	457
FAYETTEVILLE AR (XNA)	80.0	84.9	978	975
FAYETTEVILLE NC (FAY)	85.2	88.3	325	324
FLAGSTAFF AZ (FLG)	91.7	75.5	216	216
FLINT MI (FNT)	91.3	92.0	264	264
FORT LAUDERDALE FL (FLL)	85.0	85.3	5,818	5,819
FORT MYERS FL (RSW)	85.9	88.5	2,542	2,544
FORT SMITH AR (FSM)	91.8	94.5	146	145
FORT WAYNE IN (FWA)	79.2	82.7	289	289
FRESNO CA (FAT)	82.0	83.2	919	918
GAINESVILLE FL (GNV)	83.7	85.3	263	259
GILLETTE WY (GCC)	75.0	96.0	124	124
GRAND FORKS ND (GFK)	83.4	85.6	145	146
GRAND ISLAND NE (GRI)	87.9	94.8	58	58
GRAND JUNCTION CO (GJT)	81.7	82.9	438	438
GRAND RAPIDS MI (GRR)	81.8	83.3	862	863
GREAT FALLS MT (GTF)	89.9	92.8	139	139
GREEN BAY WI (GRB)	77.3	84.2	406	405
GREENSBORO/HIGH POINT NC (GSO)	78.4	83.9	663	665
GREER SC (GSP)	82.9	85.7	783	783
GUAM TT (GUM)	58.1	38.7	31	31
GULFPORT/BILOXI MS (GPT)	81.5	85.4	383	383
GUNNISON CO (GUC)	75.8	83.6	66	67
HANCOCK/HOUGHTON MI (CMX)	58.7	66.1	63	62
HARLINGEN/SAN BENITO TX (HRL)	85.9	91.2	375	375
HARRISBURG PA (MDT)	83.3	87.1	425	425
HARTFORD CT (BDL)	83.3	90.3	1,542	1,545
HAYDEN CO (HDN)	88.5	91.3	252	252
HELENA MT (HLN)	85.0	92.9	113	113
HILO HI (ITO)	95.7	96.6	554	554
HOBBS NM (HOB)	65.3	86.0	49	50
HONOLULU HI (HNL)	89.5	92.2	4,381	4,381
HOUSTON TX (HOU)	88.1	83.0	4,263	4,265
HOUSTON TX (IAH)	84.0	81.4	13,663	13,654
HUNTSVILLE AL (HSV)	80.4	84.9	616	616
IDAHO FALLS ID (IDA)	85.0	91.7	240	241

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
INDIANAPOLIS IN (IND)	82.9	87.5	2,265	2,268
INYOKERN CA (IYK)	88.7	85.5	62	62
ISLIP NY (ISP)	88.4	88.8	500	500
JACKSON WY (JAC)	76.8	79.5	272	273
JACKSON/VICKSBURG MS (JAN)	84.0	86.2	683	682
JACKSONVILLE FL (JAX)	83.7	86.8	2,030	2,031
JACKSONVILLE/CAMP LEJEUNE NC (OAJ)	78.9	87.4	175	174
JOPLIN MO (JLN)	50.0	0.0	2	1
JUNEAU AK (JNU)	70.1	71.9	301	302
KAHULUI HI (OGG)	91.2	91.0	1,883	1,883
KALAMAZOO MI (AZO)	73.8	81.5	65	65
KALISPELL MT (FCA)	87.3	95.3	126	127
KANSAS CITY MO (MCI)	84.2	85.9	3,945	3,943
KETCHIKAN AK (KTN)	70.8	71.9	185	185
KEY WEST FL (EYW)	89.0	89.0	181	181
KILLEEN TX (GRK)	86.8	88.1	68	67
KLAMATH FALLS OR (LMT)	85.1	80.9	94	94
KNOXVILLE TN (TYS)	75.5	81.7	775	774
KODIAK AK (ADQ)	64.3	64.3	56	56
KONA HI (KOA)	91.9	92.9	1,049	1,049
KOTZEBUE AK (OTZ)	80.9	80.9	89	89
LA CROSSE WI (LSE)	89.5	91.2	57	57
LAFAYETTE LA (LFT)	78.8	82.5	358	359
LAKE CHARLES LA (LCH)	82.3	90.3	62	62
LANSING MI (LAN)	74.0	81.7	104	104
LAREDO TX (LRD)	85.6	87.0	216	215
LAS VEGAS NV (LAS)	87.9	84.6	11,294	11,300
LAWTON/FORT SILL OK (LAW)	100.0	100.0	5	4
LEWISBURG WV (LWB)	80.6	80.6	31	31
LEWISTON ID (LWS)	92.3	86.5	52	52
LEXINGTON KY (LEX)	79.3	82.6	508	507
LIHUE HI (LIH)	93.1	94.9	1,015	1,014
LINCOLN NE (LNK)	80.9	85.8	225	225
LITTLE ROCK AR (LIT)	81.2	85.5	1,368	1,364
LONG BEACH CA (LGB)	85.9	85.2	1,186	1,184
LONGVIEW TX (GGG)	100.0	100.0	1	1
LOS ANGELES CA (LAX)	85.7	86.0	17,831	17,841
LOUISVILLE KY (SDF)	81.4	85.8	1,247	1,244
LUBBOCK TX (LBB)	82.8	85.9	574	573
MADISON WI (MSN)	80.6	85.4	697	694
MAMMOTH LAKES CA (MMH)	72.4	71.4	98	98
MANCHESTER NH (MHT)	87.8	88.7	671	671
MANHATTAN/FT. RILEY KS (MHK)	78.9	86.4	147	147

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
MARQUETTE MI (MQT)	70.4	74.1	27	27
MEDFORD OR (MFR)	71.5	72.9	281	280
MELBOURNE FL (MLB)	82.0	88.5	122	122
MEMPHIS TN (MEM)	88.5	88.9	3,251	3,252
MERIDIAN MS (MEI)	87.1	88.7	62	62
MIAMI FL (MIA)	86.6	82.3	7,010	7,012
MIDLAND/ODESSA TX (MAF)	84.9	89.0	649	647
MILWAUKEE WI (MKE)	83.0	85.2	3,273	3,272
MINNEAPOLIS MN (MSP)	86.2	87.4	8,392	8,391
MINOT ND (MOT)	86.2	87.0	217	216
MISSION/MCALLEN/EDINBURG TX (MFE)	87.0	90.7	238	237
MISSOULA MT (MSO)	82.1	88.2	201	203
MOBILE AL (MOB)	80.3	84.6	431	429
MODESTO CA (MOD)	53.3	61.7	120	120
MOLINE IL (MLI)	79.9	82.2	478	477
MONROE LA (MLU)	79.4	83.2	107	107
MONTEREY CA (MRY)	80.8	78.6	458	459
MONTGOMERY AL (MGM)	83.6	85.1	336	335
MONTROSE/DELTA CO (MTJ)	83.0	85.1	241	241
MOSINEE WI (CWA)	68.4	73.1	133	134
MUSKEGON MI (MKG)	75.8	75.8	62	62
MYRTLE BEACH SC (MYR)	87.6	90.0	249	250
NASHVILLE TN (BNA)	85.2	85.8	4,373	4,368
NEW BERN/MOREHEAD/BEAUFORT NC (EWN)	83.1	84.7	59	59
NEW ORLEANS LA (MSY)	87.0	89.1	3,038	3,037
NEW YORK NY (JFK)	84.8	85.8	7,607	7,593
NEW YORK NY (LGA)	79.0	86.4	7,826	7,825
NEWARK NJ (EWR)	74.0	77.9	9,154	9,146
NEWBURGH/POUGHKEEPSIE NY (SWF)	86.8	91.7	121	121
NEWPORT NEWS/WILLIAMSBURG VA (PHF)	87.9	92.0	364	364
NOME AK (OME)	85.4	84.3	89	89
NORFOLK VA (ORF)	82.7	89.9	1,049	1,047
NORTH BEND/COOS BAY OR (OTH)	67.7	60.2	93	93
OAKLAND CA (OAK)	86.6	86.5	3,615	3,615
OKLAHOMA CITY OK (OKC)	85.2	88.4	1,681	1,679
OMAHA NE (OMA)	83.9	89.0	1,607	1,605
ONTARIO CA (ONT)	89.7	89.8	1,898	1,899
ORLANDO FL (MCO)	87.3	88.1	10,038	10,048
PADUCAH KY (PAH)	82.3	85.5	62	62
PALM SPRINGS CA (PSP)	82.0	80.2	1,211	1,211
PANAMA CITY FL (ECP)	85.2	87.7	479	478
PASCO/KENNEWICK/RICHLAND WA (PSC)	88.1	92.0	260	261
PENSACOLA FL (PNS)	85.3	88.3	829	828

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
PEORIA IL (PIA)	75.2	82.4	254	250
PETERSBURG AK (PSG)	63.9	68.9	61	61
PHILADELPHIA PA (PHL)	82.8	86.3	6,661	6,669
PHOENIX AZ (PHX)	76.0	79.8	15,370	15,373
PITTSBURGH PA (PIT)	85.0	88.3	2,499	2,499
POCATELLO ID (PIH)	79.8	95.2	84	84
PONCE PR (PSE)	88.2	97.1	68	70
PORTLAND ME (PWM)	80.8	84.8	391	388
PORTLAND OR (PDX)	82.6	86.7	3,953	3,959
PROVIDENCE RI (PVD)	89.2	91.5	1,053	1,053
RALEIGH/DURHAM NC (RDU)	85.1	87.7	3,531	3,530
RAPID CITY SD (RAP)	85.3	89.0	353	355
REDDING CA (RDD)	60.3	70.2	151	151
RENO NV (RNO)	87.9	86.8	1,524	1,527
RICHMOND VA (RIC)	81.3	86.8	1,334	1,333
ROANOKE VA (ROA)	74.5	76.7	208	206
ROCHESTER MN (RST)	80.4	90.9	56	55
ROCHESTER NY (ROC)	80.8	85.6	714	715
ROCK SPRINGS WY (RKS)	76.3	79.6	186	186
ROCKFORD IL (RFD)	92.9	50.0	14	14
ROSWELL NM (ROW)	88.8	89.9	89	89
SACRAMENTO CA (SMF)	85.6	86.0	3,538	3,544
SAGINAW/BAY CITY/MIDLAND MI (MBS)	75.9	80.6	108	108
SALT LAKE CITY UT (SLC)	88.5	88.9	9,106	9,105
SAN ANGELO TX (SJT)	100.0	100.0	4	3
SAN ANTONIO TX (SAT)	84.9	87.8	2,953	2,952
SAN DIEGO CA (SAN)	84.4	84.5	6,119	6,121
SAN FRANCISCO CA (SFO)	72.9	77.2	13,437	13,422
SAN JOSE CA (SJC)	89.1	88.3	3,107	3,106
SAN JUAN PR (SJU)	81.5	85.2	2,019	2,029
SAN LUIS OBISPO CA (SBP)	73.4	70.6	417	419
SANTA ANA CA (SNA)	88.0	83.8	3,258	3,256
SANTA BARBARA CA (SBA)	78.3	76.1	877	879
SANTA FE NM (SAF)	89.3	88.1	84	84
SANTA MARIA CA (SMX)	87.9	87.1	116	116
SARASOTA/BRADENTON FL (SRQ)	87.0	90.0	531	530
SAVANNAH GA (SAV)	79.9	84.9	676	675
SCRANTON/WILKES-BARRE PA (AVP)	73.0	78.9	89	90
SEATTLE WA (SEA)	79.5	82.4	7,472	7,474
SHREVEPORT LA (SHV)	82.3	85.3	260	259
SIOUX CITY IA (SUX)	100.0	100.0	4	4
SIOUX FALLS SD (FSD)	76.9	84.7	519	517
SITKA AK (SIT)	66.3	78.0	92	91

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

CITY (AIRPORT)	PERCENT ONTIME		REPORTED OPERATIONS	
	ARR.	DEP.	ARR.	DEP.
SOUTH BEND IN (SBN)	70.6	76.1	201	201
SPOKANE WA (GEG)	85.6	91.1	846	844
SPRINGFIELD IL (SPI)	80.5	87.4	174	174
SPRINGFIELD MO (SGF)	83.2	86.1	566	568
ST. GEORGE UT (SGU)	78.6	84.4	173	173
ST. LOUIS MO (STL)	86.1	86.0	4,466	4,469
SUN VALLEY/HAILEY/KETCHUM ID (SUN)	67.9	72.4	134	134
SYRACUSE NY (SYR)	79.3	83.7	576	575
TALLAHASSEE FL (TLH)	78.8	79.6	420	417
TAMPA FL (TPA)	87.8	89.7	5,665	5,673
TEXARKANA AR (TXK)	82.5	88.9	63	63
TOLEDO OH (TOL)	73.1	73.1	26	26
TRAVERSE CITY MI (TVC)	73.2	74.6	138	138
TUCSON AZ (TUS)	87.0	89.2	1,917	1,916
TULSA OK (TUL)	80.5	87.1	1,397	1,394
TWIN FALLS ID (TWF)	90.3	93.6	93	94
TYLER TX (TYR)	83.9	88.2	93	93
VALDOSTA GA (VLD)	80.2	81.4	86	86
VALPARAISO FL (VPS)	75.5	81.8	412	411
WACO TX (ACT)	100.0	100.0	3	2
WATERTOWN NY (ART)	75.5	75.5	53	53
WEST PALM BEACH/PALM BEACH FL (PBI)	83.8	87.8	2,177	2,176
WHITE PLAINS NY (HPN)	80.7	81.9	716	714
WICHITA FALLS TX (SPS)	100.0	100.0	3	3
WICHITA KS (ICT)	81.4	87.3	859	859
WILMINGTON NC (ILM)	85.7	89.3	364	363
WRANGELL AK (WRG)	67.2	70.5	61	61
YAKUTAT AK (YAK)	60.7	73.8	61	61
YUMA AZ (YUM)	82.0	78.8	306	306

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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
ALASKA	18	6,596	204	3.1	50	11,394	402	3.5
AMERICAN EAGLE	19	21,881	601	2.7	142	36,939	1,055	2.9
SKYWEST	18	27,718	637	2.3	146	48,720	1,280	2.6
EXPRESSJET	22	29,384	551	1.9	155	57,585	1,074	1.9
AMERICAN	28	34,896	596	1.7	82	43,731	718	1.6
MESA	16	6,252	102	1.6	87	11,940	192	1.6
UNITED	28	35,811	446	1.2	84	41,728	510	1.2
SOUTHWEST	21	46,240	590	1.3	72	90,974	1,005	1.1
VIRGIN AMERICA	12	4,071	40	1.0	13	4,102	40	1.0
US AIRWAYS	27	28,678	244	0.9	78	34,256	281	0.8
AIRTRAN	21	12,386	92	0.7	62	19,163	127	0.7
DELTA	29	43,315	284	0.7	124	55,421	344	0.6
FRONTIER	21	5,003	23	0.5	49	6,464	28	0.4
JETBLUE	21	12,209	33	0.3	49	17,857	48	0.3
HAWAIIAN	7	342	0	0.0	15	5,859	0	0.0
Total		314,782	4,443	1.4	Total	486,133	7,104	1.5

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

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

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

CARRIER	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED	REGULARLY SCHEDULED FLIGHTS CANCELED 5% OR MORE	
		NUMBER	PERCENTAGE
ALASKA	434	120	27.6
AMERICAN EAGLE	1,389	289	20.8
SKYWEST	4,057	485	12.0
AMERICAN	1,567	162	10.3
EXPRESSJET	5,327	467	8.8
MESA	980	76	7.8
UNITED	3,473	164	4.7
US AIRWAYS	1,819	73	4.0
AIRTRAN	836	26	3.1
FRONTIER	387	12	3.1
SOUTHWEST	18,872	531	2.8
VIRGIN AMERICA	179	5	2.8
DELTA	2,716	72	2.7
JETBLUE	722	11	1.5
HAWAIIAN	219	0	0.0
TOTAL	42,977	2,493	5.8

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

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

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	43731	36573	83.63%	718	1.64%	93	0.21%	2292	5.24%	313	0.72%	2284	5.22%	11	0.02%	1447	3.31%
AS	11394	9002	79.01%	402	3.53%	58	0.51%	425	3.73%	138	1.21%	760	6.67%	7	0.06%	602	5.29%
B6	17857	14505	81.23%	48	0.27%	35	0.20%	1096	6.14%	15	0.08%	1100	6.16%	5	0.03%	1053	5.90%
DL	55421	47907	86.44%	344	0.62%	96	0.17%	1974	3.56%	202	0.36%	3035	5.48%	2	0.00%	1860	3.36%
EV	57585	45520	79.05%	1074	1.87%	149	0.26%	3401	5.91%	536	0.93%	2516	4.37%	11	0.02%	4377	7.60%
F9	6464	5019	77.65%	28	0.43%	6	0.09%	371	5.74%	18	0.28%	655	10.14%	0	0.00%	367	5.67%
FL	19163	16833	87.84%	127	0.66%	31	0.16%	349	1.82%	14	0.07%	1128	5.88%	0	0.00%	682	3.56%
HA	5859	5457	93.14%	0	0.00%	7	0.12%	246	4.21%	7	0.11%	9	0.16%	2	0.03%	131	2.24%
MQ	36939	30194	81.74%	1055	2.86%	123	0.33%	1311	3.55%	551	1.49%	2135	5.78%	1	0.00%	1569	4.25%
OO	48720	39626	81.33%	1280	2.63%	139	0.29%	1677	3.44%	144	0.30%	2479	5.09%	10	0.02%	3365	6.91%
UA	41728	34293	82.18%	510	1.22%	70	0.17%	1956	4.69%	207	0.50%	2908	6.97%	2	0.00%	1781	4.27%
US	34256	29127	85.03%	281	0.82%	29	0.08%	1375	4.01%	38	0.11%	2325	6.79%	31	0.09%	1050	3.07%
VX	4102	3379	82.37%	40	0.98%	6	0.15%	136	3.31%	118	2.88%	231	5.64%	2	0.04%	190	4.64%
WN	90974	79724	87.63%	1005	1.10%	153	0.17%	2866	3.15%	345	0.38%	2232	2.45%	34	0.04%	4616	5.07%
YV	11940	9958	83.40%	192	1.61%	9	0.08%	276	2.31%	12	0.10%	616	5.16%	1	0.01%	876	7.34%
TOTAL	486133	407117		7104		1004		19752		2658		24413		118		23968	
			83.75%		1.46%		0.21%		4.06%		0.55%		5.02%		0.02%		4.93%

***Causes of Delay:**

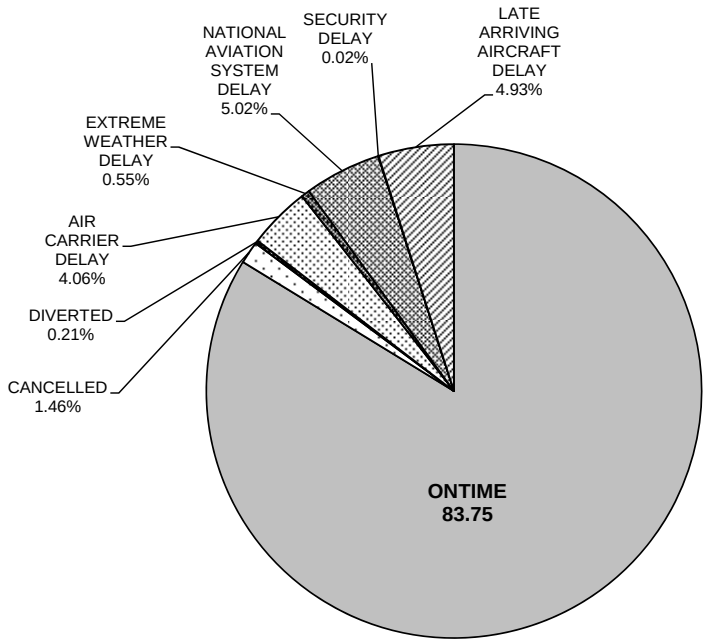
- **Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).**
- **Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents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

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

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

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

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



Causes of Delay:

- **Air Carrier Delay: The cause of the cancellation or delay was due to circumstances within the airline's control (e.g. maintenance or crew problems, etc.).**
- **Extreme Weather Delay: Significant meteorological conditions (actual or forecasted) that, in the judgment of the carrier, delays or prevents the operation of a flight.**
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- **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.**
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A "cancelled" flight is a flight that was not operated, but was in the carrier's computer reservation system within 7 days of the scheduled departure. A "diverted" flight is a flight which is operated from the scheduled origin point to a point other than the scheduled destination point in the carrier's published schedule.

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

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AIR TRAVEL CONSUMER REPORT

TABLE 11. LIST OF REGULARLY SCHEDULED 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).

JANUARY 2012

AIR TRAVEL CONSUMER REPORT

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

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

Note: Tarmac delays of more than 4 hours on any international flight at its U.S. airport departure from or arrival in the U.S. based on reports from all U.S. and foreign carriers operating international flights to and from the U.S. (Part 244).

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AIR TRAVEL CONSUMER REPORT

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

CARRIER*	NUMBER OF REGULARLY SCHEDULED FLIGHTS REPORTED FROM CARRIER	TARMAC DELAYS 2 HOURS OR LONGER	
		NUMBERS	PERCENTAGE
US	34,256	14	0.04
UA	41,728	15	0.04
MQ	36,939	12	0.03
F9	6,464	2	0.03
DL	55,421	12	0.02
AS	11,394	2	0.02
AA	43,731	7	0.02
EV	57,585	9	0.02
OO	48,720	6	0.01
WN	90,974	7	0.01
YV	11,940	0	0.00
FL	19,163	0	0.00
VX	4,102	0	0.00
HA	5,859	0	0.00
B6	17,857	0	0.00
TOTAL	486,133	86	0.02

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

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

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

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

A See Appendix for list of carrier codes.

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

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

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

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

F Incomplete data; percentage based on operations reported.

G Carrier did not report useable data.

H Carrier did not serve airport.

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

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

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

S Carrier reported data for entire domestic system.

V Carrier reported data voluntarily.

APPENDIX

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

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

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

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

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

Air Carriers Voluntarily Reporting Data to DOT and to CRS Vendors

YV	Mesa Airlines

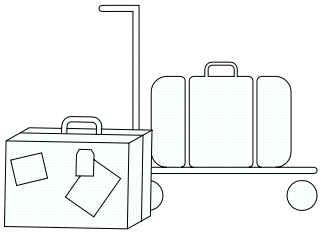
*** Based on the Bureau of Transportation Statistics' Technical Reporting Directive #21, issued December 1, 2011, effective January 1, 2012.**

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

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

MISHANDLED BAGGAGE

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



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

JANUARY 2012

MISHANDLED BAGGAGE REPORTS

FILED BY PASSENGERS

U.S. AIRLINES*

		JANUARY 2012			JANUARY 2011		
RANK	**AIRLINE**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**	**TOTAL BAGGAGE REPORTS**	**ENPLANED PASSENGERS**	**REPORTS PER 1,000 PASSENGERS**
1	VIRGIN AMERICA	537	442,515	**1.21**	*	*	*****
2	AIRTRAN AIRWAYS	2,414	1,583,890	**1.52**	3,352	1,704,838	**1.97**
3	JETBLUE AIRWAYS	3,756	1,931,766	**1.94**	4,330	1,718,507	**2.52**
4	DELTA AIR LINES	16,297	6,750,921	**2.41**	24,615	6,528,181	**3.77**
5	FRONTIER AIRLINES	1,912	771,955	**2.48**	1,555	650,757	**2.39**
6	US AIRWAYS	9,781	3,930,519	**2.49**	11,020	3,625,006	**3.04**
7	HAWAIIAN AIRLINES	2,046	712,301	**2.87**	2,047	683,506	**2.99**
8	AMERICAN AIRLINES	16,433	5,247,815	**3.13**	22,672	5,230,729	**4.33**
9	SOUTHWEST AIRLINES	29,077	8,401,792	**3.46**	40,071	8,504,428	**4.71**
10	ALASKA AIRLINES	4,482	1,234,242	**3.63**	4,137	1,206,466	**3.43**
11	UNITED AIRLINES**	20,306	5,250,245	**3.87**	14,164	3,189,921	**4.44**
12	MESA AIRLINES	2,375	606,801	**3.91**	3,938	677,846	**5.81**
13	SKYWEST AIRLINES	8,634	1,848,922	**4.67**	10,520	1,797,462	**5.85**
14	EXPRESSJET AIRLINES**	12,141	2,210,906	**5.49**	8,205	998,365	**8.22**
15	AMERICAN EAGLE AIRLINES	8,927	1,289,193	**6.92**	10,982	1,194,424	**9.19**
	TOTALS	139,118	42,213,783	**3.30**	161,608	37,710,436	**4.29**

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

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

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

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

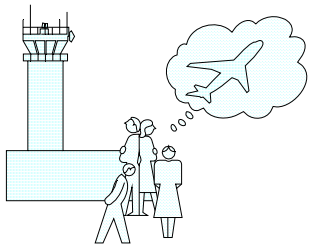
OVERSALES

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

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

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

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



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

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

		OCTOBER-DECEMBER 2011				OCTOBER-DECEMBER 2010			
		DENIED BOARDINGS (DB'S)				DENIED BOARDINGS (DB'S)			
RANK	AIRLINE	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs
1	***JETBLUE AIRWAYS***	56	11	6,291,058	**0.02**	21	12	6,039,231	**0.02**
2	***HAWAIIAN AIRLINES***	225	55	2,152,144	**0.26**	118	2	2,097,578	**0.01**
3	***DELTA AIR LINES***	20,145	730	24,550,823	**0.30**	18,424	704	24,546,433	**0.29**
4	***SOUTHWEST AIRLINES***	11,201	1,364	27,712,179	**0.49**	16,548	2,062	27,178,950	**0.76**
5	***SKYWEST AIRLINES***	10,520	406	6,009,979	**0.68**	11,301	346	6,006,681	**0.58**
6	***ALASKA AIRLINES***	1,226	275	4,008,655	**0.69**	1,638	418	3,852,268	**1.09**
7	***AMERICAN AIRLINES***	17,326	1,458	18,720,802	**0.78**	15,096	1,417	18,934,213	**0.75**
8	***FRONTIER AIRLINES***	1,108	212	2,721,582	**0.78**	784	188	2,241,300	**0.84**
9	***US AIRWAYS***	8,325	1,156	13,334,767	**0.87**	11,122	1,204	13,192,128	**0.91**
10	***AIRTRAN AIRWAYS***	11,998	513	5,855,058	**0.88**	10,016	161	6,121,134	**0.26**
11	***UNITED AIRLINES****	13,474	999	10,617,629	**0.94**	16,152	1,181	11,805,553	**1.00**
12	***ATLANTIC SOUTHEAST AIRLINES***	7,463	366	3,426,978	**1.07**	6,766	165	3,527,999	**0.47**
13	***CONTINENTAL AIRLINES***	6,593	1,077	9,633,366	**1.12**	6,665	1,366	9,220,356	**1.48**
14	***AMERICAN EAGLE AIRLINES***	7,561	593	4,293,651	**1.38**	5,876	1,139	4,086,490	**2.79**
15	***EXPRESSJET AIRLINES***	5,857	678	4,068,518	**1.67**	5,306	664	3,893,575	**1.71**
16	***MESA AIRLINES***	2,226	495	1,844,739	**2.68**	3,575	564	2,018,689	**2.79**
	TOTALS	**125,304**	**10,388**	**145,241,928**	**0.72**	129,408	11,593	144,762,578	**0.80**

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

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

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

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

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

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

		JANUARY-DECEMBER 2011				JANUARY-DECEMBER 2010			
		DENIED BOARDINGS (DB'S)				DENIED BOARDINGS (DB'S)			
RANK	AIRLINE	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs	Voluntary	Involuntary	Enplaned Passengers	Involuntary DB's per 10,000 psgrs
1	***JETBLUE AIRWAYS***	95	31	25,968,059	**0.01**	53	22	24,253,933	**0.01**
2	***HAWAIIAN AIRLINES***	625	92	8,659,405	**0.11**	365	36	8,424,288	**0.04**
3	***DELTA AIR LINES***	102,750	3,185	101,467,593	**0.31**	109,327	4,014	98,747,473	**0.41**
4	***AIRTRAN AIRWAYS***	46,792	1,412	24,697,236	**0.57**	52,854	962	24,721,226	**0.39**
5	***SOUTHWEST AIRLINES***	57,155	7,216	110,808,709	**0.65**	89,212	13,207	106,414,402	**1.24**
6	***SKYWEST AIRLINES***	49,018	1,677	24,559,435	**0.68**	50,989	1,655	23,698,919	**0.70**
7	***ALASKA AIRLINES***	6,040	1,367	16,600,697	**0.82**	7,464	1,823	15,502,813	**1.18**
8	***ATLANTIC SOUTHEAST AIRLINES***	37,074	1,284	14,044,630	**0.91**	30,027	774	13,728,572	**0.56**
9	***AMERICAN AIRLINES***	62,830	6,986	76,013,090	**0.92**	64,187	6,551	76,221,824	**0.86**
10	***US AIRWAYS***	39,976	5,043	53,795,312	**0.94**	64,146	8,307	51,664,237	**1.61**
11	***FRONTIER AIRLINES***	4,443	1,023	10,496,096	**0.97**	6,749	2,108	9,346,026	**2.26**
12	***UNITED AIRLINES****	73,711	5,049	45,310,656	**1.11**	60,754	6,162	48,711,205	**1.27**
13	***CONTINENTAL AIRLINES***	30,335	5,744	38,675,567	**1.49**	32,595	6,681	36,682,772	**1.82**
14	***EXPRESSJET AIRLINES***	27,975	2,964	16,288,079	**1.82**	25,573	2,973	15,669,659	**1.90**
15	***AMERICAN EAGLE AIRLINES***	28,871	3,759	16,747,364	**2.24**	21,653	6,335	15,748,222	**4.02**
16	***MESA AIRLINES***	10,201	1,775	7,818,489	**2.27**	14,949	2,287	8,966,020	**2.55**
	TOTALS	**577,891**	**48,607**	**591,950,417**	**0.82**	681,105	65,079	595,252,983	**1.09**

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

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

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

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

CONSUMER COMPLAINTS

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

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

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

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

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

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

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

TABLE 1

AIR TRAVEL CONSUMER REPORT

CONSUMER COMPLAINTS

SUMMARY

	JANUARY 2012				JANUARY 2011			
	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS	COMPLAINTS	OPINIONS	COMPLIMENTS	INFO REQUESTS
U.S. AIRLINES	708	49	0	160	685	37	2	74
FOREIGN AIRLINES	175	5	0	12	147	4	0	13
TRAVEL AGENTS	24	0	0	0	13	0	0	2
TOUR OPERATORS	8	0	0	1	1	1	0	0
MISCELLANEOUS	20	41	0	20	11	7	0	18
INDUSTRY TOTALS	935	95	0	193	857	49	2	107

Table 2

AIR TRAVEL CONSUMER REPORT

COMPLAINT CATEGORIES*

	JANUARY 2012			JANUARY 2011		
COMPLAINT CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY	RANKING	COMPLAINTS**	SUB-CATEGORY
FLIGHT PROBLEMS	1	222		1	227	
CANCELLATIONS			80			123
DELAYS			76			55
MISCONNECTIONS			40			29
BAGGAGE	2	219		2	184	
RES/TKTG/BOARDING	3	132		4	106	
CUSTOMER SERVICE	4	99		3	106	
REFUNDS	5	77		5	65	
FARES	6	43		6	43	
DISABILITY	7	39		8	40	
OTHER	7	39		9	22	
FREQUENT FLYER			25			17
OVERSALES	9	38		7	41	
ADVERTISING	10	17		11	9	
DISCRIMINATION	11	10		10	12	
ANIMALS	12	0		12	2	
COMPLAINT TOTAL		935			857	

* 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*

JANUARY 2012

U.S. AIRLINES** ALPHABETICAL	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DIS-ABILITY	ADVER-TISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
AIRTRAN AIRWAYS	3	1	0	0	1	3	3	1	0	1	0	0	13
ALASKA AIRLINES	2	0	2	0	0	0	1	0	0	0	0	1	6
ALLEGIANT AIR	1	0	2	1	0	4	2	4	3	0	0	0	17
AMERICAN AIRLINES	27	4	16	3	10	23	10	8	1	2	0	3	107
AMERICAN EAGLE AIRLINES	0	0	2	0	2	8	2	1	0	0	0	0	15
COLGAN AIR	4	0	0	0	0	3	0	0	0	0	0	0	7
DELTA AIR LINES	8	3	11	7	5	8	11	0	1	3	0	7	64
EXECUTIVE AIRLINES	3	0	0	0	1	2	0	1	0	0	0	0	7
EXPRESSJET AIRLINES	17	0	0	0	0	4	1	1	0	0	0	0	23
FRONTIER AIRLINES	1	0	1	1	0	1	1	1	0	0	0	0	6
HAWAIIAN AIRLINES	0	0	1	0	0	1	0	1	0	1	0	1	5
JETBLUE AIRWAYS	4	0	4	0	0	4	5	1	0	0	0	0	18
PIEDMONT AIRLINES	7	3	1	0	0	2	0	0	0	0	0	0	13
SKYWEST AIRLINES	9	1	0	0	0	5	2	1	0	0	0	0	18
SOUTHWEST AIRLINES	4	1	1	3	0	4	4	2	0	0	0	2	21
SPIRIT AIRLINES	8	4	15	3	8	11	6	0	2	0	0	2	59
UNITED AIRLINES	51	6	29	5	13	37	24	9	0	1	0	7	182
UNITED EXPRESS	3	0	0	2	0	1	3	0	0	0	0	0	9
US AIRWAYS	15	3	5	3	9	23	10	3	1	2	0	3	77
VIRGIN AMERICA	2	0	2	1	1	1	1	0	0	0	0	0	8
OTHER U.S. AIRLINES	18	3	2	0	0	3	4	3	0	0	0	0	33
TOTAL JANUARY 2012	187	29	94	29	50	148	90	37	8	10	0	26	708
% OF TOTAL COMPLAINTS	26.4	4.1	13.3	4.1	7.1	20.9	12.7	5.2	1.1	1.4	0	3.7	
TOTAL JANUARY 2011	199	35	85	34	44	121	98	36	6	10	1	16	685
% OF TOTAL COMPLAINTS	29.1	5.1	12.4	5.0	6.4	17.7	14.3	5.3	0.9	1.5	0.1	2.3	

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

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

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

Table 4

AIR TRAVEL CONSUMER REPORT

COMPLAINTS AGAINST U.S. AIRLINES
BY INCIDENT DATE

JANUARY 2012

U.S. AIRLINES* ALPHABETICAL	COMPS RECD IN JAN	INCI-DENTS IN JAN	PERCENT	INCI-DENTS IN DEC	PERCENT	INCI-DENTS IN ALL PRIOR MONTHS	PERCENT	UN-KNOWN INCI-DENT DATE	PERCENT
AIRTRAN AIRWAYS	13	6	46.2	4	30.8	2	15.4	1	7.7
ALASKA AIRLINES	6	3	50.0	0	0.0	1	16.7	2	33.3
ALLEGIANT AIR	17	4	23.5	8	47.1	3	17.6	2	11.8
AMERICAN AIRLINES	107	43	40.2	19	17.8	31	29.0	14	13.1
AMERICAN EAGLE AIRLINES	15	5	33.3	5	33.3	4	26.7	1	6.7
COLGAN AIR	7	2	28.6	2	28.6	2	28.6	1	14.3
DELTA AIR LINES	64	20	31.2	16	25.0	21	32.8	7	10.9
EXECUTIVE AIRLINES	7	3	42.9	4	57.1	0	0.0	0	0.0
EXPRESSJET AIRLINES	23	5	21.7	11	47.8	6	26.1	1	4.3
FRONTIER AIRLINES	6	4	66.7	1	16.7	1	16.7	0	0.0
HAWAIIAN AIRLINES	5	1	20.0	1	20.0	2	40.0	1	20.0
JETBLUE AIRWAYS	18	8	44.4	2	11.1	7	38.9	1	5.6
PIEDMONT AIRLINES	13	8	61.5	2	15.4	2	15.4	1	7.7
SKYWEST AIRLINES	18	8	44.4	4	22.2	6	33.3	0	0.0
SOUTHWEST AIRLINES	21	7	33.3	10	47.6	2	9.5	2	9.5
SPIRIT AIRLINES	59	18	30.5	9	15.3	21	35.6	11	18.6
UNITED AIRLINES	182	63	34.6	52	28.6	46	25.3	21	11.5
UNITED EXPRESS	9	3	33.3	5	55.6	0	0.0	1	11.1
US AIRWAYS	77	16	20.8	30	39.0	24	31.2	7	9.1
VIRGIN AMERICA	8	4	50.0	3	37.5	1	12.5	0	0.0
OTHER U.S. AIRLINES	33	16	48.5	7	21.2	10	30.3	0	0.0
TOTALS	708	247	34.9	195	27.5	192	27.1	74	10.5
PREVIOUS YEAR'S TOTALS	685	237	34.6	222	32.4	158	23.1	68	9.9

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

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

Table 5

AIR TRAVEL CONSUMER REPORT

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

JANUARY 2012

	FLIGHT PROBLEMS	OVER-SALES	RES/TKTG/ BOARDING	FARES	REFUNDS	BAGGAGE	CUSTOMER SERVICE	DISAB-ILITY	ADVERT-ISING	DISCRIM-INATION	ANIMALS	OTHER	TOTAL
FOREIGN AIRLINES													
AEROMEXICO	6	0	2	1	2	1	0	0	0	0	0	0	12
AIR FRANCE	1	0	0	0	0	5	1	0	0	0	0	0	7
ALITALIA AIRLINES	0	0	1	1	0	5	1	0	0	0	0	0	8
BRITISH AIRWAYS	3	1	2	1	1	5	0	1	1	0	0	1	16
COPA	0	1	1	0	0	4	0	0	0	0	0	0	6
ETIHAD AIRWAYS	0	1	1	0	0	4	0	1	0	0	0	0	7
IBERIA AIRLINES	1	0	2	0	1	2	0	0	0	0	0	0	6
JET AIRWAYS	0	0	1	0	0	5	0	0	0	0	0	0	6
KLM	1	0	2	0	1	1	0	0	0	0	0	0	5
LAN AIRLINES	1	0	0	0	2	3	0	0	1	0	0	0	7
LUFTHANSA	1	0	3	1	1	4	0	0	0	0	0	0	10
QATAR AIRWAYS	1	0	2	1	1	2	0	0	0	0	0	0	7
TACA INTERNATIONAL AIRLINES	0	0	1	0	0	3	1	0	0	0	0	0	5
TURKISH AIRLINES	1	2	2	1	0	2	0	0	0	0	0	0	8
VOLARIS AIRLINES	1	0	2	0	0	1	0	0	0	0	0	1	5
OTHER FOREIGN AIRLINES	13	3	7	2	8	20	5	0	1	0	0	1	60
TOTALS	30	8	29	8	17	67	8	2	3	0	0	3	175
TRAVEL AGENTS													
CHEAPOAIR.COM	0	0	3	2	0	1	0	0	2	0	0	0	8
ORBITZ.COM	0	0	2	1	4	0	0	0	1	0	0	0	8
OTHER TRAVEL AGENTS	0	0	2	1	2	0	1	0	2	0	0	0	8
TOTALS	0	0	7	4	6	1	1	0	5	0	0	0	24
TOUR OPERATORS													
DIRECT AIR AND TOURS	2	0	0	0	4	0	0	0	0	0	0	2	8
OTHER TOUR OPERATORS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	2	0	0	0	4	0	0	0	0	0	0	2	8
MISCELLANEOUS													
OTHER MISCELLANEOUS	3	1	2	2	0	3	0	0	1	0	0	8	20
TOTALS	3	1	2	2	0	3	0	0	1	0	0	8	20

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

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

TABLE 6

JANUARY 2011

CONSUMER COMPLAINTS: RANKINGS

U.S. AIRLINES *

		JANUARY 2012			JANUARY 2011		
RANK	***AIRLINE***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***	***COMPLAINTS***	***SYSTEMWIDE ENPLANEMENTS***	***COMPLAINTS PER 100,000 ENPLANEMENTS***
1	***MESA AIRLINES***	1	606,801	**0.16**	5	651,253	**0.77**
2	***SOUTHWEST AIRLINES***	21	8,174,484	**0.26**	18	8,314,387	**0.22**
3	***ALASKA AIRLINES***	6	1,353,729	**0.44**	6	1,315,214	**0.46**
4	***HAWAIIAN AIRLINES***	5	738,981	**0.68**	3	691,932	**0.43**
5	***FRONTIER AIRLINES***	6	815,552	**0.74**	9	1,053,347	**0.85**
6	***DELTA AIR LINES***	64	8,147,221	**0.79**	151	7,988,586	**1.89**
7	***AIRTRAN AIRWAYS***	13	1,602,108	**0.81**	15	1,683,374	**0.89**
8	***JETBLUE AIRWAYS***	18	2,165,411	**0.83**	28	1,913,813	**1.46**
9	***SKYWEST AIRLINES***	18	1,874,684	**0.96**	17	1,848,317	**0.92**
10	***EXPRESSJET AIRLINES***	23	2,334,651	**0.99**	4	987,412	**0.41**
11	***AMERICAN EAGLE AIRLINES***	15	1,322,029	**1.13**	12	1,200,734	**1.00**
12	***AMERICAN AIRLINES***	107	6,770,235	**1.58**	87	6,706,457	**1.30**
13	***VIRGIN AMERICA***	8	455,620	**1.76**	*	*	*****
14	***US AIRWAYS***	77	4,292,158	**1.79**	61	4,029,363	**1.51**
15	***UNITED AIRLINES***	182	6,970,068	**2.61**	61	3,873,095	**1.58**
	TOTAL	**564**	**47,623,732**	**1.18**	**477**	**42,257,284**	**1.14**

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

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

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

COMPLAINT CATEGORIES

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

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

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

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

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

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

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

Disability: Civil rights complaints by air travelers with disabilities.

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

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

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

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

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

The Transportation Security Administration (TSA) screened approximately 48 million airline passengers and their 38 million checked bags in the month of January 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 January.

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
299	.0006	36	.00007	90	.0002	360	.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
212	.0006	463	.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 January.

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.

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

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

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

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

Carrier	Death	Injury	Loss
Alaska		**4**	
America	**1**	**1**	
Delta	**1**	**1**	
Total	**2**	**6**	